



Changing
Goodwill 
Industries of the Southern Piedmont
Lives
for a better tomorrow





Our Core Values

We strive to reach our mission by applying the following core values:

Service: We are passionate in making life better for individuals and for communities.


Integrity: We meet the highest ethical standards and treat all people with dignity and respect.

Stewardship: We are stewards of our community by being socially, financially and environmentally responsible.

Innovation: We embrace continuous improvement, bold creativity and positive change.

Excellence: We challenge each other to continually learn and strive for excellence.


Family: We believe the family must thrive for the individual to succeed.

A close-up portrait of Parris Friday, a Black man with a shaved head and a slight beard, wearing a white chef's coat. He is smiling and looking directly at the camera.

Parris Friday
Occupational Skills Training

Our Vision

All people in our region have the **opportunity** to **develop** to their **fullest potential** through the **power of work.**

A photograph of Susan Byrdsong, a Black woman with dark hair, wearing a dark jacket over a grey top. She is sitting at a desk with a computer monitor and keyboard, smiling and looking towards the camera.

Susan Byrdsong
Occupational Skills Training

goodwill

Welcome to Our 2010 Annual Report

It isn't hard to argue that building a better tomorrow is a good thing. The question is, how do we as a community work to ensure that tomorrow always offers the hope and promise of opportunity, potential and fulfillment of dreams yet realized?

For more than 100 years, Goodwill has been the path for millions of Americans to make strides toward a better tomorrow. Just last year, in the Southern Piedmont region of the Carolinas, we saw the incredible power of individuals joining together to make a difference.

- Close to 15,000 people improved their employment potential and ability to support themselves and their families
- More than 2,000 individuals connected with employers and gained employment
- Nearly one million contributions of money, clothing and household items were made to support our mission
- More than 2.2 million purchases in our stores allowed shoppers to make the most of their earnings while at the same time keeping 49 million pounds of materials out of area landfills
- Nearly 600 team members employed by Goodwill worked to advance our mission while earning \$22.5 million in wages and benefits to support themselves and their families, and stimulate the local economy

As we set our sights to create a better tomorrow for our community, there is much to do, and much to which we can look forward. We challenge ourselves to gain an even deeper understanding of the needs of the people we serve, and to help strengthen individuals and families. Goodwill is a caring community enterprise focused on innovation, community impact, strong partnerships, and forward-looking skills development to further advance our mission.

Thank you for joining with us to create a better tomorrow!

Michael Elder
President & CEO

David Haggart
Chair, Board of Directors

Our Mission

*Changing Lives
Through the
Power of Work!*



Steven Struble
Employment Skills Training

for a better tomorrow



Path To 2020 Vision Fulfillment

Accessible, Integrated & Comprehensive Services

Increase the scope and impact of services to targeted populations in our community and expand our reach into unserved or underserved territories.

How?

Use innovative strategies and best practices to provide and expand job training, work experience opportunities, and employment services to persons with barriers to employment through a family strengthening approach. Foster and expand community partnerships to most effectively leverage resources and services.

Business Enterprises

Provide and support additional employment and training opportunities with an emphasis on high-growth industries.

How?

Increase material donations and retail sales, expand recycling and staffing enterprises, and seek additional business ventures.

Organizational Capacity

Increase organizational capacity to support attainment of the vision.

How?

Recruit and develop team members and volunteers for organizational advancement. Leverage technology to enhance services and communications. Enhance and expand facilities to meet organizational needs.

Visibility & Relevance

Increase awareness of who we are and what we do.

How?

Engage the community by sharing our story, communicating our vision and celebrating our success stories to increase our resources and support our growth.



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learn

Parris

Parris spent 17 years in prison waiting to prove he deserved a second chance. After he was released, he struggled to find work; his criminal background made him unattractive to prospective employers. Parris refused to give up. He enrolled in one of Goodwill's Occupational Skills Training programs and worked with career counselors to learn how to address questions about his record during the interview process.

By the time he graduated, the 40-year-old had gained valuable skills, but he had also gained confidence and self-respect. His diligent job search led him to secure not one, but two jobs. Now, Parris has high hopes for his future, and credits Goodwill with helping him realize he could accomplish his dreams. He plans to go to college to be a counselor, so that he can inspire others to overcome their obstacles to leading productive lives—like he has. “My motivation comes from my past,” he says. “I’m not actually running from my past; I’m running to a better future.”

“If I hadn’t found Goodwill,” he adds, “I would probably still be looking for a job.”



for a better tomorrow

Occupational Skills Training

Having the right skills can mean the difference between finding stable employment and struggling with joblessness. Goodwill's Occupational Skills Training program is unique within the greater Charlotte area, designed to provide in-depth instruction in targeted industry sectors, along with counseling and career development services that lead participants to personal and economic independence. Since 1992, these programs have changed the lives of more than 3,000 graduates, who now hold positions of responsibility in the computer, banking, call center, construction, customer service, retail, hospitality and tourism industries. In 2010 alone, 354 individuals graduated from our Occupational Skills Training programs.

Goodwill works closely with local employers to develop curricula that reflect current industry practices. Employers seek out our Occupational Skills Training program graduates for their professionalism and industry-specific training. Goodwill offers programs in a variety of fields, including:

Banking & Customer Service Training: Students train for a variety of positions, including tellers, error correction, customer service and cash letter preparation. Upon completion of the program, graduates are prepared for careers in the banking, call center, and customer service industries.

Hospitality & Tourism Training: Instruction in this program is based on the American Hotel & Lodging Educational Institute curriculum and includes hands-on training in banquet set-up and service, hospitality reservation software and customer service, along with certifications in ServSafe Food Protection and ServSafe Alcohol.

Construction Skills Training: The program provides basic skills for entry-level positions in construction. Credentialed instructors from Central Piedmont Community College teach classes in construction math and blueprint reading. Students also get hands-on experience using construction tools, receive forklift training and certification and earn OSHA state certification.

“If I hadn’t found Goodwill, I would probably still be looking for a job.” - Parris

Youth Services

Goodwill's youth programs provide real-world lessons in responsibility and accountability. We help prepare tomorrow's workforce through our Youth Job Connection, GoodGuides Youth Mentoring and WIA Youth programs.

Youth Job Connection

Dedicated to providing skill development and job search resources for youth ages 14 to 21, Goodwill's Youth Job Connection offers opportunities for both young workers and employers. Youth receive free job training and placement assistance, including resume writing, interview preparation and customer service skills, while employers can partner with Goodwill to access employment-ready, pre-screened young adults eager to work.



GoodGuides

The GoodGuides Youth Mentoring Program inspires goal-oriented youth between the ages of 12 and 17 to achieve their dreams. Mentors are paired with youth to empower young people to make positive choices that will maximize their current and future potential. The GoodGuides program organizes educational, recreational and group activities that allow mentors and mentees to form lasting bonds. Through this program, mentors and mentees alike develop relationships and skills that last a lifetime.

WIA Youth Program

Youth who meet eligibility requirements including residency conditions and low-income requirements, and have at least one barrier to employment, can take part in the WIA Youth Program. The comprehensive program for youth ages 16 to 21 offers training and guidance to prepare for successful employment and is tailored to meet participants' needs, offering services ranging from tutoring, GED preparation and work experience to occupational skills training, leadership development and mentoring. To help participants complete the training, the WIA Youth Program also offers supportive services, including transportation and childcare assistance.



hope



Michael

Michael spent a year searching for a job, applying all over town with no luck. Frustrated, the 17-year-old Central Piedmont Community College student turned to Goodwill's Youth Job Connection.

There, Michael completed a series of workshops in which he learned how to create a resume, honed his interview skills, developed his customer service skills and participated in retail essentials training. Armed with his new skills and a new resume, he walked into Domino's Pizza wearing interview appropriate attire.

It worked. Now, Michael juggles his classes at CPMC with coordinating pizza deliveries. He earns enough to pay for his own books and is saving for a car. Most importantly, he is a valued member of the Domino's team and has gained skills and experience that will benefit him throughout his career.

"I love my job," he says. "I like the feeling of having a job, being productive and giving back."



for a better tomorrow

strive

Steven

Steven was referred to Goodwill's Employment Skills Training program for assessment, job readiness skills, and one-on-one coaching sessions after he graduated from South Mecklenburg High School. His dream for a better tomorrow: transition from high school to full time employment.

Recognizing Steven's outgoing personality and energetic nature, his Goodwill vocational coach knew he would be a natural fit for a retail position. Steven suggested Old Navy, and it has proven to be the perfect environment. Now, the enthusiastic 20-year-old keeps the sales floor, dressing rooms and restrooms clean. He does his job with a constant smile, and a sense of humor that has earned him the respect of his coworkers and managers.

In the future, Steven plans to take classes at Central Piedmont Community College and hopes to continue participating in Special Olympics. He credits Goodwill for his success.

"Goodwill has taught me how to be responsible. I feel like I have mentors who will always be there to help me out," he says. "Working at Old Navy feels like a dream to me."



for a better tomorrow

Vocational Skills Training

Vocational Services participants have had their work habits and abilities evaluated, and receive one-on-one training with job coaches to improve their employment skills. A Goodwill job coach will continue to work with a graduate at his or her new job to ensure that the needs of the employer are understood and met. Graduates in this program work in assembly, janitorial services, housekeeping, maintenance, packaging, fast food, warehousing, and retail operations. Businesses are frequently eligible for a tax credit when employing an individual with special needs.

Community-Based Assessment provides a short-term tryout with the goal of discovering vocational strengths and weaknesses. This takes place in competitive work settings through job shadowing, job sampling and situational assessments.

Work Adjustment Training provides participants who are referred from the North Carolina Division of Vocational

“Goodwill has taught me how to be responsible. I feel like I have mentors who will always be there to help me out” - Steven

Rehabilitation Services with an opportunity to acquire and refine the worker traits, skills and behaviors necessary for successful career development. Services include vocational counseling, remedial education, work-related skills training, and work training.

Employment Skills Training allows individuals to advance through progressively more complex work training. Activities are hands-on and include elective coursework such as horticulture, arts, lessons in office etiquette, and more.

Coaching Services are offered to individuals who are referred by in-house evaluators or directly from the North Carolina Division of Vocational Rehabilitation Services. This program works to secure competitive employment for people with disabilities through assessment, career planning, job development and matching, placement assistance, and on-the-job training.



grow



Operation Independence

Operation Independence is a first-of-its-kind, comprehensive program created to help military veterans and their families make the transition to civilian employment. Goodwill developed the program based on the results of a 2009 study examining the needs of veterans transitioning to civilian life in the Charlotte area—one of the largest veteran communities in North Carolina.

In 2010, Goodwill was awarded an Elevate America veterans initiative grant from Microsoft Corporation that provided \$2 million in cash and up to \$6 million in software to create Operation Independence. The program offers technology skills training, career counseling, job placement, and support services. The partnership between Goodwill and Central Piedmont Community College was specifically designed to offer targeted, industry-specific skills training customized to meet the needs of military veterans and local employers.



Microsoft®

for a better tomorrow

Donate

Every Goodwill success story begins with a donation.

By donating your gently used clothing, household items, computers, and even cars, you help Goodwill fulfill its mission: changing lives through the power of work. Donated items are given new life in our stores, where each sale funds and supports our job training and employment programs. Your contributions have a great impact right here in our community, by helping our friends, families, and neighbors obtain the resources necessary to find jobs.

At the same time, individuals assist Goodwill's mission by making financial contributions through cash donations, bequeaths and other gifts, and volunteering their time in our job training classrooms and programs. Our organization also receives contributions from corporate donors, foundations, and grants to help support our work.

We appreciate each of the 969,509 donations received last year. Your generosity helps us change lives.



Stephanie Johnson
2011 Volunteer of the Year



Retail

A Retailer of Choice

In 2010, we launched a retail renovation project that included extensive interior renovation to our Cornelius, Lincolnton, Pineville and Weddington Road stores, including new fixtures, lighting, merchandising, signage and colorful graphics. The upgrades are part of Goodwill's commitment to creating an inviting and enjoyable experience for customers. This project will continue into 2011, with renovations scheduled for our Shelby, Franklin Square, Lancaster, and University locations to be completed by the end of the year.

In addition, last year we announced the creation of a new Goodwill Center in Rock Hill, which will be located in a vibrant shopping district at the intersection of Mt. Gallant and Celanese Roads. Look for this location to open in the fall of 2011 with a new, more contemporary look.

Ninety cents of every dollar spent at a Goodwill store is funneled into the programs that help thousands in our community each year.



Our new Goodwill Center, scheduled to open fall 2011 in Rock Hill.

purchase



Savvy shoppers find great values at Goodwill.

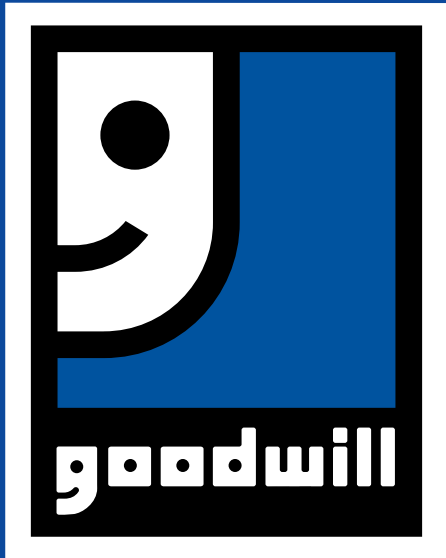
Last year alone, more than 2.2 million shoppers found our stores stocked with a constantly evolving selection, from new and gently used clothing to housewares, books, shoes, toys, linens, games, electronics and furniture.

Goodwill stores offer more than just savings. Our stores serve as the link between your donations and our organization's job training and employment programs. When you shop at Goodwill, you support our programs that help thousands of people in our community get back to work each year.

We employ 445 team members in our 20 retail stores across the Southern Piedmont region of North and South Carolina. Despite today's ever-changing business climate, our stores consistently rank among the leaders in Goodwill Industries International's retail performance rankings.

for a better tomorrow

How does Goodwill create a better tomorrow?



donate

When you donate gently used clothing, household items, and even computers to Goodwill, your items are given new life on the shelves in our 20 local stores. You can also assist our mission through financial contributions, or donate your time as a volunteer.

purchase

When you shop at Goodwill, you support our job training and employment programs. Ninety cents of every dollar spent in our stores is funneled into those programs, which help thousands in our community each year.



Every donation is tax-deductible.

Donating to Goodwill helps keep still-useful items out of local landfills.



In 2010, we launched a redesign project that gave four of our stores a fresh, modern look. We plan to add another four stores to that list in 2011.

New Goodwill Center in Rock Hill announced in 2010; scheduled to open in fall 2011.

changing lives

assist

The road to employment begins every day at Goodwill's job resource centers, job training programs, and vocational services programs. Thanks to your donations and purchases, we are able to provide services for people in our community who have barriers to employment, such as welfare dependency, homelessness and lack of education or work experience, as well as those with physical, mental, and emotional disabilities.

work

Every day, people work toward a better tomorrow at Goodwill. Thanks to our services and the support of our community, more people experience the peace of mind that comes with a stable job and the independence of earning a paycheck.



We partner with or operate six job resource centers in Mecklenburg, Cabarrus, Cleveland, Gaston, and Lincoln counties.

We help prepare tomorrow's workforce through our Youth Job Connection, WIA Youth, and GoodGuides programs.

In 2010, we launched Operation Independence, a program to help veterans and their families transition to civilian life.



Work creates the economic energy that builds strong families and strong communities.

through the power of work

2010 by the Numbers



\$34.7
million
operating
resources
invested

\$21 million
projected
annual earnings
by individuals
placed into
employment



2.2 million
Goodwill store
purchases

969,509
material donations

82,380 hours
of employment produced by

GoodWork
STAFFING



14,771
individuals
served

changing lives



2,077
placed into jobs



578
Goodwill
team
members

312
team members with
previous barriers to
employment



31 donation
sites



20
Goodwill stores

6
job
centers

18
North and
South Carolina
counties in
our region

**One person
makes a huge
difference,**
whether through
donations, purchases,
or volunteerism:
You.

through the power of work

recycle

*Goodwill helped create a greener community in 2010 by diverting more than **49 million** pounds of goods from local landfills.*



Crushed hard drive



for a better tomorrow

Reduce. Reuse. Recycle.

Goodwill has practiced environmental stewardship for more than 100 years. Donating to Goodwill is a simple act of community service that helps keep unwanted items out of area landfills.

Because of our partnership with Dell's Reconnect program, the community can also donate computers, monitors, printers, cell phones, and other unwanted electronics equipment to any local Goodwill store or donation center. Through this program, used electronics are either refurbished (with special attention to destroying or erasing stored data) and resold at our Computer Works store, or de-manufactured into parts that can then be processed by Dell's recycling partners.

The Reconnect program benefits our community and the environment by providing an opportunity

for individuals to learn new skills in green technology and earn a living while diverting some of the 220 million tons of electronic waste that makes its way to landfills nationwide each year.

Dell
Reconnect



Sustainability

As part of Goodwill's ongoing commitment to sustainability and providing training in high-growth fields, a "green jobs" component was added to our Construction Skills Training program last year.

The new program offers instruction in weatherization, energy efficiency audits, and "green" building techniques, including adding insulation, sealing leaks and crawlspaces, installing programmable thermostats and turning down the setting on the water heater all with the aim of reducing energy consumption and costs. Participants will receive hands-on experience through a partnership with the City of Charlotte's Neighborhood and

Business Services department to offer energy audits and weatherization services to low-income households in Charlotte.

As part of the program, 50 trainees will benefit from more than 4,700 hours of paid training and wages in excess of \$73,000 over a 12-month period. An additional partnership, the Neighborhood Energy Challenge, will provide 30 low-income households in at least five Charlotte neighborhoods with basic weatherization services.



work

Workforce Solutions

A division of Goodwill Industries of the Southern Piedmont, GoodWork Staffing provides area employers with quality candidates for cost-effective temporary, temporary-to-hire and direct placement solutions.

More than just a staffing agency, GoodWork Staffing benefits from the resources of one of the nation's largest human service organizations to meet each client's needs. By utilizing Goodwill's extensive recruiting capabilities, GoodWork Staffing provides high-quality employees that are well-trained and prepared for a wide range of jobs, including office administration, clerical, accounting, management, customer service, light industrial, retail, hospitality, banking, and more. GoodWork Staffing also offers onsite management, executive recruiting and payroll services.

Plus, as a nonprofit, the revenue generated from placements is funneled directly back into the job training and employment services offered by Goodwill.

goodworkstaffing.com



for a better tomorrow

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"I've learned that no matter what happens, or how bad it seems today, life does go on, and it will be better tomorrow. I've learned that making a "living" is not the same thing as making a "life." I've learned that life sometimes gives you a second chance. I've learned that I still have a lot to learn. I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel." — Maya Angelou

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*“The future depends on
what we do in the present.”
— Mahatma Gandhi*

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*“The future belongs to those who
believe in the beauty of their dreams.”*

— Eleanor Roosevelt

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or more Goodwill participants)*

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Aerotek
Allied Barton Security
Ambassador Personnel
AMC Theatre
Automation Personnel Services
Bank Of America
Barrett Business Services
BI-LO
Bojangles
Carolina Value Village
CBS Personnel Service
Cedar Fair - Carowinds

DMSI
Family Dollar
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Frankcrum 11 Inc.
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Hillcrest Foods
Home Instead
Insource Performance Services
Integra Staffing
Iverify.US, Inc.
Jetstream Ground Services
Labor Ready
Liberty Tax Service

*“Every day do something that will
inch you closer to a better tomorrow.”*

— Doug Firebaugh

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City Of Charlotte

Lincoln Staffing
Manpower

volunteer

McDonald's Restaurants
Old Navy
Performance Staffing
Presbyterian Health Care System
Randstad
Samaritan's Purse
Sappenfield Staff
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Wal-Mart
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Wendy's
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Brandon Bost
Michelle Boyd
Tammy Broadway
Mart Brown
Robin Brown
Tonja Brown
Ayoka Campbell
Wanda Carter
Kay Carwile
Milton Chicas
Natalie Christian
Meeka Clay
Emily A. Clark
Farnitra Cleckley
Elizabeth Cobb
Emily Coble
Cyle Cole
Ray Collins
Tadrieka Collins
Erica Cook
Shamair Coward
Ronald Days
Jody Dennis
Jakeema Estrada
Camisha Farris
Amanda Aileen Fisher
Chris Folk
Latonya Ford
Rolston Gabriel
Lonnie Hall
Myrna Hall
Darryl Harris
Tony Hayes
Chip Haynes
Vanessa Higgins
Renee Hill

April Hood
Dan Hood
Deneen Horton
Jim Houpt
Taurian Houston
Jo Hunt
Carlos Hunter
Alexander Ira
Sean Jackson
Reginald Johnson
Stella Johnson
Stephanie Johnson
Tanisha Johnson
Brink Jones
Jeff Kennedy
John Kennedy
Timothy Kinney
Anastasia Knight
Jeffrey Knight
Pete Koerner
Acena Lane
Tiffany Legette
Nichelle Levy
Janelle Lyons
Barbara Lytle
Dacia Mapp
Betty Maxwell
Melicia McCain
Courtney Miller
Lynn Murray
Michael Navarro
Mae Nelson
Brian Otto
Charlene Petty
Bessy Pleitez
Patricia Poole-Felder

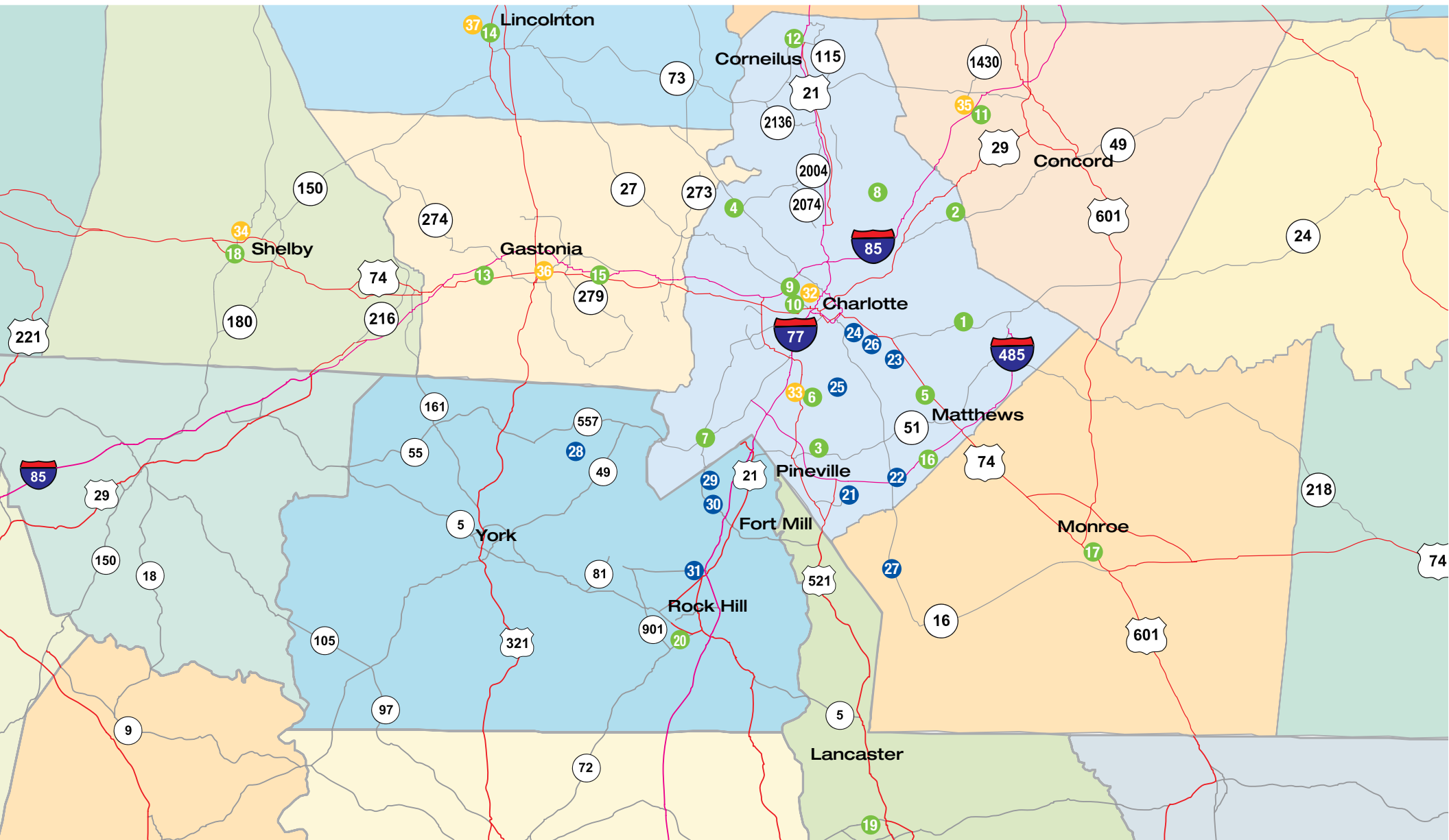
Steve Potochatek
Kimberly Powell
Terrence Powell
Cindy Richie
Nicholas Riggins
Rasheda Sanders
Emma Sherrill
Kimberly Smalls-Gray

*“Though no one can go back and make
a brand new start, anyone can start from
now and make a brand new ending.”*

— Carl Bard

Vanessa Smith
Kenneth Snow
Krista Stepney
Brittney Stevens
Karen Sullivan
Rachel Sutherland
Deanna Tayler
Alexis Taylor
Gay Thornton
Yolanda Trotman
Dominique Walker
Kina Watkins
Van White
Angela Williams
Karen Eady-Williams
Letasha Williams
Denise Wilson
Daisy Wrenn
Kapa Yang
Dan Zacharski

for a better tomorrow



goodwill

Retail Stores/ Donation Centers

Charlotte

1. 9305 Albemarle Road | 704-567-9474
2. 1725 Harris Houston Road | 704-595-9611
3. 10118 Johnston Road | 704-341-0165
4. 2905 Mt. Holly-Huntersville Road | 704-916-3344
5. 1909 Sardis Road North | 704-841-8600
6. 6607 South Boulevard | 704-552-2878
7. 12716 South Tryon Street | 704-587-6183
8. 3710 West W.T. Harris Boulevard | 704-597-1776
9. 2901-A Freedom Drive | 704-394-6017 (Outlet)
10. 2913 Freedom Drive | 704-916-1655
(Computer Works)

Concord

11. 5511 Poplar Tent Road | 704-782-0829

Cornelius

12. 19710 Kunkleman Drive | 704-987-1920

Gastonia

13. 2549 West Franklin Boulevard | 704-864-2225

Lincolnton

14. 510 Vaughn Way | 704-732-2467

Lowell

15. 1004 South Church Street | 704-824-1322

Matthews

16. 2515 Plantation Center Drive | 704-814-7477

Monroe

17. 1213-B Roosevelt Boulevard | 704-289-3246

Shelby

18. 445 Earl Road | 704-484-8553

Lancaster, SC

19. 1142 Highway 9 Bypass | 803-313-9881

Rock Hill, SC

20. 717 Albright Road | 803-324-1831

Attended Donation Centers

Mecklenburg County

21. 9121 Bryant Farms Road
22. 4911 McKee Road
23. 1805 Rama Road
24. 2901 Randolph Road
25. 6231 Fairview Road – SouthPark Mall
26. 1133 N. Wendover Road

Union County, NC

27. 1900 Providence Road South – Waxhaw

Clover, SC

28. 5339 Hwy 55 E

Fort Mill, SC

29. 1600 Gold Hill Road – Tega Cay
30. 100 Powell Place Road & Hwy 160 – Fort Mill

Rock Hill, SC

31. 1830 Celanese Road

Job Connections & JobLinks

Freedom Drive Job Connection

32. 2122 Freedom Drive, Charlotte | 704-372-3434

South Boulevard JobLink

33. 5125-A South Boulevard, Charlotte | 704-527-3195

Cleveland County JobLink

34. 404 East Marion Street, Shelby | 704-480-5414

Concord Job Connection

35. 5511 Poplar Tent Road, Concord | 704-782-0837

Gaston County Job Connection

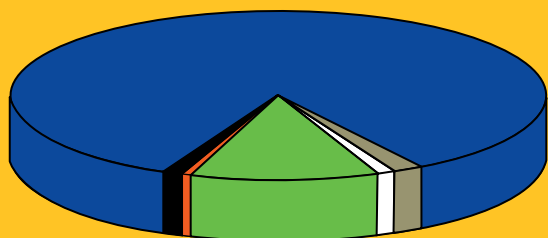
36. 412 South Broad Street, Gastonia | 704-916-1610

Lincoln County Job Connection

37. 510 Vaughn Way, Lincolnton | 704-732-6844

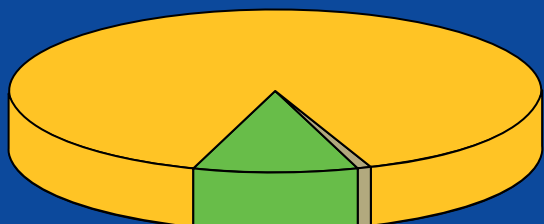
for a better tomorrow

Revenue Sources



- 86.5% Retail Sales
- 11.2% Government Grants & Contracts
- .9% Other
- .7% Non-Government Grant
- .5% Contribution
- .2% Gifts in Kind

Expenses



- 89.3% Programs
- 9.8% Administration
- .9% Fundraising

Statement of Financial Activity

	2010	2009
Revenues		
Retail Services	28,890,605	27,137,854
Environmental Enterprises	685,087	423,573
GoodWork Staffing	991,967	521,665
Workforce Development Services	3,461,888	3,010,079
United Way	175,600	176,691
Other Contributions	236,874	141,132
Other Income & Fees	306,227	419,054
Total Revenue	34,748,249	31,830,049
Expenses		
Wages, Taxes & Benefits to Clients & Staff	22,465,504	20,038,568
Occupancy & Depreciation	6,364,509	6,055,252
Supplies	1,628,159	1,493,991
Other Operating Expenses	3,991,611	3,335,395
Addition To Working Capital	298,467	906,842
Total Expenses	34,748,249	31,830,049

Statement of Financial Position

	2010	2009
Assets		
Cash & Short Term Investments	9,445,295	8,827,148
Accounts & Contributions Receivable	796,158	717,762
Inventory	2,487,763	2,399,550
Other Current Assets	336,648	300,316
Land, Building & Equipment (net)	13,287,439	13,048,949
Other Noncurrent Assets	347,214	287,037
Total Assets	26,700,517	25,580,762
Liabilities		
Current Long-Term Debt & Lease Obligations	263,625	255,361
Accounts Payable & Accruals	3,348,931	2,739,923
Long-Term Debt & Lease Obligations	5,486,167	5,349,624
Other Noncurrent Liabilities	283,284	215,811
Total Liabilities	9,382,007	8,560,719
Net Worth (assets)	17,318,510	17,020,043
TOTAL LIABILITIES & NET WORTH	26,700,517	25,580,762

Note: A copy of the complete audited financial statement is available upon request. In addition, financial information about the solicitor and a copy of its license are available from the North Carolina State Solicitation Licensing Branch at 1-888-830-4989. The license is not an endorsement by the State.

10 Ways To Help Create a Better Tomorrow

1

Make a financial contribution.

Ask if your company can match your gift.



2

Hire a Goodwill graduate. Let us pre-screen and help you find qualified employees.



3



Volunteer

Your time and energy play a valuable role in our mission.

4

Remember **Goodwill** in your estate planning. **It's your life, your legacy.**

Host a donation drive

at your business or organization. Our marketing and communications team will be glad to help you plan the event.



5

6

Join Our Community



Read Our Blog

wowgoodwill.com

7



DONATE

10



It's your world, make a difference, recycle!

Donate used computers and computer-related items at any of our 30-plus donation sites.



SHOP

90 CENTS

8 OF EVERY DOLLAR SPENT IN OUR STORES IS FUNNELED INTO OUR JOB TRAINING AND EMPLOYMENT PROGRAMS.

9

Invite us to tell our story at your event, meeting, business, or church to **help share** how the road to employment begins at **Goodwill**, every day.



United Way
United Way
of Central Carolinas

donate purchase assist work

goodwill CHANGING LIVES THROUGH THE POWER OF WORK

carf

2122 Freedom Drive | P.O. Box 668768 | Charlotte, NC 28266
704-372-3434 | www.goodwillsp.org

The central graphic features a blue background with the words "Changing Lives" in a large, light blue font. It includes the United Way logo, the Goodwill logo, a flow diagram with four steps: "donate" (a box), "purchase" (a shopping bag), "assist" (a hand), and "work" (a gear), and the CARF logo. Below the diagram is the Goodwill slogan and contact information.

