



We believe in the power of work.



It's been a tough year.

Unemployment in Nevada hit a record high. We've seen layoffs, companies go out of business and families struggle to pay the bills. Our mission of putting people back to work has never been more urgent or vital.

In 2009, we achieved **new records** in almost every area of mission critical services and Operations. Through our efforts, we provided services to 5,952 people in need and 889 people get jobs! The impact on these people's lives is immense and difficult to truly measure.

Store sales topped \$12 million with more than 380,000 donors of gently used goods. E-Books turned a new chapter with net sales over \$1,040,000, while E-Commerce auctioned in over \$363,000.

Despite the down economy, our Goodwill family is growing. We are now 390 team members strong and this year opened a second Career Connections Center to better serve our community. We are thankful that we are improving while many companies continue to struggle. We should not take our success for granted.

To put our 2009 accomplishments into perspective, here's a look at our results from ten years ago—1999.

	1999	2009
Total people served:	138	5,952
Total people placed:	71	889
Store sales:	\$3,776,000	\$12,138,000
Donors:	104,000	381,000
Team members:	120	390

As we enter 2010, and a new decade, I am very confident that we have the potential to continue to grow and serve more people & families in need.

Steve Chartrand
President & CEO, Goodwill of Southern Nevada

Our Mission:

To educate, train and employ people with disabilities and other special needs to help them maximize the quality of their life.

Our Core Values:

People are our strength and we treat them with dignity and courtesy at all times. We exceed our customers' expectations. We measure ourselves only against the best. We do what we say we will do every time. We embrace innovation. We are a team.

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Power of Work video can be found at: www.sngoodwill.org



A job can change a life.

Chris has autism. Some considered him “unemployable.” Goodwill gave Chris a job and in 2009 he won an award recognizing his excellent work.

A job gives independence.

Alma thought she might not be able to hold down a job. In 2009, Goodwill helped prepare Alma to go back to the workforce.



A job creates self-esteem.

Michael was living in homeless shelters when he was offered a job with Goodwill. Because of his job, he was able to pay his own way.



A job provides security.

Glenn is one of tens of thousands of people in Southern Nevada looking for work in a down economy. In 2009, unemployment in Las Vegas hit a record high of nearly 14%. Goodwill's Career Connections is helping Glenn find a job.



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Our Services:

Community Based Training

Goodwill of Southern Nevada's Community Based Training Program uses real work environments to assess specific work skills that disabled participants currently possess, as well as offer training for the development of new skills necessary for successful employment. Program fees are paid for by partner agencies such as the State of Nevada Bureau of Vocational Rehabilitation.

Office Training: Individuals with an interest in working in an office setting can join this program to assess current skills and receive training on further skills to be successful in this line of work. This 10 to 20 day training includes typing, computer, switchboard and mailroom training along with job readiness skills.

Retail Training: This program assesses and trains individuals looking for work in a retail or closely related work setting to determine work readiness. This 10 to 20 day training includes cashier training, along with job readiness skills. Our retail training programs are offered at four Goodwill of Southern Nevada retail stores.

Job Placement Program

Goodwill of Southern Nevada's Job Placement Program places individuals with various abilities into available positions throughout the community by partnering with local businesses needing qualified and motivated employees. This service is offered at no charge to the applicant or the employer.

Job Coaching

Goodwill of Southern Nevada offers on-the-job training and support services to clients with disabilities that are referred from partner agencies such as the Bureau of Vocational Rehabilitation and Desert Regional Center.

Job Coaching can be provided at no cost to the employer to assist the new employee with their transition period into being successful on the job. A job coach will ensure that the employee is meeting the standards of the job and assist with any problems or concerns that may arise during the initial phase of employment.

Our Services:

Special Education Work Experience

Goodwill of Southern Nevada provides volunteer opportunities to special education students from about a dozen high schools in the Clark County School District. These students volunteer once a week at a designated store for one to two hours. Under their teachers' supervision, they assist with tasks such as pulling hangers and organizing depending on their individual level of functionality.

Court Ordered Community Service Workers

Goodwill of Southern Nevada works closely with the City of Las Vegas and the City of North Las Vegas to provide court ordered community service hours in lieu of, or in addition to, incarceration and/or a fine. Volunteer assignments include various tasks in our processing center, retail stores or corporate headquarters. The program saves taxpayers money by helping reduce the cost of incarceration while providing individuals with work experience.

Because many defendants referred to Goodwill face barriers to employment including limited job history, or a history of substance abuse or felonies and/or misdemeanors, Goodwill also offers free job search and job placement assistance through Goodwill's Career Connections program.

Volunteer Income Tax Assistance Program

In collaboration with United Way of Southern Nevada, IRS Stakeholder Partnerships, Education and Communication (SPEC) and the National Disability Institute's Real Economic Impact Tour (REI Tour), Goodwill of Southern Nevada is an active member of the Earn It Keep It Save It Collaborative.

Goodwill Volunteer Income Tax Assistance Program provides free tax preparation assistance to low-and moderate-income individuals and families to help them claim the Earned Income Tax Credit (EITC).

The EITC is the largest federal cash assistance program for low-income, working taxpayers and lifts more families out of poverty than any other government program.



Our Services:

Career Connections

Career Connections goal is to connect job seekers with employers. Our two locations provide free computer stations, Internet access, copier, fax and phone services for the purpose of securing a job. Career Specialists also provide one-on-one career counseling & resume help, along with interviewing skills and assistance with vocational training or retaining when appropriate.

Partner employers can post open job positions at no charge both at the centers and on Career Connections' virtual one-stop website, www.powerofwork.org.

Other free services for partner employers include pre-screening of job candidate and on-site hiring events and job fairs.



Grand Opening of Second Career Connections Center

December 7, 2009—Job Fair & Ribbon Cutting



Ten partner employers set up tables and about 600 job seekers attended the Career Connections Job Fair on Dec. 7, 2009. The fair resulted in more than 2 dozen hires, and counting.



Goodwill of Southern Nevada's second Career Connections Center is located at 3345 E. Tropicana Avenue inside the Goodwill Tropicana Superstore. The new center was made possible through a \$77K grant from United Way of Southern Nevada, as well as \$1.5M in operational and training money from the Workforce Connections board. A Career Connections Center is also located at 1280 W. Cheyenne Avenue in North Las Vegas.



5,952 People Served in 2009:

Highlights

Community Based Training	1,259
Bureau of Vocational Rehabilitation Referrals	604
Job Coaching	13
Special Education Work Experience	346
Court Ordered Community Service Workers & Other Programs	296
Career Connections	4,086
Number of people placed into new careers	889
Volunteer Income Tax Assistance (VITA)	508
Miscellaneous Training	99



Financials:

	<u>2009</u>	<u>2008</u>
ASSETS		
Current Assets		
Cash	\$ 1,088,952	\$ 1,155,524
Time deposit	1,000,000	1,000,000
Accounts receivable	18,987	61,039
Contracts receivable	38,609	69,376
Pledges receivable	-	38,838
Interest receivable	-	28,911
American Recovery and Reinvestment Act grant receivable	151,976	-
Other receivables	7,767	26,847
Inventory	1,896,276	1,774,428
Prepaid Expenses and other	9,544	13,417
	<u>\$ 4,212,111</u>	<u>\$ 4,168,380</u>
Property and equipment, net of accumulated depreciation	\$ 10,175,086	\$ 10,276,293
Deposits	82,760	94,361
Deferred loan costs, net of accumulated amortization	461,483	498,402
	<u>\$ 14,931,440</u>	<u>\$ 15,037,436</u>

LIABILITIES AND NET ASSETS	<u>2009</u>	<u>2008</u>
Current Liabilities		
Accounts Payable	396,960	467,932
Accrued Expenses	587,393	612,848
Line of credit payable	-	1,000,000
Current portion of long-term debt	372,037	272,903
	<u>\$ 1,356,390</u>	<u>\$ 2,353,683</u>
Long-term debt, net of current portion	16,753,562	15,864,193
	<u>\$ 18,109,952</u>	<u>\$ 18,217,876</u>
Net Assets		
Unrestricted	(3,178,512)	(3,275,126)
Temporarily restricted	-	94,686
	<u>\$ 14,931,440</u>	<u>\$ 15,037,436</u>

	<u>2009</u>		<u>2008</u>
Revenue			
Contributions (Unrestricted and temporarily restricted)	\$ 307,618	\$	154,216
Federal Grants:			
American Recovery and Reinvestment Act of 2009	451,849		-
Other	191,781		-
Store and salvage sales	15,538,181		14,234,060
(less cost of sales)	(1,101,867)		(2,756,574)
Vocational assistance programs	698,437		437,934
Special events	63,391		105,578
(less direct benefit costs)	(120,620)		(59,339)
Interest	35,020		94,967
Other revenues	20,616		628,427
Net assets released from restrictions	94,686		23,477
	\$ 16,179,092	\$	12,862,746
Expenses			
Program services	\$ 13,919,926	\$	12,153,757
Support services:			
Management and general	1,747,151		2,165,801
Fundraising	245,048		150,652
Loss on disposal of property and equipment	45,362		30,303
Unallocated payments to affiliated organization	124,991		117,595
Net assets released from restrictions	94,686		23,477
	\$ 16,177,164	\$	14,641,585
Increase (decrease) in net assets	\$ 1,928	\$	(1,778,839)

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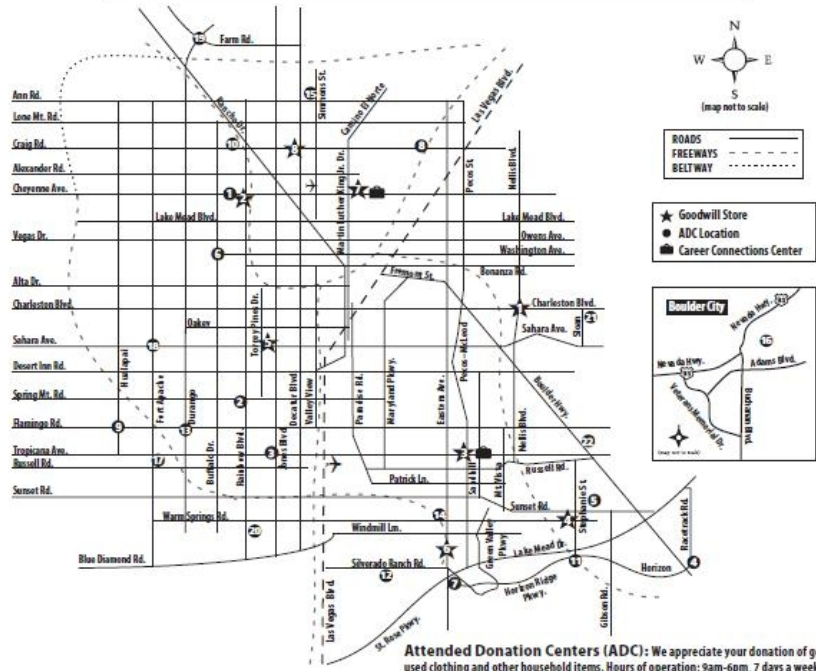
Service 1st Bank

William Wagnon

MountainView Hospital

Where to find us:

Goodwill of Southern Nevada, Inc. Retail Stores & Donation Center Locations



Goodwill Retail Stores: Most stores appreciate your donation of gently used clothing and other household items during store hours.

- ★ 31 N. Nellis (at Charleston) - 214-2046
Mon.-Sat. 9am-9pm - Sun. 10am-6pm
- ★ 3011 N. Rainbow Blvd. (Rainbow & Cheyenne) - 214-2028
Mon.-Sat. 9am-9pm - Sun. 10am-6pm
- ★ 3345 E. Tropicana Goodwill Superstore (at Pecos) - 214-2095
Mon.-Sat. 9am-9pm - Sun. 10am-6pm
- ★ 1421 Warm Springs (Warm Springs & Stephanie) - 214-2097*
Mon.-Sat. 9am-9pm - Sun. 10am-6pm
- ★ 6344 W. Sahara (W. Sahara & Torrey Pines) - 214-2066
Mon.-Sat. 9am-9pm - Sun. 10am-6pm
- ★ 9230 S. Eastern (I-215 & Eastern) - 214-2077
Mon.-Sat. 9am-9pm - Sun. 10am-6pm
- ★ 1280 W. Cheyenne (Cheyenne & MLK) - 214-2008
Mon.-Sat. 9am-9pm - Sun. 10am-6pm
- ★ 4830 W. Craig (Craig & Decatur) - 214-2006
Mon.-Sat. 9am-9pm - Sun. 10am-6pm

*Donations not accepted at this location.

Attended Donation Centers (ADC): We appreciate your donation of gently used clothing and other household items. Hours of operation: 9am-6pm, 7 days a week. ADC trailers are located in the parking lot of the following sponsors:

- 1 Mountain View Hospital
Exit US 95 Cheyenne & Tenaya
- 2 Rainbow Dunes Center
Rainbow Blvd. & Spring Mountain
- 3 Next to 7-11
Tropicana & Jones
- 4 Big K-Mart - Henderson
Race Track & Boulder Highway
- 5 Galleria at Sunset
Sunset & Stephanie
- 6 Lowe's Home Center - Summerlin
Washington & Buffalo
- 8 Cannery Hotel & Casino
Craig & Losee
- 9 StorageOne
Flamingo & Huatapai
- 10 Donation Xpress Store Front
Tenaya & Craig
- 16 Boulder City Hospital
901 Adams Blvd., Boulder City
- 17 Tropicana Beltway
Tropicana & Ft. Apache
- 22 Eastside Cannery
Boulder Hwy & Harmon



Albertsons ADCs
(9am-9pm):

- 7 Albertsons Center
Eastern & Horizon Ridge
- 11 Albertsons Center
S. Stephanie & Horizon Ridge
- 17 Albertsons Center
S. Maryland Pkwy & Silverado Ranch
- 18 Albertsons Center
S. Durango & Flamingo
- 14 Albertsons Center
S. Eastern & Warm Springs
- 15 Albertsons Center
W. Ann Road & Simmons
- 18 Albertsons Center
Pt. Apache & Sahara
- 19 Albertsons Center
Farm & Durango
- 20 Albertsons Center
Rainbow & Warm Springs
- 21 Albertsons Center
E. Charleston & Sloan



Goodwill of Southern Nevada ended 2009 with 8 retail stores and 29 attended donation centers.



Believing in the Power of Work



March 2009: Community Recognition Luncheon honors clients and community partners.



June 2009: Peterbilt PacLease of Las Vegas and partner companies donate a 6-year lease on a new truck. It's a donation worth about \$100K.



March 2009 & Nov. 2009: Women's Leadership Council's Spring & Fall Suit drives collect thousands of pieces of professional clothing for Goodwill of Southern Nevada. Because of the donations from the two drives, \$18K of Goodwill Gift Cards are distributed to clients at Career Connections in need of clothes for new jobs &/or job interviews.





February/March 2009: Goodwill of Southern Nevada expands the E-Commerce department and begins selling collectible items on www.shopgoodwill.com. Nevada First Lady Dawn Gibbons kicks off a donation drive for an on-line designed purse auction called "The job is in the bag!" She donates a "gently used" Luis Vuitton, which sold for \$351.00.



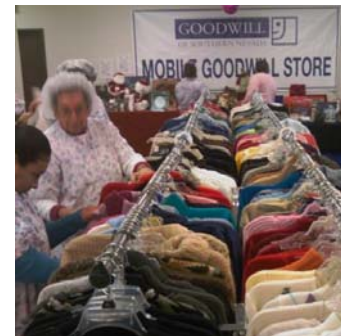
The job is in the bag!



October/November 2009: Career Connections introduces new logo & website, www.powerofwork.org. A media campaign is also launched—consisting of billboards, radio & TV advertisements, as well as print ads.



August & December 2009: Debut of the Goodwill Mobile Store at Harrah's Entertainment laundry facility. The events bring in about \$5K total of extra revenue while introducing Goodwill to new shoppers.



September 2009: Goodwill Gala celebrates the Wild, Wild West! News 3's Kim & Dana Wagner emcee. Annual fundraiser raises about \$33K.



A Holiday Drive-thru Spectacular

November/December 2009: The Gift of Lights designates Goodwill as charity of choice. Donate to Goodwill & receive \$2 off price of admission.

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www.sngoodwill.org



powerofwork.org

1280 W. Cheyenne Ave.
North Las Vegas, NV 89030
(702) 214-2000

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