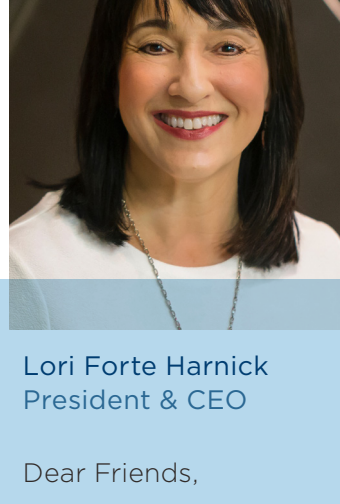


GOODWILL OF THE OLYMPICS & RAINIER REGION ANNUAL REPORT

FY2021: OCTOBER 1, 2020-SEPTEMBER 30, 2021



Lori Forte Harnick
President & CEO

Dear Friends,

As I write to you today, our Goodwill has completed its first 100 years of service to our community—amazing! And, we are primed to cross the threshold to our next 100 years, thanks to all of you.

As we prepare for our future, we must give recognition to the most recent portion of our 100-year journey. While it's an understatement to say that the past few years have been challenging, I am very grateful to share that fiscal 2021 was a year of resilience and rebound for our Goodwill.

Throughout our organization, our teams—ranging from retail to workforce development to administration and operations—dug deep into their dedication to Goodwill and found new ways to serve our customers, students, clients, and communities with compassion and excellence.

I am proud of our teams and I am grateful for your support, which has made our mission possible. Whether you are a customer who walks into our stores, a student or client who enters our job training programs, a partner who works alongside us in service, or a donor who gives generously to our Goodwill, you have made a valuable contribution to our ability to serve.

You made 2021 a year of renewed energy and momentum toward fulfilling our vision that every person has the opportunity to learn, work, and thrive in all aspects of life.

Thank you! Let's continue the journey together!

Lori

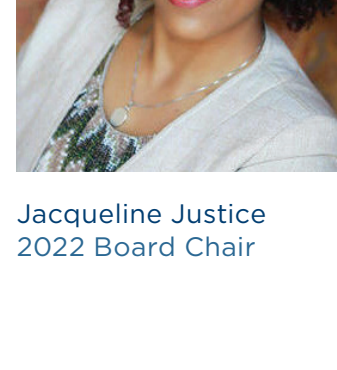
Delivering Results & Looking Ahead

FY2021 was a year of transition and tenacious dedication as our Goodwill team moved forward with a focus on five key priorities:

- Delivering key mission services – virtually and in-person – across our region
- Containing expenses despite rising costs and replenishing our finances to pre-pandemic levels
- Deepening our commitment to becoming an antiracist organization and advancing equity, diversity, and inclusion
- Creating a community-wide initiative to increase access to the digital skills necessary for all jobs in all sectors of our economy
- Developing a blueprint for our future with the initiation of a 10-year strategic plan



Colette Taylor
2021 Board Chair



Jacqueline Justice
2022 Board Chair

VISION

Our vision is that every person has the opportunity to learn, work, and thrive in all aspects of life.

MISSION

To achieve our vision, we are committed to dismantling racism and advancing equity, diversity, and inclusion so we can help people reach their fullest potential through education, job placement, and career pathway services.

We do our work with great gratitude for the community donations, purchases, and partnerships that make our mission possible.

2,854

People served in 2021

520

Families helped to remain in their homes through the Rental Assistance Program

Financial Stability for Growth

The pandemic-mandated three-month closure of our retail stores in 2020 compelled us to tap into our savings to cover operational expenses and stay afloat until we could fully reopen. Therefore, we entered FY2021 with the determination to run our operations as leanly as possible while also working hard to capture revenue as customers returned to shop for value goods.

With tremendous gratitude for the collective efforts of all retail employees across our region, we turned a FY2020 shortfall of nearly \$4 million into a \$4 million income gain in FY2021.

As a result, we replenished our accounts to pre-pandemic levels, providing a solid foundation upon which to continue our momentum in FY2022 and launch a long-term strategic plan.

Mission First

Providing free mission services for those with the greatest need is at the heart of what we do every day.

While our dedicated team of workforce development professionals continued to serve people virtually, we also implemented the appropriate precautions and safety measures that allowed us to once again meet with individuals in person and provide a full range of education, job placement, and career pathway services.

We served nearly 3,000 people in FY2021, including youth earning their GED, seniors reentering the workforce, families striving to rise out of poverty, and military veterans transitioning to civilian employment.

Moreover, we expanded our work in an area of continued challenge exacerbated by the far-reaching ramifications of the coronavirus pandemic: homelessness and housing instability. With an additional grant from Pierce County Department of Human Services, we broadened our Rental Assistance Program to deliver funds to people in our community who were behind on their rent and at risk of eviction. In FY2021, we helped 520 families remain in their homes, while also encouraging their enrollment in our free vocational programs and other social services.

C.A.R.E.S. VALUES

Champion Diversity
Act with Integrity & Gratitude
Respect Everyone
Educate & Serve with Compassion
Strive for Excellence

Deepening our Work of Antiracism, Equity, Diversity, and Inclusion

Goodwill's commitment to becoming an antiracist organization began in earnest in 2020, with our executive leadership entering into extensive learning sessions throughout the year with Dr. Karen A. Johnson (now Chief Equity Officer for Washington).

In FY2021, we deepened our commitment by conducting a comprehensive organizational assessment, which then led to the development of an antiracist action plan, the establishment of an employee advisory group, and the creation of learning sessions for managers and employees throughout our organization.

To elevate our commitment further, our Board of Directors established an AEDI Committee and we created a new Executive Team position—Vice President of AEDI—reporting directly to our President and CEO. With more than 30 years of experience in diversity and multicultural work, Dr. Terry Ross joined Goodwill to guide our strategy and plan for becoming an antiracist organization and advancing equity, diversity, and inclusion for all.

The Next 100 Years: Creating a Long-Term Plan and Powering Up Our Community

As we enter our centennial year of 2022, we are very grateful for the opportunity we've had to serve our community for the past 100 years and for the many partners and supporters who made our service possible.

To set the table for our next 100 years of service, our Executive Team and Board of Directors developed a 10-year strategic plan with one overarching goal in mind: to meet the evolving needs for education, job placement, and career pathway services across our region in ways that grow our impact with the people we serve, helping them transform their lives through the power of work.

As we developed the plan, the role of digital skills in employment readiness became very clear—for all people in all jobs in all sectors. Therefore, we created the *Power Up Goodwill* initiative to ensure that we can keep pace with the constant flow of technology innovations and offer the latest in digital skills training to prepare people for success in the tech-powered world.

We look forward to sharing more about our 10-year plan and *Power Up* initiative in the coming year.

Power Up Goodwill



Success Stories

Our legacy rests in the success achieved by people who transform their lives through the power of work.



Gloria Brickhouse

was a victim of domestic violence who eventually experienced homelessness. After finding temporary housing with the YWCA, Gloria was connected to Goodwill, where she enrolled in our in our Career Readiness and Education Development Program.

After completing the course, she entered into a paid Transitional Employment Program with Valco Vocation. With that experience under her belt, Gloria was referred to Goodwill's SCSEP program, learning digital skills and important work fundamentals.

Today, Gloria works in a domestic violence prevention office advocating and educating other survivors on career goals and pathways to stability. She is now in her own home, has purchased a car and is thriving.

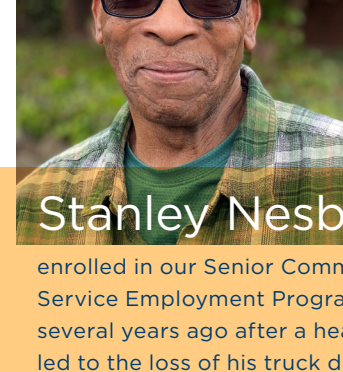


Jesse McDonald

is a long-time participant in Goodwill's Disability Services Independent Employment Program. Recently, our team helped Jesse prepare for and land a job with Lowe's as a Front End Loader Assistant.

Since then, Jesse has excelled, receiving five 5 Lowe's achievement patches to recognize his outstanding service. Since joining Lowe's, Jesse has been promoted to Front End Loader and then to Front End Loader Supervisor/Trainer.

Jesse's sheer determination, along with virtual and in-person services offered by the Goodwill Disabilities Services Team, has helped him exceed the expectations of his employer.



Stanley Nesby

enrolled in our Senior Community Service Employment Program (SCSEP) several years ago after a health issue led to the loss of his truck driving job. With no other employable skills, he came to Goodwill for help.

Stanley completed our computer skills training class and had three office training assignments through SCSEP. He recently secured a position as the house manager for a men's homeless shelter where he uses the computer and customer service skills he learned through his work assignments.

Stanley is looking forward to the future as he embarks on a new career path.

GOODWILL OFFERINGS

Community Programs & Services

Disability Services
Rent and Utility Assistance
Military and Veteran Services
Senior Community Service Employment Program (SCSEP)
Ticket-to-Work
Out-of-School Youth Program
WorkFirst
Youth Recovery Corp Youth Work Program

Vocational School Curriculum

Digital Skills Program
Basic Digital Skills
IT Fundamentals Certification
Microsoft Azure Certification
PC Tech Certification
United Way Centers for Strong Families/ Financial Education
Career Readiness Education & Development (CREED)
Introduction to Industry: Warehouse & Logistics

Youth GED Completion

Basic Food Employment and Training (BFET)
Laptop Lending/Gifting Program
Career Hub/Job Search/Job Placement
Indeed Work Essentials

FY2021 Financial Highlights

Operating Activities

Statement of Unrestricted Activities (in thousands)

REVENUES	
Mission Services	\$8,760
Retail Operations	\$72,785
Managed Real Estate	\$1,058
Fundraising	\$1,357
Miscellaneous	\$107
TOTAL REVENUES	\$84,067

EXPENSES	
Mission Services	\$11,031
Retail Operations	\$63,361
Managed Real Estate	\$497
Fundraising	\$366
Management & Admin.	\$4,613
TOTAL EXPENSES	\$79,868

Change in Net Assets from operating activities	\$4,199
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Consolidated Statement of Financial Position (in thousands)

Total Assets	\$86,727
Total Liabilities	\$29,629
Total Net Assets	\$57,098
Total Liabilities & Net Assets	\$86,727

Commitment To Our Community

93.1%

of Goodwill expenses support retail and mission programs and services

6.9%

of Goodwill expenses support management and fundraising

Honor Roll of Donors

(Direct and in-kind gifts made October 1, 2020 – September 30, 2021)

\$100,000+

Local Initiatives Support Coalition
The Seattle Foundation
United Way of Pierce County

\$25,000 - \$99,999

The Bamford Family Foundation
Boeing Company
Community Foundation of Southwest Washington
Department of Commerce
JPMorgan Chase & Co.
KeyBank Foundation
Safeco Insurance
Wells Fargo Foundation

\$10,000 - \$24,999

Columbia Bank
Lori & Blake Harnick
National Charity Services
Pepsi Beverage Company
USAA

\$5,000 - \$9,999

The Baker Foundation
Dillmer Family Foundation
Florence B. Kilworth Charitable Foundation
The Gottfried and Mary Fuchs Foundation
Dennis & Linda A. Leuthausen
MultiCare Health Foundation
Clark Nuber
Scott E. Silver
Todd & Teresa Silver

Joanne & Buck B. Thompson
Umpqua Bank
Waste Management
William W. Kilworth Foundation

\$100 - \$4,999

Paige T. Abbott
Donna Albers
Christopher W. Algeo
Barbara Ault
Steve Barger
Dan Bogart
Tony Bowie

Susan Brinkman
Shirley Bruggeman
Jahmad Canley
Anita Chandler
Scott Chapman
Rory Connally
Lisa Cook

Kieran Craft
Bill Dickens
Mike & Liz Dunbar
Gary Ernest
Charelle Foegel
Demetrius Forte
Ann & Norm Gosch
Shannon Govia
Hannon Candy Company
Jason Hall
Shelly Helder
Chuck W. Hellar

Joanne Henry
C.W. Herchold
Andrew Higgins
Robert L. Hudson
Denise Ingentila
Karen Johnson
Stephen A. Johnson
Kimberly Keith
Karen Koch
Bev Losey

Nicholas A. Malden
Marsh USA Inc.
James M. McCormack
Ali Modarres
Janet Moore
Briahna Murray
Dani Nugroho
Dona Ponepinto
Diane Regala
Carlyn Roy

Sandra L. Rudd
Shahrokh M. Saudagaran
Collette Stewart
Carol Stockdale, Ed.D.
Andrew Stoliz
Larry Sumpter
Colette Taylor
The Titus-Will Families Foundation
Carolyn Weyrick
Carole Wilson
John A. Woodworth