

2019 ANNUAL REPORT



GOODWILL SWPA CELEBRATES 100 YEARS



**... AND ON TO THE NEXT 100 YEARS
OF STRENGTHENING LIVES AND BUILDING COMMUNITIES**

LETTER FROM THE PRESIDENT AND BOARD CHAIR

100
1919-2019

Spring, 2020

Dear Friend:

2019 was a milestone year at Goodwill as we celebrated our 100th anniversary. We have come a long way since our founding in 1919.

With a strong foundation of providing quality programs and services for the past 10 decades, we will continually expand and enhance our offering for many years to come.

Goodwill has been taking proactive measures to help ensure our sustainability. Last year, we completed the quiet phase – or Phase I of an advanced capital campaign to raise \$4.5 million so we can purchase our Workforce Development Center campus buildings in the Lawrenceville section of Pittsburgh.

Our Phase I goal has been achieved, and Goodwill is the proud owner of our Workforce Development Center campus buildings where we provide nearly 50 programs and services to help individuals have a better quality of life through work and related services.

Now, we are proud to publicly announce “Strengthening Lives, Building Communities” – The Campaign for Goodwill.

Our total campaign goal is \$10 million. All funds secured during this public phase – or Phase II will allow us to increase our self-sufficiency; strengthen our infrastructure, and enhance our workforce development and human service programming.

We are inviting you to help us improve our communities with your contribution. Your donation will benefit these populations:

- individuals with developmental and/or intellectual disabilities,
- individuals with limited work experience or education,
- displaced workers or veterans,
- participants in welfare-to-work programs, the homeless, youth as well as older workers, and, people with criminal backgrounds.

If you know someone on this list ... a family member ... neighbor ... a friend ... a homeless person, please join Goodwill to “Strengthen Lives and Build Communities.”

Sincerely,



Michael J. Smith
President/CEO



Shawn P. Hanlon
Chairperson/Goodwill Board of Directors



Michael J. Smith
President/CEO

Shawn P. Hanlon
Chairperson/Goodwill
Board of Directors

2019 BY THE NUMBERS

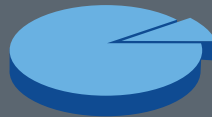
582

people placed in jobs with Goodwill's help



90

cents of every dollar was spent on Goodwill's programs and services



371

different companies hired Goodwill participants



2,164,068

shopper transactions at 34 Goodwill stores



10,624



adults and youth served

1,418

people employed by Goodwill



953,986

people donated gently-used items



\$109,500,000

of economic impact in southwestern Pennsylvania



ENVIRONMENTAL IMPACT

19,833,105

pounds of material kept out of landfills through recycling



2,517,168,783

gallons of water saved

(making just one new t-shirt uses 713 gallons of water)



18,358,033

total pounds of carbon emissions not released to the air

(making just one new t-shirt uses 5.2 pounds of carbon dioxide)

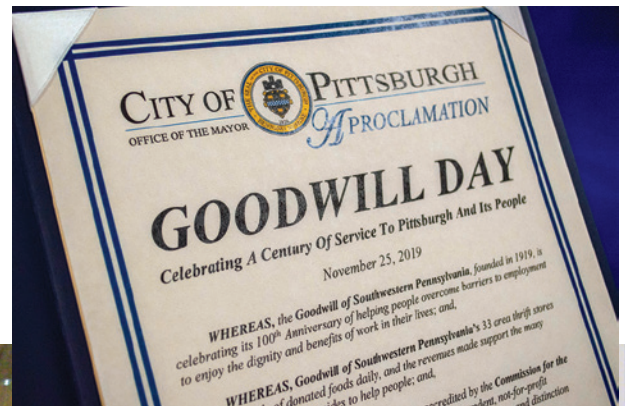


GOODWILL SWPA CELEBRATES 100 YEARS IN 2019

100
1919-2019

Last year marked 10 decades of providing programs and services in our communities. Goodwill employees, clients, and community partners took part in yearlong festivities.

Events culminated when Bill Peduto, Mayor, City of Pittsburgh, declared November 25 Goodwill Day in the city.



GOODWILL SWPA RAISES FUNDS TO PURCHASE HEADQUARTERS CAMPUS

Goodwill announces Strengthening Lives, Building Communities – the Campaign for Goodwill.

This is a \$10 million campaign designed to increase our self-sufficiency, strengthen our infrastructure, and enhance our workforce development programs.

Goodwill began an advanced campaign in 2018 and 2019 during a quiet phase – or Phase I. During this advanced campaign, lead pace-setting gifts, were received from four local foundations totaling \$4.5 million. These contributions were utilized to purchase Goodwill's Workforce Development Center campus.



DIGITAL SKILLS AND RETAIL TRAINING

100
1919-2019

Each day, hundreds of people visit the Workforce Development Center campus to receive Goodwill's programs and services.

Our headquarters building is the hub of activity including:

- A Welcome Center
- Classrooms
- Computer Suites
- An Assistive Technology Lab
- A Training Café
- Our Tech Lounge
- A Retail Skills Lab



ABOVE: Goodwill and CVS Health launched a partnership to provide retail skills training to people in the Pittsburgh community. CVS Health donated shelving, products, signage and training resources to create the state-of-the-art lab designed to provide students with real world experience in a retail environment. In the lab, students have access to an innovative classroom experience that includes job readiness and soft-skills training combined with classroom instruction, creating a pipeline of retail store employees.

LEFT: Jobs in IT are growing faster than any other occupation. Goodwill's Tech Academy offers classes and scholarships. The goal is to enable individuals to receive industry-recognized technology training to help them gain skills in order to join the workforce of the future.

GOODWILL SWPA ANNOUNCES THE CAMPAIGN FOR GOODWILL

As we look toward the next 100 years, we see a unique opportunity to build on all the good work we have accomplished to expand and enhance Goodwill's capacity to best serve the community and our constituents.

With a century of providing services, Goodwill has a strong foundation to continue to serve our region far into the future. While the objective of helping individuals is steadfast, the manner in which these programs evolve is ever changing. It is very important to strive to keep up with meeting important community needs and stay ahead of the curve of new trends to ensure the best community outcomes possible.

\$10 MILLION GOAL – EVERY DONATION MATTERS

We are making wonderful progress toward our goal. The “bricks-and-mortar” portion of the goal is already achieved, as we have raised \$4.5 million to purchase our Lawrenceville Workforce Development Center campus. This is a pivotal juncture in the campaign, as we now can focus the campaign's next phase.

Phase II of Strengthening Lives, Building Communities will raise funds for human-services programming. Goodwill provides more than 50 programs and services to help individuals have a better quality of life through work and related services.

With your financial support, we can provide expert services to help people overcome physical, mental, educational, social, and economic barriers that stand between them and the ability to have a meaningful job and quality of life.

Your monetary contribution will help us advance these services:

Community Support Services to meet basic needs such as food, clothing and shelter.

Disability Services to gain skills, train for work, and obtain employment.

Education and Testing Programs to prepare for high school equivalency tests, English as a second language, and basic computer workshops.

Reintegration Services to address the various barriers of individuals who have a criminal background.

Supportive Housing to help those who are homeless transition to permanent housing.

Transition Services to prepare high school youth with disabilities for the workforce.

Workforce Development and Placement to provide job search support for those on public benefits, and social security recipients.

Youth Programs provide training, job-shadowing, and summer employment opportunities to become work-ready and career-focused.

2019 DONORS

100
1919-2019

Businesses, Foundations, Churches, and Organizations

ABARTA Coca Cola
Accel Sign Group, Inc.
AIG Matching Grants Program
Allegheny Foundation
Allegheny Technologies (ATI)
AmazonSmile
American Eagle Outfitters
American Land Abstract Company
Amshel Charitable Foundation
Application Verification
AVETS
AVI Foodsystems
Bed Bath & Beyond
Ben & Fannie Applestein Fund
Benecon Group
Benedek Family Fund
Benevity Community Impact Fund
Bessie F. Anathan Fund
big Burrito Restaurant Group
Birmingham Foundation
BNY Mellon
BNY Mellon Community Partnership
BNY Mellon Foundation of
Southwestern Pennsylvania
Brentwood Black Dog LLC
Brothers Lazer Service, Inc.
Bruce D. & Treasure Sachnoff
Charitable Family Foundation
Buncher Company
Burkholder Foundation
CAF America
Caliente Pizza & Draft House
Carnegie Museums of Art & Natural
History
Carnegie Science Center
Casturo's
CASTUS
Charles A. Brooks Charitable Trust
Cheesecake Factory
Chicago Mattress Company
Children's Museum of Pittsburgh

CHUBB Insurance/ACE American
Insurance, Co.
Climatech, Inc.
Colburn Fund
ComDoc
Community Bank
Community Foundation for the
Alleghenies
Construction Junction
Courtyard Marriott, Pittsburgh
Waterfront
CSL Plasma
Cutitta Chiropractic
Dean of Shadyside Salon
Dick's Sporting Goods
DigiBooths
Dinette
Dive Bar & Grille
Dixon Golf
Duquesne Incline
Duquesne Light
East End Community Thrift
Eat'n Park Hospitality Group, Inc.
EcoLab, Inc.
Eden Hall Foundation
Edwin R. Crawford Trust Fund
enkompas Technology Solutions
Federal Home Loan Bank of
Pittsburgh
FedEx
Fidelity Charitable Gift Fund
First Commonwealth Bank
Fluor Corporation
Freedom Square Diner
Gateway Clipper Fleet
Gateway Financial
Glengarry Golf Links
Google
Goodwill E-Commerce Department
Grable Foundation
Grand Concourse Restaurant
Henderson Brothers, Inc.
Highmark Health
Highmark Matching Gifts Program
Hofbrauhaus Pittsburgh
Howard E. & Nell E. Miller Foundation
Howard Hanna Real Estate Services
Huntington Foundation
Huntington Insurance

Huntington National Bank
InterGroup Communications
InterVue Productions
Jeram Marketing
JustGiving
KeyBank
Koppers Inc.
Leasure K. Darbaker Trust
LeMont Restaurant
Leonard A. & Mary Jane Schafer
Charitable Foundation
Literacy Pittsburgh
Lombardo Industries, Inc.
Loomis
M&T Bank
M&T Charitable Foundation
Matthews Educational and
Charitable Trust
McGee Maruca & Associates, P.C.
McKamish, Inc.
Metamorphosis Organic Salon,
Spa and Wellness Studio
Molyneaux Tile & Carpet
Morgantown Physical Therapy
Motor Truck PacLease
Mountaineer Casino
Racetrack & Resort
Mr. John of Pittsburgh
National Aviary
Network for Good
Newmark Knight Frank
Paint Pittsburgh
Passport Marketing
Pittsburgh Foundation
Pittsburgh Opera
Pittsburgh Pirates
Pittsburgh Symphony Orchestra
PNC Bank
PNC Charitable Trusts
PNC Foundation
PNC Foundation Matching Gift
Program
PPG
PricewaterhouseCoopers
Primanti Brothers

Quentin and Evelyn T. Cunningham
Fund
Rack Room Shoes
ReichPM
Richard King Mellon Family
Foundation
Rivers Casino
Robert & Mary Weisbrod Foundation
Rosalie M. Murrer Charitable Fund
Roy A. Hunt Foundation
Rubinoff Realty
Ryder
Sam's Club - Monroeville
Shadyside Inn
Snee-Reinhardt Charitable
Foundation
Sturges Foundation
Sun-Tastic Tanning Studio
System 4 of Western PA
Taylor United Methodist Women
Tennis Village
Thomas Merton Center
Tippins Foundation
Totally 80s
Towlift
Trade Institute of Pittsburgh
Trader Joe's
Travel Pledge
Travel-Set-Go
TRUiST
Tucker Arensberg, P.C.
Tudi Mechanical Systems, Inc.
ULINE
UPMC
Utz Quality Foods
VisitPITTSBURGH
Walter F. and Ellen Nicoden Fund
Waste Management
WebbMason
Wesco International Charitable
Foundation
Wild Card
William B. McLaughlin Charitable
Trust
Willis Towers Watson
Wilson Marketing Group
Wyndham Grand Pittsburgh

(continued)

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(continued)

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Mr. & Mrs. Edgar Petrisek
Dr. Robert S. Foltz
Mr. & Mrs. Donald T. Menovich

In Honor Of

Dr. Richard Blank
and Dr. John Wisneski
Mr. Donald L. Green
Mr. David Lund
Mr. C. Reath Edwards

HOW TO CONTACT US

MAIN OFFICE

Goodwill of Southwestern Pennsylvania

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

AFFILIATES

Goodwill of North Central West Virginia

Goodwill Housing

Goodwill Commercial Services, Inc.

Northside Common Ministries

DONATE TO GOODWILL

www.goodwillswpa.org

Financial Support

*Annual giving, fundraising
events, planned giving and
agency tours*
412-632-1941

Goodwill Vehicle Donation Program

1-888-30-40-CAR (toll free)

Volunteer Opportunities

412-632-1931

RETAIL STORES

Southwestern Pennsylvania

Banksville
Belle Vernon
Butler
Centre Avenue
Cheswick
Cranberry Super Store
Cranberry
Gibsonia
Greensburg
Heidelberg Outlet
Lawrenceville
Monroeville
Mt. Pleasant
Murrysville
Natrona Heights
North Hills
North Huntingdon
North Versailles Outlet
Peters Township
Robinson Township
Rochester
South Side
Uniontown
Washington
West Mifflin

North Central West Virginia

Bridgeport
Buckhannon
Elkins
Fairmont
Morgantown
Westover

DONATION EXPRESS CENTER

Southwestern Pennsylvania

Wexford

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ABOUT GOODWILL

Goodwill provides a wide array of human service, residential and social outreach programs that serve thousands of people each year. To help people with disabilities and other barriers to employment, our Workforce Development Center provides a comprehensive menu of employment-related services, including evaluation and testing, training and education, job placement and ongoing support.

Goodwill operates over 30 regional retail stores and other businesses to help fund programs and to provide job training and employment opportunities for our clients.

Mission Statement

We help people improve their quality of life through work and related services.

Vision Statement

The vision of Goodwill of Southwestern Pennsylvania is to be the region's premier human service organization offering exceptional services. We will be satisfied only when all persons have the opportunity to achieve success in their pursuit of meaningful work or other quality of life experiences.

* Board members as of December 31, 2019

FINANCIAL STATEMENTS

Consolidated Statement of Financial Activity

For Fiscal Period July 1, 2018 through June 30, 2019

Revenue:	Percent 2019	of Total	2018
Gross Sales	41,330,133		\$39,798,613
Salvage Income	2,706,703		2,666,571
Less: Cost of Goods Sold	(8,767,279)		(8,516,077)
Net Retail Revenue	35,269,557	64%	33,949,107
Government Grants	9,565,211	17%	9,515,724
Program Service Fees	7,318,231	13%	7,345,294
Contributions	1,802,326	3%	2,594,422
Investment Income	89,077	0%	142,535
Gain on Sale of Assets	84,816	0%	98,872
Rental and Other Income	746,381	1%	505,854
	\$54,875,599	100%	\$54,151,808
Expenses:			
Program Services:			
Retail Services	\$29,245,253	53%	\$28,674,156
Program Services	17,672,018	32%	18,235,312
Occupancy	2,177,072	4%	1,804,610
Mission Logistics	354,599		333,866
Supporting Services	5,702,084	10%	5,863,692
	\$55,151,026	100%	\$54,911,636
Consolidated Change in Net Assets:	(\$275,427)		(\$759,828)

Consolidated Statement of Financial Position

For Fiscal Period July 1, 2018 through June 30, 2019

Assets	2019	2018
Cash and Cash Equivalents	3,111,686	2,288,540
Accounts Receivable	4,618,905	4,491,561
Other Current Assets	1,753,580	1,847,518
Investment	1,692,528	1,617,677
Property and Equipment, Net	10,627,301	11,740,896
Total Assets	\$21,804,000	\$21,986,192
Liabilities and Net Assets		
Notes Payable - Short Term	1,184,897	1,155,252
Accounts Payable	1,661,411	1,777,950
Accrued Expenses	4,735,611	4,486,364
Deferred Gain	1,212,415	1,297,231
Notes Payable - Long Term	2,644,792	2,629,094
Total Liabilities	\$11,439,126	\$11,345,891
Net Assets		
Without donor restriction	6,392,336	7,352,568
With donor restriction	3,972,538	3,287,733
Total Net Assets	\$10,364,874	\$10,640,301
Total Liabilities and Net Assets:	\$21,804,000	\$21,986,192

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.



Goodwill of Southwestern Pennsylvania

Workforce Development Center

Robert S. Foltz Building

118 52nd Street

Pittsburgh, PA 15201

Telephone: 412-481-9005

TTY: 412-632-1977

www.goodwillswpa.org



Goodwill's Code of Conduct

Goodwill of Southwestern Pennsylvania is committed to conducting its business in accordance with the highest standards of ethical behavior and regulatory compliance and to treating everyone with dignity and respect. The agency's full Code of Conduct document – "Ethics at Work" – may be viewed at www.goodwillswpa.org.

Non-discrimination Statement

Goodwill SWPA and its affiliates prohibit discrimination on the basis of race, color, religious creed, disability, ancestry, national origin, age, sex, or sexual orientation.

Equal Opportunity Employer

Goodwill SWPA is an Equal Opportunity Employer/Program. Auxiliary aides and services are available upon request to individuals with disabilities. For more information, call 412-632-1809 or email accommodations.request@goodwillswpa.org.