



2012 ANNUAL REPORT



"Changing lives and the planet."



Welcome

Dear Friends,



As I reflect on this past year, I am proud of the many milestones we achieved in both Mission Services and Operations.

On the Mission Services side, we are thrilled to have provided services to 8,691 people and to have placed 1,800 people in jobs! We touched the lives of over 400 clients through our Community Based Training Program and 602 special education students through our Student Work Experience Program. In addition, we provided opportunities for over 700 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.

On the Operations side, we opened three additional Attended Donation Centers, for a total of 33. That, along with our 10 Retail Stores & Donation Centers, allowed us to collect donations of gently used items from 578,892 individuals. We also opened two new stores, relocated our Sahara store, and expanded two stores. Total store sales, salvage sales, and E-Commerce sales topped \$21.5 million, up 10 percent from the previous year. Our total administrative costs were only 10 percent of total expenses. We are committed to maximizing our community's precious resources.

Goodwill also raised \$2.2 million in financial support from individuals, corporations, government contracts, and state fees. Furthermore, Goodwill recently received a four-star rating from Charity Navigator, America's largest and most-utilized independent evaluator of charities. And, our Golf for Goodwill tournament was the best in its three year history.

In 2013, we will continue to grow and serve more people. We are a family of 600 team members strong; we grew by 28 percent in 2012 by adding 127 new jobs, boosting 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.

We believe in the power of work.

Videos about each of these clients may be found at <http://www.youtube.com/user/SNGoodwill>

A job can change a life.



Mario Banda first came to Career Connections in 2010. Despite a history of incarceration, Mario learned what he could behind bars, developing some pretty serious cooking skills.

Career Connections initially found Mario a position with a restaurant specializing in southern cooking, but unfortunately, the business

closed down three months later. Despite this initial set-back, Mario continued to come in and meet with Career Connections Team Members to keep his spirits up and his job skills fresh. He was eventually hired as a cook at a local chain restaurant and is loving it!

A job gives independence.



After Roxxanne Wilwert graduated from high school, she was eager to find a job and become independent but her Cerebral Palsy and lack of previous work experience were obstacles. Roxxanne was referred by Bureau of Vocational Rehabilitation to Goodwill Workforce Integration's Office Training program.

The program helped Roxxanne gain experience, improve her computer skills, and get an idea of what an office job would require. The Office Trainer took note of Roxxanne's potential. Six months later, when Workforce Integration was looking to fill a clerical position, Roxxanne immediately came to mind. Today she is still employed at Goodwill of Southern Nevada as the Mission Services Assistant.

A job provides security.

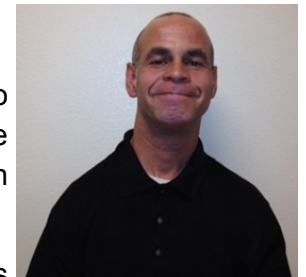
Mary Kay Portrey is a professional woman who was always able to earn a good living—until the engineering firm she worked for laid off a large number of employees. When she came to Career Connections for the first time, she was very defeated and was truly losing hope.



After that initial meeting, Mary Kay appeared in the Career Connections Resource Center every day, wearing a business suit and smiling from ear to ear. One day, Caesars Entertainment called wanting to hire a temporary Employment Specialist, and the Career Connections Team sent only one resume because they knew that this position was the perfect fit for Mary Kay. Soon after, she was made a permanent employee and has since been promoted.

A job creates self-esteem.

Nestor Hernandez was born with a variation of polio which limits the use of the right side of his body. He struggled as a young man and as an adult to find an employer that would hire him.



He was referred to Goodwill Workforce Integration's Community Based Assessment Training program by the Bureau of Vocational Rehabilitation and was hired by Goodwill to work as a part-time Janitor at the Tropicana Retail Store.

What Nestor loves most about his job is that now he is in a position to give back and to help contribute to Goodwill's Mission just as Goodwill helped him when needed it the most.

Our Services

Community Based Training

Goodwill of Southern Nevada's Community Based Training Program uses real work environments to assess specific work skills that disabled participants currently possess, as well as offer training for the development of new skills necessary for successful employment. Program fees are paid for by partner agencies such as the State of Nevada Bureau of Vocational Rehabilitation.

Retail Training: This program assesses and trains individuals looking for work in a retail or closely related work setting to determine work readiness. This 10 to 20 day training includes cashier training, along with job readiness skills. Our retail training programs are offered at several Goodwill retail stores.

Janitorial Training:

Goodwill's Janitorial Training Program is currently available at several Goodwill retail stores. Our highly qualified Employment Trainer assesses and trains individuals with disabilities interested in seeking competitive employment in a real life janitorial setting. The length of training ranges between 10 and 20 days. The scope of training is tailored to each client's individual needs and it typically includes cleaning (i.e., dusting, vacuuming, carpet and hard surface cleaning techniques), performing janitorial duties in common areas (i.e., cleaning in bathrooms, kitchens, and public spaces), and following safety rules applied to janitorial work (i.e., mixing chemicals, proper use and care of mechanical and non-mechanical cleaning equipment).

Warehouse Training:

Goodwill's Warehouse Training Program is available at our facility in North Las Vegas. This program serves individuals with disabilities interested in seeking competitive employment in a real life warehouse setting. The site accommodates up to 8 clients per day. The length of training ranges between 10 and 20 days. The scope of training is tailored to each client's individual needs and includes processing of soft and hard goods (i.e., sorting, hanging and pricing), shipping and receiving, and material handling.

Job Placement Program

Goodwill of Southern Nevada's Job Placement Program places individuals with a variety of skill levels into available positions throughout the community by partnering with local businesses needing qualified and motivated employees. This service is offered at no charge to the applicant or the employer.

Job Coaching

Goodwill of Southern Nevada offers on-the-job training and support services to clients with disabilities that are referred from partner agencies such as the Bureau of Vocational Rehabilitation and Desert Regional Center.

Job Coaching can be provided at no cost to the employer to assist the new employee with their transition period into being successful on the job. A job coach will ensure that the employee is meeting the standards of the job and assist with any problems or concerns that may arise during the initial phase of employment.



Our Services

Special Education Work Experience

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.

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.

Because many defendants referred to Goodwill face barriers to employment including limited job history, or a history of substance abuse or felonies and/or misdemeanors, Goodwill also offers free job search and job placement assistance through Goodwill's Career Connections program.

Volunteer Income Tax Assistance Program

In collaboration with United Way of Southern Nevada, IRS Stakeholder Partnerships, Education and Communication (SPEC) and the National Disability Institute's Real Economic Impact Tour (REI Tour), Goodwill of Southern Nevada is an active member of the Earn It Keep It Save It Collaborative.

Goodwill's Volunteer Income Tax Assistance Program provides free tax preparation assistance to low-and moderate-income individuals and families to help them claim the Earned Income Tax Credit (EITC).

The EITC is the largest federal cash assistance program for low-income, working taxpayers and lifts more families out of poverty than any other government program.



Our Services

Career Connections

Career Connections' goal is to connect job seekers with employers. Our two locations provide free computer stations, Internet access, copier, fax and phone services for the purpose of securing a job. Career Specialists also provide one-on-one career counseling & resume help, along with interviewing skills and assistance with vocational training or retraining when appropriate.

Partner employers can take advantage of free services as well such as pre-screening of job candidates and on-site hiring events and job fairs.



Veteran Integration Program Launch



Nevada Women's Philanthropy Grant

Goodwill spent over 6 months preparing for, presenting and eventually received a \$350K grant from Nevada Women's Philanthropy which expanded its job seeker services for veterans and their families.

The official launch was in December of 2012.



Total People Served in 2012: 8,691

Workforce Development

Community Based Training & Assessments	422
Job Coaching	44
Special Education Work Experience	602
Court Ordered Community Service Workers, Summer Youth & Other Programs	730



Career Connections

Number of people placed into new careers	1,800
First time visits to Career Connections	6,282



Financials: Balance Sheets

	<u>2012</u>	<u>2011</u>
ASSETS		
Current Assets		
Cash	\$ 1,068,428	\$ 1,372,992
Receivables	445,236	476,646
Inventory	3,413,380	2,584,748
Prepaid Expenses and other	162,863	41,274
	\$ 5,089,907	\$ 4,475,660
Property and equipment, net of accumulated depreciation	\$ 2,878,707	\$ 2,583,727
Certificate of deposit, restricted	500,000	1,000,000
Deposits	81,586	70,207
	\$ 8,550,200	\$ 8,129,594
LIABILITIES AND NET ASSETS		
Current Liabilities		
Accounts Payable	626,695	393,737
Accrued Expenses	1,879,873	1,279,932
Line of Credit Payable	877,499	-
Current portion of deferred gain on sale-leaseback	610,692	610,692
Current portion of long-term debt	204,783	185,682
	\$ 4,199,542	\$ 2,470,043
Long-term Liabilities		
Deferred gain on sales-leaseback	5,139,992	5,750,684
Long-term debt, net of current portion	428,722	1,491,989
	\$ 9,768,256	\$ 9,712,716
Net Assets (Deficit)		
Unrestricted	(1,277,887)	(1,850,150)
Temporarily restricted	59,831	267,028
	\$ (1,218,056)	\$ (1,583,122)
	\$ 8,550,200	\$ 8,129,594

Financials: Statement of Activities

	<u>2012</u>	<u>2011</u>
Revenue		
Contributions (Unrestricted and temporarily restricted)	\$ 616,620	\$ 459,505
Federal Grants	1,016,740	895,590
Goods contributed for sale	22,037,404	19,250,391
Sale of purchased goods	289,569	649,384
Less cost of goods sold	(765,511)	(970,076)
Vocational assistance programs	633,969	768,068
Deferred gain amortization on sale-leaseback	610,692	610,692
Special events, net	28,159	41,638
Interest & Other	8,406	16,022
Other	6,631	410
Net assets released from restrictions	173,059	104,139
Other	188,096	120,571
	\$ 24,655,738	\$ 21,825,763
Expenses		
Program services	\$ 22,457,285	\$ 19,143,649
Support services:		
Management and general	1,132,289	903,843
Fundraising	364,096	438,029
Unallocated payments to affiliated organization	163,943	144,602
Other	173,059	104,138
	\$ 24,290,672	\$ 20,734,261
	\$ 365,066	\$ 1,091,502
Increase (decrease) in net assets		

2012 Major Donors

8 News NOW

Aristocrat Technologies, Inc.

Bank of America Merrill Lynch

Bridgestone Americas Trust Fund

Bureau of Vocational Rehabilitation and
Department of Employment, Training & Rehabilitation

Caesars Foundation

Capital One

CB Richard Ellis, Inc.

CDW

Citibank

Community Foundation for Palm Beach
and Martin Counties

CVS Caremark Charitable Trust

Desert Regional Center

EFSP Local Board

GAP Foundation

IGT

JPMorgan Chase Foundation

Juliet Realty Group

MGM Resorts Foundation

Nevada State Bank

NV Energy Foundation

Penske

Republic Services

Resort Gaming Group, LLC

Smith's Food and Drug Stores (Kroger Co. Foundation)

Southwest Gas Corporation

The Tony and Renee Marlon Charitable Foundation

Thomas Spiegel Family Foundation

United Healthcare

Walmart Foundation - Beyond Jobs Grant

Wells Fargo Foundation on behalf of Wells Fargo

Workforce Connections

2012 Major Community Partners

Acme Display Fixture & Packaging Co.

Bellagio Las Vegas

Boys & Girls Clubs of Henderson

Boys & Girls Clubs of Las Vegas

Caesars Entertainment Inc. -
Engagement Team

Catholic Charities

City of Las Vegas – Office of Cultural Affairs
Clark County School District

Golden Nugget

The Home Depot Foundation

Hope Home Foundation

Ivory Star Productions

Jo-Ann Fabrics & Craft Stores

Las Vegas Wranglers

McCarran Airport

Microsoft
Mountain's Edge Community Association

Olympia Companies

RC Willey Home Furnishings

The Salesforce.com Foundation

The Salvation Army

Three Square

U.S. Vets - Las Vegas

United Way of Southern Nevada

UNLV College of Hotel Administration

Wynn Las Vegas

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GC Garcia

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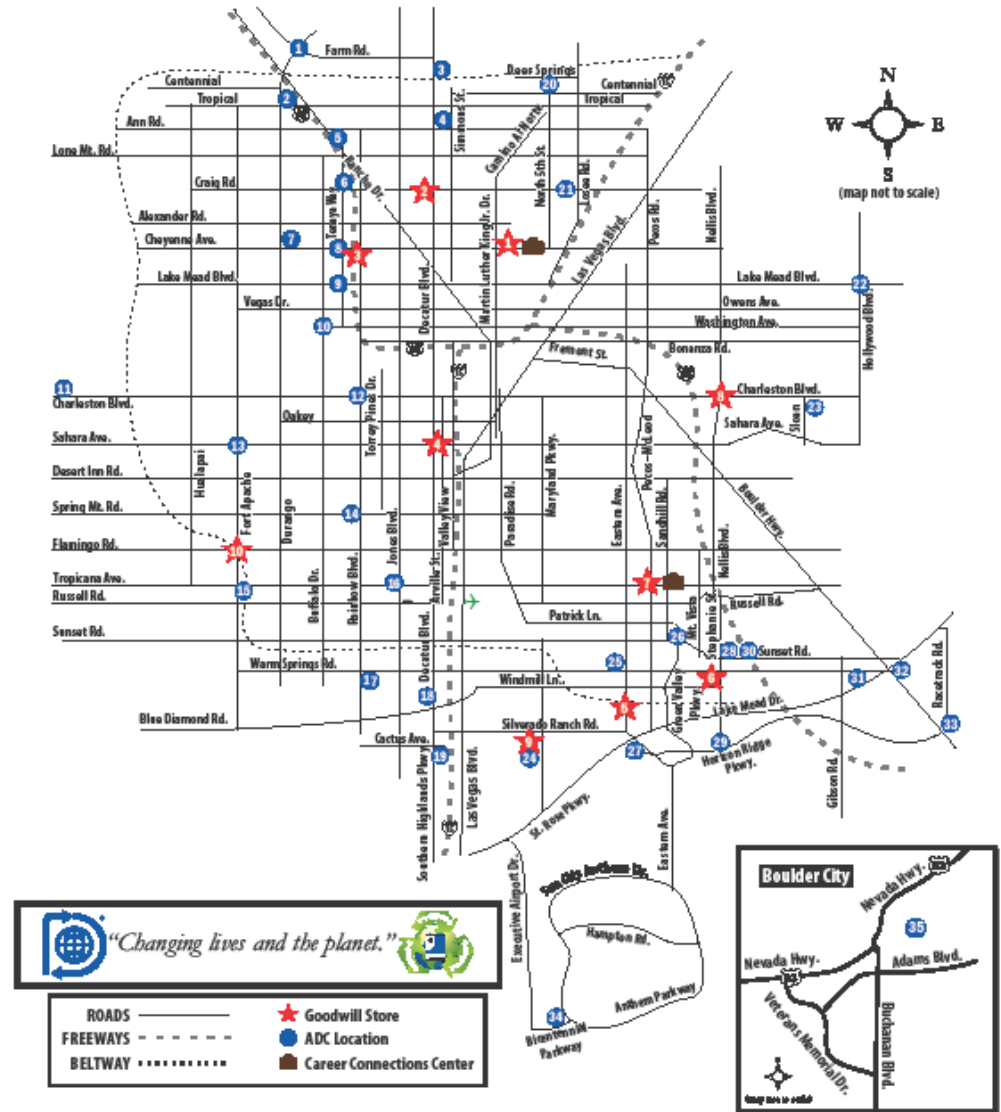
Mike Zimmer

Z(2) Squared Consultants LLC

Where to find us:



Retail Stores & Donation Center Locations



Updated 12/18/12

Believing in the Power of Work

February 2012: Dump Your Ex's Stuff—Goodwill held its 2nd annual fun, "anti-Valentine's Day" donation drive in conjunction with a radio buy on KOMP 92.3.



Got rid of him
But not his stuff?



DUMP your X's Stuff DRIVE

Don't Hate Spread The Love and Donate!

By dumping yours, or your X's Stuff * at any Goodwill donation center, you can register to win a Future Ex-Prize Pack featuring:

A Night Out at House of Blues Las Vegas Including:
 Dinner for 4 at CROSSROADS at House of Blues Restaurant & Bar, with a new American and International cuisine created by Celebrity Chef Aaron Sanchez!
 YOUR CHOICE OF ANY 4 TICKETS ** to a concert at House of Blues Music Hall In 2012
 POST CONCERT admission for 4 to the FOUNDATION ROOM at House of Blues!
 A BLACK DIAMOND PENDANT from Michael E. Minden Diamond Jewelers!
 A new MATTRESS SET from Best Mattress

Just to the KOMP Rock N Roll Morning Show for complete rules or go to KOMP.COM on the "I Dumped My X's Stuff" logo to register with your KOMP Goodwill code: SDNGLE

Listeners register online at the KOMP Radio Broadcasting Website located at 825 N. Flamingo, Las Vegas, NV 89119 Monday - Friday between 8pm - 5pm




March 2012: Goodwill's 14th Annual Community Recognition Luncheon honors clients and community partners.



March 2012: Goodwill Select opens! The first Goodwill of Southern Nevada store to open inside an Albertsons Store is located at Silverado Ranch.



April 2012: Earth Day Goodwill partners with RC Willey and Channel 3 for an "Earth Day Recycling Expo"



Believing in the Power of Work



June 2012: Ft. Apache/Flamingo Store opens! The first brand-new, stand-alone Goodwill of Southern Nevada store to open in 6 years features a donation drive-thru and created over 30 new jobs.



October 2012: Community Day of Sharing

Goodwill partnered with Albertsons, United Way, Catholic Charities, Salvation Army, and Three Square for a city-wide donation drive of gently used goods, non-perishable foods and dental hygiene products. Individuals could donate at any Albertsons store, but a special event was held at the Flamingo/Durango Albertsons location with all charities present. Albertsons made a monetary donation to each charity at the conclusion of the event.



October 2012: Golf for Goodwill

Goodwill hosted its third annual golf tournament at Canyon Gate Country Club. Funds raised at the tournament via sponsors, raffle tickets, silent auction and a golfer package supported all of Goodwill's programs. Once again, a board member served as the Event Chair, continuing the trend of this event beating the previous year's total raised.

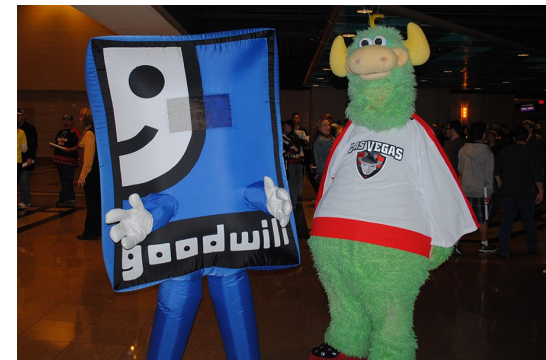


Believing in the Power of Work



October 2012: Sahara Store relocation! Sahara Store relocates to a larger, brighter location.

November 2012: Goodwill Night at the Las Vegas Wranglers Goodwill partnered with the Wranglers to raise funds and market to a new audience. Additionally, free ticket vouchers were distributed at ADC's to Goodwill donors prior to the game. 3 video shorts featuring Goodwill "Smiley G" & the Wranglers' mascot "The Duke" were created and shown at the game.



November/December 2012: Glittering Lights at the Las Vegas Motor Speedway designated Goodwill as a charity of choice. If attendees donated to Goodwill they received \$2 off the price of admission.



November 2012: Goodwill's 3rd annual holiday donation campaign the "**Gift of a Job**" commenced in Goodwill Retail Stores. Customers were encouraged to add a \$1 to their purchase or "round up" their change in support of Goodwill's programs. Stores creatively displayed squares acknowledging the monetary donations.



Goodwill Mobile Stores



March 2012: US Vets Las Vegas Stand Down—Goodwill participated in the U.S. Vets Stand Down by hosting a voucher-only mobile store providing homeless vets with attire both casual & career oriented. Goodwill Career Connections had a table offering career services as well.



September & February 2012: UNLV Mobile Stores Goodwill held one-day mobile stores on UNLV's Campus.



August 2012: Rio Back-to-School Festival Mobiles Store Goodwill participated for the 3rd year at this annual event held at the Rio Casino.



December 2012: Festival of Lights Mobile Store Goodwill expanded our presence at this annual event by having not only a Mobile Christmas store, but a "Smiley G" photo area and information booth.



www.sngoodwill.org

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