

In a Weak Economy, Our Mission Grows

In 2009, the communities we serve were feeling the pressure of a national recession that was putting more people out of work and straining the budgets of many households.



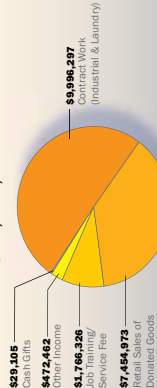
Woody Van Valkenburgh
Rappahannock Goodwill Industries

The people of Rappahannock Goodwill responded in several important ways. Our Job Help Centers, where anyone can get counseling and basic skills training, helped 719 people in their job searches, nearly double the number of people served in 2008. Our retail stores stepped up by reorganizing and putting even more goods on the shelves; the gently used clothing and household items that help families stretch a budget.

Our supporters in the community responded with a record number of donations which gives us the income to provide jobs, job training and counseling in the community, especially to those with a disability. We've been working to make it even easier for you to donate. We opened four Attended Donation Centers at area shopping centers last year, have opened 3 more thus far in 2010, and we're not done yet! As always, you can also bring donations to any of our stores.

Our commercial laundry operation had a major expansion in 2009. We

In 2009, the community gave to Goodwill \$19,719,163



New Places to Donate Goods to Goodwill

It is now more convenient than ever to donate to Rappahannock Goodwill thanks to an aggressive expansion of Goodwill Donation Centers. For people looking to make a donation of gently used clothing or household goods, new Attended Donation Centers (ADCs) opened throughout the region.

Three new Attended Donation Centers (ADCs) opened in 2009. The new locations are Ukrop's, which moved to Chancellor Center this year, Market at Shelton Shop in north Stafford, and Market Place on Route 3 at Lake of the Woods, about 20 miles west of Fredericksburg.



Expanding the number of places that Goodwill's supporters can donate goods helps Goodwill's mission, because donated items are put on sale in the eight Goodwill Stores, and the income helps support job training and supported employment programs. Without donations of quality clothing, books, household items and furniture, the mission of Goodwill to help people find jobs couldn't happen.

Since the beginning of 2010, Rappahannock Goodwill has opened additional Donation Centers at Town and Country Marketplace in south Stafford, and Harrison Crossing and Courtyard Commons in Spotsylvania.

won a three-year contract with George Washington University Hospital in Washington, D.C. That contract brings in about 1.8 million pounds of laundry a year and the extra work created jobs for 15 more people.

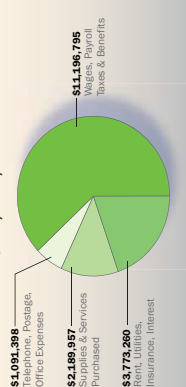
Our custodial crews working at the FBI Quantico Complex earned a "green" certification for their cleaning practices. For Goodwill, the new system means better service and a stronger bond with an important client. In all, we served more than 2,600 people in 2009. We're proud of our accomplishments, and are ready in 2010 to continue expanding our efforts.

This year, we want to create a volunteer program for people in the community - such as college students, or those who've recently retired - who want to contribute to our employment services efforts. Plus, we want to find more jobs for persons with disabilities. We now have 11 work crews performing custodial and retail services around the community, and we'd like to create more. We're also exploring new business lines to see if there are other sectors where we can successfully compete and create more jobs and more income for our mission.

These are just some of the goals we've set for 2010. With your support through donations of merchandise and with financial contributions, and with the continued hard work by our employees, a year from now we will have accomplished even more of our mission.

Woody Van Valkenburgh

In 2009, Goodwill Gave Back to the Community \$18,014,632



Putting More Goodwill Work Crews to Work

The mission of Rappahannock Goodwill drives us to provide employment opportunities to persons with significant disabilities. Last year, Megan Bergen, director of mission services for Rappahannock Goodwill, began looking for businesses interested in hiring Rappahannock Goodwill work crews. Goodwill already has several crews handling custodial and retail duties at work sites in our region, such as Fort A.P. Hill in Caroline County, the Classic Car Center in Spotsylvania County, JC Penney in Spotsylvania, and the Presbyterian Church of Fredericksburg. Thanks to help from AbilityOne, and a grant from the Virginia Department of Rehabilitative Services, the efforts to expand work crews is starting to pay off.



The work crew that handles custodial tasks at Fort A.P. Hill is a good example of how the program works. Twice a week Goodwill's team of five employees ride to the Army base together in a Goodwill van and spend about five hours there, under the supervision of one of our employment specialists.

Goodwill also increased its effort to help provide transportation for our work crews. A grant of nearly \$25,000 received last year helped pay for a new, 15-passenger Ford van to transport workers from Culpeper to work at the FBI Quantico Complex.

To find out how Goodwill work crews can assist your business, e-mail Megan Bergen at megan.bergen@redgoodwill.org or call 1-800-789-2816.

Goodwill's Commercial Laundry Grows

RGI's Laundry operation was awarded a new three-year contract in 2009, which resulted in more jobs and an expansion of the Goodwill mission. The 371-bed George Washington University Hospital in Washington, D.C. helped to create 15 new jobs for Goodwill.

The new contract highlights the quality of Goodwill's work force, says Woody Van Valkenburgh, Rappahannock Goodwill's president and CEO. Of the 127 people now employed at the laundry facility, 82 are persons with disabilities.



"Going head to head with for-profit businesses and winning is a big accomplishment for us," he says. People facing barriers to employment, including those with disabilities, "are often devalued in society. So we know we have to do a better job and provide better customer service, and we do."

This is the third major hospital contract that Goodwill has won in recent years. Goodwill's laundry operation provides services to both commercial and Federal Government clients. On the Federal side, which is facilitated through the AbilityOne program (www.abilityone.gov), Goodwill serves important facilities such as, Marine Corps Base-Quantico, FBI Quantico Complex, and Ft. Belvoir. Federal work comprises about 35% of the laundry's workload.

A New Way to Give to Rappahannock Goodwill

Goodwill has seen a tremendous expansion of its mission to provide job opportunities to the disabled and others with barriers to employment. The job training and employment counseling services that Goodwill provides largely depend on two means of support: income from the businesses that Rappahannock Goodwill operates, and the generous donations that many people have made.

There is now a new way for supporters to help bring job opportunities to people right here in our area. It's called a charitable gift annuity. One major advantage for donors is that the payments they receive are based on their age. So, an older donor can enjoy a rate of return substantially higher than what's available from many other fixed investments, and in some cases twice what can be earned on bank certificates of deposits. Upon the death of the person or persons named as beneficiaries, the remainder of the original gift will be used to support the important work of Goodwill. Plus, there can be significant tax savings for donors.

With your help, Goodwill can do even more. For more information please call Woody Van Valkenburgh at (540) 371-3070.



Recession Creates Greater Need for Goodwill's Job Help Centers

While the nation's economic recession seems to be easing, there are still not a lot of jobs to be found for people with disabilities and those with other barriers to employment. Nobody knows the struggles of job seekers better than the counselors at Rappahannock Goodwill's three Job Help Centers.

Last year brought a huge increase in the number of people asking for help in finding work. The number of people assisted at our Job Help Centers rose to 719, up from 348 in 2008. "There are definitely more people coming in, and with different needs," says



Megan Bergen, director of mission services for Rappahannock Goodwill.

They include those who have lost jobs they've held for a long time and are inexperienced in looking for work, along with those who would like to find work closer to home and escape long commutes to the Washington, D.C. region.

The work of the Goodwill Job Help Centers is vital to helping people find employment, especially the disabled and those with barriers to employment. The services of the Job Help Centers are free thanks to your cash donations, as well as the items you donate that are sold at the Rappahannock Goodwill Stores.