



ABOUT THE COVER

This colorful mural depicting Goodwill's services and values welcomes visitors to the atrium-style entrance lobby of the new Workforce Development Center in Lawrenceville.

A Year of Momentous and Positive Change

Since the Goodwill movement came to Pittsburgh in 1919, our organization has evolved and progressed in more ways than its founders could have possibly imagined. That process of steady advancement continued during the past year with some of the most substantial positive changes in the agency's entire 92-year history.

These carefully planned actions were carried out as part of a far-reaching growth strategy designed to expand and enhance Goodwill's capacity in response to the increasing demand for our services. The growth initiative, which will continue for many years, grew out of the comprehensive Strategic Plan that was developed in 2006 to help us achieve our vision of being the region's premier human services organization. Updated in 2009, the Strategic Plan was the primary impetus for the three most important actions of 2010 – moving to a modern new facility, expanding our vitally important retail system, and launching our first capital campaign since 1994.

New Home

Early in the year, we completed the sale of our long-time headquarters building on Pittsburgh's South Side, and in December we moved to a new Workforce Development Center (WDC) in Lawrenceville. The decision to relocate had been made two years earlier because the old structure we had occupied since 1967 (built in 1907), could not support expanded client programs, advanced technology, and other growth-related requirements due to its age and physical limitations.

The new 106,000-square-foot WDC houses virtually all of our employment, training, education, recycling, and social services programs. Nearly 90 percent of the two-floor facility is dedicated to program services, and our new home is projected to realize annual operational cost savings of \$300,000 compared to the old headquarters building.

Retail Expansion

Goodwill stores selling donated items are the backbone of our organization. The revenue they generate helps to fund the many programs and services we provide to help people overcome barriers to employment. Expanding the retail system will enable us to produce additional revenue to help more people. The aggressive expansion program we launched during 2010 will grow the number of Goodwill stores in southwestern Pennsylvania and north central West Virginia from 24 to 30 and replace several older locations with new structures. The expansion program is on schedule and will be completed by the end of 2011.

(Continued on next page)

2010



Michael J. Smith
*President &
Chief Executive
Officer*

Gary R. Claus
Chairperson

Capital Campaign

Another important part of the strategy to expand Goodwill's capacity to meet the increasing demand for services was the launching in April 2010 of the \$14.5-million Goodwill Renews! capital campaign. The campaign, along with the new WDC, will allow us to strengthen our core operations ... expand existing programs ... and realize new programs and services. It also will fund the critical investments required to expand the number of Goodwill stores and to upgrade the retail system infrastructure.

At the end of 2010, the ongoing two-year campaign had commitments of approximately \$9.2 million or 60 percent of its goal. That included \$6.5 million from the sale of the South Side building and generous early support from several foundations. We are very grateful to everyone who has already contributed to the campaign, and we deeply appreciate the support of Jim Roddey and Dick Scaife, the well-known community leaders and long-time friends of Goodwill who are serving as Honorary Co-Chairs of the campaign – just as they did in 1994. They are working closely with our staff and Board of Directors and with A. L. Brouman Associates, the consulting firm serving as campaign counsel.

With their help and guidance, with the thoughtful generosity of the region's foundations and corporations, and with the grassroots support of the public, we are confident this campaign will be successful and will strengthen Goodwill's ability to help people for many years to come.

Thanks to All

While the past year of momentous change was a challenging and demanding period, it was also a tremendously exciting and stimulating time for Goodwill. With our new WDC and expanded retail operations, backed by the capital campaign, we look forward to serving more people than ever before as we continue to carry out the important mission of Goodwill.

We are most grateful to our deeply committed employees, our dedicated Board of Directors, and our many generous donors, volunteers and shoppers. They make it possible for the people of Goodwill to do their jobs providing outstanding services every day to help our clients achieve their goals and improve their lives.



Michael J. Smith

President & Chief Executive Officer



Gary R. Claus

Chairperson

Consolidated Statement of Financial Activity

for Fiscal Year Ending June 30, 2010

Revenue	2009	2010	Percent of Total
Gross Sales	\$21,798,565	\$17,657,876	
Salvage Income	3,597,969	4,083,702	
Less: Cost of Goods Sold	(5,757,593)	(878,117)	
Net Retail Revenue	19,638,941	20,863,461	45%
Government Grants	12,471,470	14,155,598	30%
Program Service Fees	4,772,753	5,684,251	12%
Contributions	716,582	600,276	1%
Investment Income	(633,920)	340,595	1%
Rental and Other Income	588,316	5,202,515*	11%
Total Revenue	\$37,554,142	\$46,846,696	100%
Expenses			
Program Services:			
Retail Services	\$15,222,924	\$15,226,290	37%
Program Services	18,550,776	19,102,604	47%
Occupancy	1,605,751	2,760,106	7%
Supporting Services	3,359,653	3,710,410	9%
Total Expenses	\$38,739,104	\$40,799,410	100%
Consolidated Change in Net Assets:	(\$1,184,962)	\$6,047,286*	

*The net income shown above reflects \$4.5 million in the gain on the sale of our building. The proceeds are being used toward the completion of the new building in Lawrenceville.

Consolidated Statement of Financial Position

for Fiscal Year Ending June 30, 2010

Assets	2009	2010
Cash and Cash Equivalents	100,118	7,525,489
Accounts Receivable	5,281,873	4,678,342
Other Current Assets	1,329,409	1,345,014
Investment	2,793,744	1,096,721
Property and Equipment, Net	8,643,576	7,790,013
Total Assets	\$18,148,720	\$22,435,579
Liabilities and Net Assets		
Notes Payable - Short Term	2,038,509	193,507
Accounts Payable	2,175,597	692,642
Accrued Expenses	1,943,747	2,922,472
Notes Payable - Long Term	2,149,605	1,715,882
Total Liabilities	\$8,307,458	\$5,524,503
Net Assets		
Unrestricted - Undesignated	9,725,173	16,780,691
Unrestricted - Board Designated	56,434	79,286
Temporarily Restricted	19,655	4,981
Permanently Restricted	40,000	46,118
Total Net Assets	\$9,841,262	\$16,911,076
Total Liabilities and Net Assets:	\$18,148,720	\$22,435,579

Recycling Statistics

In 2010, Goodwill of Southwestern Pennsylvania recycled 19,155,607 pounds of donated goods. Some of the items recycled which make up this figure include:

- Clothes = 13,647,423 pounds
- Books = 1,063,643 pounds
- Household Wares = 1,845,211 pounds
- Computers = 2,500,000 pounds

THANK YOU
to all of our donors!

Goodwill of Southwestern Pennsylvania is audited by Schneider Downs, Certified Public Accountants and Business Advisors.

Housing activities are audited by other independent accountants to satisfy requirements of HUD and other investors.

WDC

Workforce Development Center

Construction of the new Goodwill Workforce Development Center (WDC) in Lawrenceville began in April 2010, following the sale in January of the agency's former headquarters building on Pittsburgh's South Side. In December, about 200 Goodwill employees moved into the new facility, which is named for and dedicated to Dr. Robert S. Foltz, the long-time President of Goodwill Pittsburgh who retired in 2002, as was the former headquarters building.

Located on 52nd Street between Butler Street and the Allegheny River, the two-story WDC is an efficient facility that supports cutting-edge technology and enables Goodwill to serve more clients with more and better programs.

Some 200 clients come to the WDC every day for classes and various training and employment programs. The interior



layout makes it easy for departments to communicate with each other, which is particularly important because many Goodwill clients have multiple needs and participate in several programs. Enabling departments to interact more closely with each other provides clients with increased opportunities for education, training, and development.

Also, because of the special needs of Goodwill clients, the WDC includes

several features that exceed ADA requirements, such as areas of rescue assistance for individuals who are not ambulatory ... restrooms to accommodate multiple persons with disabilities ... pressurized fire-safe areas ... and other safety and accessibility improvements, including a circular driveway in front of the building for buses and vans to load and unload clients in a safe and convenient area.



Top photo: Visual timeline illustrates key events in Goodwill's history and development.

Left photo: Computer Recycling Center processes thousands of donated computers annually.

Above photo: Specially equipped Assessment Laboratory for evaluating new clients' skills and capabilities.

Photo on page 5: Production Services Unit provides a variety of contract services for businesses.



Capital Campaign

In 2008, Goodwill of Southwestern Pennsylvania conducted a Fundraising Planning Study among key community leaders to gauge their impressions of the organization and their reaction to a proposed capital campaign to be undertaken in connection with the agency's new Workforce Development Center. The response was overwhelmingly positive and Goodwill decided to move forward with the Goodwill Renews! Capital Campaign – its first since 1994.

Fundraising actively began in the spring of 2010 under the guidance of Honorary Co-Chairs Jim Roddey and Dick Scaife, two long-time friends of Goodwill who also co-chaired the

agency's capital campaign 16 years ago. The firm of A. L. Brouman Associates was engaged as fundraising counsel for the two-year drive, which has a \$14.5-million goal including \$6.5 million from the sale of the organization's former headquarters building.

Many positive meetings were held during 2010 with foundations, corporations, individuals, and government leaders. These meetings reinforced Goodwill's importance to the community and provided an opportunity to inform community leaders about the scope and impact of Goodwill's programs and services.

Through the end of 2010, a total of \$9.2 million had been committed toward the

campaign. The Richard King Mellon Foundation made a generous lead gift which included a grant to match gifts from corporations. Major commitments also came from the Robert I. Glimcher Family Foundation, Edith L. Trees Charitable Trust, The Hillman Foundation, and the BNY Mellon Foundation of Southwestern Pennsylvania, plus many other gifts from friends of Goodwill. Based on the positive and encouraging initial response to the campaign in 2010, Goodwill looks forward to continuing its outreach into the community during 2011 as the campaign moves ever closer to achieving its goal.

RETAIL

Retail Expansion & Operations Center

A major expansion of Goodwill SWPA's retail store network was launched during 2010 and continues on schedule to increase the total number of stores in southwestern Pennsylvania and north central West Virginia to 30 by the end of 2011. The agency had 24 stores at the beginning of 2010.

During the past year, new stores were opened in Murrysville, North Versailles, and Gibsonia, Pa., and in Bridgeport, W.Va. In addition, three existing stores were relocated.

New stores will be opened during 2011 in Natrona Heights and Lawrenceville, Pa., and in Fairmont and Morgantown, W.Va.

Goodwill is expanding its retail network to generate additional revenue to support more programs and services for people who face barriers to employment.



Customers browse tables of clothing, housewares and other clearance merchandise priced by the pound at the Goodwill outlet store in North Versailles.

Retail Operations Center

The Goodwill Retail Operations Center, which opened in November 2010 in the North Versailles Town Center on U.S. Route 30, is a bustling hub of activity with more than 40 employees involved in various functions and programs.

At the heart of the new Center is an outlet store that sells a variety of clearance items from other Goodwill stores by the pound. The only outlet of its kind in Pennsylvania, the store features 69 container tables that are rotated and refilled with merchandise every two hours.

In addition to the outlet store, the Center also includes an e-commerce operation selling books and other se-

lected items online, and a transportation and distribution facility where excess donations are warehoused and distributed to Goodwill stores as needed.

The Goodwill Auto Auction will move to the North Versailles location from its long-time location in North Huntingdon when the transfer of its automobile dealership license is approved by the state. A retail training center for new store managers and employees is also planned.

SERVICE

2010 Service Statistics

PA CAREERLINK

Pittsburgh Center.....	4,277
Allegheny East.....	2,148
Allegheny West.....	1,517
Goodwill of SWPA.....	440
Fayette	3,830
Greene	1,742
Totals	13,954

ASSESSMENTS

Ticket-to-Work.....	5
CASAS/City Youth.....	399
Total	404

ASSISTIVE TECHNOLOGY

Consumers	113
Community Members.....	62
Employees	226
Employers.....	3
Total	404

COMMUNITY SERVICES

Duquesne Light.....	34,993
Emergency Needs Fund.....	680
Emergency Client Fund.....	15
Senior Citizen Center.....	37
Heath Center Services	2,507
Food Pantry	1,400
VITA Tax Preparation	192
Total	39,824

DISABILITY SERVICES

Office of Vocational Rehabilitation ...	216
Office of Intellectual Disability.....	191
Total	407

EDUCATION

Goodwill Literacy Initiative (GLI)	727
Goodwill Employment Training Center (GETC).....	60
Driver's Ed	77
Learn 2 EARN	1,986
English as a Second Language.....	105
Total	2,955

JOB TRAINING

Goodwill Center	144
Computer Recycling Center	236
Economic Stability for Fathers	30
Reintegration	81
EARN Job Readiness.....	20
McKeesport Career Development Center	246
McKeesport Career Resource Area	72
Total	829

EMPLOYMENT PLACEMENT

Goodwill SWPA Direct Placements.....	121
McKeesport	83
Northside Common Ministries	15
PA CareerLink.....	982
Total	1,201

HOUSING

Goodwill Center	144
HEART House (Adults).....	7
HEART House (Children)	12
Northside Common Ministries Shelter	504
Northside Common Ministries Permanent Housing	15
Total	682

TRANSITIONAL & YOUTH SERVICES

Transition Works! Allegheny	36
Transition Works! Westmoreland	45
Project SEARCH.....	13
YouthLINK.....	1,283
GoodGuides® Youth Mentoring Program Mentors	59
Youth.....	75
Total	1,511

Overview of 2010 Service Statistics

PA CareerLink	13,954
Assessments	404
Assistive Technology	404
Community Services	39,824
Disability Services.....	407
Education	2,955
Job Training.....	829
Employment Placement.....	1,201
Housing	682
Transition & Youth Services	1,511
Total Number of People Served.....	62,171

LEARN ABOUT...

Goodwill's Consumer Council

What is the Program?

Goodwill's Consumer Council is a group of participants, elected by their peers, representing the participant body by providing leadership and direction to program participants. The council meets quarterly and includes members of staff and leadership. Participant elections are held yearly to bring on new members who serve a two-year term while the president elect serves a four-year term.

Who Does the Program Serve?

The Council consists of ten participants representing individuals with disabilities and other barriers participating in Disability Services, Elderberry Junction and the Youth Transition Programs. The council represents approximately 150 individuals served in these programs.

How Does the Program Benefit Participants and the Community?

Council members seek input from Goodwill participants and make recommendations regarding services, improvements to services and workplace modifications. The council encourages their peers to advocate for themselves to ensure they are receiving the services they need, work in a safe environment



and are treated with dignity and respect. Council members participate on agency committees such as Advocacy and Diversity. The council often represents Goodwill at inter-agency and community events. They also assist in the planning of the annual client recognition event and holiday party.

Special Program Accomplishments

As representatives, the council has implemented changes to the workplace that benefit all who work and train at Goodwill. For example, the council has advocated for doors and accessibility improvements throughout the agency. Extra microwaves in the cafeteria allow for clients and staff to bring a lunch from home, an additional bathroom on the fifth floor accommodates additional participants and an additional camera ensures safety of clients.

A Personal Story

Jack is President of the Consumer Council and has been a member of the Goodwill family for 18 years. He is a valued member of the Business Services unit where he works on various contracts for outside vendors. He also enjoys speaking on behalf of Goodwill clients at various Agency functions. In his spare time, Jack participates in Special Olympics (track & field, bowling, basketball, and soccer) and enjoys spending time with his fellowship group where he and his friends get together to play bingo and other games.

GoodGuides® Youth Mentoring Program

What is the Program?

The GoodGuides® Youth Mentoring Program is for at risk or adjudicated youth ages 12 -17. Using a community based format, small groups meet in targeted areas of the Pittsburgh region. The youth meet once a week to discuss events of the week, to explore various career opportunities and to make career plans as well as to develop interpersonal skills. They spend 25% of their time working on career activities with an emphasis on soft skills, and also plan various community service projects in and around their communities.

Who Does the Program Serve?

The program serves at risk or adjudicated youth ages 12-17, many of whom get into trouble due to peer pressure, poor decision making and feelings of isolation. By developing strong relationships with mentors and other youth in the mentoring groups, they develop a support system that can make the difference between good choices and bad choices.

How Does the Program Benefit Participants and the Community?

Through their service learning projects, the youth learn they are a valuable part of their community and that there are responsibilities that go with that belonging. By developing a sense of

ownership and responsibility the youth see that their actions make a difference in the community. At the same time they are developing self-esteem and accountability. They are discovering leadership skills and learning about teamwork. They learn that they do matter – to the mentors and to the community as a whole.

Special Program Accomplishments

The GoodGuides® program is acquiring 14 digital cameras to start a photography project. They will learn about cameras and editing and use some creativity to create a story through photos. At the end of the photography sessions each youth will receive an enlargement of his or her favorite photo and have the opportunity to display some of their art in a photography exhibit.



A Personal Story

When asked why exactly they are in the program, and what it is that keeps them coming, Kaelin, a 15-year-old from East Liberty said it was fun and a place to go. After thinking a moment Troy, a once adjudicated 17-year-old Homewood youth, chimed in. “My hours are done,” he said, “I just like coming here, hanging out, spending time with the guys, and having fun.” Troy continued on to say that the program and its mentors helped with getting his college applications together and opened his eyes to more opportunities after high school.

LEARN ABOUT...

Union Station Clubhouse

What is the Program?

Union Station Clubhouse is a vocational psychiatric rehabilitation program that serves adults in recovery from mental illness within Fayette County. Union Station is based on the 60-year-old Clubhouse model; which focuses on individuals' strengths and interests and helps them to achieve skills that will enable them to return to work or school within the community.

Who Does the Program Serve?

Minimum requirements to participate in the program are as follows: Must be 18 or older, must be a resident of Fayette County, and must have a primary mental health diagnosis.

How Does the Program Benefit Participants and the Community?

Skills that the Clubhouse members can learn include: food handling and preparation, janitorial skills, cash register operation, customer service, receptionist skills, basic computer, fundamental education (reading, writing, math, etc.), job searching, resume writing, proper interviewing techniques, and appropriate social skills.



Special Program Accomplishments

Union Station was recently awarded with a full three-year certification from the International Center for Clubhouse Development (ICCD). Union Station currently has 6 Transitional Employment Placements (TEPs), 2 Supported Employment Placements (SEs), and 4 Independent Placements (IEs) within the community.

A Personal Story

Dustin came to Union Station in July 2004, after graduating from high school. As time went on, Dustin was introduced to the work-ordered day, and later the Transitional Employment Program. Later that year, Dustin went to attend post-secondary education. After school, he decided to return to the clubhouse. He then attended ICCD clubhouse training in 2007. Currently, Dustin has a Transitional Employment Placement with the MHA in Fayette County, and hopes one day to have a job of his own.

Assistive Technology Program

What is the Program?

Goodwill's Assistive Technology (AT) Program promotes awareness and provides services related to assistive equipment, job accommodations, and accessibility. Individualized assessments can determine what aids or accommodations can help people with disabilities complete their activities most comfortably and independently. The program offers training and support in choosing, acquiring, and using appropriate solutions. Individuals can also try equipment from the AT Program's inventory hands-on to see if it fits their lifestyle and meets their needs.

Who Does the Program Serve?

AT services and equipment from the inventory are available to all Goodwill clients, employees, and programs. The AT Program also supports community members and employers. In 2009, the program served over 130 individuals, some from as far away as Baltimore!

How Does the Program Benefit Participants and the Community?

Goodwill's AT Program helps individuals live, work, and learn more successfully by increasing their access to the world around them through aids and accommodations. Assistive technology and its related services enable people to overcome barriers, gain independence, and achieve their goals!

Special Program Accomplishments

The program serves as a Microsoft Accessibility Resource Center, helping individuals learn how to increase their computers' ease of use. It is also a volunteer center for Pennsylvania's Telecommunications Device Distribution Program, which provides free accessible telecommunication equipment—like large print and captioned telephones—to eligible citizens with disabilities.



A Personal Story

Kim is enrolled in Goodwill's Administrative Office Skills Training course. The AT Program provided Kim, who is legally blind, with a large-print keyboard, low-glare lighting, and screen magnification software. At first she feared her low vision might prevent her from mastering the coursework. But with the right accommodations, she is now confident in her skills. Combined with her work ethic and optimism, the equipment has helped her not only keep pace with her classmates, but excel in class. After 15 years out of work, Kim plans to use assistive technology to help her succeed in a customer service or data entry position upon graduating.

Volunteers

2010 Volunteers

These 443 people donated more than 15,000 hours in various capacities including literacy tutoring, GoodGuides® youth mentoring, helping in their local retail store or at Elderberry Junction, assisting with special events like Golf for Goodwill or the Power of Work Awards, being a Friend of Goodwill auxiliary member, and/or judging for the 2010 Power of Work Awards.

Event Volunteers

FRIENDS OF GOODWILL-FAYETTE

Regina Bradee
Linda Capuzzi
Cindy Cicconi
Bonnie Fazenbaker
Shirley Gearing
Linda Glover
Bonnie Hager
Barbara Holland
Diane Hughes
Joyce Hutchinson
Marian Jarina
Antoinette Jucha
Janet Knight
Anne MacLaughlin
Carol McFarland
Connie Myers
Patty Raymond
Denise Rosenberger
Connie Shoaf
Wilma Wilson
Dorothy Yeager

FRIENDS OF GOODWILL-PITTSBURGH

Carolyn Belz
Vera Jane Cornes
Jean Eberly
Dottie Eibl
Jane Haney
Mabel Speicher
Brenda Vogel

GOLF FOR GOODWILL 2010

Jackie Abel-Stavropoulos
Steven Blackwood
Scott Bombach
John Brier
James Dronney
Shawn Durkin
Anissa Eckert
Lacia Evanitz
William Fetcko
Jane Haney
Tyler Karins
Jeannine Keslar
Jen Miller
Robert Nelson
Kevin Palermo
Joseph Saltmar
James Scalo
John Sims
Troy Terry
Lynn Tucibat
Tom Yekel
Shannon West
Melissa Wolkiewicz
Ruth Woods
Brenda Vogel

POWER OF WORK AWARDS 2010

Joyce Bender
Scott Bombach
Mary Brougher
Lisa Campbell
Rory Cooper
Andy Dorsey
Shawn Durkin
Sandy Edwards
Charles Falce
Jane Gratson
Sue Gunn
Tiffanee Heywood
Ella Holsinger

Lindsay Jeffries
Amy Johns
Susanne Killmeyer
JoAnn Lippock
Angela Longo
Judy Martier
McCrae Martino
Angela Nedley
Deborah Nerone
Deborah Newton
Raeann Olander
Edward Polito
Richard Sica
Tim Smith
Elaine Swaney
William Teagarden

PROGRAM VOLUNTEERS EDUCATION DEPARTMENT

Frank Aiello
Basil Alessa
Diana Aschner
Margaret Bridges
Seth Brink
Lee Ann Bryan
Kathy Byrne
Melanie Callahan
Michael Child
Kimberly Collins
Mary Rose Cristello
Devon Daniel
Jerrett Donaldson
Naomi Edwards
Emily Eisenberg
Nicole Firda
Ruth Flaherty
Daniel Gill
Gregory Goode
David Gorski
Abigail Griffin
Amanda Haينه
Ben Hardy
Ben Hartshorn
Harris Heller
Lucas Horan
Mario Juarez
Braxton Kennedy
Nikole Kupetz
Erick Landires
Adam Langford
Erica Lillquist
Zach Lucherini

Betty Luff
Griffin May
Laura McGee
Lindsay Merrill
Bailey Moorhead
Tanner Morrisette
Christopher Mundie
Patrick Munn
Harold Murock
Patrick O'Donnell
Robert Packard
Katie Pegher
Brandon Plocinski
Sarah Ramsey
Rick Rea
Natalie Rogers
Taylor Russell
Simone Schubert
John Shenkel
Bob Simeone
Sara Smith
Lauren Stahl
Mark Tamer
Dan Vamosi
Yonique Wilson
Allison Wist
Satyawidya Wulansari
Andrea Zimmer

ELDERBERRY JUNCTION

Sherrie Allen
Emily Barnes
Lindsay Barron
Amber Betts
Cletis Bibey
Lynette Boyer
Lacy Brooks
Alicia Cameron
Tanisha Carpenter
Jeff Case
Tina Chapman
Ronnie Claar
Jill M. Cooper
Frank Crosby
Shakeyla Durant
Amy Dziadik
Sandra Erickson
Leisa Esposito
Brad Famularo
Desiree Finch
Brittini Fleming
Mallory Flohr
Jaimie Garcia
Danielle Gary

Raylene Gieg
Greg Glover
Denny Gorlock
Courtney Grimes
Natasha Haddo
Leah Heuvasken
Amy Jageman
Leigh Johnson
Kaylee Jozefowicz
Sarah Karas
A. Kimmel
Corey Knierim
Gena Knights
Sarah Krider
Allison Lau
Tatijana Lewis
Valerie Lowe
Stefani Lutz
Cody Manning
Cheyanne Martin
Kinda Martin
Stephany Massie
Megan McCormack
Brian McGraw
Rhiannon Millen
Melissa Mulig
Dionte Newland
Carolyn Nolan
Chris Obini
Scott Oniatowski
Lindsay Owens
Julie Pagett
Kate Palma
Laura Plum
Ofelia Ponce
Mallorie Powen
Dave Presker
Tiara Randall
Kim Rayburg
Tilah M. Robinson
Haley Rohlf
Natalie Sinclair
Angela Varge
Kaylan Walden
Shylanda Wallace
Ashley Washington
Jen Whitaker
Taffi Williams
John Willis
Lyndsay Wisniewski
Heather Wusmaulte
Rae Ann Zurick

GOODGUIDES® YOUTH MENTOR

Karalyn Baca
Clarence Benjamin
Alaina Berkley
Saroya Brown
Shawn Brucker
Jenyne Carter
Chloe Crawford
Laurelin Cummins
Gerald Davis
Jorge Delgado
Erin Downey
Remie Ferriera
Jeannette Geary
Cynthia Haines
Jade Harris
Justina Harris
Patricia Hoston
Samantha Howsare
Kathy Hrala
Sarina Hudson
Timiya Jackson
Zerlina Jackson
Carmella Jones
Justina Jones
John McKeever
Meadow Meeder
Heather Meister
Ashley Moorefield
Shawn Moorefield
Robert Murray
Susan Nicholson
Lauren Parks
Crismary Pena
Kara Prentice
Diana Ramos
Justin Ramsay
Arlene Robinson
JoVanna Robinson
Melvin Russell
Paula Salamon
Sherian Seals
Kameron Smith
George Stavropoulos
Wei Wei Tao
Diane Taylor
Rebecca Wells
Billie Williams
Florence Williams
Transition Services
Jessica Lane
Shannon Scullion

OTHER DEPARTMENTS

Deloitte Volunteers,
Consumer Council
Christmas Party
Patrice Hughes,
Marketing Dept.

Retail Volunteers

BUTLER

George Adams
Lynn Benning
Milton Daniels
Ken Donohue
Tony Dunachy
Andre Easton
Mark S. Frey
James Holmes
Michael Johnson
Raymond Johnson, Jr.
Richardo McPherson
Sarah Monks
John O'Brien
Katelyn Olso
Thomas Pivarnik
William Scholl
Timothy Simpson
Dennis Talpas
Robert Valasek
Douglas Whalen

CENTRE AVENUE

David Jackson

CHESWICK

Melvin Bronowicz
John Frick
George Gereshenski
Jill Milan
Edward Olyha
James Rizak
Jim Sapp

CRANBERRY TWP.

Gino DiVecchio

ELKINS

Susan White

FAIRMONT

Jacob Custer
Sondra Fittro
Ryan Fortney
Jonathan Freeland
Courtney Martin
Fred Ratzer

GREENSBURG

Joseph Craig

MONROEVILLE

Nayim Aberlin
Allan Adams
Christine Anderson
Larry Anderson
Marty Anderson
Christine Armbruster
Harrison Baird
Karen Baldwin
Elaine Bury
Eric Bury
Karen Butler
Brandon Castleberry
Julie Chen
Brendan Clancy
Pete Cleveland
Cathie Cloonan
Lynne Conrad
Ryan Costa
Dom Coulson
Jan Everett
Cassie Ferri
Donna Fields
Chris Forbes
Debby Frye
Sandi Galligan
Ginny Gates
Darian Johnson
Dan Krystek
Marci Krystek
P.J. Krystek
Jill Kybug
Fank LaCava
Brad Lehn
Ryan Leon
Zack Lewis
Robert Lloyd
Anna Mae MacEvoy
Gene MacEvoy
Dante Marion
LJ Marshall
Adam Martinez
Vicki Mayr
Melissa McKenzie

Mike McKenzie
Rita Mellon
Scott Mellon
Gene Meyers
Mary Meyers
Nancy Meyers
Cornerstone Ministries
Ryan Murphy
Michael Oliveri
Jordan Palmer
Shiva Prasad
Evan Puglise
Keiona Reed
Jill Ruzbacki
Carmen Sachs
Ann Schull
Hannah Schull
Shivaram Singh
Denise Smith
Patty Smith
Tiffany Tiani
Mary Ann Wallat
Rick Wells
Asia Wilson
Angela Witter
Brittany Woomer
KJ Wosiddlo
Jonathan Wynn
Lyn Zilka
Rich Zilka

NORTH HILLS

Alex Tirenin
North Huntingdon
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For more information about making a donation to Goodwill or for planned giving options, please contact David Tobiczky at 412-632-1942 or david.tobiczyk@goodwillswpa.org.

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Goodwill of Southwestern Pennsylvania

Robert S. Foltz Building
118 52nd Street
Pittsburgh, PA 15201
412-481-9005
TTY: 412-632-1977

Fayette Affiliate

40 Connellsville Street
Uniontown, PA 15401
724-437-9878

Goodwill of North Central West Virginia

1172 West Main Street
Bridgeport, WV 26330
304-842-3288

Northside Common Ministries

1601 Brighton Road
Pittsburgh, PA 15212
412-323-1163

Training & Employment

Workforce Development Center

Pittsburgh: 412-481-9005
Fayette County: 724-437-9878

- Goodwill Employment Training Center
- Goodwill Literacy Initiative & other educational programs
- Career and Employer Services
- Job Training
- Driver Training
- Vocational Assessment
- Welfare-to-Work Programs
- Youth Programs

Union Station Clubhouse (Fayette)

Prevocational psychiatric rehabilitation services
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Employment counseling and support services

Pittsburgh/Downtown: 412-552-7100

Pittsburgh/Lawrenceville:
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Allegheny East: 412-436-2225

Allegheny West: 412-809-3500

Fayette Co./Uniontown: 724-434-5627

Greene County: 724-852-2900

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412-632-1719

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2866 Banksville Road
Pittsburgh, PA 15216
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Belle Vernon

140 Finley Road
Belle Vernon, PA 15012
724-929-4202

Butler

370 New Castle Road
Butler, PA 16001
724-284-1037

Centre Avenue

5993 Centre Avenue
Pittsburgh, PA 15201
412-924-0070

Cheswick

1210 Pittsburgh Street
Cheswick, PA 15024
724-274-5883

Cranberry Township

20668 Perry Highway
Cranberry Twp., PA 1606
724-776-0955

Gibsonia

4101 Gibsonia Road
Gibsonia, PA 15044
724-443-2100

Greensburg

149 Donohoe Road
Greensburg, PA 15601
724-834-2156

Monroeville

3801 William Penn Highway
Monroeville, PA 15146
412-856-9840

Mt. Pleasant

1054 Countryside Plaza
Mt. Pleasant, PA 15666
724-547-2649

Murrysville

4612 William Penn Highway
Murrysville, PA 15668
724-327-0225

Natrona Heights

4005 Freeport Road
Natrona Heights PA 15065
412-224-1213

North Hills

7221 McKnight Road
Pittsburgh, PA 15237
412-635-9612

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Norwin Hills Shopping Center
8755 Norwin Avenue
North Huntingdon, PA 15642
724-864-2980

North Side

509 East Ohio Street
Pittsburgh, PA 15212
412-322-5666

North Versailles Outlet

294 Lincoln Highway
North Versailles, PA 15137
412-816-1420

Peters Township

3492 Washington Road
McMurray, PA 15317
724-941-5437

Rochester

Rochester Plaza #720
750 Ohio River Boulevard
Rochester, PA 15074
724-775-3458

South Side

2700 East Carson Street
Pittsburgh, PA 15203
412-481-5390

Uniontown

1003 Mall Run Road
Uniontown, PA 15401
724-460-0448

Washington

89 Jefferson Avenue
Washington, PA 15301
724-223-0917

Wexford

Wexford Shoppes
10293 Perry Highway, Suite 201
Wexford, PA 15090
724-933-4520

Whitehall

2780 Saw Mill Run Boulevard
Pittsburgh, PA 15227
412-885-5151

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Bridgeport, WV 26330
304-842-3288

Buckhannon

15 South Spring Street
Buckhannon, WV 26201
304-472-0587

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708 Beverly Pike
Elkins, WV 26241
304-636-7529

Fairmont

9319 Middletown Mall
Whitehall, WV 26554
304-363-3155

Morgantown

Mountaineer Mall
5000 Greenbag Road
Morgantown, WV 26501
304-296-7900

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Donations of your gently used clothing, household items and computers are always welcome at any of our retail locations.

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Christ United Methodist Church
44 Highland Road
Bethel Park, PA 15102

Robinson Township

Giant Eagle
6500 Steubenville Pike
Pittsburgh, PA 15205

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Fairmont

9319 Middletown Mall
Whitehall, WV 26554

Other Businesses

Auto Auction

75 Bilott Avenue (off Rt. 30)
1-888-3040-CAR (toll-free)

Good-to-Go Café

412-390-2258

Computer Recycling Center

412-632-1790

To schedule corporate pick-ups, call
412-632-1789

- Kil-a-Byte Data Destruction Service
Safe, affordable, guaranteed way to permanently destroy information residing on computer hard drives
- Reconnect Pittsburgh
(A Dell / Goodwill Alliance)
A comprehensive computer recovery, reuse and environmentally responsible recycling program

ComputerWorks of South Side

Offering low-cost rebuilt computers, computer parts and computer accessories

2700 East Carson Street
(inside the Goodwill retail store)
412-481-0922

Fayette County Recycling Center

Residential & commercial recycling for Fayette County residents

107 Romeo Lane
724-437-9987

Goodwill Custodial Services

Janitorial & maintenance services

Pittsburgh: 412-632-1779
Fayette County: 724-437-9878

Production Services

Workshops employing Goodwill clients

Pittsburgh: 412-632-1779
Fayette County: 724-437-9878

Housing Facilities

Apartment and independent living facilities

Goodwill Plaza: 412-771-0122

Goodwill Villa: 412-257-4180

Goodwill Manor: 412-257-4844

Jefferson Courtyard: 724-437-9878

Summerdale Court: 412-257-4180

Warren Plaza: 412-681-1749

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2010

*A Year of
Momentous Change*



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