

2019 Annual Report



A Letter from Rick Neal, our President and CEO

As we look back on a successful year that propels us towards higher levels of achievement, we should celebrate our successes and renew our focus on using the amazing platform that is Goodwill of Southern Nevada (GSN). As a service provider and an employer GSN is a force multiplier, connecting Southern Nevadans with jobs and fueling our local economy. I give my personal thanks to the GSN team and to our amazingly supportive community for the team effort we have made to help keep Southern Nevada strong.

Each of us draws our motivation from a variety of factors. However, our most fundamental motivation—our “why”—can motivate and unite us in purpose. Each of us is a valuable piece of the whole that is GSN and, as such, share in the accomplishments of the organization. We also share in the obligation GSN has to our community. Understanding why our organization exists and why we choose to continue to serve within it adds both to the meaning of the work and the enjoyment we derive from it.

I took up the mantle as CEO in the middle of this year as an opportunity to serve our community in a meaningful way. Having spent most of my adult life in service, GSN was a great fit for me and gave me renewed purpose. Propelled by the guidance of our Board of Directors, and the leadership demonstrated within the GSN team, we emerged from a transitional period stronger than ever. In a year marked by a great deal of transition, GSN remained relevant in Southern Nevada because we remained disciplined and focused on our core tenet of service. We served 8,305 area residents and placed 2,659 Southern Nevadans into jobs more than 200 of whom were veterans and/or their spouses. Our efforts contributed an estimated \$480,290 in supportive services issued to the Southern Nevadans through job placement and training. We did all of this while diverting a record 26.5 million pounds from landfills, an increase of 500,000 pounds from 2018. These accomplishments were fueled by the generous 793,997 community donors that supported GSN in 2019, up 2 percent over 2018. Success such as this does not “just happen”; it is the result of hard work and vision. Therefore, to keep us on the positive trajectory set in 2019, we must redouble our efforts going forward.

The ability of each team member, board member, shopper, and donor to tie themselves to the overall mission accomplishment of GSN will be a key factor in ensuring our continued success. We have embarked on a strategic planning initiative that will not only continue the good works we have accomplished to this point but will also put us on the path to increasing both the depth and scope of supports we can provide Southern Nevada job seekers. For us to be successful we must fight complacency and work together to lead the organization towards attainment of our vision. Each of us will be critical in this effort, as we are all ambassadors of the brand and the vision.

We must also understand that, in creating and sustaining meaningful change and community impact, we are playing the long game. We will have short-term victories that we will celebrate, but there will also be challenges and we cannot fall victim to defeatist attitudes. I am confident that we have the ingenuity and grit required to take GSN to new heights and, in doing so, be a valuable vehicle of change in our communities.

Finally, we must have the courage to dream big. Setting our measures of success low and then achieving them will do little to improve the circumstances for our organization and those we serve. We have embarked upon a path of continuous improvement, so we should not declare victory too soon, nor should we expect our work to ever really be “done.” Our reward comes in the act of serving...our families, our team, our community.

Sincerely,
Rick Neal
President and CEO



MISSION & VALUES

Our Mission

To reduce the impact of poverty on people, families, and our community by helping Southern Nevadans get jobs with local employers and Goodwill.

Our Values

Mission First – Everything we do is inspired by our mission to help Southern Nevadans get jobs with local employers and Goodwill.

Act with Integrity – We conduct ourselves in an honest, transparent, and genuine manner. We seek the truth, not the convenient answer.

Own It – We put forth our best effort, take ownership, hold ourselves accountable for results, and learn from our mistakes.

Innovate with Impact – We use a common-sense approach to collaborate internally and with the community to encourage new ideas and maximize our collective impact.

Live to Serve – We provide great service to every donor, customer, and mission client.

COMMUNITY IMPACT



YOU DONATE



YOU SHOP



PEOPLE GET JOBS

2019 IMPACT

JOBS



8,305

People Served

2,659

Job Placements

1,095

Veterans Served

212

Veterans Placed

DONORS



793,997

Community Donors

ENVIRONMENT



26.5M

Pounds Diverted From Landfills

LOCATIONS



16

Thrift Stores

2

Clearance Centers

2

Career Centers

4

Mobile Career Coach Sites

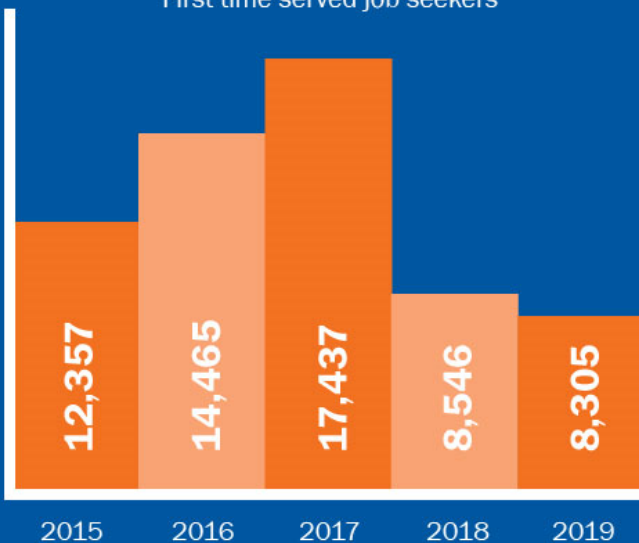
PEOPLE SERVED & PLACED INTO JOBS



OUR HUMAN IMPACT

61,110 People Served
Past Five Years

First time served job seekers



13,812 People Placed Into Jobs
Past Five Years

People placed into jobs



Goodwill Success Story: From Unemployed to a Career at Google

Robert Aronson proudly served his country as a combat medic with the U.S. Navy SEALs. Despite this impressive accomplishment, the last 10 years have been difficult for him. After he lost his job, he was unable to find other work and slowly fell into a deep depression. A few years ago, he was referred to Goodwill Southern Nevada by the Veteran's Administration.

Robert worked with a Career Coach during the past few years and attended most of the career workshops that Goodwill offers. He slowly started to regain his confidence and enrolled full-time at Community College of Southern Nevada. This year, he completed his Associate's Degree in Applied Sciences.

While many Nevadans have been laid off recently, Robert has successfully found employment at Google in Henderson as a data tech. Goodwill has supportive service funding and was able to issue a \$50 gas card to him so he could travel to and from work until he received his first paycheck.

“Were it not for Goodwill, I’m not sure I would have come out of the depression I was in,” says Robert. “Now I have purpose and hope.”



GOODWILL'S MISSION:

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WANT TO HELP?

There are many ways you can help Goodwill:

- Give Financially
- Donate Goods
- Shop Goodwill Thrift Stores
- Become a Volunteer
- Be an advocate

Goodwill Success Story: From Homeless to Hopeful

Jeanie Trevino is a former drug addict who was homeless for the past three years and was looking for a way to support herself and re-connect with her mother. She had been living on the streets alone and finally found the courage to change her life.

Without any job prospects, she visited the Goodwill Boulevard Mall store to volunteer to gain some work experience. Because she did not have the proper shoes to perform the job safely, she was turned down. That's when she visited our Career Center and met with one of our Career Coaches who helped her get shoes and other much needed resources.

Jeanie came back a few days later and started work as a volunteer in the retail store. After her shifts, she would work with the Career Coach for help with her resume, mock interview training, transportation cards, and attire for interviewing. She also started applying online for jobs with help from the Career Coach.

It wasn't long before she was given a job lead by the Career Coach with Lead Point Business Services. Lead Point is in the recycling business and was looking for warehouse people. They were hiring on the spot and hired Jeanie when she interviewed. A month later, she is still employed and enjoying her work.

With a full-time job, Jeanie feels hopeful about her future. "I am thankful Goodwill helped me with clothing, using the computer for job searches, transportation, and help with my life," says Jeanie Trevino.



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Goodwill Success Story: Seeking a Second Chance

Mark Hopkins spent 17 months in prison and was living in a half-way house. If able to stay employed for 90 days and exhibit good conduct, Mark would be eligible for early release from the half-way house. Mark was very motivated to reach this goal because he wanted to be reunited with his wife and children in Elko. He was feeling very frustrated and stressed since he had been to several other agencies and no one could help him find a job.

Then someone at the half-way house recommended he visit Goodwill. Mark was skeptical but met with a Career Coach who helped with his resume and conducted a mock interview with him. The Career Coach knew of a job opening with a company who wanted to hire “on the spot” for drivers so she issued Mark a clothing voucher for interview clothes and a bus pass so he could get to the interview.

Mark returned later with a job offer and was very happy with the staff at Goodwill for helping him. “I came in one day to get some help after I had struck out everywhere else and the people at Goodwill were so helpful with everything I needed”, says Mark. “I got a job my second day I came in. Doing what I like to do too!” Mark is on his way to being reunited with his family.



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Goodwill Success Story: From Volunteering to Managing

Many of you already know Sharese Walker, Store Manager. After joining Goodwill in April 2015 as a Nellis store Shift Lead, Sharese was quickly promoted to the role of Support Manager, then Assistant Store Manager in 2017. Sharese worked at the Nellis and Sahara stores before joining the Eastern store as Production Manager. In January of 2019, she was promoted to Store Manager of the Silverado Ranch store and this fall, is expected to assume responsibility for the new store located at Cheyenne Commons.

What you may not know about Sharese is that prior to Goodwill, she had been laid off from her job in a call center. After her unemployment benefits ran out, she began receiving welfare benefits, referred to as TANF. She was supporting herself and her son with both welfare and food assistance and was beginning to get discouraged with her job search. But Sharese believed in herself and refused to give up. As a welfare recipient, she was required to volunteer at a non-profit and selected Goodwill. She had never been in retail and thought it might be interesting. After just one day of volunteering, she applied for the Shift Lead position and was hired a few days later.

Sharese works hard, has a great attitude and treats everyday as a new opportunity to learn more and improve her capabilities. Volunteers are referred to Goodwill by the welfare office and from the court systems. Each year, volunteers work about 80,000 hours at Goodwill. The volunteer program gives talented people like Sharese, an opportunity to show what they can do.



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HOW YOU CAN HELP GOODWILL

Clean out your closets and donate to Goodwill

Visit GoodwillVegas.org to find a donation center nearest you.

Shop in Our Stores and Online

Visit GoodwillVegas.org to view our online listings or to find a retail store nearest you.

Become an Individual Funder, Corporate Funder or Foundation Partner

You and/or your company can provide financial support to ensure the viability of Goodwill's programs.

Hire Our Job Seekers

No matter what your industry, our professional career coaches will find the qualified job seekers who meet your organization's needs at no cost to you.

Become a Partner Employer

Join our roster of local businesses and receive quality candidates, on-the-job training funds, hiring events and more – all at no cost.

Sponsor a Donation Drive

Allow Goodwill to collect donated items during a special drive at your place of business.

Volunteer With Us

Whether a group or an individual, our volunteer staff will find an activity for you.

Sponsor a Goodwill Event

Receive great recognition plus fun for co-workers, family, and friends.

Contact marketing@sngoodwill.org for more information about how your support provides job training and job placement in Southern Nevada.

FINANCIAL STATEMENTS OF ACTIVITIES

	2019			2018		
	Without Donor Restrictions	With Donor Restrictions	Total	Without Donor Restrictions	With Donor Restrictions	Total
Revenue, Support, and Gains						
Contributions	\$ 32,643	\$ 492,139	\$ 524,782	\$ 52,892	\$ 502,785	\$ 555,677
Grants	889,594	-	889,594	1,106,596	-	1,106,596
Goods contributed for sale	36,429,744	-	36,429,744	32,337,250	-	32,337,250
Sale of contributed goods	36,583,749	-	36,583,749	32,480,855	-	32,480,855
Less cost of goods sold	(36,583,749)	-	(36,583,749)	(32,480,855)	-	(32,480,855)
Sale of purchased goods	219,997	-	219,997	67,545	-	67,545
Less cost of goods sold	(111,060)	-	(111,060)	(37,466)	-	(37,466)
Vocational assistance programs	210,341	-	210,341	292,133	-	292,133
Amortization of deferred gains on sale-leaseback	610,692	-	610,692	610,692	-	610,692
Interest	34,387	-	34,387	12,731	-	12,731
Other	48,233	-	48,233	39	-	39
Net assets released from restrictions	471,489	(471,489)	-	316,386	(316,386)	-
Total revenue, support, and gains	38,836,060	20,650	38,856,710	34,758,798	186,399	34,945,197
Expenses and Losses						
Program services expense	32,923,929	-	32,923,929	29,550,569	-	29,550,569
Supporting services expense						
Management and general	997,829	-	997,829	949,313	-	949,313
Fundraising and development	394,156	-	394,156	422,871	-	422,871
Total supporting services expenses	1,391,985	-	1,391,985	1,372,184	-	1,372,184
Total expenses and losses	34,315,914	-	34,315,914	30,922,753	-	30,922,753
Reorganization Items						
Gain from release from liabilities	1,773,590	-	1,773,590	2,547	-	2,547
Professional fees	(584,073)	-	(584,073)	(1,859,157)	-	(1,859,157)
Total Reorganization Items	1,189,517	-	1,189,517	(1,856,610)	-	(1,856,610)
Change in Net Assets	5,709,663	20,650	5,730,313	1,979,435	186,399	2,165,834
Net Assets, Beginning of Year	(1,515,174)	327,076	(1,188,098)	(3,494,609)	140,677	(3,353,932)
Net Assets, End of Year	\$ 4,194,489	\$ 347,726	\$ 4,542,215	\$ (1,515,174)	\$ 327,076	\$ (1,188,098)

Visit GoodwillVegas.org or click [here](#) to view all Audited Financial documents.

STATEMENTS OF FINANCIAL POSITION

	2019	2018
Assets		
Cash and cash equivalents	\$ 6,077,432	\$ 3,089,891
Accounts receivable	27,488	33,336
Contracts receivable	11,920	28,726
Grants receivable	35,573	255,360
Inventory	2,670,706	2,802,218
Prepaid expenses and other assets	715,999	595,584
Deposits	625,808	437,901
Restricted cash	1,201,427	1,171,651
Property and equipment, net	17,937,857	18,453,094
	<u>\$ 29,304,210</u>	<u>\$ 26,867,761</u>
Liabilities and Net Assets		
Accounts payable	\$ 471,747	\$ 234,982
Pre-filing liabilities subject to compromise	200,438	2,339,274
Accrued expenses and other liabilities	857,177	1,895,923
Deferred gain on sale-leaseback	1,475,840	2,086,532
Deferred rent payable	1,053,497	1,129,646
Bonds payable, net of unamortized bond issuance costs and discounts on bonds	20,703,296	20,369,502
	<u>24,761,995</u>	<u>28,055,859</u>
Net Assets		
Without donor restrictions		
Undesignated	6,959,928	401,234
Invested in property and equipment, net of related debt	(2,765,439)	(1,916,408)
	4,194,489	(1,515,174)
With donor restrictions		
Purpose restrictions	347,726	327,076
	347,726	327,076
	<u>4,542,215</u>	<u>(1,188,098)</u>
Total net assets	<u>\$ 29,304,210</u>	<u>\$ 26,867,761</u>
Total liabilities and net assets	<u>\$ 29,304,210</u>	<u>\$ 26,867,761</u>

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