



About Goodwill Industries®

How We Operate

Donors play a vital role Goodwill's ability to fulfill its mission of helping people go to work. To pay for programs, Goodwill sells donated goods and other household items in more than 2,300 retail stores and on the auction site shopgoodwill.com.

Goodwill also builds revenue — and creates jobs — by contracting with businesses and government to provide a wide range of commercial services, including packaging and assembly, document management and destruction, laundry services, food services, temporary services, custodial work, and grounds-keeping. General Motors, Briggs & Stratton, General Services Administration, the Internal Revenue Services, and the U.S. Navy, Marines, Air Force and Army are among those who have tapped into Goodwill services.

We channel 84 percent of total revenue into education, career services and other critical community programs.

Every 42 seconds of every business day, someone earns a good job with the help of Goodwill®.

Goodwill Industries® has helped people go to work since 1902. We train people for careers in fields such as financial services, computer programming and health care. We provide employment, job training and other community-based programs for people who have disabilities, those who lack education or job experience, and others facing employment challenges.

We believe that work creates the economic energy that builds strong families and strong communities. Work helps build self-confidence, friendship and independence. Everyone deserves a chance to have those things in life. Goodwill provides that chance.

Goodwill Industries, a global network of community-based organizations, collectively reported the following for 2008:

- People served through employment and training programs: 1,525,451
- Workforce development services provided: 10,490,787
- People placed in employment: 172,317
- Estimated total earnings of people placed in employment: \$2.3 billion
- Personal and family support services provided: 18,534,362
- Total revenue generated by Goodwill organizations: \$3.28 billion
- Total revenue spent directly on programs: 84 percent
- Total number of donors (includes repeat donations): 64.4 million
- Total number of retail stores: 2,324

Revenue Sources

- Retail sales: \$2.16 billion
- Industrial and service contract work: \$597.2 million
- Individual/corporate/foundation support for mission services: \$61.1 million
- Government support for mission services: \$392.49 million
- Other revenue: \$46.5 million