

OVERVIEW

Goodwill Industries of San Francisco, San Mateo and Marin Counties is an autonomous not-for-profit social enterprise dedicated to creating solutions to poverty through workforce creation, social action and environmental stewardship. With 17 stores, a growing online store, and an extensive re-use/recycling operation, we help people overcoming barriers to employment move forward on their career paths, build sustainable livelihoods and transform their lives and communities. A mid-sized employer of 470, we generate over 85 percent of our revenue through our businesses.

PROGRAMS

Goodwill offers numerous employment programs and services designed to help individuals develop a career path that matches their abilities and goals to the requirements of the labor market. We are dedicated to helping motivated individuals overcome barriers to employment such as long-term welfare dependence, a physical or mental disability, homelessness, incarceration or limited use of English.

Our training program, which is accredited by CARF and the California Bureau of Private Post-Secondary and Vocational Education, is built on the following principles.

- **Career Pathway Model:** We help people not only get jobs, but also develop the skills, resources and opportunities necessary to develop a career path and build a sustainable livelihood.
- **Shared Responsibility:** We believe the successful completion of a program is the shared goal and responsibility of each participant and Goodwill.
- **Tailored Programs:** Our career advisors work with each participant to map out the learning path that best matches his/her skills and career goals to the needs of employers.
- **Labor Market Orientation:** We use employer input and labor market data to guide our curricula so that participants are prepared for real-time jobs in growing Bay Area sectors.
- **Team Approach:** We use a team approach that includes a career advisor, instructors, managers and staffing specialists to help each participant achieve his/her goals.

STORES

Generating over \$18 million per year in revenue and serving as training centers for our program participants, our commercial enterprises include retail stores, an as-is salvage operation and an E-store.

Located in San Francisco, San Mateo and Marin Counties, our retail stores offer quality used goods at affordable prices and feature specialties such as athletic items, boutique fashions, and vintage. Refurbished computer and electronic equipment is also available, while our E-store sells unusual, high value donated items on eBay and Amazon.com.

OPERATIONS

Our commercial enterprises focus on the re-use/recycling of used goods. Individuals and businesses across San Francisco, San Mateo and Marin Counties donate gently used clothes, household items and computer/electronic equipment, which are re-sold at our stores or to vendors. We divert over 20,000 tons of material from landfill each year. Operating 24 hours a day, 365 days a year, our operations include:

- 15 donation sites (with more to come this year)
- A computer and electronics recycling business
- Over 50 corporate and community donation drives per year
- A 33,000-square foot processing plant in San Francisco
- Processing of material donations from over 525,000 people each year

FINANCIAL

Goodwill's 2004-05 operating budget was \$22 million. Over 85 percent of our revenue was generated by our commercial enterprises. The remainder was made possible by individual, corporate, foundation and government donations and grants. Almost 90 percent of our expenses go directly to supporting our mission.