

## Message from our Board Chair and President/CEO

A heartfelt thank you to the communities we serve for another successful year of serving residents of Northern Arizona!

Thank you for your donations to our Goodwill GoodNeighbor Centers and overall support of Goodwill. It's through your generosity and the dedication of our team members that we find success in our mission, "We turn donations into good jobs, good homes, and good neighborhoods."

We achieve this through education, job training, employment, and other vital social services. In 2010, we served more than 6,000 Arizona residents in their quest for self sufficiency.

A significant source of revenue for our programs and services lies in the donation and sale of goods at our five Good Neighbor retail stores. In 2010, our GoodNeighbor Centers turned donations from approximately 125,000 community residents into the revenue necessary to fund GoodNeighbor retail and other organizational operations, and to support our mission programs.

Though we are a not-for-profit business, we operate in competition with for-profit thrift stores for donations, and we challenge ourselves to increase efficiency in our operations and in the effectiveness of our mission services results.

In 2010, we provided 105 individuals the opportunity to earn a paycheck on Goodwill's payroll, assisted nearly 150 individuals to secure employment with community businesses, and over 18,000 our neighbors asked for help and Goodwill was here to help.

With Arizona being one of the fastest growing states in the nation, Goodwill Industries of Northern Arizona is growing, too. We have remodeled old stores and built a brand-new store in Bullhead City which opened in November, 2008, with donation drive-thru centers conveniently located in Lake Havasu City and Kingman.

We are excited about the positive impact we have on the lives of those we serve within our local communities and thank you for supporting, "our business of changing lives."

Sincerely,

Lela Montfort, Board Chair

David Hirsch, President/CEO

### Our Mission

At Goodwill Industries of Northern Arizona, our mission is simple: We turn donations into good jobs, good homes, and good neighborhoods. Donations from community residents provide our GoodNeighbor stores with merchandise to sell. Retail revenue then supports workforce programs that offer education, job training, employment, and vital social services to individuals and families seeking self-sufficiency.



Richard Henderson, Board Chair & David Hirsch, President/CEO

### Gold Medal Winner

When Jessie M. came to Goodwill of Northern Arizona's Goodwill Works Employee Development Program over three years ago, he was a youth with a disability transitioning from Flagstaff Unified School District's Continental Project to the adult world of work. Though his training program Jessie was able to gain work experience in a variety of different jobs. He was continuously challenged to do his best and to perform at a competitive level. Jessie accepted the challenge and, when an opportunity came available for regular employment, Jessie was hired for the position. He now works a competitive job, receives ongoing support through Goodwill's JobsPlus Supported Employment Program, and is a winner in his personal life as a Gold Medalist in Special Olympics. Turning those with barriers to employment into Gold Medal winners. That's what we do at Goodwill!

## 2010 Financial Report

### Support and Revenue from the Community

Donated Goods programs	3,873,482
Workforce Development Services	106,391

### Commercial Services Contracts

Contributions and grants	6,499
Investments Income	0
Other	248,967
<b>TOTAL</b>	<b>4,235,339</b>

### Goodwill Gave Back to the community

#### Program Services

Donated goods - programs	3,464,647
Workforce development	207,847

#### Support Services

Management & General	437,339
Marketing & public relations	11,779

#### Other

Funds available for growth	113,727
<b>TOTAL</b>	<b>4,235,339</b>

---

## CONSOLIDATED STATEMENTS OF FINANCIAL POSITION ASSETS

Cash & receivables	301,224
Prepays & Deposits	23,736
Inventories	196,009
Investments	0
Land, Buildings & equipment	603,783
Other	0
<b>TOTAL ASSETS</b>	<b>1,124,752</b>