

Community Impact Report

2018-2019



85¢

of every dollar earned in Triad Goodwill stores supports our mission, restoring dignity through the power of work

5

counties

6

career centers

23

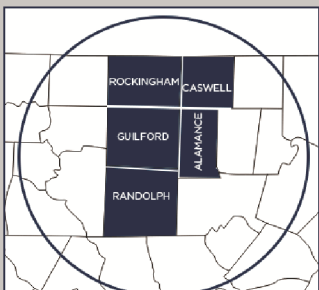
stores

1

outlet

24

donation centers



11,938

job seekers served

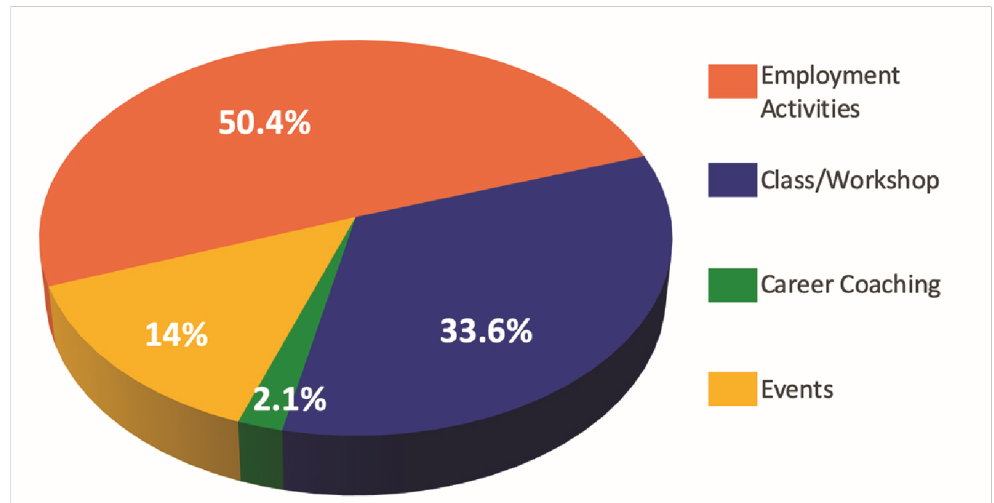


2,266

individuals reported job placements



Career Development Services Utilized



2018-2019 Retail Report

SHOPGOODWILL.COM

served **36,462** customers



EDGAR'S BARGAIN BOOKS

served **41,341** customers

17.2 MILLION POUNDS

of product donated by **457,003 DONORS**



11.3 MILLION POUNDS

of product diverted from landfills through recycling

1,496,440 SHOPPERS

TOGETHER IS BETTER!

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Dear Friends,

First, let us say thank you for your service and support throughout the 2018-19 fiscal year. I am proud of what we accomplished together and I am equally excited for what the future holds for each of us. Since 1963 Goodwill's mission has always been, and will continue to be, focused on helping members of the communities we serve improve their lives and strengthen families through the power of work.

In fiscal year July 2018 through June 2019, we continued to focus on creating a culture conducive to the future needs of our organization. We invested in professional learning and growth so we can continue to be our best selves, and continued to grow our business model. We decided as a team to incorporate and embrace TOGETHER IS BETTER into everything we do. We will continue to serve side by side in an effort to reduce poverty in Central North Carolina. The three pillars we have woven into our business practices from which we have created a solid foundation are:

1. Passion/Enthusiasm
2. Loyalty/Trust
3. Integrity

Your current leadership is excited to help redefine how we, as an organization, further our impact for all stakeholders of Goodwill Industries of Central NC.

We are transitioning our mission model with a new focus on impact and quality of services and improving lives for the long term, rather than carrying out short term objectives. We will continue to invest into our core business model, as well as capitalize on new and innovative ways to grow the top line, which will allow us to grow our footprint and enhance our capacities to serve our mission. With renewed focus, positive momentum, and commitment from the entire Goodwill team and the Board of Directors, we are confident we can deliver on our priorities for ALL stakeholders.

We thank you again for your support and commitment to Goodwill Industries of Central North Carolina, Inc.

Sincerely,

Chris Gorham
President & CEO

Robert Hudson
Board Chairman

2019 AWARD WINNERS



Wayne Lawton
R. Kennedy Harris
Employee of the Year



**Katrina Kerrick
Sullivan**
Rookie of the Year



**Store #011
South Eugene Street**
Store of the Year



Nancy Nance
-George E. Norman, Jr.
Graduate of the Year



Zackary Hopkins
Michael W. Haley
Graduate of the Year



Spectrum
Margaret F. Earle
Employer of the Year



David Chacon
Cornerstone Award

Goodwill Industries of Central North Carolina, Inc.

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