2019 FACTS

WORKFORCE DEVELOPMENT SERVICES

- Number of associates who received workforce development and coaching services in 2019:
  - RISE Coaching Services - Contracts: 144
  - RISE Coaching Services - Retail: 529
- Number of graduates from each training program:
  - Hospitality Training: 41
  - Security Training: 150
  - Healthcare: 29
  - Goodwill Excel Center graduates: 117

CONTRACTS

- The contracts division employed 308 people.
- Goodwill of Greater Washington provided a variety of services in 2019 including custodial, grounds maintenance, and glassware cleaning and sterilization.
- 79.16% of all labor hours at contract sites were performed by persons with disabilities.
- The average hourly wage with benefits for all contracts employees as of 1/31/19 was $19.92/hour.

RETAIL AND DONATED GOODS

- Goodwill of Greater Washington operated 20 retail stores.
- Goodwill’s retail stores and donation centers employed 715 people at the end of 2019.
- 2,032,766 purchases were made at Goodwill of Greater Washington retail stores.
- Goodwill of Greater Washington received 1,167,487 confirmed donations of household goods.
- Donations to Goodwill of Greater Washington kept more than 46,699,680 pounds of material out of area landfills.

2019 ANNUAL REPORT

Transforming lives and communities through the power of education and employment.

Goodwill of Greater Washington
1140 3rd St. SE, Suite 500
Washington, DC 20002

Tel: (202) 638-4235
Toll-Free: (800) 877-4233
Fax: (202) 526-3994
dc@goodwill.org
2019 SUMMARY OF FINANCIAL DATA

<table>
<thead>
<tr>
<th>REVENUE</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Contributions / Donated Goods</td>
<td>$12,232,592</td>
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<tr>
<td>Retail / Donated Good</td>
<td>$43,850,737</td>
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<tr>
<td>Service Contracts</td>
<td>$11,932,517</td>
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<tr>
<td>Per Pupil Funding</td>
<td>$7,369,072</td>
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<tr>
<td>Grants</td>
<td>$268,632</td>
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<tr>
<td>Contributions / Fundraising</td>
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<tr>
<td>Net Investment Income</td>
<td>$1,184,579</td>
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<tr>
<td>Other</td>
<td>$161,407</td>
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<tr>
<td><strong>Total Revenue and Support</strong></td>
<td><strong>$78,341,008</strong></td>
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</table>

EXPENSES

<table>
<thead>
<tr>
<th>Expenses</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retail/Donated Goods</td>
<td>$50,963,075</td>
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<tr>
<td>Service Contracts</td>
<td>$9,196,073</td>
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<tr>
<td>Development &amp; Fundraising</td>
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<td>Workforce Development</td>
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<td>Education Program</td>
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<tr>
<td>Management &amp; General</td>
<td>$3,792,166</td>
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<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>$73,837,461</strong></td>
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<tr>
<td>Change in Net Assets</td>
<td>$4,503,587</td>
</tr>
</tbody>
</table>

2019 WORKFORCE DEVELOPMENT STATISTICS

- **Person** served: 3,185
- Total Persons Served: 3,185
- Job Placements: 148
- Average Starting Hourly Wage: $15.86

44.4% Basic Support Services

11.6% Excel Center Enrollment

3,185 Total Persons Served in 2019

9.9% Career Training Programs and Services
34.1% Goodwill Associate Learning and Development

For additional detailed information, please visit dcgoodwill.org/financial-reports
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- Number of graduates from each training program:
  - Hospitality Training: 41
  - Security Training: 150
  - Healthcare: 29
  - Goodwill Excel Center graduates: 117

CONTRACTS

- The contracts division employed 398 people.
- Goodwill of Greater Washington provided a variety of services in 2019 including custodial, grounds maintenance or glassware cleaning and sterilization.
- 79.14% of all labor hours at contract sites were performed by persons with disabilities.
- The average hourly wage with benefits for all contracts employees as of 13/11/19 was $19.30/hour.

RETAIL AND DONATED GOODS

- Goodwill of Greater Washington operated 20 retail stores.
- Goodwill’s retail stores and donation centers employed 715 people at the end of 2019.
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