

2020 GOODWILL ANNUAL REPORT



Only in the Darkness Can You See the Stars.

Martin Luther King Jr.

Letter from the President and Board Chairman

2020

Spring, 2021

Dear Friend:

Last year was unequalled – from the pandemic, to the economic crisis, and racial justice movements locally and across the nation. 2020 was bleak for so many people as the COVID-19 pandemic jolted their lives – from health concerns to job loss, and so much more. It was a perilous time filled with uncertainty as we worried and wondered when we would see the “light at the end of the covid-tunnel.”

Needless to say, we are not at the end of this dark tunnel, but there is hope and a glimmer of light.

As Martin Luther King Jr. stated,

“Only in the darkness can you see the stars.”

For Goodwill’s participants, the stars were the programs and services we offered such as food and shelter, work-readiness programs, and education services. Above all, we gave people who were in desperate need of help enlightenment and hope in this darkness.

In 2020, Goodwill provided support to **13,647** individuals – a **28% increase** from 2019. Last year, so many more people reached out to Goodwill, and we answered their call for help. **Virtual service supports** were provided to **3,809** individuals. Goodwill’s dedicated staff quickly pivoted to providing remote services and continually adjusted to the ever-changing nature of COVID-19. We did not want our vulnerable populations to lose their foothold.

Even with so much uncertainty, our resolve was clear – Goodwill’s commitment to continue serving our vulnerable populations. Friends like you walked with us on that journey and together we brought education, training, opportunity and hope to families in 2020. Thank you for showing the power of resilience and



Michael J. Smith
President/CEO

Shawn P. Hanlon
Chairperson/Goodwill Board of Directors

determination through your generous monetary donations, your donation of gently-used items, and your partnership with foundation grants, and community collaborations.

I invite you to take a few minutes to read more about the people we helped in 2020 with our virtual services. Inside this report, on pages 5 - 7 are a few highlights about some of the services our Goodwill staff provided virtually.

Sincerely,

Michael J. Smith
President/CEO

Shawn P. Hanlon
Chairperson/Goodwill Board of
Directors

P.S. Will you continue to walk with us on this journey as we make strides to reach the end of this difficult and painful pandemic? Your monetary support will go a long way in providing hope to so many people who need Goodwill’s workforce development supports.

GOODWILL BY THE NUMBERS

1,535,587



SHOPPER **TRANSACTIONS**
AT **34** GOODWILL
STORES

PEOPLE PLACED
IN JOBS BY
GOODWILL **EARNED**
AN AVERAGE OF
64% ABOVE
MINIMUM WAGE

ENVIRONMENTAL IMPACT

15,881,471

POUNDS OF
MATERIAL KEPT
OUT OF
LANDFILLS
THROUGH RECYCLING



1,773,443,301

GALLONS OF
WATER SAVED



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

12,931,760

TOTAL POUNDS OF
CARBON EMISSIONS
NOT RELEASED
TO THE AIR



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

3,809

PARTICIPANTS
RECEIVED
VIRTUAL SERVICES

13,647

ADULTS AND YOUTH **SERVED**



138

DIFFERENT
COMPANIES HIRED
GOODWILL
PARTICIPANTS



90 CENTS
OF EVERY DOLLAR
WAS SPENT ON
GOODWILL'S
**PROGRAMS AND
SERVICES**

1,001,964 PEOPLE
DONATED GENTLY-USED ITEMS



1,200

PEOPLE **EMPLOYED**
BY GOODWILL

\$71,615,000



OF **ECONOMIC IMPACT** IN SOUTHWESTERN PENNSYLVANIA

Goodwill 
Southwestern Pennsylvania goodwill

2020 Virtual Services Help Thousands

Even before the pandemic, expanding virtual support and increasing digital skills training for our clients was a key goal of our strategic plan. COVID-19 greatly accelerated this effort. Staff quickly became experts in using virtual platforms such as Google Classroom, YouTube, Zoom conferencing, and e-learning. Goodwill staff adapted and developed curricula to new learning formats to best serve our clients.

We worked closely with clients to provide training and support on how to use each virtual application on their personal and/or agency device.

These virtual and digital skills trainings provided opportunities for individuals

In 2020, 329 of the 400 adult education classes were provided virtually.

Last year, 26 learners received their high school equivalency diploma.

to gain awareness and obtain skills that relate to the emerging labor market needs of an increasingly virtual landscape. Our trainings positively impacted those currently employed who are shifting to remote work, and job seekers who are in a highly competitive environment where digital skills are becoming required.

Virtual classes are available to help students prepare to take a high school equivalency test, learn digital skills, improve their ability to speak English, or gain additional knowledge of civics to prepare to successfully pass the U.S. Citizenship and Naturalization test.

Landing a Job Virtually with Career Services

Emily was living in the Midwest but dreamed of moving to Pittsburgh for some time. Before making the big move, however, she wanted to secure full-time employment. Since Goodwill moved its Career Services online due to COVID-19, Emily was able to turn to Goodwill for support in her job search. Emily received expert advice and proof-reading for her resume and cover letter via email, and participated in a mock interview via Zoom. These free services prepared Emily to interview for and accept her preferred position, which she successfully negotiated her salary.



Virtual Services Help Thousands

GED Success Virtually

Recent grads from Goodwill's GED program already have successful accomplishments. Maggie got a new job right after she passed her test. Alex is looking into post-secondary opportunities, and Ethel accepted a job working with people with disabilities.



Maggie



Alex



Ethel

Virtual Graduation

Recent graduates of the YouthWorks Community Intensive Supervision Program (CISP) celebrated the occasion with a special Zoom ceremony in December. CISP is operated by the Court of Common Pleas of Allegheny County, Family Division and Juvenile Section. It is designed to provide career building experiences for first-time and repeat male offenders between the ages of 10 and 18 to help develop potential and achieve upward mobility. In addition to providing a full range of programming with a major emphasis on drug and alcohol education/assessment and treatment, CISP also offers job readiness training through the YouthWorks' JumpStart Success curriculum. Participants can draft a resume, attend a mock interview, explore potential career paths, and complete the Food Handlers ServeSafe training with JumpStart Success.



Virtual Services Help Thousands

Aspire Program Virtual Offerings Achieve Normalcy

Social distancing and shut-downs drastically changed the daily routines of Aspire participants who normally met daily at Goodwill's Workforce Development Center in Lawrenceville prior to COVID-19. Aspire staff made sure that each person was continually engaged through the new online activities.

Aspire encourages independence and community integration for individuals with disabilities age 18 to 59 through various learning opportunities that help to prepare them for work or community involvement. The program helps adults acquire, improve and maintain self-help, socialization and adaptive skills. Individuals choose modules that meet their interests and support their independence and participation in community life

and/or work on topics that include: computer literacy, career exploration, self-care, financial literacy, recreation, wellness, cooking and nutrition, art and music, adult basic special education, and volunteering.



Capital Campaign Continues

Help Us Reach the Goal and Serve More People Impacted by COVID-19

The *Strengthening Lives, Building Communities* campaign was launched in 2018, and \$9 million has been raised toward the \$10 million goal. In January, 2020, Goodwill SWPA completed Phase I of the campaign and purchased the Lawrenceville Workforce Development Center campus buildings. Now in Phase II, all funds raised are earmarked for strengthening our workforce development programs and services. Over the coming months, we are closing out the campaign and will build upon our successes to strengthen fundraising and workforce development programs for the future.



Goodwill employees displayed a “Home-Sweet-Home” sign to celebrate campus ownership.

Emerging Needs from COVID-19

While we don’t yet know the full extent of the long-term effects of the pandemic, we do know that those we serve and our communities will need even more ongoing help over the next several years. We need to continue to strengthen our programs and services so that we can continue to help all who seek our support.

The next few years will be challenging. The COVID-19 pandemic has been devastating for

people who have disabilities and other barriers to employment – the **unemployment rate** is **twice the rate** for those without **disabilities**.

The underserved populations we serve are further marginalized due to the economic downturn and the unprecedented high unemployment rates. The individuals we serve will need workforce development support from Goodwill because they face multiple barriers to employment – much greater than the mainstream job seekers face. With a weaker job market and an influx of newly unemployed job seekers, these individuals face daunting challenges to obtaining employment.

Over the coming 18 to 24 months, our agency is estimating the number of people needing workforce development supports will increase twofold due to the residual effects of the coronavirus pandemic.

The marginalized populations Goodwill serves have been most severely and negatively impacted by the pandemic. We have seen an increase in those we serve needing even more support during this crisis. Those we helped in the past successfully gain employment are coming to us again for help, and others are coming to us for the first time for support.

Goodwill’s Welcome Center provided 67% more services in 2020 than in 2019. We expect to serve even more people in 2021, and beyond.



Pittsburgh Mayor Bill Peduto attended the campaign festivities and expressed how Goodwill continues to be an important community partner for the City of Pittsburgh and surrounding areas.

2020 Donors

Businesses, Foundations, Churches, and Organizations

Abby's Gold and Gems, LLC
AIG Matching Grants Program
Allegheny Foundation
AmazonSmile
American Land Abstract Company
Amshel Charitable Foundation
Ben & Fannie Applestein Fund
Benecon Group
Benevity Community Impact Fund
Bessie F. Anathan Fund
Birmingham Foundation
Buhl Foundation
BNY Mellon
BNY Mellon Community Partnership
Breakthru Beverage Pennsylvania
Brentwood Black Dog LLC
Bruce D. & Treasure Sachnoff Charitable Family Foundation
Buncher Company
Burkholder Foundation
Charles A. Brooks Charitable Trust
Centene Management Co., LLC
Chicago Mattress Company
CHUBB Insurance/ACE American Insurance, Co.
Cintas
Colburn Fund
Community Foundation of Fayette County PA
Computer Aid, Inc.
Davis Consulting Solutions LLC
Department of Environmental Protection

Eat'n Park Hospitality Group, Inc.
Ecolab, Inc.
Edith L. Trees Charitable Trust
Edwin R. Crawford Trust Fund
enkompas Technology Solutions
Essential Foundation (formerly Peoples Gas)
FedEx
First Commonwealth Financial Corporation
Gateway Health Plan
Giant Eagle Foundation
Google
Grable Foundation
Henderson Brothers, Inc.
Highmark Blue Cross Blue Shield
Huntington Insurance
Huntington National Bank
Intergroup Communications
Jeram Marketing
JG Direct Mail Marketing, Inc.
JustGive.org
Katherine Mabis McKenna Foundation
Kerry and Kristin Diehl Fund
KeyBank
KeyBank Foundation
Lawrenceville United
Leasure K. Darbaker Trust
Leonard A. & Mary Jane Schafer Charitable Foundation
Literacy Pittsburgh
Lombardo Industries
M & T Charitable Foundation
McGee Maruca & Associates, P.C.
Ohio Concrete Resurfacing, Inc.
Pittsburgh Foundation
PNC Bank
PwC
Richard King Mellon Foundation
Robert & Mary Weisbrod Foundation

Rosalie M. Murrer Charitable Fund
Roy A. Hunt Foundation
Rubinoff Realty
Schneider Downs
Senior Life Uniontown
Shear Family Foundation
Snee-Reinhardt Charitable Foundation
Spherion
State Farm Insurance Co.
Sturges Foundation
Swimmer Family Advised Fund
System 4 of Western PA
Target Corporation
Tippins Foundation
TRUIST/Frontstream
Tucker Arensberg, P.C.
Tudi Mechanical Systems, Inc.
ULINE
UPMC
VITALink, LLC
Wagner Family Charitable Trust
Walter F. and Ellen Nicoden Fund
WebbMason
William B. McLaughlin Charitable Trust

Employee Advocate (\$5,000+)

Mr. Robert F. Baker
Mr. Derek Coatney
Mr. & Mrs. James & Karen Larrimer
Mr. Mauro L. Macioce
Mr. Andrew Schaer
Mr. Jeffrey Sterling

Career Mentor (\$2,500 - \$4,999)

Mr. & Mrs. Donald O. Barth
Mr. James Elson
Mr. & Mrs. Shawn P. Hanlon
Mr. Justin A. Luzar
Ms. Kathleen Ryan
Mr. & Mrs. Michael J. Smith
Mr. Scot Stevens

Team Builder (\$1,000 - \$2,499)

Mr. Mark Albright
Mr. Anthony Benevento
Mr. & Mrs. Pat R. Bianconi
Ms. Heather R. & Mr. Alexander M. Cianfrocco
Mr. Damon Claus
Mr. & Mrs. Gary R. Claus
Mr. & Mrs. Daniel Costa
Mr. & Mrs. J. Ardie Dillen
Mr. & Mrs. Charles Dollins
Mr. James L. Dutey
Mr. & Mrs. Frank M. Hammond
Mr. & Mrs. Thomas B. Hotopp
Ms. Dianne Hu
Mr. John L. Kraus
Mr. David Lund
Dr. Dean B. McFarlin
Mr. & Mrs. Donald T. Menovich
Ms. Barbara Joan Novogradac
Ms. Michalina B. Pendzich
Ms. Wendy Roehrich Hall
Mr. James E. Scheuermann
Mr. Jason L. Sigal
Ms. Sonya Singleton
Ms. Marijane Treacy

(continued)

2020 Donors

Workforce Visionary (\$500 - \$999)

Mr. Raymond C. Amelio
Mr. & Mrs. Richard Dixon
Mr. James Droney
Mr. & Mrs. Robert J. Egan
Mr. Mark Gebrosky
Mr. Richard LaMagna
Mr. Christopher J. Mager
Mr. John O'Britz
Ms. Demeshia Seals
Mr. & Mrs. John G. Shortridge
Mr. Robert Stape
Mr. Richard C. Thomas
Mr. & Mrs. David Tobiczky
Ms. Jana Volante Walshak

Job Creator (\$250 - \$499)

Mr. Earl C. Benner
Ms. Angela M. Bidlack
Mr. Joseph Bruce
Mr. Gregory A. Chapman
Hanley Cox
Mr. C. Reath Edwards
Mr. Mario Farina
Ms. Suzanne Flood
Mr. & Mrs. Gregory Geary
Ms. La Vonne G. Harrison
Mr. Don Kalkbrenner
Ms. Jean King
Mr. & Mrs. Dirk B. Landis
Mr. Lynn Landis
Ms. Linda Lattner
Mr. Brian Marflak
Ms. Julia Ann Mosko
Mr. Mark Nootbaar
Ms. Shirley Olander

Dr. Sidney A. Rosenbluth
Mr. James Russ
Mr. Ronald Smith
Ms. Debra Valentine-Gray
Mr. & Mrs. Lee M. Weinberg
Mr. & Mrs. Albert Wells
Mr. Stephen M. Wolfe
Ms. Melissa Wolkiewicz

Skills Tutor (\$100 - \$249)

Ms. Maureen P. Andrews
Mr. & Mrs. Stephen
& Suzanne Baker
Mr. Mathias Barlat
Ms. Margaret L. Barpal
Mr. Fred C. Bean
Mr. & Mrs. Ralph E. Belsterling
Mr. Steven Bovan
Mr. & Mrs. Richard L. Byrne
Mr. Robert Carpenter Jr.
Mr. John Castellano
Ms. Michele Cole
Mr. & Mrs. R. C. Colver
Ms. Chris Crytzer
Mr. Jason Dalnoky
Mr. & Mrs. Ramon E. Dodson
Ms. Jeanne Downey
Mr. Gregory Dunn
Drs. Jonathon and Judith Erlen
Ms. Louise J. Faulkner
Mr. & Mrs. William Fetcko
Erin Flanagan
Mr. Mike Gable
Mr. Lewis Gardner
Mr. & Mrs. Daniel Gearing

Mr. Brian Goetz
Ms. Tiffanee Heywood
Ms. Katherine Anne Holter
Ms. Roberta B. Jones
Mr. Thomas C. Jones
Mr. Gaurav Kapoor
Ms. April Klein
Mr. Lawrence Kolarik
Mr. David Kosbie
Ms. Sherri M. Krieger
Ms. Mary Ellen Lammel
Mrs. Louise R. Malakoff
Ms. Christen M. Malone
Mr. & Mrs. Jack Marshall
Ms. Amy McCarron
Mr. & Mrs. Robert McCartney
Mr. Richard C. McElhinny
Mr. & Mrs. Kenneth R. Miller
Mr. & Mrs. James E. Niece
Mr. Robert O'Gara
Ms. Raeann Olander
Mrs. Rita M. O'Neill
Ms. Colleen Onu
Ms. Donna and Jeri Penrose
Mr. Christopher Pepper
Ms. Lori Preston
Mr. Carl R. Reisacher
Mr. Les Scales
Ms. Irene Schrecengost
Mr. John R. Seitz
Dr. Lester F. Shapiro
Mr. Brendan Shepherd
Ms. Susan Shipley
Mrs. Dwan R. Simmons
Mr. & Mrs. Phillip H. Smith
Mr. Peter Snook
Mr. H. Robert Spicher
Mr. & Mrs. Ray Steeb
Ms. Sandra Stefanic

Ms. Marylou Stefanko
Dr. Bogdan
& Mrs. Brenda Vasilescu
Ms. Melissa Vito
Mr. & Mrs. Karl E. Voigt
Mr. Daniel Waltman
Ms. Kelly Washington
Mr. Chris West
Mr. & Mrs. Ted and Sue Wilke
Mr. & Mrs. William
& Laurie Winslow
Mr. & Mrs. William J. Wiseman
Mr. & Mrs. Eric Wright
Mr. J. A. Wunderlich III
Mr. & Mrs. George A. Wyfker

Talent Coach (\$99 or less)

Ms. Jackie Abel-Stavropoulos
Mr. Kevin Akans
Ms. Heather Ayers
Mr. John Bartolini
Bishop & Mrs. George W. Bashore
Ms. Patricia Baucio
Mr. Barata Bey
Ms. Joyce Bieltz
Mr. & Mrs. Charles D. Bigler
Dr. Mark Blatter
Ms. Jen Bosack
Mr. & Mrs. Herbert J. Brankley
Ms. Nancy T. Brown
Ms. Marian T. Brown
Mr. Carl Bruning
Ms. Patricia Burkart
Mr. Benjamin Cain
Mr. & Mrs. John C. Carom
Mr. & Mrs. Frederick H. Colen

2020 Donors

Ms. Deborah Comay	Mr. & Mrs. Frank Hrala	Mr. & Mrs. John M. Petchar	Ms. Melissa Stefanyszyn
Ms. Ruth Crowe	Mr. & Mrs. Solomon Jarmell	Ms. Marsha Pietrone	Ms. Diane Suski
Ms. Laurie Cybulski	Ms. Joyce R. Johnson	Mr. Ernest Pinyot	Ms. Shannon Sweeney
Mr. Gary Darnell	Mr. William Kienzle	Mr. & Mrs. Edward J. Potocar	Mr. Jeff Tacina
Ms. Melva E. Deitt	Mr. Randy Klocke	Mr. Dean Privett	Ms. Cheryl Talerico
Ms. Heather DePalma	Ms. Nicole Lann	Mr. & Mrs. Thomas F. Quinn	Barbaros Tetikoglu
Ms. Amber Derek	Ms. Gabi Lloyd	Mr. & Mrs. Joel R. Redfoot	Ms. Cheryl Tichonevicz
Mr. & Mrs. Steven DeStefano	Lesly Lopez-Skinner	Ms. Lorraine B. Reed	Ms. Sherri Titus
Mr. John Dimoff	Mr. Ranjit Majumder	Mr. Matthew Rees	Mr. James A. Tortella
Mr. Thomas J. Dionise	Ms. Janet Manuel	Mr. Richard Roberts	Mr. & Mrs. William & Anne Turkowski
Mr. Joseph Downing	Mr. & Mrs. L. Glenn Matteson	Mr. Joseph W. Rodgers	Ms. Gaye Velar
Mr. & Mrs. John P. Dyba	Ms. Rachel Mauer	Mr. Richard Ruttinger	Mr. & Mrs. David L. Wallach
Mr. David Dzombak	Ms. Mallorie McCue	Mr. Andrew Sabo	Ms. Joy Weaver
Ms. Marion Edmunds	Mr. & Mrs. Merle E. McWilliams	Ms. Anna Satterfield	Mr. Stephen Weisser
Mr. & Mrs. Donald P. Eriksen	Ms. Carolyn Menard	Mr. & Mrs. Paul W. Schaugency	Ms. Tabatha Wendorff
Ms. Stephanie Eson	Ms. Tamica Mickle	Ms. Elizabeth A. Schlenk	Ms. Stacy White
Ms. Rose Field	Chris Miller	Ms. Brittney Schultz	Ms. Kimberly Williams
Mr. John H. Fischer	Mr. & Mrs. Jesse W. Miller	Ms. Victoria S. Settino	Rev. E. Philip Wilson
Mr. & Mrs. William Herman Foster	Mr. Patrick Miller	Maiika Sinha	Ms. Justina Yost
Mr. Gary Friedman	Mr. John A. Mills III	Mr. Michael Smith Jr.	Ms. Laura Yutzy
Mr. & Mrs. Patrick A. Fusco	A. Morris	Ms. Christine Srdoch	Mrs. Mary Zabielski
Mr. Michael Garito	Sharna Morris	Mr. & Mrs. Bruce D. Steckel	Mr. Robert Zehmisch
Ms. Heidi Gibson	Ms. Christina Morrow		
Mr. Leslie A. Goldstein	Dr. & Mrs. David V. Morse		
Mr. & Mrs. Frank Gorczyca Jr.	Ms. Rebecca Musoba		
Ms. Kimberly Greene	Ms. Donna Myers		
Mr. Ken Gress	Ms. Nancy Nawrocki		
Dana Grubbs	Mr. Richard C. Neill		
Mr. & Mrs. Robert H. Gustine	Mr. Robert Nickeson		
Mr. Gary R. Haag	Ms. Brittany Novak		
Mr. & Mrs. James S. Hamilton	Ms. Holly Opatick		
Mr. James E. Hann	Mr. David Oster		
Ms. Wendy Harpster	Ms. Elena Pascal		
Mr. & Mrs. Joseph P. Heiser	Ms. Barbara Pepper		
Ms. Ella Holsinger	Mr. & Mrs. Gerald and Beth Peszko		
Ms. Abigail Horn			
Mr. James Hornstein			
Ms. Rachel Hough			
Ms. Linda C. Howard			

In Memory Of

**Mr. James R. Fako and
Mr. Robert S. Foltz**

Mr. & Mrs. Donald T. Menovich

Rudy and Theresa Sukits

Mr. Richard LaMagna

In Honor Of

Mr. Anthony Bultz

Ms. Nancy Nawrocki

Ms. Annette K. Hostoffer

Mr. Robert O'Gara

Mr. David Lund

Mr. C. Reath Edwards

Elizabeth Young

Ms. Christina Morrow

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 Commercial Services, Inc. Northside Common Ministries

Donate to Goodwill

www.goodwillswpa.org/donate-money

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

Thrift 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
Penn Hills
Robinson Township
Rochester
South Side
Uniontown
Washington
West Mifflin

North Central West Virginia

Bridgeport
Buckhannon
Elkins
Fairmont
Grafton (coming soon)
Morgantown
Morgantown Outlet
Westover

Donation Express Center

Southwestern Pennsylvania

Wexford

Connect with Us!

 facebook.com/goodwillswpa

 twitter.com/gwswpa

 instagram.com/goodwillswpa

 youtube.com/goodwillswpa

Board of Directors

Officers of the Board

Shawn P. Hanlon
Chairperson

David Lund
Vice Chairperson

Wendy L. Roehrich Hall
Secretary

John Kraus
Treasurer

Michael J. Smith
President/CEO

Directors

Raymond C. Amelio

Josh Askews

Mathias Barlat

Anthony Benevento

Damon Claus

Derek Coatney

James M. Droney

Mario Farina

Don Kalkbrenner

Lynn M. Landis

Mauro Macioce

Christen M. Malone

John A. Mills III

Mark Nootbaar

Demeshia Seals

Jason L. Sigal

Ray Steeb

Scot Stevens

Robert Tiskus

Marijane Treacy

Debra Valentine-Gray

Jana Volante Walshak

Chris West

Honorary Members

Rev. Larry P. Homitsky

Bishop Cynthia Moore-Koikoi

James C. Roddey

Emeritus Members

J. Ardie (Butch) Dillen

John C. Krouse

Karen Larrimer

Morton D. Stanfield

Jeffrey W. Sterling

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, 2020

2020 Financial Statements

Consolidated Statement of Financial Activity

For Fiscal Period July 1, 2019 through June 30, 2020

Revenue:	2020	Percent of Total	2019
Gross Sales	\$34,336,037		\$41,330,133
Salvage Income	2,112,365		2,706,703
Less: Cost of Goods Sold	(7,273,461)		(8,767,279)
Net Retail Revenue	29,174,941	61%	35,269,557
Government Grants	7,367,121	15%	9,565,211
Program Service Fees	6,721,076	14%	7,318,231
Contributions	3,848,913	8%	1,802,326
Investment Income	88,658	0%	89,077
Gain on Sale of Assets	0	0%	84,816
Rental and Other Income	945,870	2%	746,381
	\$48,146,579	100%	\$54,875,599
Expenses:			
Program Services:			
Retail Services	\$26,034,852	51%	\$29,245,253
Program Services	15,219,916	30%	17,672,018
Occupancy	2,081,166	4%	2,177,072
Mission Logistics	1,574,148	3%	354,599
Supporting Services	6,030,692	12%	5,702,084
	\$50,940,774	100%	\$55,151,026
Consolidated Change in Net Assets:	(\$2,794,195)		(\$275,427)

*Negatively impacted by forced closures due to COVID-19.

Consolidated Statement of Financial Position

For Fiscal Period July 1, 2019 through June 30, 2020

Assets	2020	2019
Cash and Cash Equivalents	7,139,075	3,111,686
Accounts Receivable	4,138,688	4,618,905
Other Current Assets	1,651,105	1,753,580
Investment	1,520,138	1,692,528
Property and Equipment, Net	13,824,543	10,627,301
Total Assets	\$28,273,549	\$21,804,000
Liabilities and Net Assets		
Notes Payable - Short Term	2,245,175	1,184,897
Accounts Payable	2,602,540	1,661,411
Accrued Expenses	6,068,105	4,735,611
Deferred Gain	1,134,595	1,212,415
CARES Act loans	6,553,000	0
Notes Payable - Long Term	2,099,455	2,644,792
Total Liabilities	\$20,702,870	\$11,439,126
Net Assets		
Without donor restriction	5,614,271	6,392,336
With donor restriction	1,956,408	3,972,538
Total Net Assets	\$7,570,679	\$10,364,874
Total Liabilities and Net Assets:	\$28,273,549	\$21,804,000

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 is an Equal Opportunity Employer/Program. Goodwill SWPA does not discriminate based upon race, religion, color, national origin, gender (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity, gender expression, age, status as a protected veteran, disability, or other applicable legally protected characteristics. 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.

A Statement about Diversity, Equity and Inclusion from Goodwill SWPA

Since our founding in 1919, the core of our mission is the belief in the potential that lies within each and every human being. The work that we do seeks to eliminate barriers that prevents any individual from the opportunities before them in reaching their fullest potential, regardless of race, religion, color, national origin, gender (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity, gender expression, age, status as a protected veteran, disability, or other applicable legally protected characteristics.

Goodwill cannot and will not tolerate racism or other social injustices in any form and all that it does to destroy the lives of individuals, families and the greater good of our communities. Our organization is committed to speaking up and calling out such injustices to all marginalized people that are bred by hatred and intolerance which prevent those among us from having the same opportunities in life.

We support those who come together peacefully in wanting to create positive change. But we must ensure that this time their voices are not disregarded once again, and their message is heard loud and clear. In the words of Winston Churchill "Those who fail to learn from history are condemned to repeat it."

As an important community institution, Goodwill SWPA will work to be a vital part of accelerating needed change:

- *We will implement our own comprehensive diversity, equity and inclusion strategy.*
- *We will stand with others in the community to promote healing.*
- *We will play a lead role in stronger advocacy.*
- *We will institute programs, policies and practices focused on creating a community that is fair and equal for all. Racism and other social injustices should have no place in our nation's present and cannot be part of our future.*

We must put our perceived differences aside and join forces to affect change. We can be much stronger together!