2017 FACTS

WORKFORCE DEVELOPMENT SERVICES

- Number of associates who received workforce development and coaching services in 2017:
  - Rise Coaching Services - Contracts: 144
  - Rise Coaching Services - Retail: 274
- Number of graduates from each training program:
  - Hospitality: 76
  - Security Training: 106
  - Energy Utilities Skills Training (EUST): 21
  - PEPCO CAST Prep: 23

CONTRACTS

- The contracts division employed 193 people.
- Goodwill of Greater Washington provided a variety of services in 2017 including custodial, grounds maintenance, and pressure cleaning at 85 different buildings.
- 79.99% of all labor hours at contract sites were performed by persons with disabilities.
- The average hourly wage w/benefits for all contract employees in 2017 was $17.45/hour.

RETAIL AND DONATED GOODS

- Goodwill of Greater Washington operated 19 retail stores.
- Goodwill’s retail stores and donation centers employed 663 people at the end of 2017.
- 1,715,944 purchases were made at Goodwill of Greater Washington retail stores.
- Goodwill of Greater Washington received 933,540 confirmed donations of household goods.
- Donations to Goodwill of Greater Washington kept more than 37,341,600 pounds of material out of area landfills.

2017 ANNUAL REPORT

Transforming lives and communities through the power of education and employment.
2017 SUMMARY OF FINANCIAL DATA

REVENUE

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retail/Donated Goods</td>
<td>$43,828,925</td>
</tr>
<tr>
<td>Service Contracts</td>
<td>$10,100,058</td>
</tr>
<tr>
<td>Grants and Contracts</td>
<td>$106,647</td>
</tr>
<tr>
<td>Contributions/Fundraising</td>
<td>$2,994,332</td>
</tr>
<tr>
<td>Excel Center Per Pupil Funding</td>
<td>$6,958,652</td>
</tr>
<tr>
<td>Net Investment Income (loss)</td>
<td>$466,132</td>
</tr>
<tr>
<td>Other</td>
<td>$14,750</td>
</tr>
<tr>
<td><strong>Total Revenue and Support</strong></td>
<td>$64,875,396</td>
</tr>
</tbody>
</table>

EXPENSES

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retail/Donated Goods</td>
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<tr>
<td>Service Contracts</td>
<td>$8,604,064</td>
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<tr>
<td>Development &amp; Fundraising</td>
<td>$795,998</td>
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<tr>
<td>Workforce Development</td>
<td>$2,734,876</td>
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<tr>
<td>Excel Center Education Program</td>
<td>$4,601,685</td>
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<tr>
<td>Management &amp; General</td>
<td>$1,282,270</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td>$61,910,507</td>
</tr>
</tbody>
</table>

Change in Net Assets: $2,164,879

2017 WORKFORCE DEVELOPMENT STATISTICS

- **Persons Served**
  - Career Training Programs and Services: 344
  - Goodwill Associate Learning and Development: 483
  - Basic Support Services: 1,782
  - Goodwill Excel Center Adult Public Charter School Enrollments: 382
  - **Total Persons Served**: 2,991
- **Job Placements**: 155
- **Average Starting Hourly Wage**: $14.37

59.6% Basic Support Services
12.7% Excel Center Enrollment
11.5% Career Training Programs and Services
16.1% Goodwill Associate Learning and Development

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Glenette Linenburger
2017 Security Training Program Graduate

"I’m a country girl from North Carolina who made some bad decisions in my life years ago. I moved here to the Metropolitan area thinking that I could start fresh. I witnessed firsthand the high-quality training and support Goodwill had given [my daughter] to help her succeed in her professional life. This gave me a clear vision and the motivation I needed to change my own life and reach my full potential. From a woman who was running out of options to one who had job offers from four prominent security companies in the area, I’m well on my way to reaching my full potential in Washington D.C.’s booming security industry!"
### 2017 SUMMARY OF FINANCIAL DATA

<table>
<thead>
<tr>
<th>Revenue Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retail/Donated Goods</td>
<td>$43,824,925</td>
</tr>
<tr>
<td>Service Contracts</td>
<td>$10,100,258</td>
</tr>
<tr>
<td>Grants and Contracts</td>
<td>$1,565,647</td>
</tr>
<tr>
<td>Contributions/Fundraising</td>
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<tr>
<td>Excel Center Per Pupil Funding</td>
<td>$6,358,652</td>
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<tr>
<td>Net Investment Income (Loss)</td>
<td>$469,132</td>
</tr>
<tr>
<td>Other</td>
<td>$14,750</td>
</tr>
<tr>
<td><strong>Total Revenue and Support</strong></td>
<td><strong>$64,675,346</strong></td>
</tr>
</tbody>
</table>

### 2017 WORKFORCE DEVELOPMENT STATISTICS

<table>
<thead>
<tr>
<th>Category</th>
<th>Persons Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Career Training Programs and Services</td>
<td>344</td>
</tr>
<tr>
<td>Goodwill Associate Learning and Development</td>
<td>483</td>
</tr>
<tr>
<td>Basic Support Services</td>
<td>1782</td>
</tr>
<tr>
<td>Goodwill Excel Center Adult Public Charter School Enrollments</td>
<td>382</td>
</tr>
<tr>
<td><strong>Total Persons Served</strong></td>
<td><strong>2,991</strong></td>
</tr>
</tbody>
</table>

#### Key Statistics

- **59.6%** Basic Support Services
- **11.5%** Career Training Programs and Services
- **12.7%** Excel Center Enrollment
- **16.1%** Goodwill Associate Learning and Development

---

*Glenette Linebarger*

2017 Security Training Program Graduate
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