

2020 ANNUAL REPORT



Success



Employment



Retail



Vision



Education

We **SERVE** Southern Nevada by helping individuals:

Achieve **Success** at reaching their full potential and gaining **Employment**. We utilize our **Retail** operations to support and advance our mission, while we reshape the **Vision** for workforce development in our community. Providing ongoing **Education** and training is key in helping individuals who most feel the effects of poverty gain upward mobility in their career path.



To say the events of 2020 were “unprecedented” in the history of our organization would be an understatement. Characterized by volatility, uncertainty, complexity, and ambiguity, 2020 challenged us all individually and as a team. As much as the year was defined by its challenges, I believe GSN was defined by its response to this crucible.

Like most of the nation, if not the world, GSN did not foresee a global pandemic and, therefore, was initially stunned by the speed and depth of its impact. With less than 72 hours of unambiguous warning, we were ordered to cease our retail operations and were driven from many of our workspaces. Amid the cauldron of emotions that followed, not the least of which was fear, there were two defining responses that defined who we would be when we emerged from those trying times: 1. We never lost sight of our mission, its importance, and our commitment to deliver it; 2. We never panicked nor lost hope. These two items speak to the focus and resilience of the GSN team.

As we quickly paired down our operations, we treated the crisis as an opportunity to exercise our ingenuity in providing Mission programming, almost immediately moving our services to an online delivery system. GSN team members embarked upon a program of creating additional online content to ensure we could provide support to Southern Nevadans still looking to either gain employment or to improve their chances for employment post-pandemic. We also made the decision to continue accepting and processing donations to ensure we met our community’s needs. Our actions not only prevented another community crisis by preventing dumping across the valley, but it also set the conditions for our successful emergence from the interruption of our retail operations. Though there were no clear indications of the anticipated duration of the pandemic, we promptly began the recovery planning.

Our agility and resilience in general, but particularly in the face of adversity, distinguishes us as a steady force in the community. I thank leaders, at all levels, for their demonstrated leadership. The ability of each team member, Board Director, 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 and continue to serve our community. Each of us will be critical in this effort, as we are all ambassadors of the brand and the vision.

We must also understand, 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 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, and our community. Thank you for your hard work and the honor of being able to serve with you!

Sincerely,
Rick Neal
President and CEO

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MISSION

To reduce the impact of poverty on our community by helping Southern Nevadans obtain local employment and upward mobility.

VISION



Our vision is a thriving Southern Nevada community where every person who wants to work is employed and able to reach their full potential.



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.

HOW GOODWILL WORKS

GOODWILL® IS A GLOBAL ORGANIZATION WITH A LOCAL AND NATIONAL IMPACT

Goodwill Industries International is a network of 156 community-based organizations in the United States and Canada with a presence in 13 other countries. Each Goodwill organization operates independently within their own Designated Market Area (DMA) to ensure the highest impact by providing localized community services tailored to each market and identified through extensive community needs assessments.

2020 was a difficult year for communities around the world, and Goodwill member results in 2020 reflect mandatory closures and business interruptions caused by the COVID-19 pandemic. Nevertheless, Goodwill continued to serve communities and individuals with barriers to self-sufficiency throughout the year. More than 126,000 people in the United States and Canada connected with jobs while using Goodwill's career services. More than 1 million people used in-person services provided or sponsored by Goodwill to strengthen skills, advance careers, and support their families. Over 20 million people used computers, mobile devices, and phones to access Goodwill education, training, mentoring and counseling services to strengthen skills, advance careers and support their families. Through online learning tools and other virtual services, people around the world use Goodwill services in their homes, workplaces, libraries, schools and other neighborhood locations.

ABOUT GOODWILL OF SOUTHERN NEVADA

Goodwill Industries of Southern Nevada Inc. (Goodwill®) is a registered 501(c)(3) nonprofit. Goodwill is an innovative and sustainable organization offering free career coaching, job placement, training programs, and education assistance with local employers in Southern Nevada and Goodwill. Goodwill operates two Career Centers and offers an Online Career Center with community-based programs funded through the support of philanthropic giving, government grants, and by selling donated clothing and household items in 17 retail stores and online. For more information, or to find a Goodwill location near you, visit GoodwillVegas.org or follow us at [@GoodwillVegas](https://www.instagram.com/GoodwillVegas).

2020 COMMUNITY IMPACT

YOU DONATE



811,455
Community donations
of used goods



28.7M
Pounds of usable
goods diverted from
local landfills

YOU SHOP



16
Thrift Stores
1
Clearance Center
1
Online Store



2
Career Centers
1
Online Career Center

PEOPLE GET JOBS



3,983
People used Career Services

1,234
People placed into jobs

501
People used Virtual
Career Services

1,084
Community Volunteers



\$23.1M
Estimated Earned Wages

THANK YOU TO OUR KEY FUNDERS



We are grateful to all our financial supporters of our Mission Services. 100% of the financial gifts Goodwill receives go towards Mission Services and workforce development programming to make a direct impact and service job seekers in need.



FUNDER SPOTLIGHT

MGM RESORTS FOUNDATION

2020 was a very challenging year, especially for Las Vegas, but despite the crisis brought on by the COVID-19 pandemic, The MGM Resorts Foundation continued to provide funding for workforce development supportive services at Goodwill of Southern Nevada. The purpose of Goodwill's Career Center Supportive Services is to help individual job seekers remove barriers to employment.

The MGM Resorts Foundation's generous support of \$80,000 enabled Goodwill® of Southern Nevada to provide transportation assistance, work cards, clothes and assessments to 1,370 individuals in 2020. We would not be able to continue to serve our most at-risk population in our community who need help overcoming barriers to employment during Covid-19 pandemic without MGM's help.

We served 3,983 people total in 2020, and 1,234 were placed into jobs. We are so grateful that we can be there for the continuous influx of so many job seekers who lost their jobs due to the pandemic. Thank you, MGM Resorts Foundation!





SUCCESS STORY SPOTLIGHT ASHLEY TORRES

Ashley Torres is a military spouse who had spent most of her adult life overseas. While living overseas, Ashley had trouble obtaining meaningful employment during her time abroad due to a lack of employment opportunities for military spouses abroad. After seven years of assignments in several different countries, Ashley and her spouse returned to the United States, moving to Las Vegas, Nevada. Ashley was determined to find a new career pathway, but she had no idea where to begin with her employment search. While attending a military spouse briefing, Ashley heard about the different career services Goodwill offers to help military families, their spouses, and veterans.

During the briefing, she discovered there are opportunities for military spouses who qualify for free schooling and job assistance offered by Goodwill. Ashley was excited for this new opportunity and excited to visit the Goodwill Career Center to enroll in the programs. After meeting with a Career Coach, she said, “It was too good to be true...since I have lived overseas for seven years, it was hard to figure out what I wanted to do since there are not so many options for spouses overseas. I had a lack of skills that I could not move forward on by myself.”

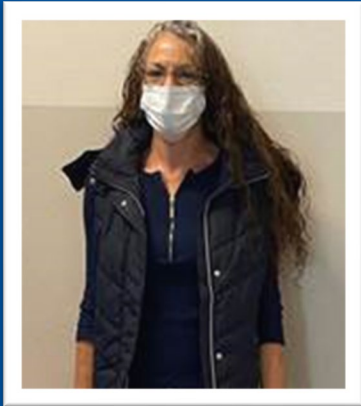
When Ashley arrived at Goodwill, she enrolled to be a part of Goodwill’s Dislocated Workers Grant (DWG) and was assigned a Career Coach who helped her to assess her barriers to employment. Once they identified the challenges together, they created a career plan to overcome those barriers with an outline of objectives and goals. Goodwill also helped her with transportation assistance to help her become a dental assistant.

Due to COVID-19, the dental assistance school she was attending was forced to close, but she continued to study and prepare for her future career and is nearly finished with her training. After passing her final exam, she will be placed into an externship program and is now on the path towards a brighter future. “My long-term plan is to become a surgical lead assistant, so I can help make smiles happen. I thank the Goodwill Career Center for all they have done. They really helped me get my life on track!”- Ashley Torres



Success Story

Charlotte Dalton



Charlotte Dalton was a full-time homemaker, and she took great pleasure in taking care of her family. Then tragedy struck, and her husband passed away and she felt her world had crumbled. She began looking for work and quickly became stressed and frustrated with the job searching process. So many things had changed since she last applied for a job, and the fact that most applications and employment processes were now online made the process even more confusing and stressful for her. She quickly realized she lacked the technical knowledge and experience to navigate online job searches, but she was determined to find employment to support her basic needs.

In search of resources to help her with her job search, she discovered Goodwill’s Career Services and visited a Goodwill Career Center seeking assistance. One of her concerns was about her long employment gap and a lack of technical and digital skills. A Goodwill Career Coach met with her and helped her update a resume, practice interviewing skills, walked her through the process of finding job openings, and completing online job applications. With Goodwill’s assistance, her confidence increased that she could find meaningful employment. “I was having a hard time finding employment and wasn’t sure how I would ever find a job” Charlotte recalls, “I found help from the wonderful, patient, and supportive staff at the Goodwill Career Center.”

Now, she can help support her family and has a job at Walgreens as a full-time customer service associate. Once she received her full-time position, she was so excited she decided to come back to the Goodwill Career Center to inform staff of her accomplishment and thank them for their assistance in her job search. She continues to seek career growth and learn new skills to grow her career.

Success Story

Lester Galdamez-Ostorga



In 2014, Lester Galdamez-Ostorga was working in retail at the outlet mall in Primm selling athletic shoes. He lived a typical life until tragedy struck while he was waiting at a bus stop. A drunk driver hit him and nearly killed him. He had a long road to recovery from all the physical injuries he sustained because of the accident including a Traumatic Brain Injury. He knew that his life would never be the same and suddenly things that would have been completely normal before felt unfamiliar and out of reach. Lester was not able to walk the same, he could not see the same, and most importantly, his memory, especially his short-term memory was severely impacted. Now at the age of 36, Lester needed to take charge of his life again, and figure out how to embrace his new capabilities.

During this time Lester Galdamez-Ostorga participated in the Goodwill STEPS (Skills To Enable Personal Success) Program which is a partnership between Goodwill of Southern Nevada and The State of Nevada's Bureau of Vocational Rehabilitation (BVR). During the program Goodwill provides 20 days of personalized training and assessments through exposure to a real-world work environment for people with disabilities and that work is typically done in one of our Goodwill retail store locations.

During Lester's 20-day assessment at the Goodwill store, Goodwill coaches worked to give Lester the greatest chance to be successful. Lester had difficulties retaining the layout of the store. His trainer made a map of the store to carry with him that helped him navigate better and independently achieve the tasks assigned to him. Though Lester continued to be challenged to keep up with a competitive pace, he continued to persevere and was determined to never give up. He listened to the advice of his Goodwill coach and strived to improve each day. He is grateful for the program and how it helped him to rebuild his confidence and be given another chance to be a productive part of society.

Upon completion of the program Lester received a final recommendation to be placed in employment in a supported environment. Every day the Goodwill STEPS program gives people like Lester the chance to discover and grow their own abilities and open a world of new employment opportunities with upward mobility.



HOW YOU CAN HELP

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.



OUR PROGRAMS

Goodwill of Southern Nevada believes everyone who wants to work should have the opportunity to work. We believe work builds character, strength and pride in people which in turn builds stronger communities. That is why our programs provide education, hands-on work experience and assistance to anyone ready and willing to work, no matter their barrier to employment.

Career Center Services

- Goodwill operates two Career Centers and an Online Career Center
- Career coaching and employment plan development
- Resume training and assistance
- Job interview training and skills
- Job placement and referrals with local employers and Goodwill
- Access to computer lab, work readiness workshops, assistance with work cards, clothing vouchers, and transportation

Veteran Integration Program

- The Veteran Integration Program assists veterans, transitioning military, and their spouses
- Veteran career coaches are uniquely qualified to assist in translating military experience to civilian language on resumes
- Access to all Career Center Services

Disability Programs

- Goodwill offers two work assessment programs for Community Based Training (CBT) and Skills To Enable Personal Success (STEPS)
- These programs are in collaboration with the Bureau of Vocational Rehabilitation and provide work-readiness training and assessments to people with a documented disability. Assessments determine whether participants are ready for competitive employment.
- Work assessments evaluate the participant for attendance, punctuality, productivity, motivation, quality of work, social skills, physical stamina, tolerance to stress, acceptance of supervision, and adherence to policies and procedures in the workplace
- In a partnership with CCSD and the Bureau of Vocational Rehabilitation Pre-ETS curriculum is taught to High School disability classes to help them transition into the world of work. These classes are Self-Advocacy, Work Readiness, Job Exploration and Post-Secondary



OUR PROGRAMS

Student Work Experience Program

- In partnership with the Clark County School District (CCSD), this program serves students ages 17 to 24 with barriers to employment
- Participants learn hands-on work experience led by their CCSD Teacher
- Work experience training for interacting with the public to develop customer service and communication skills in the workplace

Youth Program

- Program assists Youth ages 17 to 24 to find meaning employment
- This program entails assessments, career readiness development, occupational skills training, supportive services to remove barriers, and job placement with local employers

Letter of Intent (LOI) Program

- After securing a job offer, Southern Nevadans can bring their Letter of Intent to Hire to a Goodwill Career Center in order to obtain vouchers or financial assistance to fulfill the requirements for the position, which can include work cards, transportation assistance, or professional clothing
- Goodwill Career Coaches will work with participants to verify the job offer and eliminate the barriers to employment

City of Las Vegas Domestic Violence Survivor Support

- The program provides work readiness and job placement services to unemployed and underemployed battered spouse/domestic abuse residents of specific Las Vegas zip codes
- Provides one-on-one career coaching, supportive services to remove barriers, work readiness workshops and occupational skills training

Volunteer Services Program

- This program allows participants to complete community service hours in lieu of, or in addition to, incarceration and/or a fine working in Goodwill's stores and distribution center
- Goodwill also offers Welfare recipients the opportunity to complete community service hours
- AARP volunteers are learning jobs in a real work environment as they reenter the workforce
- Goodwill also has a Corporate Group Volunteer opportunity to host community partners and a student volunteer program to allow students to complete electives to graduate

2020 STATEMENT OF ACTIVITIES

	Without Donor Restrictions	With Donor Restrictions	Total
Revenue, Support, and Gains			
Contributions	\$242,525	\$461,586	704,111
Grants	485,379	-	485,379
Goods Contributed for Sale	32,682,079	-	32,682,079
Sale of Contributed Goods	32,382,576	-	32,382,576
Less cost of goods sold	(32,382,576)	-	(32,382,576)
Sale of Purchased Goods	600,124	-	600,124
Less cost of goods sold	(342,483)	-	(342,483)
Vocational Assistance Programs	231,142	-	231,142
Amortization of deferred gains on sale-leaseback	865,148	-	865,148
Gain on early termination of sale-leaseback	610,692	-	610,692
Interest	12,822	-	12,822
Other	6,343	-	6,343
Loss on disposal of assets	(56,186)	-	(56,186)
Net assets released from restrictions	306,872	(306,872)	-
Total revenue, support, gains and losses	35,644,457	154,714	35,799,171
Expenses and Losses			
Program services expense	32,508,076	-	32,508,076
Supporting services expense			
Management and general	831,318	-	831,318
Fundraising and development	350,485	-	350,485
Total supportive services expenses	1,181,803	-	1,181,803
Total expenses	33,689,879	-	33,689,879
Change in Net Assets	1,954,578	154,714	2,109,292
Net Assets, Beginning of Year	4,194,489	347,726	4,542,215
Net Assets, End of Year	\$6,149,067	\$502,440	\$6,651,507

2020 STATEMENT OF FINANCIAL POSITIONS

	2020	2019
Unrestricted Cash	\$9,996,666	\$5,683,865
Restricted Cash	583,989	393,567
Accounts Receivable	107,566	74,981
Inventory	2,988,325	2,670,706
Prepaid Expenses	540,511	715,999
Other Long-Term Assets	1,720,959	1,827,235
Property and Equipment - Net	17,757,897	17,937,857
Total Assets	33,695,913	29,304,210
Accounts Payable	475,756	672,185
Accrued Expenses	1,314,288	857,177
Refundable Advance - PPP	3,280,000	-
Deferred Gain on Sale-Leaseback	-	1,475,840
Deferred Rent Payable	1,572,872	1,053,497
Long-Term Debt	20,401,490	20,703,296
Total Liabilities	27,044,406	24,761,995
Unrestricted Net Assets	6,149,067	4,194,489
Restricted Net Assets	502,440	347,726
Total Liabilities and Net Assets	\$33,695,913	\$29,304,210

**Thank you
for helping us**



Southern Nevada!



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Please consider making a financial contribution to support our Mission Services by visiting GoodwillVegas.org/give.