



GOODWILL, NOW MORE THAN EVER!





Dear Friends of Goodwill:

The past year marks a time of significant accomplishment for Goodwill Industries of Colorado Springs. It's more important than ever to put Americans to work as a way to revive our nation's economy. Through innovative job programs and services, last year Goodwill helped more people than ever before earn wages to support themselves and their families.

"Goodwill, Now More Than Ever!" means Goodwill makes the most of your support and the most of what each person we serve has to offer. Because of Goodwill, workers who are discouraged and dislocated rediscover hope and the assurances of a welcomed paycheck. And because of our retail stores, shoppers find what they need and save their families' hard-earned money.

Following are some of our most important achievements in 2008:

- Programs promoting personal and financial independence served a record 44,000 individuals.
- Goodwill helped 4,400 people move from welfare to work. By this measure, we rank in the top ten among leading Goodwills in the country.
- Nearly 90 percent of our annual operating revenue was channeled into more than 20 diverse programs and services.
- Goodwill opened its 8th and largest retail center, offering customers affordable shopping and convenient donating.
- While many companies are downsizing, Goodwill increased its workforce by 100 people.

I am pleased to report that Goodwill remains a financially strong and stable organization. In 2008, we had a positive income from operations including retail stores, rehabilitation programs and contract services. On the other hand, like many other organizations, our endowment declined in value last year. Even so, our Foundation received the highest level of contributions in its history.

Thank you for your generous support throughout the year, whether you donated household items, shopped in our stores or participated as a valued business partner. This annual report tells the stories of five extraordinary individuals who benefit from your support. They represent the thousands of success stories Goodwill helps make a reality every year.

"Goodwill, Now More Than Ever!" means your Goodwill empowers individuals, strengthens families and positively impacts our communities. During these challenging times we continue to seek new ways to fulfill our mission.

A handwritten signature in black ink that reads "Shawn Raintree". The signature is written in a cursive, flowing style.

Shawn Raintree, President and CEO
Goodwill Industries of Colorado Springs



Helms Legacy Award

Tonya Edwards



"Program participants need Goodwill now more than ever; there is a lack of job training out there and many people need our assistance."

Tonya Edwards' childhood innocence ended abruptly when she was a young girl. Witnessing a family member's substance abuse, suffering a brutal attack and losing her only positive male role model triggered Tonya's escape through alcohol and drugs. By the age of 21, Tonya had lost custody of her young son and was sentenced to two years in a correctional and treatment facility.

It was during this low point Tonya was referred to Goodwill for help finding a job to pay child support. This began her now six-year relationship with the organization. The bond has flourished into a full-time position with Goodwill, multiple promotions and a new relationship with her 10-year-old son. Whether Tonya is training recipients of welfare to become personal care providers for Goodwill's home care program or volunteering to assist with income tax preparation, she is proof a person's past does not diminish a desire to succeed. With ambition and determination, Tonya has blossomed into an inspiring leader modeling Goodwill founder Dr. Edgar J. Helms' mission of giving others a hand up, not a handout.



Achiever of the Year

Emily Miller



"Goodwill makes me feel happy and I love the new me."

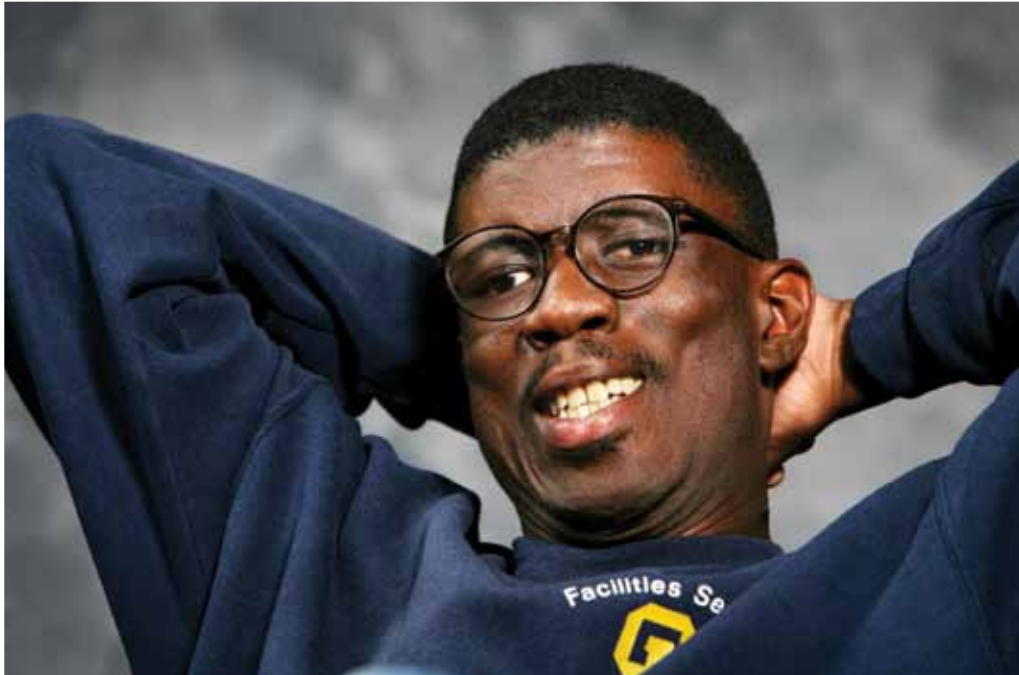
Don't let Emily Miller's sweet smile and congenial personality fool you; her determination sure can pack a punch. In fact, she took the reins in finding the perfect residential host home for herself last year. After personally interviewing potential roommates, Emily met her match when she found a fellow country music fan, cooking enthusiast and most importantly, someone who can take a good joke.

Emily displays this same tenacity in Goodwill's work center where she collates mailings for local businesses. By focusing on the task at hand, she increased her hourly wage in 2008 and now realizes the harder she works, the more money she makes and the more independent she becomes. This new leash on life is part of Emily's self transformation which also includes a weight loss goal. Emily has stunned her family and friends with this alteration and is increasingly determined to take her success even further.

2008

Community Worker of the Year

David Moorehead



"It's a beautiful day in the neighborhood," David sings as he travels into work each morning.

It might be difficult to conduct an engaging conversation with David Moorehead through words, but give him the opportunity to communicate through song and you'll meet a humble, genuine and hard working man. From singing in the shower to humming familiar lyrics at the University of Colorado at Colorado Springs where he works as a janitor, David has a thing for music. Music and his career are his passions.

Employers would be hard-pressed to find a more excited, committed and punctual employee than David. Whether he is eagerly waiting for the bus to take him to work or thoroughly cleaning administrative buildings, David loves his job. With dedication and consistency, last year David flawlessly achieved his goal of transitioning from one task to another without prompting from his supervisor. For four years, David's co-workers have been intrigued by his internal clock. No matter where he is on campus David's body regularly and accurately alerts him to quitting time. "He just amazes me," comments David's supervisor, "we can tell he understands something new every day and even though he has trouble speaking, he finds a way to communicate with each of us."



Co-Independence Award

Mary Pyle



"You can improve your life now, more than ever. It's never too late to make a difference in your future."

Growing up without positive role models, Mary Pyle was pushed into the role of caregiver, homemaker and provider for her family of five at the tender age of seven. While her classmates were enjoying carefree childhoods, Mary was suffering physical abuse, experimenting with narcotics and maturing in the wrong direction before she hit her teens. It wasn't until 20 years later that Mary discovered her self-esteem, a desire to live and the importance of being a good mother.

Now five-years sober, Mary is rejoicing in the success of her hard work. She is the apple of her two sons' eyes, she holds a housekeeping position at the Crowne Plaza Hotel and she relishes the relationship she has with her fiancé. By receiving a hand up at Goodwill's Career Development Center, Mary learned critical job skills as well as received clothing and transportation assistance. Most importantly, she uncovered the self-respect and confidence needed to become someone she is proud of for the first time in her life.



Co-Independence Award

Tina Castro



"Now, more than ever, Goodwill is the best place for me to be. I don't want to move on."

Little did Tina Castro know that giving in to peer pressure during her teens would initiate a downward spiral leading to drug abuse, deception and prison. After multiple arrests and losing custody of her three children, Tina hit rock bottom when her family refused to post her bail. This brutal shock awoke Tina from her nightmare and she committed herself to becoming a better person, wife and mother.

Today – five years sober – Tina successfully manages the donation center at Goodwill's Grand Junction Retail Center. Initially hired as a donation attendant, Tina impressed management with her rigorous work ethic and was quickly promoted to donation center supervisor managing nine employees. While she created an award-winning team, her accomplishments amazed and motivated those around her. Tina's primary goal was to become a positive role model for her children. Inadvertently, she's become an inspiration for the entire Grand Junction Retail Center staff.

Goodwill Employers

1st Bank	Compassion International	KRDO, News Channel 13	REI
24 Hour Fitness	Costco	La'au's Taco Shop	Reliance Metal Center
7-Eleven	Craddock Columbine Realty	Layton Truck Equipment*	Rick's Garden Center
Army and Air Force Exchange Service	Crowne Plaza Hotel Colorado Springs	Liberty Tax	Robert Half Technology
Academy School District 20	Current Factory Outlet	Lockheed Martin	Ross Dress for Less
Accountabilities	Dairy Queen	Loomis	Safeway
Active Living	Denny's Restaurant	Lowe's Home Improvement Warehouse of East Colorado Springs	Salvation Army*
Advance America	Diamond Wire Technology	Luce Research LLC	Schriever Air Force Base
Aeropostle	Dillard's	Macy's	Sears
Agilent Technologies	DirecTV	Marian House*	ServiceMaster Clean
American Family Insurance	Doubletree Hotel Colorado Springs-World Arena	Marriott Colorado Springs	Springs Waste System
Antlers Hilton at Colorado Springs	Doyle Moving and Storage	Marshall's Department Store	Sprint
ARC Thrift Stores of Colorado*	Ecumenical Social Ministries	McDonald's of Colorado Springs	State Farm Bank
Army & Air Force Exchange Services	El Paso County Department of Human Services*	Memorial Health System	Stellar Restaurant Solutions
Arrow Moving and Storage	Ellicott School District	Michaels Stores, Inc.	Subway
ASI	ENT Federal Credit Union	MINCO Manufacturing	Sunrise Senior Living
Aspen Auto Clinic	Evans Army Community Hospital*	Mosaic*	Taco Bell
AT&T	Family Dollar Stores	Mountain Cancer Centers	Taylor Fence
Bath and Body Works	FedEx	Mountain States Pipe and Supply	Time Warner Cable
Best Buy	Fish Window Cleaning	Muscular Dystrophy Association, Inc.	Tire Distribution Systems
Biaggi's Ristorante Italiano	Focus on the Family	Myron Stratton Home, The	TJ Maxx
Black Label Restoration	Fort Carson	Northrop Grumman	T-Mobile
Blockbuster	Fourth Judicial District	Office Furniture Express	Traveling Nurses
Boeing Company	Garden of the Gods Club	OfficeMax	Transportation Security Administration
Boston Market	Gazette, The	Old Town Learning Center	U Haul
Broadmoor Hotel, The	Goodrich Corporation AMI	Olive Garden	United States Air Force Academy*
Burger King	Aircraft Seating	On-the-Go-Cellular & AAA Used Phones	University of Colorado at Colorado Springs
Cal-Fence Contractors	Goodyear Retail	Peak Vista Community Health Center	UPS
Captain D's Seafood Restaurant	Goodyear Tires	Penrose-St. Francis Health Services	US Bank
Cars Collision Center	Griffith Centers for Children	Peoples National Bank	US Border Patrol
Cedar Springs Hospital	H&R Block	Pepsi	US Census Bureau
Checks Unlimited	Harbor Freight Tools	Perkins Restaurant	US Olympic Training Center
Cheyenne Mountain Resort	HealthCare Parking Systems of America	Petsmart	US Postal Service
Cheyenne Village, Inc.	Hendrickson Agency	Phil Long Dealerships	USAA
Chili's Restaurant	Hobby Lobby	Pikes Peak Behavioral Health Group	Verizon
Chipotle Mexican Grill	Home Depot	Pikes Peak Board of Cooperative Educational Services*	Volt Services Corporation
Citadel Mall	Hunting Meadows Condominiums	Pikes Peak Library District	Walgreens
City of Colorado Springs	Hyatt Place Colorado Springs/ Garden of the Gods	Planet Fitness	Wal-Mart*
City of Colorado Springs Municipal Airport	Imagine Remodeling, Inc.	PRC	Waste Connections, Inc.
CJ Contracting, Inc.	JC Penney	Progressive Insurance	Waste Management
Coca-Cola Bottling Company	Job Store, The	Qwest	Wells Fargo Bank
Colorado College	KinderCare	Radio Shack	Wendy's of Colorado Springs
Colorado Flatwork	King Soopers	Red Lobster	Westone Labs, Inc.*
Colorado Springs Interurban Railway*	KOHL'S		WIS International
Colorado Springs School, The*	Komen USA Building Maintenance, Inc.		Yellow Book USA
Colorado Springs Utilities*			YMCA of the Pikes Peak Region
Colorado Springs World Arena			
Comcast Cable			

* Award Winners

Career Development Center Supporters

Better Business Bureau of the Pikes Peak Region
Child Care Connections
Colorado Division of Vocational Rehabilitation
Colorado Federation of Republican Women – 5th District
Colorado Springs School District 11
Dress for Success Colorado Springs
Ecumenical Social Ministries
Faith Partners
Pikes Peak Community College*
Pikes Peak Mental Health Center
Pikes Peak Workforce Center
T.E.S.S.A.

* Award Winners

Community Participation Volunteer Sites

Assistance League of Colorado Springs
Care and Share Food Bank for Southern Colorado
Chapel of Our Saviour
Disability Services of Colorado
Memorial Health System Warehouse
Waste Management Recycle America

Community Volunteers

Beth-El School of Nursing - Pikes Peak Community College
Blair Business College
Center for Non Profit Excellence, The
Colorado College
Colorado Springs Fire Department
Colorado Springs Police Department
Colorado Springs School District 11/ Palmer High School
Colorado Springs School District 12/ Cheyenne Mountain High School
Colorado Springs School District 20/ ACE Work Study Program
Colorado Springs School District 20/ Pine Creek High School
Colorado Springs School District 49/ Sand Creek High School
Colorado Springs School, The*
Colorado Springs Utilities*
Colorado Springs Utilities Focus Fund
Community Church of the Rockies
El Paso County Sheriff's Office
Ford Motor Credit
Fort Carson
Front Range Community Services
Girl Scouts - Wagon Wheel Council
Lutheran Youth Program
New Horizons High School

Peterson Air Force Base
Peyton School District 23
Pikes Peak Chapter of the American Red Cross
Pikes Peak Community College*
Pikes Peak Workforce Center
Price Waterhouse
Qwest Communications
SHARE Colorado
Superior Cleaners
TCF Bank
United States Air Force Academy*
University of Colorado at Colorado Springs
University of Southern Colorado
Wal-Mart*
Wells Fargo Bank
Widefield School District 3
Woodland Park Community Church
YMCA of the Pikes Peak Region
Youthtrack Visions

* Award Winners

Earned Revenue

Sales of Donated Goods	\$13,230,462
Contributions	1,659,786
Rehabilitation Fees	9,171,531
Subcontract Work for Industry	6,611,232
Other Income	856,083

Total Operating Revenue **\$31,529,094**

Resources Used to Provide Services

Collecting, Processing & Selling Donated Goods	\$11,975,347
Providing Rehabilitation Services	8,454,606
Performing Subcontract Work	6,621,603
Administrative and Maintenance of Facilities	2,860,815
Fundraising	352,891

Total Operating Expenses **\$30,265,262**

Income from Operations **\$1,263,832**

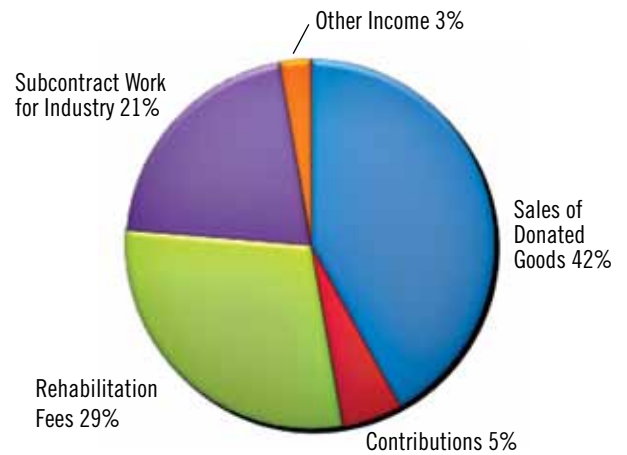
Investment (Loss) (\$2,267,619)

Total Income / (Loss) **(\$1,003,787)**

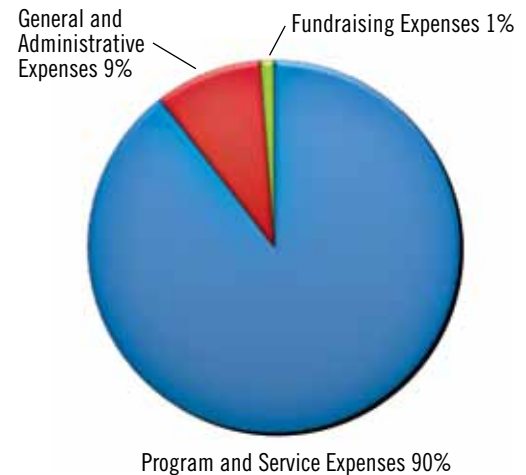
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Wendel P. Torres, 2nd Vice Chair, Torix General Contractors
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Where We Receive Funds



How we use funds



2008 Foundation Board of Directors

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Sue Jenkins, Nor'wood Development Group
Tom Naughton, U.S. Bank
Edward A. Osborne, Retired President of AMI Aircraft Seating Systems
Shawn Raintree, Healthcare Executive
Beth Sparks, Keene & Sparks LLP
Marta Erhard, CorVirtus

Goodwill Industries of Colorado Springs Foundation

Guiding Light Award



Tom DeCotiis and Marta Erhard

The Foundation's Guiding Light Award was first presented in 2001 at Goodwill's Annual Dinner in recognition of leadership, stewardship and philanthropic commitment to Goodwill. Congratulations to this year's Guiding Light Award recipients Marta Erhard and Tom DeCotiis.

Marta and Tom have had an extraordinary impact on Goodwill since they became supporters in 2002. Their generosity of spirit and action has been demonstrated in numerous ways.

Marta has served on Goodwill's operating and foundation boards as a member for six years and chaired the operating board in 2008 during Goodwill's selection of a new president and CEO. Marta and Tom have consistently been among Goodwill Foundation's most generous financial supporters, providing funds for Goodwill's programs and endowment.

Marta and Tom have also provided business expertise through the company they co-founded, CorVirtus, an enterprise growth firm providing values-based consulting services and operating tools. They have donated hundreds of their and CorVirtus staff hours and expertise to lead the Goodwill board in its CEO succession process in 2007-2008. In addition, CorVirtus helped Goodwill improve employee satisfaction and retention through assisting with all stages of an Employee Experience Survey.

Marta Erhard and Tom DeCotiis join the distinguished ranks of these past award winners:

- 2008 El Pomar Foundation
- 2007 Susan and Steve Suggs
- 2006 John Armstrong
- 2005 Ed Rudolph
- 2004 Sue and David Jenkins
- 2003 Mary Flemke
- 2002 Ann and Jack Brown
- 2001 Ed Osborne

The Good Will Society

Giving Future Generations a Hand Up, not a Handout

The Good Will Society was formed in 2004 to recognize and thank individuals who invest in our future by including Goodwill as a beneficiary in their estate. Members have notified Goodwill during their lifetime of gifts through their will, trust, retirement plan, insurance policy, charitable gift annuity or other planned vehicle.

Their gifts will be added to the Foundation's endowment where income is used for capital needs, land acquisition, programs and educational scholarships. To learn more about Goodwill's endowment or how your family name can be perpetuated through a named endowment, contact Jeanne Conder, vice president of Goodwill Industries Foundation, at (719) 381-9489 or jconder@goodwill-colosprings.org.

- | | |
|-----------------------------------|-----------------------------------|
| Anonymous (6) | Pete and Ouida Hoke+ |
| Jacqueline G. Archer+ | Gilbert E. Johnson+ |
| John and Karen Armstrong* | Peter*+ and Louise King+ |
| Bob and Carol Baker* | Florence S. Knight+ |
| Tom and Kathy Bates* | Harry L. Lebs+ |
| Louise Baum+ | Marcella Livsey+ |
| Brad and Leslie Bent* | Wilbur S. "Bill" Marshall*+ |
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| Darlene Grote+ | |
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| Donald A. and Phyllis F. Hibbard+ | |

* Charter members
+ Deceased

Goodwill Thanks its Generous Financial Donors.

Gifts to the Goodwill Foundation provide essential support and enhancements to our programs and services. We are honored – and strengthened – by every gift, and we thank you.

These lists reflect financial support made during the 2008 calendar year. Every effort has been made to ensure their accuracy. We regret that we cannot list all those who generously donated clothing, household goods and other items in support of our mission. Please contact the Foundation office at (719) 636-2682 if your name has been listed incorrectly or unintentionally omitted. Thank you.

Donors \$1,000 and above

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Columbine Temple 1053 /
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Retail Centers

COLORADO SPRINGS:

Circle Retail Center

2007 S. Circle Dr., 80906
Hours: 9 a.m. – 9 p.m. Mon. – Sat.
9 a.m. – 6 p.m. Sun.
Phone: 635-1215

Garage Sale Store

2324 W. Cucharras St., 80904
Hours: 9 a.m. – 11:30 a.m. Mon. – Fri.
Auctions: 9 a.m. – 11 a.m. Mon. – Fri.
Phone: 635-8929

North Retail Center

1070 Kelly Johnson Blvd., 80920
Hours: 9 a.m. – 9 p.m. Mon. – Sat.
9 a.m. – 6 p.m. Sun.
Phone: 531-9173

Outlet Store

3506 N. El Paso St., 80907
10 a.m. – 5 p.m. Tues. – Sat.
Phone: 328-1899

Powers Retail Center

2655 Waynoka Pl., 80915
Hours: 9 a.m. – 9 p.m. Mon. – Sat.
9 a.m. – 6 p.m. Sun.
Phone: 570-9223

West Store

2304 W. Colorado Ave., 80904
Hours: 9 a.m. – 7 p.m. Mon. – Sat.
9 a.m. – 6 p.m. Sun.
Phone: 633-8794

OTHER LOCATIONS:

Cañon City Retail Center

910 Main St., Cañon City, CO 81212
Hours: 9 a.m. – 7 p.m. Mon. – Sat.
11 a.m. – 5 p.m. Sun.
Phone: (719) 275-7160

Fountain Retail Center

6725 Camden Blvd., Fountain, CO 80817
Hours: 9 a.m. – 8 p.m. Mon. – Sat.
9 a.m. – 6 p.m. Sun.
Phone: 392-5744

Grand Junction Retail Center

630 24 ½ Rd., Grand Junction, CO 81505
Hours: 9 a.m. – 8 p.m. Mon. – Sat.
10 a.m. – 6 p.m. Sun.
Phone: (970) 243-1745

Woodland Park Retail Center

721 Gold Hill Square S.,
Woodland Park, CO 80863
Hours: 9 a.m. – 6 p.m. Daily
Phone: 687-9534

Attended Donation Centers

Hours: 9 a.m. – 5 p.m. daily unless otherwise stated
Locations may occasionally change.

North:

North Retail Center donation drive-thru
1070 Kelly Johnson Blvd., 80920
Hours: 7 a.m. – 8:30 p.m. Mon. – Sat.
8 a.m. – 5:30 p.m. Sun.

Monument, Wal-Mart Super Center
Thanks to Tabitha Chamberlin, Store Manager

East:

Powers Retail Center donation drive-thru
2655 Waynoka Pl., 80915
Hours: 7 a.m. – 8:30 p.m. Mon. – Sat.
8 a.m. – 5:30 p.m. Sun.

Woodmen Rd. and Powers Blvd., Wal-Mart Super Center
Thanks to Mike Gray, Store Manager

Falcon, Wal-Mart Super Center
Thanks to Mark Skaggs, Store Manager

West:

8th St., Wal-Mart Super Center
Thanks to Ron McCall, Store Manager

Rockrimmon Blvd. and Vindicator Dr., Safeway
Thanks to Jim Withrow, Store Manager

Goodwill Dock, 2307 W. Colorado Ave., 80904 (in alley)
Hours: 7:30 a.m. – 5 p.m. Mon. – Fri.
9 a.m. – 5 p.m. Sat. – Sun.

South:

Circle Retail Center donation drive-thru
2007 S. Circle Dr., 80906
Hours: 7 a.m. – 8:30 p.m. Mon. – Sat.
8 a.m. – 5:30 p.m. Sun.

Fountain:

Fountain Retail Center donation drive-thru
6725 Camden Blvd., 80817
Hours: 7 a.m. – 7:30 p.m. Mon. – Sat.
8 a.m. – 5:30 p.m. Sun.

Woodland Park:

Wal-Mart Super Center
Thanks to Adam Linder, Store Manager
Hours: 9 a.m. – 5 p.m. daily

Cañon City:

Cañon City Retail Center donation drive-thru
910 Main St., 81212
Hours: 8 a.m. – 6 p.m. Mon. – Sat.
11 a.m. – 5 p.m. Sun.

Grand Junction:

Grand Junction Retail Center donation drive-thru
630 24 ½ Rd., 81505
Hours: 7 a.m. – 7:30 p.m. Mon. – Sat.
9:30 a.m. – 5:30 p.m. Sun.

Community Program Sites

Community Employment Services

Community Participation

Document Imaging

Employee Development Services

Industrial Services Division

Work Skills Development Program

2320 W. Colorado Ave., 80904; Phone: 635-4483

Child Care Licensing

Goodwill At Home

Life Skills Services

Residential Program

3540 N. Academy Blvd., 80917; Phone: 574-9363

Contract Compliance, Phone: 635-0616

Goodwill Staffing, Phone: 380-8855

25 N. Spruce St., 80905

Career Development Center

17 N. Spruce St., 80905; Phone: 444-5000

Document Imaging

1650 Cochran Cr., Ft. Carson, 80913; Phone: 526-7276

Goodwill Industries of Colorado Springs Foundation

2812 W. Colorado Ave., Ste. 100, 80904; Phone: 636-2682

Goodwill Industrial Services Corporation

Commercial Laundry Center

2855 Janitell Rd., 80906; Phone: 579-9277

Goodwill Industrial Services Corporation

U.S. Air Force Academy Base-wide Contract

2360 Vandenberg Dr., USAFA, 80841; Phone: 472-6082

Goodwill Industrial Services Corporation

U.S. Air Force Academy Dorm Contract

5136 Community Center Dr., USAFA, 80841; Phone: 472-8517

Life at the Bluffs Adult Day Center

3958 N. Academy Blvd., Ste. 113/114, 80917; Phone: 596-2010

North Recreation and Leisure Center

2360A Montebello Sq. Dr., 80918; Phone: 266-1202

Operations Plant

2307 W. Colorado Ave., 80904; Phone: 635-4483

West Recreation and Leisure Center

528 W. Colorado Ave., 80905; Phone: 634-6806

Visit Goodwill's web site at: www.goodwill-colosprings.org

Bid on unique items online at: www.shopgoodwill.com

Vehicle Donation Program: 2326 W. Colorado Ave., 80904, Phone: 633-1988



Mission Statement:

Goodwill Industries of Colorado Springs is dedicated to helping people reach their highest level of personal and economic independence.

Vision Statement:

We will be satisfied with our work only when every person in our community whom we are privileged to serve has an opportunity to develop to his or her fullest potential and enjoy a maximum of abundant living.

We Value:

The potential of the individual
Self-worth
Self-sufficiency
Respect and courtesy
Integrity and fairness
Organizational viability



Goodwill Industries of Colorado Springs
2320 West Colorado Ave.
P.O. Box 6300
Colorado Springs, CO 80934

Phone: 719-635-4483 • Fax: 719-635-5713

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