



SPREADING GOOD WILL

GOODWILL INDUSTRIES OF NEW MEXICO 2007 ANNUAL REPORT

EXECUTIVE MESSAGE



Dear Community Partners:

Goodwill Industries of New Mexico is pleased to report another year of exceptional success in serving the citizens of New Mexico by enabling them to hone the skills necessary to achieve individual success, realize their potential and maximize their independence.

In 2007, GINM served 4,084 individuals in 26 programs at nine locations. Three hundred seventy-four individuals who wanted to work, but did not have jobs, were placed in community employment. In an effort to reach a greater number of culturally diverse individuals, services were initiated in Clovis and Roswell, and expanded in Gallup, Santa Fe and Albuquerque.

In 2008, GINM will continue to serve more individuals in existing programs, and also tailor and expand our services to fit the needs of the communities we serve. One initiative for 2008 is the implementation of Career Centers at all locations in order to offer vocational opportunities through self-directed services. The Career Centers will be open to the public daily and will offer formal classes in résumé writing, interviewing skills, computer skills, financial literacy and other skills that will enable individuals to obtain and retain employment, and move up the job ladder.


In order to make program services available to more areas of our state, GINM will open a retail facility and Career Center in Farmington in the fall of 2008. This site will not only serve the Four Corners area, but also the surrounding Native American communities. Site development is underway to identify other potential areas of New Mexico in need of the program services GINM offers.

GINM is charged with being a good steward of the public trust, with pursuing and maintaining business practices of the highest ethical nature and with being a good neighbor within the communities we serve. As good financial stewards of the community's material and monetary donations, GINM applies 88 cents out of every dollar earned to program services. GINM extracts the greatest dollar value from all material donations by selling them at fair prices and by recycling items that cannot be sold.

Goodwill Industries of New Mexico is honored to present to you, our supporters, this 2007 Annual Report. Without the support of community partners like you, GINM would not be able to continue delivering our programs or offering new services in new places.

Thank you for your commitment to assist GINM in meeting the needs of the citizens of New Mexico!

Respectfully submitted,


Stephen Ingram
Board Chair


Mary Best
President & CEO





GOODNESS & COMPASSION

Michael

Michael had stopped in Albuquerque on his way to California when he was arrested for sitting in the passenger's side of his own car in a public parking lot, intoxicated. His car was impounded with all his possessions in it while he served 44 days of a 90-day sentence.

Michael, 56, holds a Ph.D. with honors in civil engineering from Trinity College in Dublin. He has over 25 years experience in the construction and development industry, and he is also an actor with film credits. The charges were dropped; however, the court kept his car and possessions, so Michael hit the streets with no money. It was a difficult time for him but in November 2007, he found his way to Goodwill's Pathways Program as a referral from Albuquerque Healthcare for the Homeless. Pathways staff found him a minor speaking role in a movie shooting in New Mexico while the search continued for permanent work.

In January 2008, Michael broke a Pathways record for income when he landed a job as a Project Engineer with a large Native American-owned construction company with a salary of \$65,000/year. He began work in February and stayed in a hotel until his first paycheck came through. In the meantime, a heart condition has inspired him to abstain from drinking.

Said Michael recently, "Goodwill is, in my humble opinion, an extension of God's goodness and compassion. I will be forever grateful for the support I received and look forward to making my own contribution for your wonderful work. God bless you all."



Good Will

Goodwill Industries of New Mexico placed 374 people into competitive employment in the community in 2007.



JOY TO MY FACE

Rosalee recently moved to Clovis and visited the new Clovis Goodwill looking for help finding work. She has very little education and almost no work experience beyond working in a chicken processing house, picking up dead chickens and cleaning. Sometimes she was paid for this work, and sometimes she wasn't. In addition, she had left an abusive husband. Her two children, now ages 14 and 17, lived with their grandmother in another state because the grandmother does not want to live alone and the children prefer this arrangement.

Goodwill's staff helped Rosalee in two ways: first she was referred to the Hartley House in Clovis, an agency that helps battered women by providing homes for shelter and referrals to various agency services. Then in December 2007, Goodwill found a job for Rosalee at a convenience store where the manager is well known for his responsiveness and kindness to employees with extenuating circumstances. It was a good placement because Rosalee is very excited about her new job and the training she is getting there.

"Goodwill has some good staff," she said recently. "I am glad I met Leticia [Goodwill's Clovis-based Employment Specialist]. She has been a wonder to my life and has brought joy to my face." Now that she is in training at her new job, she has expressed interest in learning new computer skills at the Clovis Goodwill's career resources center to improve her value in the job market. She plans to attend Toastmasters gatherings to improve her speaking skills.



Good Will

*Goodwill Industries of New Mexico served
4,084 individuals in 2007.*



I BELIEVE



Judy owns USA Cleaning Services, but wanted to improve her computer skills so she came to Goodwill in Albuquerque. She began her clerical training class at Goodwill with little or no experience in computers.

She had just completed three weeks of training in keyboarding (typing) and Microsoft Word when she received notice from her landlord that she was to vacate. She had lived in her home under three prior owners and still had seven more months on her current lease. Judy decided to write the landlord a letter using her newly acquired skills. She wrote a carefully written, professional letter explaining her circumstances and asking him to reconsider.

The Goodwill Training Coordinator reviewed her letter and was pleased to note that she had applied everything she had learned in class. He said, "I believe that her mastering these skills gave her the ability and self-confidence to take this course of action and stand up for herself." Judy's next self-empowering project was to write, design and create a flyer to advertise her cleaning business.



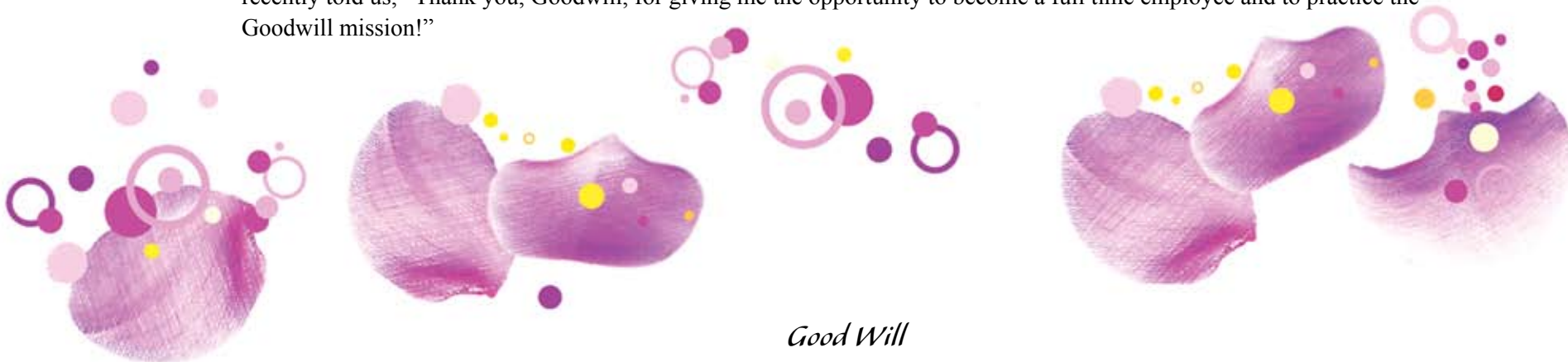


OPPORTUNITY TO BECOME

Tricia is a 23-year-old Zuni mother of two. When she came to Goodwill, she was very quiet and reserved. Her primary disability is hearing loss in one ear. She graduated from Zuni High School and completed one semester at UNM's Gallup Branch. She began participating in Goodwill-Gallup's Situational Assessment (S/A) program in 2007. S/A is a 90-day course of on-site training for those who have been out of the workforce for a long period of time, or have never worked or have trouble keeping a job. Clients participate in a real work setting where a supported employment team monitors their work skills and abilities, and helps them develop an employment plan.

When Tricia began her S/A program, she had only food preparation skills. The program helped her acquire food stamps and Medicaid. She also learned cashiering, customer service and interpersonal communication. During the last month of S/A, she applied for a cashiering position at Goodwill. Her S/A training had gone exceptionally well, so she qualified as an outstanding candidate and completed the hiring process with flying colors.

Today, after 90 days of successful employment as a full time Goodwill cashier, Tricia will receive a 50 cent raise. She no longer depends on public transportation because she was able to buy a car with her earnings. Tricia has achieved confidence, self-sufficiency and the ability to raise her children with the independence that employment provides. Tricia recently told us, "Thank you, Goodwill, for giving me the opportunity to become a full time employee and to practice the Goodwill mission!"



Good Will

*Goodwill Industries of New Mexico worked with
267 Employer Partners who provided clients with
employment, learning and advancement opportunities.*

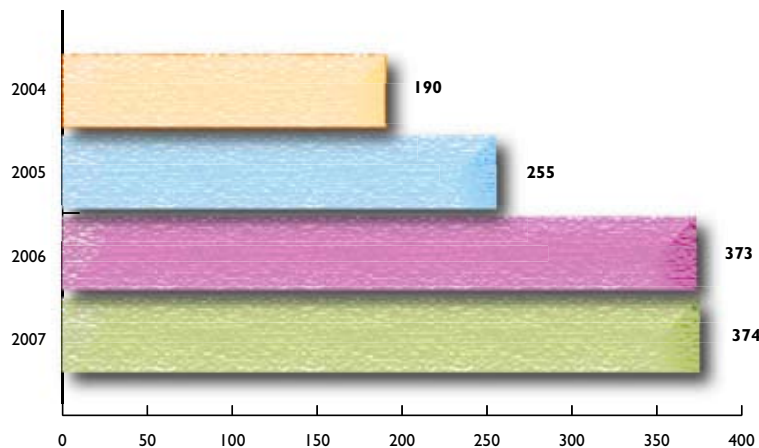
COMMUNITY IMPACT

The mission of Goodwill Industries of New Mexico is to provide skill development and work opportunities to people with barriers to employment. We define barriers as learning disabilities, developmental disabilities, age, lack of education, single parenthood, language barriers, extended absence from the workforce (e.g. displaced homemakers or disabled veterans), felony history, co-occurring disorders, substance abuse, domestic violence, physical challenges, and homelessness or near homelessness.

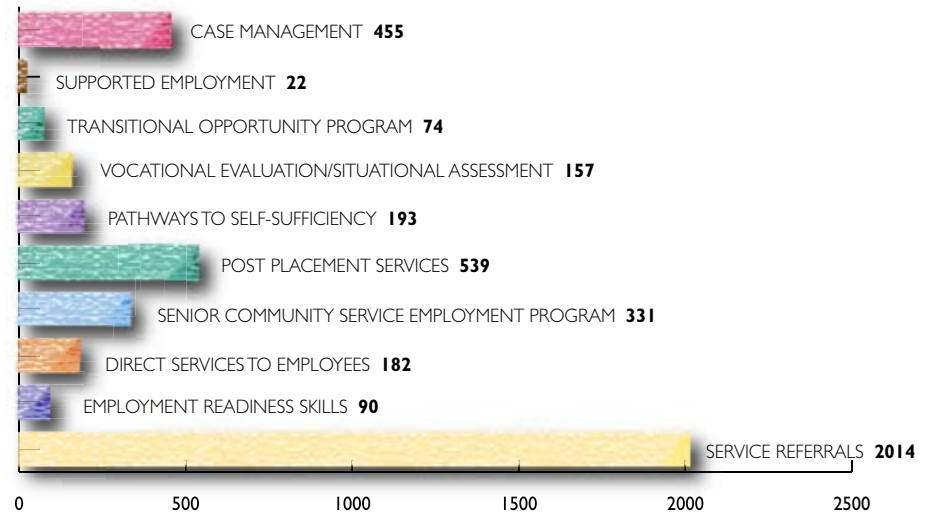
Our mission could not be achieved without quality programs and the passion and dedication of our staff. Twenty-six programs are offered through our Workforce Development Division and a sampling of those include:

- Senior Community Service Employment Program (SCSEP)
- Case Management
- Job Development
- Education and Training
- Pathways to Self-Sufficiency
- Community Employment
- Occupational Literacy

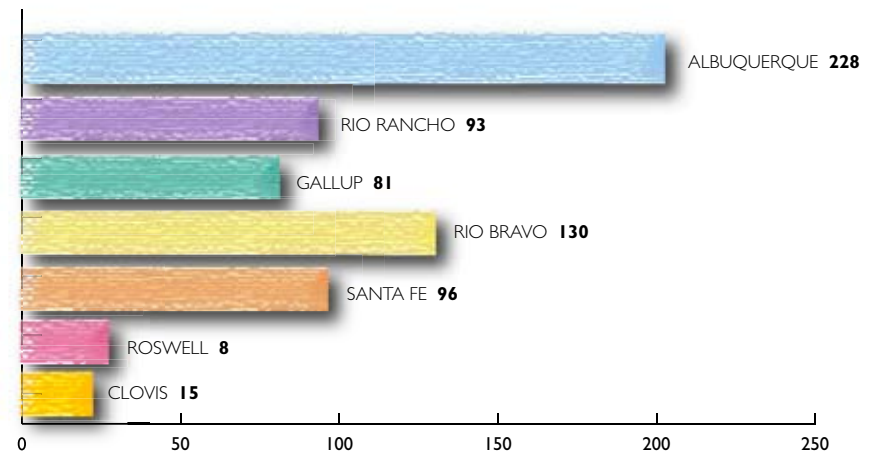
Persons Placed in Competitive Employment: 374



Persons Served (by program): 4,057



Persons Served (Job Development): 651



Persons Served in More than One Program: (624)

Total Persons Served by Goodwill of New Mexico: 4,084



In addition to providing an outstanding retail experience to the general public, Goodwill uses its retail operations to provide employment, training and career advancement to people with barriers to employment. The retail stores are our primary funding source and revenues generated are reinvested into programs that put people to work, helping them to achieve independence, dignity and strength. With the addition of retail stores in Roswell and Clovis in 2007, we are able to continue to reach new communities with services that fulfill our mission and merchandise that is unique and affordable.

Number of People Who Donated Items in 2007: 304,221

Number of People Who Shopped in Our Retail Stores in 2007: 765,230

Total Retail Sales in 2007: \$9,872,645

Retail Locations

San Mateo GINM/ Clearance Corner

5000 San Mateo Blvd. NE
Albuquerque NM, 87109

Coors GINM

6636 Caminito Coors NW
Albuquerque, NM 87120

Juan Tabo GINM

1108 Juan Tabo NE
Albuquerque, NM 87112

Rio Bravo, GINM

3211 Coors Blvd. SW Suite E
Albuquerque, NM 87121

Gallup GINM

1820 E. Highway 66
Gallup, NM 87301

Rio Rancho GINM

2003 Southern SE Ste 113A
Rio Rancho, NM 87124

Roswell GINM

2601 North Main St
Roswell, NM 88201

Santa Fe GINM

3060 Cerrillos Rd
Santa Fe, NM 87501

Clovis GINM

2005 N. Prince Street
Clovis NM 88101

E-Commerce www.shopgoodwill.com

Good Will

Vision: New Mexicans will have the opportunity to be self-sufficient and improve their lives through Goodwill services and partnerships.



LEADERSHIP

Goodwill Industries of New Mexico is governed by a volunteer Board of Directors who provide vital support through guidance and fiduciary responsibility. The Board is comprised of individuals with diverse backgrounds, years of experience and talent. We are grateful for their commitment to our organization, their wise counsel and their invaluable gift of time.

Board Of Directors

Stephen Ingram, Chairperson
Craig Protz , Vice Chairperson
Bruce Higgins, Treasurer
Alan Hess, Secretary
Jacqueline White, Immediate Past President

James Babb
Larry Blair
Lisa Breeden
Pete Domenici, Jr.
John “Skitch” Ferguson
Sidney Gutierrez
Robin Hunter
Gary Kanin
Kip Luna
Susan Marquez

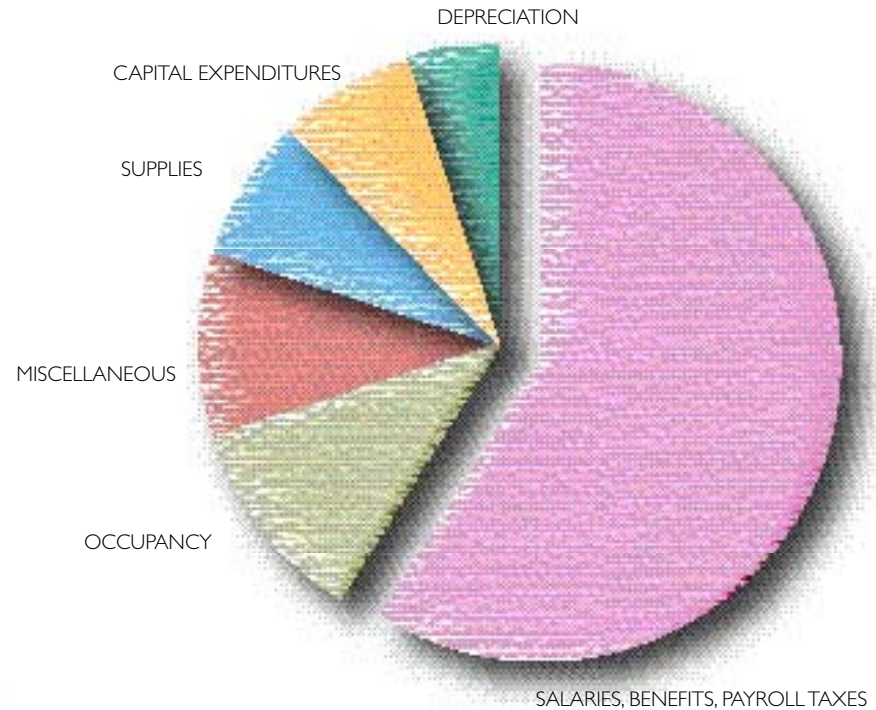
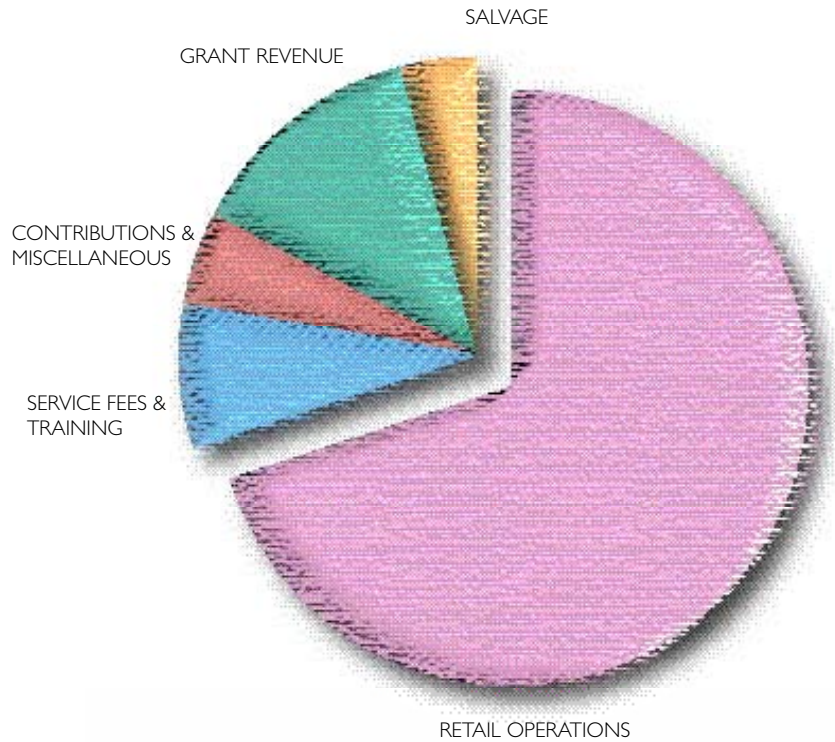
Executive Staff

Mary Best, President and CEO

Mary Best, Human Resource Director
Maria Bourassa, Workforce Development Director
Bruce Haynes, Accounting Director
Shauna O’Cleireachain, Marketing Director
Maria Prindle, Commercial Operations Director



FINANCIAL STATEMENT



Revenue

Retail Operations	\$ 9,872,645	70%
Service Fees & Training	\$ 1,157,558	8%
Salvage	\$ 646,088	5%
Grant Revenue	\$ 1,834,711	13%
Contributions & Miscellaneous	\$ 587,166	4%

Total	\$14,098,168	100%
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Expenses

Salaries, Benefits, Payroll Taxes	\$ 8,366,705	59%
Supplies	\$ 959,582	7%
Occupancy	\$ 1,546,146	11%
Capital Expenditures	\$ 1,128,833	8%
Miscellaneous (printing, travel, etc.)	\$ 1,362,092	10%
Depreciation	\$ 734,810	5%

Total	\$14,098,168	100%
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EMPLOYER PARTNERS



Thank you to the following employer partners who have helped transform the lives of Goodwill's clients by providing them with employment, learning and advancement opportunities.

7-11 Corporate Stores #713	Chevron	Flying J	Labor Ready Temp Service	Osuna Nursery	Stride Writing Instruments
Abor Creek	Chili's	Forest Guardians	Laffs Comedy Club	Outback Steakhouse	Summit Electric
ACS/Advantage Network Sys.	Chili's Bar & Grill	Foster Grandparents	Landry's Seafood House	Paloma Blanca	Sun Port Collision & Restoration
Adelino ECDC	Choice Steel	Four Star Mechanical	Lane Bryant	Panda Express	Sunflower Market
Alamosa Multi-Service Center	Church's Fried Chicken	Freeway Inn	Las Palomas Nursing Home	Pearson Educational Measurement	Sunshine Market
Albuquerque Carpet Cleaning	Circle K	Front Row Sea	Laundry Basket	Presbyterian Hospital	Supreme Maintenance Inc.
Albuquerque Nail Construction	City of Albuquerque	Fuddruckers - Coronado Mall	Laurel Health Care Arbor Creek	Princeton Place	Southwest Child Care
Albertson's	City of Gallup	Fuhs Construction	LC Gospel Rescue Mission	Providence	Sweet Tomato's
Albuquerque Cab Co.	City of Gold Casino	Furr's Family Dining	Thrift Store	Quality Inns	Taco Bell
Albuquerque Janitorial	Claire's Boutique	Gallup Custom Tinting	LC Public Schools	Quantina's Framing	Target Stores
Albuquerque Metal Works	Cloud Cliff Restaurant	Garduño's	Legends Inc.	Radio Shack	The Albuquerque Bar Association
Albuquerque Tortilla Factory	Club Demonstration Services, Inc.	Gayphon Group Protective Svcs	Leisure Laundry	Rain Tunnel	The Connection
Alegre Gallery	Comforce	Gerald Martin Construction	Life Link Sysco	RAKS Building Supply	The Downs of Albuquerque
Alliance Homecare	Community Thrift Store	Giant	Little Caesar's	Ramada Inn	The Santa Fe New Mexican
Aloha RV	Compassion Home Health Care	Goodwill Industries of New Mexico	Little Lights Day Care	Ray-Lee Equipment (John Deer)	Thirteen Traditional Attorney's Office
Alvarez Drywall	Connections, LLC	Glass Emporium	Lovelace Health Systems	RCI	Thunderbird Jewelry
Alzheimer's Assoc. NM Chapter	Costco	Global Funding	Lowe's	Red Robin Restaurant	TJ Max
Aramark	Crystal Pools	Gracie's Tax Service	Lowe's Grocery	Red Rock Inn	T-Mobile
Arbor Brook Healthcare	CVS Pharmacy	Grant Court (Assisted Living)	LULAC National Ed. Svc. Inc.	Reliable Chevrolet	Torinos' Kitchen
Arby's	Daniel Gutierrez Cabinets	Gurley Motor Co.	Magnum Steel	Rhino Staging	Trader Joe's
Assisted Living Services	Darrell Julian Construction	H&R Block	Manuelito Chapter House	RMCH Hospital, Gallup, NM	Trees & Schrubbs
Avila Retail	Denny's Restaurant	Harry's Roadhouse	Master Fibers	Roses Southwest Papers Inc.	Trees & Turf
Awesome Painting	Dion's Pizza	Heads-up Landscaping	Maxim Health Care	Safe Ride	Tri Core
Backhoe Lady Santa Fe	Direct Buy	Health New Mexico	McDonalds	Safeway	Ulibarri Construction
Balloon Fiesta/Garduños	Dollar Tree	Heritage Home Healthcare	McKinley Manor	Sam's Club	UNM Gallup
Barelas Coffee House	Department of Labor	Hills Construction	Mervyn's Dept. Store	Sandia Shell	UNM Hospital /Staffing Temp
Barrett House	Dona Ana Magistrate Court	Hinkle Law Firm	Midas	Santa Ana Casino Hotel	U.S. Postal Service
Bates Motor Home Rental	Dona Ana Public Schools	Holiday Inn Express	Montebello on Academy	Santa Fe County	U.S. Department of Agriculture
Bell Carpet Cleaning	Dry Wall Supply	Home Instead	Mosaic (Home Health Care)	Santa Fe Protection Services	Verizon
Best Western Hotel	Earl's Restaurant	Honey Do Repair	Muñoz Properties	Saturn of Albuquerque	Villa Linda Mall
Bethany Day Care	Ed Corley Dodge	Hooters	National Indian Youth Council	Savers	Village Inn
Big Bear	El Castillo Retirement	Impact Security	Navajo Feed Store	Sears	Wadle Gallery
Big Lots	El Ray Stucco	Indian Jewelry Supply	Navajo Nation	Sentinel Soft Storage	Walgreen's Drug Store
Block Buster Video	Elite Detail	Intersections Inc.	Navajo Shopping Center	Service Master	Wally's Auto Service
Blue Cross Blue Shield	Ellis Tanner	JB's Restaurant	New Mexico Tutors	Shepard of Hills Luthern Pre-School	Wal-Mart
Bob's Burgers	Enterprise Car Rental	JC Penney's	New Mexico Dept. of Health	SMI Facility Service	Water Boys
Boston's Gourmet Pizza	Environment NM	Julia's Café	New Mexico Dept. of Labor	Smith's	Watermelon Mountain Ranch
Branding Iron Bar BQ	E-Telecare	Kirtland Airforce Base	NM State Fair	Sonic Drive Inn	Waterworks
Cable Com	Executive Choice	Kentucky Fried Chicken	Octopus Car Wash	Southwest Abatement	WESSTCORP
Carl Jr.'s	Fairfield Inn	Kohl's	OGB Countertop Shop	Spring Stone	Western Dermatology
Carum Club	Fallas Paredes	Kids Country Club Day Care	Option Home Health Care	Sprint	Whataburger
Carparking Plus	Family Dollar	Kingston Residency - SFE	Ore House Restaurant	St. Martins Recycling	World Market
Carpenter's Union	Fierro Construction	K-Mart	Oriental Rug	St. Martin's Shelter	Youth Development Inc.
Cash Cow Furniture	Firestone Tire & Auto	L&M Cleaners	Ortega's Restaurant	Staples Office Supply	
Castle Builders Inc.	Five & Dime Store	La Hacienda Restaurant & Cantina	Ortiz Middle School	Star Bright Cleaners	



Foundation Activity:

Albuquerque Community Foundation for Pathways to Self-Sufficiency Program

Bank of America for Financial Literacy Training

Boeing Company for Workforce Development Program

Daniels Fund for Pathways to Self-Sufficiency Program

Department of Labor Senior Community Service Employment Program

First Community Bank for Capital Campaign

Goodwill Industries International for Hispano/Latino Programming

Hubbard Broadcasting Foundation for Workforce Development Program, in memory of Jerry Danziger

HUD/City of Rio Rancho for Rio Rancho Workforce Development Program

HUD/Continuum of Care for Pathways to Home Program

McCune Charitable Foundation for Gallup Workforce Development Program

New Mexico Mortgage Finance Authority for Pathways to Self-Sufficiency Program

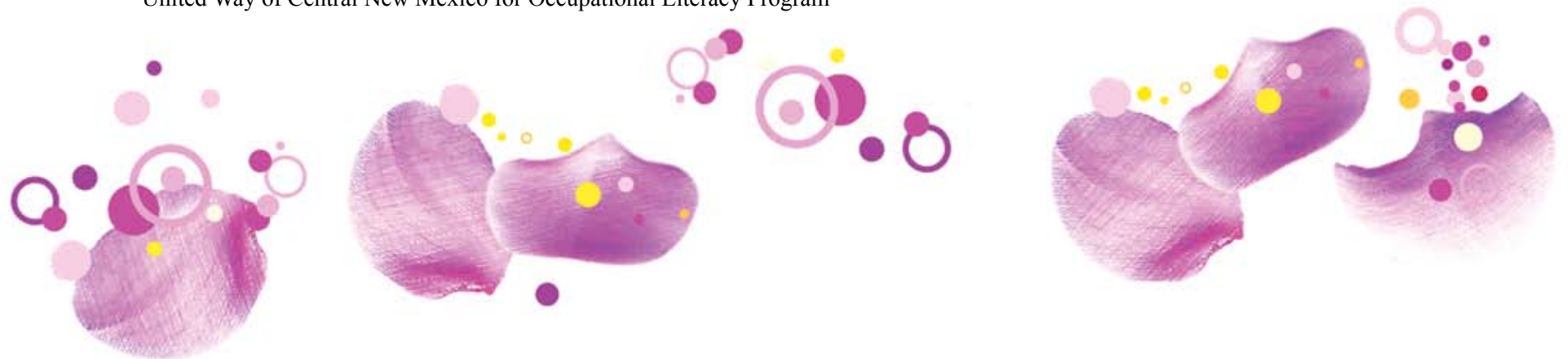
PNM Resource Fund for Occupational Literacy Program

Sandia Labs/Lockheed Martin for Pathways to Self-Sufficiency Program

Sandia Labs/Lockheed Martin for Career Center Library

United Way of Central New Mexico for Pathways to Self-Sufficiency Program

United Way of Central New Mexico for Occupational Literacy Program



WITH OUR GRATITUDE



Donors in 2007:

2007 Chairman's Circle \$2,500 - \$10,000+

Mr. and Mrs. Stephen Ingram
Jan and Donna Richter

2007 Board of Directors Circle \$1,000 - \$2,499

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Evelyn Sue Carter, 2008 Education Sponsor
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2007 Executive Club \$250 - \$499

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Marion Kuehnert, in memory of Arthur Kuehnert
Joseph M. Lujan, Manuel Lujan Agency

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Deborah A. Peacock and Nathan Z. Korn, in honor
of Jan and Donna Richter
Joseph Ruggles
R.C. and D.S. Sellers, in honor and celebration
of the life of Lindsay Watson
Raymond Sinwell
Michael R. Sleeth
James L. and Carol A. Smith
JoAnne Wright
Norma Young

2007 Goodwill Friend \$1 - \$249

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Alzheimer's Association, NM Chapter
Anonymous
Sandra R. Aaron
Nancy Arias
Deborah Armstrong
GE Good Neighbor Fund
James and Mary Babb
Larry Blair
Lee Blaugrund, American Home Furnishings
Maria Bourassa
George and Shirley Brabson
Lisa Breeden
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Southwest Great Dane Trailers
Lt. Col. Leonard Stans, Retired
Stephen and Barbara Stoddard
Lloyd Strosnider
H.T. Taylor
Mrs. Dwight H. Tope
Abel Torres
United Way of Southeastern Pennsylvania
Unity of North Albuquerque
Roberto Vasquez
Lore and Van White
Dorise Wondrely
Vicki Woody
Yenson, Lynn, Allen & Wosick, PC

*And the hundreds of thousands of donors
who give clothing, cars and household
goods to our stores.*

*The fragrance always stays in the hand
that gives the orchid.*





Mission

*To provide skill development and work opportunities
for people with barriers to employment.*

Goodwill Industries of New Mexico | Corporate Headquarters | 5000 San Mateo Blvd NE | Albuquerque, NM | 1-866-376-0182 | www.goodwillnm.org

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