



FREQUENTLY ASKED QUESTIONS

- 1. What is Goodwill's mission?** The mission of Goodwill Industries of Arkansas is to change lives through education, training and employment. Proceeds from the sale of donated goods fund employment and training opportunities for people who have disabilities and others who have trouble finding and keeping jobs.
- 2. Who does Goodwill help?** Goodwill helps individuals who face various obstacles to employment including a lack of work history, illiteracy, physical, mental and intellectual disabilities, language barriers, criminal backgrounds, dependency on public assistance, corporate downsizing and other barriers.
- 3. Why should I donate to Goodwill?** Donations put people to work in industries across Arkansas. From the point of drop-off at a Donation Center to the sales floor in one of our retail stores, everyone who processes that donation is employed thanks to your generosity. We use revenue from the sale of your donations to fund employment and training programs for people with disabilities and other barriers to employment.
- 4. What happens to items donated to Goodwill?** Donations go immediately to a processing center where they are sorted by category (electronics, women's clothing, men's clothing, toys, etc.), then priced based on a good, better or best quality scale. All items are priced so that people of all income levels can afford them. Items that do not sell in our stores or outlet are sold to other Goodwill organizations and salvage dealers, with the money generated staying locally to help Arkansans get jobs.
- 5. Does Goodwill accept everything?** Except for hazardous material, CPSC-recalled items, large appliances, and used mattresses and box springs, we accept almost everything provided donations are not soiled, broken or missing pieces. For a full list of accepted items, visit <https://goodwillar.org/give/>.
- 6. When donating computers, should donors purge the operating system and other software?** To protect your privacy, Goodwill recommends you back up any necessary data then remove it from your hard drives before donating your computer. It is not necessary to remove the operating system on the computer.
- 7. Will I receive a receipt?** Yes. It is our policy to provide a receipt to every donor who requests one, to confirm their donation amount.
- 8. How do I assess a value for each item I donated?** Goodwill has a suggested value list for each item you donate, which can be found at <https://bit.ly/3bewS3U>.
- 9. If I give to Goodwill, will my personal information be shared with other organizations?** No, Goodwill does not sell, rent, barter or otherwise share the personal information of our donors with any outside organizations.