



# 2013 Annual Report



*"Changing lives and the planet."*



# WELCOME

## From the President & CEO

### FLIP RETAIL & MISSION ORDER

Dear Friends,

2013 was a year of particular accomplishment and growth for our Goodwill. Not only did we experience a record number of donated goods and financial support, but we also expanded to Nye County with our store in Pahrump. Additionally, we introduced two new retail concepts to Southern Nevada - our Deja Blue Boutique in Summerlin, and our Clearance Center in North Las Vegas.

Without the support of the donors and shoppers at all of our Retail Stores and Donation Centers, and our financial supporters, Goodwill Mission Services would not have been able to serve the record numbers of Nevadans they did in 2013.

I am absolutely thrilled to announce that in 2013, Goodwill of Southern Nevada provided services to over 10,000 individuals and placed over 2,000 people into jobs!

We also touched the lives of over 361 clients through our Community Based Training Program and 655 special education students through our Student Work Experience Program. In addition, we provided opportunities for 1,634 volunteers and community service workers. The immediate impact on these people's lives is immense; the long-term positive impact is truly difficult to measure.

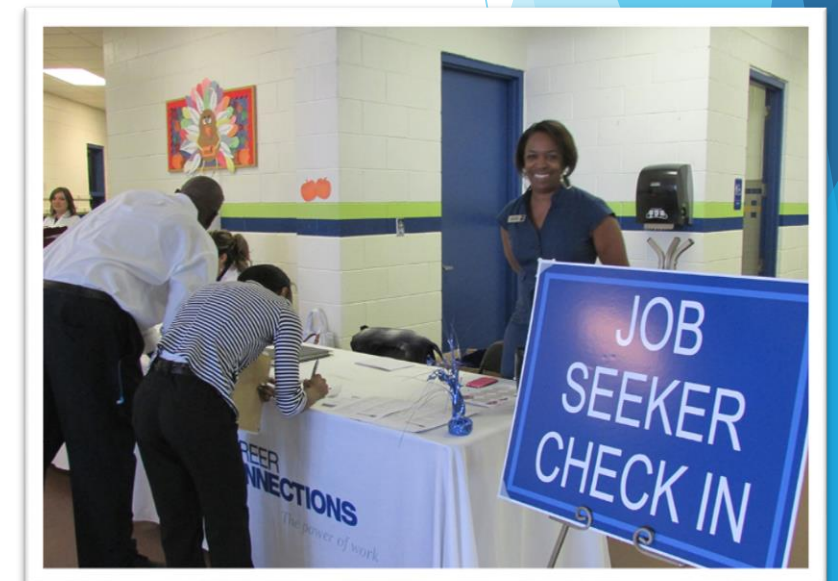
In 2014, we will continue to grow and serve more people. We are a family of over 600 team members strong; as we increase our Goodwill Team, we continue to boost our local economy.

On behalf of Goodwill's Board of Directors, Team Members and the people we have the privilege to serve, thank you for your commitment and support for our Goodwill.

Peace,



Steve Chartrand



# OUR MISSION

To educate, train and employ people with disabilities and other special needs to help them maximize the quality of their life.

## OUR CORE VALUES

- ▶ People are our strength and we treat them with dignity and courtesy at all times.
- ▶ We exceed our customers' expectations.
- ▶ We measure ourselves only against the best.
- ▶ We do what we say we will do every time.
- ▶ We embrace innovation.
- ▶ We are a team.

# OUR SERVICES - Career Connections Centers

Goodwill's Career Connections Centers provide free computer stations, Internet access, copier, fax and phone services for the purpose of securing a job. At the centers, Career Specialists provide workshops covering a variety of topics such as interview skills or dressing for success; one-on-one career counseling and resume help; and assistance with work cards, bus passes, clothing vouchers, vocational training and other supportive services when appropriate.

Our over 700 Partner Employers can take advantage of free services such as pre-screening of job candidates and on-site hiring events and job fairs. Our job seekers can take advantage of our connections and career matching to these employers.

In addition to the services offered above, Goodwill offers specialized career services to Veterans and Women.

## Veteran Integration Program:

In 2012, Goodwill was chosen, via a vigorous application process, to receive a grant of \$350,000 from Nevada Women's Philanthropy, allowing the creation of Goodwill's Veteran Integration Program (VIP). In 2013, through the VIP, Goodwill placed 204 veterans into jobs in Southern Nevada.

One of the unique elements of VIP is that veterans enrolled in the program receive job services from a Goodwill Team Member who is also a veteran. This peer to peer assistance allows for shared empathy and experience, resulting in a higher success rate for veteran job seekers in not only finding, but maintaining employment.

View Veteran Success Stories here: [https://www.youtube.com/watch?v=FJnOL0r\\_ZAs&list=UUPVON8sRLTt9yAZ2Lr6yhXQ](https://www.youtube.com/watch?v=FJnOL0r_ZAs&list=UUPVON8sRLTt9yAZ2Lr6yhXQ)

## Beyond Jobs for Women:

Goodwill of Southern Nevada is one of 45 Goodwill® agencies across the country to take part in an innovative program that provides job training and placement services to women called Beyond Jobs. The program is funded through a \$7.7 million grant from the Walmart Foundation, and creates a larger impact by reaching more women who are unemployed or underemployed by being spread across multiple markets. This funding broadens the reach of the program that was started in 2010 in five Goodwill markets serving 1,342 women, now it will serve an expected 12,250 women in 45 Goodwill communities.

Goodwill of Southern Nevada's portion of the grant will be determined on how many local women are helped by the program which will provide participants with a complete career assessment, individualized career planning, connections to employment opportunities, training programs, financial education and other support services. The goal is to assist low-income unemployed and underemployed women who want to advance their careers.



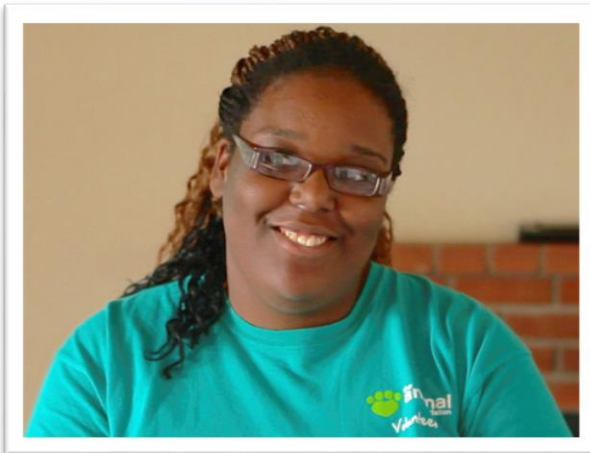
# OUR SERVICES

## Community Based Training

A partnership between Goodwill of Southern Nevada, The State of Nevada Bureau of Vocational Rehabilitation (BVR) and The Veterans Administration (VA), our Community Based Training Program uses real work environments to assess specific work skills that participants with disabilities currently possess, as well as offer training for the development of new skills necessary for successful employment. All participants are referred to this program through either the BVR or VA.

There are 3 different types of Community Based Training:

- ▶ Retail Training
- ▶ Janitorial Training
- ▶ Warehouse Training



### Community Based Training Success Story

Taylor has a documented dual disability of Learning and Emotional Disability. Taylor benefited from one-on-one money training as well as the guidance and support throughout her CBT program working with her Goodwill Trainer on retail skills.

After successfully completing the CBT program, her Goodwill Trainer assisted Taylor in transitioning promptly into Career Connections for further job readiness training and help.

Here, she successfully completed a workshop series which catapulted her professionalism to a new level. Taylor then went on to secure employment with an airline at McCarran Airport.

To view Taylor's full story visit

<https://www.youtube.com/watch?v=6heaNRun1nM&list=PLlukEe9ujOHXXm7F-Egnr1ehTki2Mc8Ms&index=1>



# OUR SERVICES

## Student Work Experience Program & Court-Ordered Community Service Workers

### Student Work Experience Program

Goodwill of Southern Nevada provides volunteer opportunities to special education students from 29 high schools in the Clark County School District. These students volunteer once a week at a designated store for one to two hours. Under their teachers' supervision, they assist with tasks such as pulling hangers and organizing depending on their individual level of functionality. The goal of the program is to provide students with a real-work experience environment and an opportunity to gain job skills.

View Coronado High School's Student Work Experience Success Story here:

<https://www.youtube.com/watch?v=Gk8Mn1xXTw&list=PLlukEe9ujOHXXm7F-Egr1ehTki2Mc8Ms&index=5>



### Court-Ordered Community Service Workers

Goodwill of Southern Nevada works closely with the Department of Welfare, the City of Las Vegas, the City of Henderson, and the City of North Las Vegas to provide court ordered community service hours in lieu of, or in addition to, incarceration and/or a fine. Volunteer assignments include various tasks in our processing center, retail stores or corporate headquarters.

The program saves taxpayers money by helping reduce the cost of incarceration while providing individuals with work experience.

# OUR SERVICES

## Launch of ELITE Youth Program

Launched in 2013, Goodwill of Southern Nevada's ELITE Youth Program, stands for Education, Leadership, Independence, Training and Employment. Facilitated in a workshop setting, this program provides valuable job seeker skills, financial literacy, and an introduction to STEM, to youth with disabilities that are ages 17 thru 21.

Students are challenged with setting goals for their future and Goodwill provides supportive services (money for vocational training, clothing vouchers, gas cards, etc.) and job coaching to help them reach these goals.

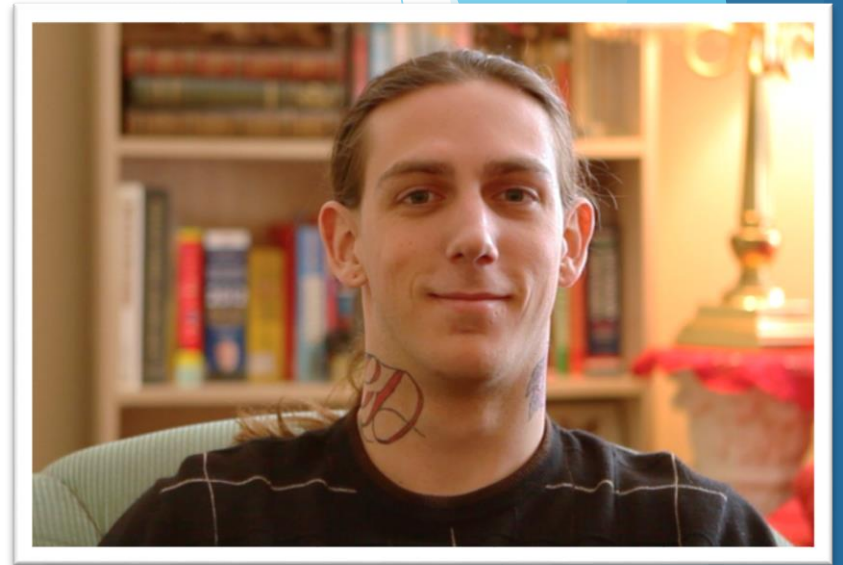
Additionally, there are opportunities for students to attend college tours, and participate in paid Work Experiences with local businesses.

### ELITE Success Story

Dylan faced a handful of barriers to employment upon entering Goodwill's ELITE Youth program, including being an at-risk youth (due to previously being a drug addict and homeless), unemployment, and emotional disabilities.

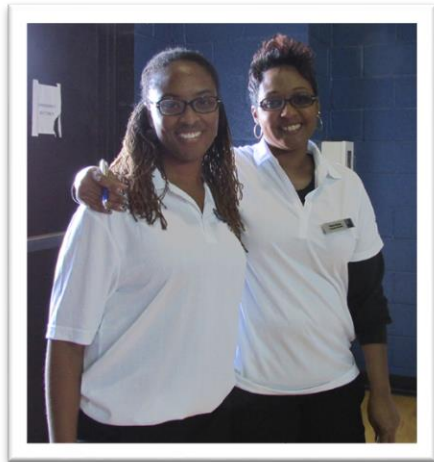
Dylan was knowledgeable, mature and had a strong motivation to find employment and go back to school. After completing career exploration classes, Dylan was inspired to enroll in Heating Ventilation & Air Conditioning (HVAC) training where he was not only the youngest in his class to complete the course, but graduated with one of the highest grades. He has continued to receive supportive services from ELITE and since completing the official curriculum has secured a job in the HVAC industry, as well as his own apartment.

He credits Goodwill with helping him to gain independence and financial stability. [To view Dylan's full story visit https://www.youtube.com/watch?v=xUDI59xYPJU&list=PLlukEe9ujOHXXm7F-Egnr1ehTki2Mc8Ms&index=2](https://www.youtube.com/watch?v=xUDI59xYPJU&list=PLlukEe9ujOHXXm7F-Egnr1ehTki2Mc8Ms&index=2)



# PEOPLE SERVED IN 2013

Program	Number Placed/Served
Career Connections Placed (includes Veteran Integration Program, Beyond Jobs for Women)	2,021
Career Connections Served (includes Veteran Integration Program, Beyond Jobs for Women)	10,507
Student Work Experience Program Served	655
ELITE Youth Program Served	100
Community Based Training Served	361
# of Volunteers (includes Court-Ordered Community Service, groups, individuals)	1,634





# FINANCIALS - BALANCE SHEETS

	<u>2013</u>	<u>2012</u>
<b>ASSETS</b>		
<b>Current Assets</b>		
Cash	\$ 804,540	\$ 1,068,428
Receivables	542,693	445,236
Inventory	4,142,702	3,413,380
Prepaid Expenses and other	250,530	162,863
	<b>5,740,465</b>	<b>5,089,907</b>
Property and equipment, net of accumulated depreciation	2,896,289	2,878,707
Certificate of deposit, restricted	500,000	500,000
Deposits	86,543	81,586
	<b>\$ 9,223,297</b>	<b>\$ 8,550,200</b>
<b>LIABILITIES AND NET ASSETS</b>		
<b>Current Liabilities</b>		
Accounts Payable	\$ 632,931	\$ 626,695
Accrued Expenses	2,728,427	1,879,873
Line of Credit Payable	863,410	877,499
Current portion of deferred gain on sale-leaseback	610,692	610,692
Current portion of long-term debt	177,112	204,783
	<b>5,012,572</b>	<b>4,199,542</b>
<b>Long-term Liabilities</b>		
Deferred gain on sales-leaseback	4,529,300	5,139,992
Long-term debt, net of current portion	251,706	428,722
	<b>9,793,578</b>	<b>9,768,256</b>
<b>Net Assets (Deficit)</b>		
Unrestricted	(643,801)	(1,277,887)
Temporarily restricted	73,520	59,831
	<b>(570,281)</b>	<b>(1,218,056)</b>
	<b>\$ 9,223,297</b>	<b>\$ 8,550,200</b>

# FINANCIALS - STATEMENTS OF ACTIVITIES

	<u>2013</u>	<u>2012</u>
<b>Revenue</b>		
Contributions (Unrestricted and temporarily restricted)	\$ 1,127,502	\$ 616,620
Federal Grants	1,627,823	1,016,740
Goods contributed for sale	23,870,865	22,037,404
Sale of purchased goods	442,205	289,569
Less cost of goods sold (Contributed & purchased)	(878,045)	(765,511)
Vocational assistance programs	516,511	633,969
Deferred gain amortization on sale-leaseback	610,692	610,692
Special events, net	41,098	28,159
Interest & Other	2,738	8,406
Other	3,411	6,631
Net assets released from restrictions	91,311	173,059
	<b>27,456,111</b>	<b>24,655,738</b>
<b>Expenses</b>		
Program services	24,786,457	22,457,285
Support services:		
Management and general	1,079,293	1,132,289
Fundraising	657,097	364,096
Unallocated payments to affiliated organization	194,178	163,943
Other	91,311	173,059
	<b>26,808,336</b>	<b>24,290,672</b>
<b>Increase (decrease) in net assets</b>	<b>\$ 647,775</b>	<b>\$ 365,066</b>

# 2013 MAJOR DONORS

## CORPORATE PARTNERS:

- ▶ 4Wall Entertainment
- ▶ Aristocrat Technologies, Inc.
- ▶ Bank of Nevada
- ▶ Bank of the West
- ▶ Bridgestone Americas Trust Fund
- ▶ Capital One
- ▶ CBRE
- ▶ Citibank
- ▶ Cragin & Pike
- ▶ Credit One Bank
- ▶ G.C. Garcia, Inc.
- ▶ IGT
- ▶ Indaba Systems
- ▶ Nevada State Bank
- ▶ Penske
- ▶ Resort Gaming Group
- ▶ Rum Runner

- ▶ Southwest Gas Corporation
- ▶ UnitedHealthcare
- ▶ Wells Fargo Insurance Services

## FOUNDATION PARTNERS:

- ▶ Bank of America Foundation
- ▶ Caesars Foundation
- ▶ Golden Nugget Las Vegas Community Fund, Nevada Community Foundation
- ▶ JPMorgan Chase Foundation
- ▶ MGM Resorts Foundation
- ▶ Nevada Women's Philanthropy
- ▶ NV Energy Foundation
- ▶ Tony & Renee Marlon Charitable Foundation
- ▶ Walmart Foundation
- ▶ Wells Fargo Foundation

## GOVERNMENT PARTNERS:

- ▶ Bureau of Vocational Rehabilitation
- ▶ City of Las Vegas (CDBG)
- ▶ Department of Employment, Training & Rehabilitation
- ▶ Desert Regional Center
- ▶ EFSP Local Board
- ▶ Workforce Connections

# 2013 MAJOR COMMUNITY PARTNERS

- ▶ Alaska Airlines
- ▶ Albertsons
- ▶ Allegiant Air
- ▶ American Red Cross
- ▶ Bellagio Las Vegas
- ▶ Boys & Girls Clubs of Las Vegas
- ▶ City of Las Vegas
- ▶ Clark County School District
- ▶ Communities in Schools
- ▶ Dillard's
- ▶ The Floyd Family
- ▶ Humana
- ▶ Ivory Star Productions
- ▶ Las Vegas 51's
- ▶ Las Vegas Wranglers
- ▶ McCarran Airport
- ▶ Microsoft
- ▶ MountainView Hospital
- ▶ New Vista
- ▶ Queensridge
- ▶ Spread the Word Nevada
- ▶ Summerlin Council - Willows Community Center
- ▶ The Crossing - A Christian Church
- ▶ The Palms Casino Resort
- ▶ Top Shop
- ▶ U.S. Vets Las Vegas
- ▶ United Way of Southern Nevada
- ▶ Wynn Las Vegas



# 2013 Board of Directors

**George Garcia, Chairman**  
*GC Garcia*

**Ted Giza, Vice Chairman**  
*Independent Consultant*

**Penny J. Mendlovic, Secretary**  
*CB Richard Ellis*

**Joshua R. Dobbins, Treasurer**  
*Bradshaw, Smith & Co.*

**Stavros Anthony, Ph.D.**  
*Mayor Pro Tem, City of Las Vegas*

**Chris Cappas**  
*United Way of Southern Nevada*

**Andrew Donner**  
*Resort Gaming Group*

**Brian Dziminski, Esq.**  
*Dziminski & Associates*

**Gus Flangas, Attorney At Law**  
*Flangas McMillan*

**John Grady**  
*S.T.A. Consulting, LLC*

**Geno Hill**  
*The Rum Runner*

**Haskel Iny**  
*Great American Capital*

**Eric James**  
*State Farm*

**Colleen May**  
*ThinkMedia Now*

**Sabri Ozun**  
*Citibank (Nevada), N.A.*

**Bill Paredes**  
*Bank of Nevada*

**Jerome Schmitz**  
*Southwest Gas*

**Jim Stroh, AIA**  
*James E. Stroh Architect, Inc.*

**Mike Zimmer**  
*Z(2) Squared Consultants LLC*



# 2013 MISSION MILESTONES



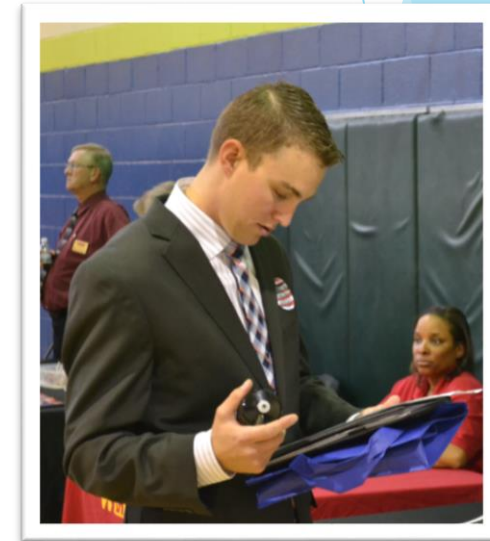
FEB: Citibank Freedom Room Opening



OCT: Capital One Volunteer Day



FEB: Beyond Jobs for Women Kick-off at Walmart

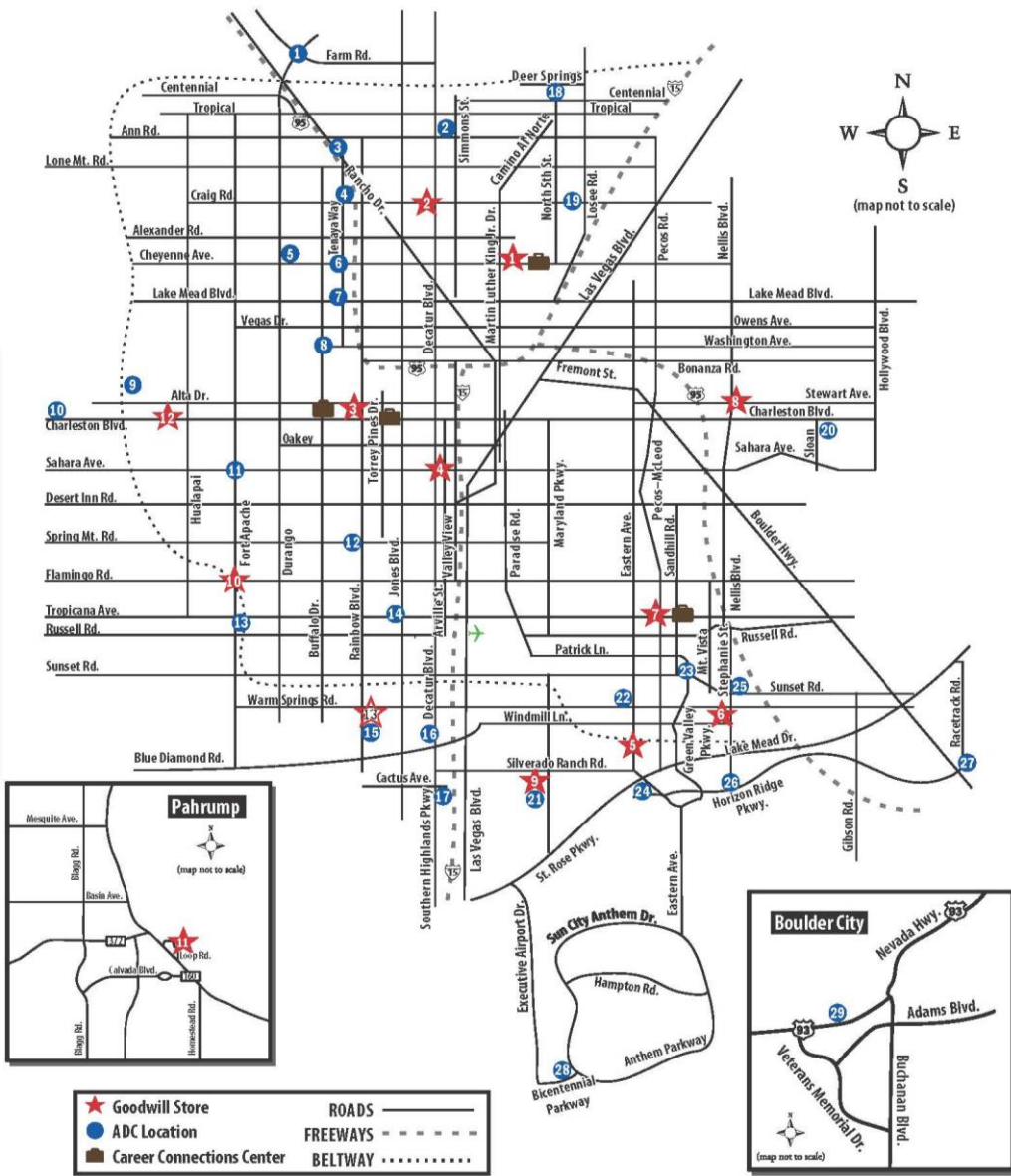


NOV: Veterans Hiring Event



Retail Stores & Donation Center Locations

2013  
OPERATIONS  
MILESTONES



Updated 12/6/13



MAR: Veterans Leisure Center  
ADC Opening



JUN: Beyonce/GII Partnership



OCT: Boulder City ADC Opening



# 2013 RETAIL MILESTONES



FEB: Nellis Relocation & Opening



APR: Cheyenne Clearance Center Opening



JUN: Pahrump Opening



SEP: Deja Blue Boutique Opening & Reception



SEP/OCT: Halloween Commercial Filmed & Aired



OCT: Rainbow Opening + Training Center Opening





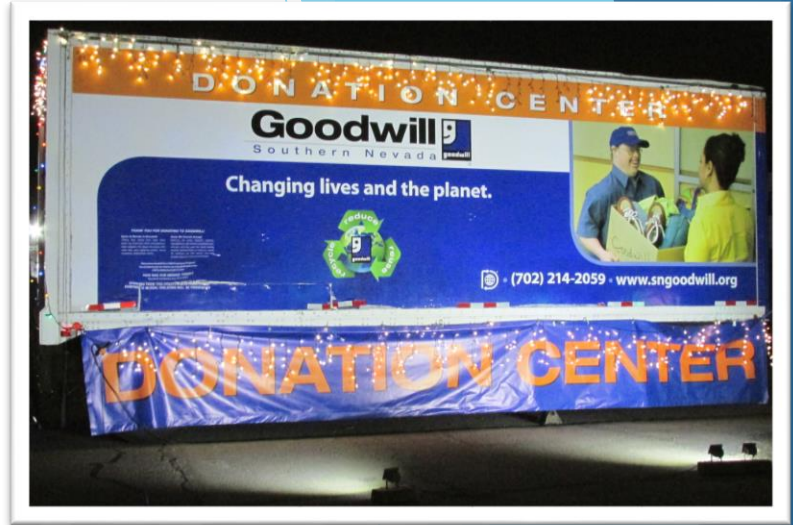
# 2013 COMMUNITY MILESTONES



**MAR: Community Recognition Luncheon**



**MAY: Robert Taylor Elementary Career Day**



**NOV/DEC: Glittering Lights at The Las Vegas Motor Speedway**



**SEP: Golf for Goodwill: A Salute to Veterans & Their Families**



**SEP: Golf for Goodwill Tournament**



**SEP: Golf for Goodwill Wine Tasting**



# 2013 COMMUNITY MILESTONES



APR: Somerset Academy Goodwill Fashion Show/Earth Day Event



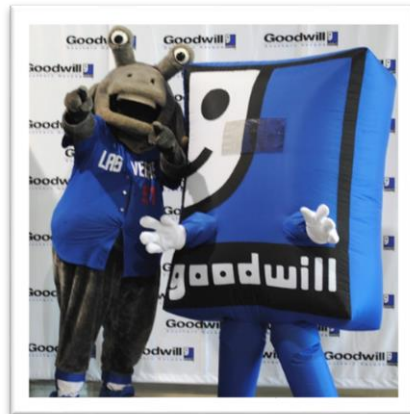
APR: Queensridge Donation Drive/Easter Event



MAY: Goodwill & Spread the Word Nevada Summerlin Donation Drive



JUN: Goodwill Night at the Las Vegas 51's



NOV: U.S. VETS - Las Vegas Veteran Stand Down



DEC: Gift of a Job Holiday Giving Campaign



[www.Goodwill.Vegas](http://www.Goodwill.Vegas)

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