



Transforming Arkansas

Reflecting on this past year's accomplishments at Goodwill Industries of Arkansas (GIA), I am grateful to be a part of this remarkable organization while it generates, more than ever, an even bigger and lasting impact across Arkansas. I am reminded daily of how our programs and services provide the opportunity for profound change in the people who come to us for help.

Goodwill is transforming Arkansas one person at a time. From there, its ripple effect is palpable as participants strengthen their families and eventually the communities in which they live.

Goodwill's founder Reverend Edgar J. Helms once said, "Goodwill saves the waste in men and things." Our sustainability efforts apply to both the environment and to the people we serve. In FY23, we diverted more than 38 million pounds of products from landfills and recycled, reused, or repurposed this to fulfill the dreams of people looking for their second or third chance in life. As a result, we served 6,345 individuals through our mission services programs. The services we offer would not be possible without the support of our generous donors and shoppers because our thrift-to-thrive model drives these good outcomes.

This year, we launched the Goodwill Training and Education Center (GTEC) in Springdale to serve adults in the Northwest Arkansas region looking to earn their high school diploma or obtain industry-leading credentials and certifications. The GTEC model includes The Excel Center and The Academy under one roof allowing us to better serve the students and community. As a result, we are seeing record enrollment in our programs, and we are poised to expand the GTEC brand across the state.

In FY23, 243 students enrolled in the Excel Center that produced 38 graduates. And The Academy awarded 2,524 credentials and certifications as we have become a viable pipeline for skilled workers in the state. Our Reentry Services received a \$750,000 grant from the United States Department of Justice leading to the expansion of Reentry Services to 24 communities across the state, while our Career Services expanded to 34 locations to provide services to job seekers to help them find meaningful employment.

In April, GIA partnered with city government, non-profits, and community partners to help in the relief efforts from the devastating tornadoes that impacted Wynne and Central Arkansas on March 31. We donated more than \$200,000 in store vouchers to assist those in need who lost personal belongings. We also joined forces with the City of Little Rock to help receive, sort and transport donations to public distribution centers. Our expertise in the business of logistics allowed us to be effective during this time of crisis in our state.

As an organization, we are honored to be an integral partner with Arkansas on so many levels. We encourage collaboration with our partners as so many of us are serving the same people and offering a better way of life. Together, we can do more, create change, and produce extraordinary transformation in everything we do.

Thank you for supporting our mission of changing lives through education, training and employment.

Brian F. Marsh, President & CEO Goodwill Industries of Arkansas, Inc.

Board of Directors

GOODWILL INDUSTRIES OF ARKANSAS



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Carrie Harper Smith Sterling Seacrest **Partners**



Jay Stanley Stone Ward



Brad Walker Catlett Law Firm

Community Impact

90% OF OUR FUNDING COMES FROM THE SALE OF DONATED GOODS, FUNDS RAISED FROM DONATIONS STAY IN ARKANSAS AND FUND JOB TRAINING. CAREER SERVICES AND MORE PROGRAMS.

\$69.5 M

Economic Impact

25.9 M **Total Pounds of Retail Items Sold**

Certifications and

Credentials Awarded

889,292 Total Number of Donations 493

People Found Work Statewide

With

3,199,685

\$11.9 M

In Projected Annual Wages

Retail Stores Stocked

1.201 Arkansans Employed by Goodwill



Who We Serve

Barriers & Disadvantages

OUR PROGRAM PARTICIPANTS FACE A VARIETY OF DISADVANTAGES. MANY FACE MORE THAN ONE BARRIER TO SUCCESS.

Criminal record

Transportation

Disabled

Older worker 55+

Unhoused

 Second language English

· Child care

· SNAP recipient

 High School Diploma/GED

· Substance abuse

 Driver's License or ID Card Unemployed

· Medical insurance

OUR PROGRAMS FEATURE FLEXIBLE STRUCTURES AND SUPPORT NETWORKS TO HELP PARTICIPANTS NAVIGATE AND OVERCOME BARRIERS.

Financial Highlights

Revenue FY23

Expenses FY23

\$70,292,353

\$70,292,353

90%

Sale of Donated Goods

\$63,568,558

90%

Programs, Mission Dev. & Expansion Funds

\$63,316,133

3%

Public Support

\$2,197,658

9%

Management & General

\$6,622,680

7%

Other

\$4,526,138

1%

Other

\$353,540





The Academy



The Academy at Goodwill, licensed by the Arkansas State Board of Private Career Education, provides the training needed to secure new employment and advance your career. The goal of each program is to provide opportunities for non-traditional students to earn industry-recognized credentials that lead directly to employment in jobs that guarantee a living wage. We offer accelerated and affordable programs in a variety of fields. Scholarships are available to individuals who meet certain requirements.

GoodwillAR.org/Academy

25+ Certifications in Arkansas's Top Business Sectors

Business & Administration

- · Google Project Management Certificate
- Google E-commerce & Digital Marketing
- · Google UX Design
- Microsoft Office Specialist (MOS)

Skilled Trades

- · Certified Logistics Technician (CLT)
- Industrial Truck Operator
- OSHA 10
- OSHA 30
- Welding
- NCCER Core Construction and Carpentry

Health Care

- Certified Clinical Medical Assistant (CCMA)
- Certified Health Environmental Services
 Technician
- · CPR, AED and First Aid
- · Mental Health First Aid
- Certified Pharmacy Technician

Information Technology

- Goodwill Digital Career Accelerator® (GDCA)
- Google Data Analytics
- Google IT Automation with Python
- Google IT Support Professional

Academy Statistics

2,524

Earned a certification or credential

Academy Locations

Little Rock

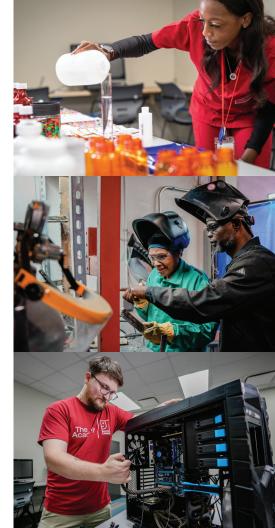
7400 Scott Hamilton Drive | (501) 372-5100

Springdale

2100 S. Old Missouri Road | (479) 595-8818

Employee Scholarship

Goodwill believes in investing in our employees by providing education and training to further their careers. The Academy at Goodwill Employee Scholarship provides a full scholarship into one of the certification programs. Employees who work full-time for Goodwill, who are in good standing and who have been with #TeamBlueAR for at least 30 days are eligible to apply.





Excel Excel Suddening



The Excel Center provides adults ages 19 and older the opportunity and support to earn a high school diploma at no cost, while developing career paths that offer greater employment and growth opportunities. We offer free on-site childcare, transportation assistance, life coaching, and personalized tutoring to assist students with overcoming barriers.

Our school "meets students where they are" by providing a flexible structure and supportive relationships to help them manage work, life, and family as they achieve their educational goals.

GoodwillAR.org/Excel

Excel Center Statistics

300,000+ Adult Arkansans

Lack a High School Diploma

\$12.62/hr.

Average Income Pre-Graduate \$15.85/hr.

Average Income Post-Graduate

127
Adults Graduated
Since Opening

38
Adults Graduated
In FY23

34% First-Generation High School Graduates

42/0
Pursue College or Post-Secondary Training

The Excel Center Locations

Little Rock

7400 Scott Hamilton Drive | (501) 372-5100

Springdale

2100 S. Old Missouri Road | (479) 595-8818

Board Members

Miguel Lopez - Board Chair Chris Amsler | Jonathan Crossley Sajni Kumpuris | Brian Marsh Chuck Welch





CAREER SERVICES



Goodwill's Career Services offer free assistance to help build promising futures. Services are available in person or through our career portal. Goodwill has helped thousands of Arkansans find jobs.

Career Services Include:

- Career assessment
- Career counseling and coaching
- **Career Readiness Certification**
- Interview preparation
- Job readiness training
- Job search assistance
- Resume assistance
- Disability support services for employees
- Books for Kids program
- Community resource connection

GoodwillAR.org/Services

25+ Locations Statewide

Batesville

3209 Harrison Street | (501) 517-1120

Bella Vista

210 Towncenter | (501) 551-0551

Benton

1716 Military Road | (501) 297-2896

Bentonville

1400 SE Walton Boulevard | (501) 551-0551

Blytheville

125 Chickasaw Plaza Drive | (501) 503-8496

Bryant

5914 Hwy 5 N | (501) 297-2896

Cabot

204 South Rockwood Drive | (501) 412-6294

Conway

245 Oak Street | (501) 413-0775

El Dorado

1436 North West Avenue | (501) 551-3866

Fayetteville

705 East Appleby Road | (501) 517-1327 3105 M.L.K. Boulevard | (501) 517-1327

Fort Smith

3217 South 74th Street | (501) 478-5147

Harrison

814 US-62 65 North, #9 | (501) 541-2749

Hot Springs

205 Garrison Road | (501) 412-5439 631 East Grand Avenue | (501) 412-5439

Jacksonville

1309 T.P. White Drive | (501) 551-2546

Jonesboro

1515 South Caraway Road | (501) 680-7717

Little Rock

7400 Scott Hamilton Drive | (501) 372-5100 ext.1127 109 Markham Park Drive | (501) 563-4121 2500 Cantrell Road | (501) 554-2026

Mountain Home

759 Highway 62 East, #110 | (501) 413-9040

Newport

2500 Malcolm Avenue, Suite D | (501) 517-1120

North Little Rock

6929 John F. Kennedy Blvd #112 | (501) 551-2546

Paragould

2900 W Kings Highway | (501) 503-8496

Pine Bluff

2514 West 28th Avenue | (501) 563-5127

Rogers

4301 South Dixieland Road | (501) 413-4034 1301 North Dixieland Road | (501) 413-4034

Russellville

2100 North Arkansas Avenue | (501) 454-4315

Searcy

2009 East Race Avenue | (501) 412-6294

Siloam Springs

1001 South Mt Olive Street | (501) 410-4408

Springdale

5252 West Sunset Avenue | (501) 413-2974 2100 South Old Missouri Road | (501) 410-4408







REENTRY SERVICES



Goodwill provides services to individuals reentering the workforce and community after being justice-involved. Our staff understands the challenges and offers a supportive environment. The Transitional Employment Opportunity (TEO) program is a 16-week paid job training program and provides assistance in:

- Receiving job search assistance and leads
- Gaining job readiness skills
- **Acquiring Career Readiness** Certification
- Building a resume
- Access to community support services
- **Durable skills training**

GoodwillAR.org/Reentry

Reentry Services Statistics

Recidivism rate compared to the state average of >46%

305 TEO Participants

20+ Locations Statewide

Batesville

3209 Harrison Street

Benton

1716 Military Road

Bryant

5914 Hwy 5 N

Conway

245 Oak Street 2425 Sanders Road

El Dorado

1436 North West Avenue

Fayetteville

705 East Appleby Road 3105 M.L.K. Boulevard

Fort Smith

3217 South 74th Street 4600 Towson Avenue **Hot Springs**

205 Garrison Road 631 East Grand Avenue

Jacksonville

1309 T.P. White Drive

Jonesboro

1515 South Caraway Road

Little Rock

7400 Scott Hamilton Drive 109 Markham Park Drive

Newport

2500 Malcolm Avenue, Suite D

North Little Rock

6929 John F. Kennedy Blvd #112

Paragould

2900 W Kings Highway

Pine Bluff

2514 West 28th Avenue

Rogers

4301 South Dixieland Road 1301 North Dixieland Road (NWA GRC)

Springdale

5252 West Sunset Avenue

Goodwill Industries of Arkansas Receives \$750,000 Grant from United States Department of Justice

Goodwill Industries of Arkansas (GIA) was awarded the Second Chance Act Community-based Reentry Program Grant by the United States Department of Justice, Office of Justice Programs and Bureau of Justice Assistance to support its expanding Reentry Services program. The grant will specifically aid in funding GIA's Transitional Employment Opportunity (TEO) program and will total \$749,973 over the three-year term. Formerly incarcerated individuals face numerous barriers upon reentry to their communities.

Goodwill Industries of Arkansas instituted a reentry program in 2009 to provide job and life skills training to men and women reentering the community after incarceration. Reentry staff support clients to reduce recidivism and promote public safety through job readiness training, job leads, job search and resume assistance, interview preparation, mock interviews and job retention.

"The Goodwill Industries of Arkansas continues to have a profound impact in our communities through their efforts to provide opportunities to individuals upon their reentry to society," said U.S. Rep. French Hill. "These opportunities provide professional skills training and sets regimens and routines while reducing the rate of recidivism. I was proud to support their application for this grant and look forward to the good work GIA continues to do within our immediate community."













Graduate of the Year

ERIKA TODD

The Graduate of the Year is awarded to an outstanding person who completed a Goodwill program, is competitively employed outside of Goodwill, and who overcame barriers to attain and maintain employment.

Erika traveled to Arkansas with her family from Mexico and eventually dropped out of high school when she became pregnant at age 15. She faced a decision of keeping her baby or staying in school. As a result, she left school to work and raise her child.

After seeing The Excel Center featured on a television news story, she knew this could work for her. "It seemed like it was different from the other ones (programs). There was a big difference and that's why I continued. They work with you and take their time. That's why I liked this program."

Erika worked full-time while attending The Excel Center and it took her a while to finally graduate. But she was determined and committed, and she finally graduated. "My son is going to graduate from high school next year and I didn't want him to say, 'Mommy didn't finish.' I wanted to show him, if I can do it, you can do it."





Achiever of the Year

JAMIE GREGRICH

The Frank Lyon, Jr. Achiever of the Year recipient is awarded to an individual employed by Goodwill and serves as a role model and inspiration for recipients of services in the Goodwill family. They must also show determination toward overcoming the barriers in their employment.

As a Reentry program specialist at Goodwill Industries of Arkansas (GIA), Jamie Gregrich knows better than anyone how to work with the clients she assists in the program every day. She knows, as she was once in their shoes as a Reentry client herself.

As a recovering addict who was incarcerated eight times, Jamie draws on her experience, strength, and hope to help others who come to GIA seeking support through this program. "One of the times I was in prison, Goodwill came to talk about the TEO (Transitional Employment Opportunity) program. I really felt deep in my soul that's where I belonged."

She eventually entered the 16-week TEO paid job training program with a position in the Facilities Department. Upon graduation, she quickly transitioned into a full-time permanent job at GIA as a receptionist. Not long after that, Jamie was offered a Reentry specialist position to help people just like herself get on a path to recovering their lives after being justice-involved. "The Reentry Services at Goodwill changed my life and I get to pay that forward now," Jamie said.



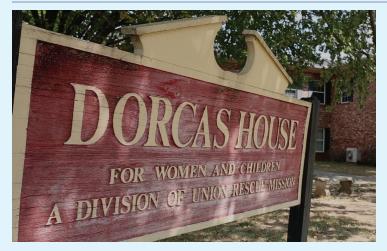
Employer of the Year

HYTROL CONVEYOR CO.

Headquartered in Jonesboro, AR, Hytrol is the largest conveyor manufacturer in North America. The partnership between Goodwill Industries of Arkansas and Hytrol began in FY22. In the first hiring event Goodwill had



with Hytrol, they offered positions to 100% of the attendees to become employed at Hytrol. Within six months, Hytrol hired 19 people through GIA's Career Services and Reentry Services programs.



Community Partner of the Year

DORCAS HOUSE

Located in Little Rock, the Dorcas House is a division of the Union Rescue Mission and is a 9-12 month residential drug, alcohol, and domestic violence recovery shelter for women and their children. Many of the women who enter the Dorcas House have difficulty gaining employment or getting job training opportunities because their background. As a result, Dorcas House partnered with Goodwill Industries of Arkansas in their Career Services and Reentry programs to help their clients overcome barriers to finding meaningful employment and creating a better future for themselves.















Goodwill Industries of Arkansas Partners in Tornado Relief Efforts

On March 31, 2023, many individuals and communities across Arkansas were greatly impacted by devastating tornadoes that ripped through Central Arkansas and the city of Wynne. For months, GIA partnered with city government, non-profits and community partners to help in the relief efforts.

To assist families in need, GIA issued more than \$200,000 in vouchers to those who lost personal belongings from the storms. Vouchers were distributed through area partners and could be redeemed for goods at any Goodwill retail store in Arkansas.

In addition, GIA partnered with the City of Little Rock to receive, sort and transport items donated to the relief effort, from donation centers to the public distribution centers. More than 900 hours of staff time were spent volunteering towards these efforts to help Arkansans recover from this tragedy.









2022 Salt Bowl Donation Drive

And this year's winner of the Salt Bowl Goodwill donation drive is...... Bryant!

For the past five years, Benton and Bryant school districts extended their well-known football rivalry beyond the field to positively impact their communities. Goodwill retail locations in Benton and Bryant and their respective school districts were encouraged to participate in the 2022 Salt Bowl Donation Drive Competition where students, school supporters, and the community donated gently used clothing and household items to either the Benton or Bryant Goodwill store locations. New this year, donation bins

were placed at selected schools in each district. The bins were available for anyone to donate. Those donations were tallied and included in the competition.

In addition to helping fund numerous programs that provide education, training and employment assistance, donations collected meant thousands of dollars for the school districts and for local families. The Bryant school district tallied up the most donations and received a check for \$1,500, along with \$500 in Goodwill gift cards to give to families in need. The Benton school district also received \$500 in gift cards and a check for \$1,000.







Goodwill Training & Education Center Opens

In the summer of 2023, we launched the Goodwill Training and Education Center (GTEC) in Springdale to serve adults in the Northwest Arkansas region looking to earn their high school diploma or obtain industry-leading credentials and certifications. The GTEC model includes The Excel Center and The Academy in one building which allows Goodwill to better serve the students and community.

"This campus will further expand the delivery of our mission of changing lives through education, training and employment in Northwest Arkansas," said GIA President and CEO Brian Marsh. "More than 320,000 Arkansans over the age of 19 lack a high school diploma and the workforce in our state needs skilled labor. GTEC will provide opportunities for individuals in this region to learn important skills to gain meaningful employment, all under one roof."

GIA's strategic plan includes replicating the GTEC model around the state to unlock opportunities and better empower communities to thrive.

GoodwillAR.org/GTEC









Goodwill Industries of Arkansas Opens 35th Store

On Dec. 8, 2022, GIA opened a new retail, donation and career services facility in Little Rock's Riverdale Center. "We are excited to bring our services to this Little Rock neighborhood," said GIA President and CEO Brian Marsh. "Riverdale is undergoing a revitalization, and we are happy to be partnering with this retail community. A new store opening means we are directly impacting Arkansas's workforce. The store will also provide us with another opportunity to turn revenue from donated goods into education, training and employment for Arkansans."

In addition to the Goodwill retail experience, this location will host GIA's 27th Career Services Center to open in the state. The store will feature a conference room and staff to meet the needs of those seeking career assessment, counseling and coaching. Goodwill's career navigators can also provide individuals with interview preparation, job readiness training, job search, resume assistance and a Career Readiness Certification.













Look For The Good Campaign

In October 2022, Goodwill Industries of Arkansas launched the Look for the Good campaign as a call to action to look for the positive change Goodwill brings with everything we do. From people to products to the planet, Goodwill celebrates the good that comes from this transformative process in our employees, clients, and our communities.

Look for the good in yourself and in others.

Goodwill's transformative process begins with the people we serve in Arkansas through education, training and employment. From our high school for adults, trade school, career services and re-entry programs, we offer people a way to break out of the cycle of poverty and into a thriving existence.

Look for the good in recycling your unwanted items into someone's future.

Revenue from our retail stores pays to train and educate Arkansans. When you donate an old pair of shoes to Goodwill, it enables someone to get back on their feet and better their life. And in turn, their families and communities become even stronger. When you shop at Goodwill, your practice of frugality and pursuit of one-of-a-kind treasures allows us to perpetuate our circle of giving - recycle to break the cycle.

Look for the good in the world around you.

Being good to the planet creates a sustainable world for us and future generations. With our recycling model for sustainability, we offer people a way to keep their unwanted items out of landfills. When we look for the good in the world around us, we have hope. We see the bigger picture in the world and how we're connected to it.





38,278,596

Pounds of Product Kept Out of Landfills 9,686,559
Pounds of Textiles
Recycled

1,720,540
Pounds of Books
Recycled

715,419
Pounds of Shoes
Recycled

494,280 Pounds of Metal Recycled

268,794
Pounds of Cardboard
Recycled

214,039

Pounds of E-Waste Recycled 155,868

Pounds of Toys Recycled



Recycling and Sustainability

Goodwill's founder Reverend Edgar J. Helms once said, "Goodwill saves the waste in men and things."

Most people aren't aware of the fact that Goodwill was founded on sustainability principles. Starting in the late 1890s, Reverend Helms began finding salvageable materials to provide to individuals and families in need. In 1902, when Goodwill Industries was officially born, the focus was still on salvaging materials, but Reverend Helms learned that those he was serving wanted their own sustainable means of making a living. He began repairing and then reselling the goods collected. In turn, this meant less waste in landfills as well as taking care of the community, creating jobs, and generating profits redirected to the mission.

In FY23, GIA deepened its community recycling involvement by participating in Little Rock Recycle Days and with the City of Fayetteville. Goodwill offers our partners E-waste recycling options and is becoming a thought leader in the materials stewardship realm.



Donation Express/Center Outlet Store



Batesville

Store & Donation Center 3209 Harrison Street (870) 569-4028

Bella Vista

Store & Donation Center 210 Towncenter (479) 295-7345

Donation Express

20 Sugar Creek Center (479) 855-8770

Benton

Store & Donation Center 1716 Military Road (501) 776-1189

Donation Express

1221 AR-35 N. Suite C (501) 340-0024

Bentonville

Store & Donation Center 1400 SF Walton Blvd (479) 876-8055

Donation Express

1203 N. Walton Blvd (479) 488-3055

Blytheville

Store & Donation Center 125 Chickasaw Plaza Dr (870) 569-4028

Brvant

Store & Donation Center 5914 Hwy 5 N (501) 653-2209

Cabot

Store & Donation Center 204 S Rockwood Dr (501) 941-2623

Centerton

Donation Express

292 F Centerton Blvd (479) 335-5656

Conway

Store & Donation Center 245 Oak St

(501) 340-0006

Store & Donation Center 2425 Sanders Rd (501) 329-6501

Donation Express

3900 Dave Ward Dr. Ste A1A (501) 358-6605

El Dorado

Store & Donation Center

1436 North West Ave (870) 863-4454

Fayetteville

Store & Donation Center 705 E Appleby Rd

(479) 695-0048 Store & Donation Center

3105 M.L.K. Jr Blvd (479) 575-9587

Donation Express

1189 N Steamboat Dr (479) 287-4770

Donation Express

2615 E Mission Blvd #2 (479) 502-9262

Fort Smith

Store & Donation Center 3217 S 74th St (479) 434-4717

Store & Donation Center 4600 Towson Ave (479) 784-9840

Harrison

Store & Donation Center 814 US Hwy 62-65 N #9 (870) 330-4868

Hot Springs

Store & Donation Center 205 Garrison Rd (501) 525-4473

Store & Donation Center

631 E Grand Ave (501) 321-0275

Jacksonville

Store & Donation Center 1309 T.P. White Dr (501) 985-2645

Jonesboro

Store & Donation Center 1515 S Caraway Rd (870) 931-1374

Donation Express

1901 W Parker Rd (870) 444-6818

Little Rock

Store & Donation Center 2500 Cantrell Rd (Riverdale) (501) 568-5313

Store & Donation Center 16924 Cantrell Rd (501) 673-1550

Store & Donation Center 109 Markham Park Dr (501) 221-1018

Donation Express

1801 Green Mountain Dr (501) 224-6408

Donation Express

7001 Cantrell Rd (501) 280-0863

Donation Center 7400 Scott Hamilton Dr.

(501) 372-5100

Outlet Store

7400 Scott Hamilton Dr (501) 372-5100

Maumelle

Donation Express

1900 Club Manor Dr #112 (501) 803-0194

Mountain Home

Store & Donation Center 759 Hwy 62 E #110 (870) 508-0040

Newport

Store & Donation Center 2500 Malcolm Ave Suite D (870) 495-3320

North Little Rock

Store & Donation Center 6929 J FK Blvd #112 (501) 835-5286

Paragould

Store & Donation Center 2900 W Kings Highway (870) 215-0780

Pine Bluff

Store & Donation Center 2514 W 28th Ave. (870) 850-2355

Rogers

Store & Donation Center 4301 S Dixieland Rd (479) 631-0822

Donation Center 1301 N Dixieland Rd (479) 335-5600

Outlet Store 1301 N Dixieland Rd (479) 335-5600

Russellville

Store & Donation Center 2100 N Arkansas Ave (479) 967-6319

Searcv

Store & Donation Center 2009 F Bace Ave (501) 268-2047

Siloam Springs

Store & Donation Center 1001 S Mt Olive St (479) 373-6137

Springdale

Store & Donation Center 5252 W Sunset Ave. (479) 927-2023

Texarkana

Store & Donation Center 1916 N State Line Ave. (870) 772-5543



Changing lives through education, training and employment.























Goodwill Industries of Arkansas, Inc.

7400 Scott Hamilton Dr, Suite 50 Little Rock, AR 72209

(501) 372-5100 | Toll-Free (877) 372-5151

GoodwillAR.org



GoodwillAR.org