



GoodWORKS



Meet Interim President/CEO Bob Stape

Robert Stape has been appointed as Interim President/CEO after serving in various roles since joining Goodwill SWPA more than two decades ago. He has been responsible for the overall operations of the organization including Donated Goods Retail, Human Resources, Risk Management, Loss Prevention, Facility Management, Real Estate Management, and Distribution and Logistics, as well as the Mission Logistics, LLC, UniqueSource, and SourceAmerica contracts. Bob holds a BS degree from Geneva College and MBA from Waynesburg College. He is also a graduate of the Goodwill Industries International Executive Development Program.

President/CEO Mike Smith Announces Retirement

Mike Smith, President/CEO, retired in October after 20 years of leading Goodwill SWPA. During his tenure, Smith has been a tremendous leader who always moved the organization forward. Robert Stape, Chief Operating Officer, Senior Vice President and Chief Compliance Officer will serve as Interim CEO while the Board of Directors partners with an executive search firm to conduct a nationwide search for Smith's replacement.

Since becoming President/CEO in 2002, Smith has led unprecedented growth for Goodwill. When he first assumed the role, Goodwill operated 20 thrift stores and employed over 600 people. Today, the organization is one of the region's largest and most impactful human services nonprofits with 34 thrift stores and almost 1,200 employees in southwestern Pennsylvania and north central West Virginia.

"My decision to retire is bittersweet because I have been with our organization for more than 33 years. Our mission is what has kept me at Goodwill all these years," said Smith. "I am extremely proud of all the lives we have been able to change, and the impact Goodwill has made in the community. The future of our organization looks positive because I believe I have accomplished my goals as President/CEO."

Under Smith's leadership, Goodwill developed new programs such as youth transition services and digital skills training, launched businesses including a robust e-commerce division and the Mission Logistics trucking company, and completed successful mergers with Northside Common Ministries and YouthWorks. Over the last two years, he has also been a passionate leader and



Mike Smith

change agent for Goodwill's Diversity, Equity, Inclusion and Belonging initiative.

"Throughout his career, Mike has been a huge asset to our community and a champion of those we serve," said Marijane Treacy, Chairperson of the Board of Directors. "He's an example of the kind of thoughtful, dedicated leader every organization would envy in times of calm and crisis. On behalf of Goodwill's entire Board of Directors, we wish Mike a wonderful retirement." ●

Golf for Goodwill Brings in the Green

The 22nd Annual Golf for Goodwill outing was held at the Pittsburgh Field Club on September 12. A sold-out crowd of nearly 130 golfers enjoyed 18 holes of golf, a cocktail hour, luxury silent auction and sumptuous dinner. Thank you to the golfers, volunteers and generous sponsors for helping to raise \$100,000 to support Goodwill's more than 50 programs and services.

(continued on page 5)

Proudly Saying Goodbye

By Michael J. Smith
President/CEO



Goodwill will always be a part of my life!

Having spent the last 33 years of my career with Goodwill, it is with mixed emotions that I retire and say goodbye. Thinking about what to say, I recently received a gift plaque that reads: *“May you **BE PROUD** of the work you have done, the person you are, and the difference you have made. **Happy Retirement.**”* I couldn’t think of a better way to express some parting thoughts using those words.

I am extremely **PROUD** of the impactful work we have done during my three decades. It was truly our mission that kept me here for all those years knowing that the work we did every day helped hundreds of thousands of people “improve their quality of life.”

I am **PROUD** of the person I am. From the very start my principles and values aligned

with Goodwill’s; along the way I had the pleasure of working with so many incredible people, some I considered mentors that helped me be a better servant leader. I am proud that I treated everyone with the same dignity and respect whether they were an employee, program participant or volunteer and their station in life. It was important that they felt like they were part of the Goodwill family. And I always remained transparent, accessible and approachable.

And I am **PROUD** of the difference I made not only within our Goodwill, but also in the community through our retail thrift stores and other businesses, partnerships, collaborations and various mergers. Our successful fundraising and capital campaigns helped us purchase our beautiful debt-free Lawrenceville Campus and build a solid foundation for continued growth and expanded capacity to serve even more! As the leader, I have made a difference, but I quickly acknowledge that I could not have made it without those I will thank shortly.

I had set my retirement date before the pandemic began but delayed those plans when realizing we were facing the most threatening challenge in our 103-year history. Fast forward to today, and we are financially stronger than ever, so it was time to revisit those retirement plans. And with additional medical challenges, I moved up the date so I can focus on my health and enjoy that “well deserved” retirement everyone talks about!

There are so many people to thank! Our dedicated Board of Directors; great Executive and Leadership teams; a wonderful Executive Assistant; more than 1,200 other hardworking employees within the Goodwill family; all the people we served; my colleagues from other Goodwills; our foundation community; millions of Goodwill customers and donors; and of course, my family. Without all of you I wouldn’t have been able to accomplish my goals, so thank you from the bottom of my heart! It has been an absolute honor and pleasure to have served this incredible organization for so long.

As I said in the beginning, **Goodwill will always be a part of my life** as I have countless memories to carry me through my retirement.

My most sincere and heartfelt wishes for continued success. ●



Michael J. Smith Goodwill Campus
Dedicated October 4, 2022



The Goodwill SWPA Board of Directors named the Goodwill Lawrenceville campus in honor of Mike Smith. A framed photo of the campus was presented to Smith at the October 4 meeting.

Sarah Explores Job Options

As an approved statewide pre-employment transition services provider for the Office of Vocational Rehabilitation (OVR), Goodwill offers supports to high school students with disabilities as they move from school to post-school life. Students like Sarah are provided community-based learning experiences to gain the knowledge and skills needed to obtain competitive employment or to transition to post-secondary training.

Sarah has taken full advantage of the programs offered through Transition Services and appreciates that her learning experiences were tailored to her location, skills and interests. She has already completed the UPMC Project SEARCH employment preparation program and a paid work experience in the Nutrition Services department at Upper St. Clair High School.

Currently, Sarah is enjoying another paid work experience with Eat'n Park. She said she really likes the people she works with at the South Hills Village location, and it's no surprise the feeling is mutual as Sarah brightens any room she enters.

"We have never had someone lighten the atmosphere so much," according to her managers. "We love having her here as a team member."

For more information about Transition Services, contact Clare Hann at 412-670-9182 or clare.hann@goodwillswpa.org. ●

Sarah



Chelle

Chelle Lightens Transportation Burden

Chelle has been a Tractor Trailer Driver with Goodwill for more than 10 years. While he has always enjoyed the different scenery and skill-building that this career has afforded him, Chelle insists that Goodwill's Mission Logistics trucking company changed the culture of driving for him. He says he feels like a valued member of the team of nearly 20 truck drivers that makes more than 1,200 pickups monthly. He also appreciates that his supervisors are willing to work with his schedule.

Chelle and the rest of the Mission Logistics team make deliveries of non-perishable commodities during non-peak times using Goodwill's existing fleet of eight box trucks and two tractor trailers when they are not filled to capacity. This unique model has re-engineered excess fleet and staff to solve a growing business need for organizations while generating revenues to benefit Goodwill programs and services. ●

Recent Grants Awarded to Goodwill

Thank you to the following foundations that recently made generous gifts to Goodwill:

- Hillman Family Foundations:
Mission Logistics
- The Grable Foundation:
YouthWorks programs ●

Coty is a Valued Member at Union Station Clubhouse



Coty

Coty is one of many members at Union Station Clubhouse, a community of people who are working toward a common goal to get their lives back. This Goodwill program offers people living with mental illness the opportunity to recover and fully participate as respected and valued members of society.

Since joining the Clubhouse in 2016, Coty has made great progress in regaining his independence. With support from staff, he secured a job working in the processing department at TJ Maxx, opened bank accounts so he can easily manage his finances, and created a weekly transportation

schedule to ensure he has reliable way to get to and from work. Coty's persistence in reaching his goals serves as an example for other Clubhouse members wanting to reach their full potential.

Any Fayette County resident aged 18-years-old or older with a primary mental health diagnosis is eligible for referral to Union Station Clubhouse. The Clubhouse is a psychiatric rehabilitative facility where members have the opportunity to gain work skills by helping to run the Clubhouse, transition to employment, continue their education, and socialize with new friends.

For more information about Union Station Clubhouse, call 724-439-9311 or email info@unionstationclubhouse.org. ●

Mary Manages and Shops at Westover Store

Mary loves to shop at Goodwill stores. She not only finds great deals thanks to the many ways to stretch a dollar, but she also enjoys the wide array of unique goods and collectibles she finds in the vast inventory of donated goods. Some of her favorite purchases are a Mayan calendar and collection of purple glassware.

Mary now supports Goodwill as both an avid shopper and dedicated employee. As Assistant Manager at the Westover store, she enjoys the unique challenges that come with working in a thrift store. Whether helping customers find a one-of-a-kind item or combing



Mary

through interesting donations with fellow team members, Mary will go above and beyond to help others out and make them feel valued. ●

GoodPerks Offers Ways to Save

While shoppers can always find great deals at Goodwill stores, the GoodPerks loyalty program offers even more ways to save. GoodPerks members are the first to receive news about upcoming promotions, ongoing discounts and sales, and exclusive discounts right to their email inbox. Start enjoying these perks—and receive 10 percent off your next Goodwill purchase—by signing up for the GoodPerks loyalty program at any area retail store or online at goodwillswpa.org/goodperks. ●



GoodPerks
Exclusive Email Discounts
for Goodwill Shoppers

Golf for Goodwill Brings in the Green

(continued from page 1)

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Above: Wayne Gregg, far left, shares the course with a team from Gregg Services, one of the presenting sponsors.

Left: Ken Stancovich and friends from presenting sponsor enkompas Technology Solutions enjoy a beautiful day for golf.



Left: Martin Perry of Newmark Pittsburgh takes to the links as one of three presenting sponsors of the 2022 Golf for Goodwill outing.

Right: Larry Richert, KDKA-AM Radio host, served as the emcee for the Golf Outing closing program.



Belle Vernon Opens New Bagless Store

Goodwill celebrated the grand opening of its newest store in Belle Vernon on September 28 with a Halloween-themed event featuring staff dressed up in costumes to inspire spooky dress up ideas for shoppers. Goodwill representatives and community leaders took part in the ribbon-cutting ceremony at the store located at 460 Tri County Lane, just minutes from its previous location on Findley Road.

“Belle Vernon has long been an excellent Goodwill store location,” said Andrew Marano, Interim Chief Operating Officer, Donated Goods Retail with Goodwill. “This is why we are so excited to move to this new spot. We know Belle Vernon shoppers will enjoy this location even more.”

Belle Vernon follows the new prototype for Goodwill stores opening in the area over the last decade. The store space was designed specifically for Goodwill’s unique operations with production and donation

areas arranged for maximum efficiency and wide open shopping spaces. The 19,000 square foot store includes 8,500 square feet of sales floor and employs 20 people.

Belle Vernon is also one of the first Goodwill stores in the region to go “bagless.” To help reduce waste, plastic bags will not be offered at checkout. Shoppers are encouraged to bring their own reusable bags, grab a free box to use, or buy reusable fabric bags for \$1. Goodwill plans to go plastic bagless in all area stores by early 2023 in an effort to help reduce the waste of over 33,000 plastic bags in just one year at Goodwill SWPA stores. ●

Ryan Fletcher, Goodwill Cares Coordinator, and Bonnie Mason, Regional Director, greeted store visitors to the grand opening of the new Belle Vernon store.



Above: The Belle Vernon store’s new, large sales floor features a great selection of items to meet the buying needs of the community.

Right: Many of the employees got into the spirit of the Halloween-themed activities by dressing up in fun and unique costumes.



Ethan Enjoys Helping Others at West Mifflin

When Ethan was in high school, he had the opportunity to work with students with disabilities. This experience not only taught him compassion, it also inspired him seek a job with Goodwill, where he could leverage his interpersonal skills to continue helping others. As a Retail Associate at the West Mifflin Goodwill store, Ethan enjoys meeting customers and hearing their stories.

Ethan is a fan of Goodwill's contributions to the community as well as its amazing thrift stores. When he isn't working at the West Mifflin store, Ethan can be found browsing the aisles for his next purchase. Ethan was excited to come across a \$20 laptop one time since he enjoys fixing and building computers in his spare time. ●



Ethan

GED Credential Helps Breeanna Find a Job

Breeanna first came to Goodwill in 2014 to earn her General Educational Development (GED) credential but was unable to complete classes when she took on a full-time job. However, she returned to Goodwill in 2021 to finish what she started when she learned she was pregnant. With a one-year-old at home and another child on the way, the time was right for Breeanna to take the next step toward her career goals.

When taking the GED practice test, Breeanna noticed her scores had dropped since 2014. While there were moments when she felt discouraged and wanted to give up, Goodwill staff cheered her on with calls and texts. This strong show of support encouraged her to persevere and earn her GED credential so she can explore a career in short-term medical training after she gives birth.



Breeanna

Goodwill provides the support individuals need to earn their GED credential and take the next step in their careers. Both online and in-person classes are offered during the day and

evening. Test scholarships are available to those who qualify, and students can take the GED test at Goodwill. Students who would like help to obtain employment after earning their credential can receive additional support such as digital skills training and job search services.

For more information about Education and Testing Services, visit goodwillswpa.org/education. ●

Goodwill Receives CARF Accreditation

Accreditation has been extended through June 2025 for several Goodwill programs and services by the Commission on Accreditation of Rehabilitation Facilities (CARF) International, an independent nonprofit accreditor of health and human services. This is the seventh consecutive three-year CARF accreditation that Goodwill has received for its employment programs. Additionally, the latest accreditation report identifies no recommendations, which is an accomplishment that is achieved in only three percent of CARF surveys. ●



Free CDL Program Available for Youth

Knowing there is a tremendous need for truck drivers in today's job market, Goodwill's YouthWorks has introduced a new program that enables young people to obtain the skills and credentials needed for the Pennsylvania Class A Commercial Driver's License (CDL). Participants receive free training and a weekly stipend, along with additional supports including transportation assistance, financial literacy, housing assistance, employment services, and mentoring and leadership skills.

Saa'id successfully completed the eight-week training program that prepares participants to take the Class A CDL knowledge, skills and road tests. He is now gaining practical experience with Goodwill's Mission Logistics transportation and distribution service.

"This program has broadened my horizons of the trucking industry and showed me that transportation runs

the world," according to Saa'id. "Once I gain enough trucking experience, I plan to open my own business someday."

The Pennsylvania Class A CDL program is open to Allegheny residents between the ages of 18 and 24 who are out of school and have been involved with the justice system. Participants must have a valid Pennsylvania driver's license and have completed their primary COVID-19 vaccination series.

For more information or to enroll in the CDL program, contact Morgan Matthews at 412-632-1742 or morgan.matthews@goodwillswpa.org. ●

Pittsburgh Magazine's givebig PITTSBURGH

Make a Plan to Donate on Giving Tuesday

In conjunction with Giving Tuesday, Pittsburgh Magazine will once again host its Give Big Pittsburgh campaign to provide a simple way to connect donors to the charitable causes they care about most. On November 29, visit givebigpittsburgh.com to make a donation to Goodwill and/or other participating nonprofits. In the meantime, spread the word about the important work Goodwill does and raise awareness of the 24-hour online fundraising campaign by posting on Facebook, Twitter and Instagram using the hashtag #GiveBigPittsburgh. ●

Sonya Provides Second Chances

Sonya believes it's important to find a connection with the people she is helping. Goodwill's LifeLaunch: Ignite reentry program personally spoke to her, so Sonya chose to join the team as a Program Specialist. In this role, she helps young adults who have been involved with the criminal justice system work toward a better future.

The LifeLaunch: Ignite team works with local businesses that see people for the value they can bring—rather than their difficult pasts—and are willing to give them a second chance. Sonya is hoping to identify new partners to expand the training and employment assistance opportunities so participants can prepare for a good job and enjoy a bright future. ●



Sonya



Saa'id



Goodwill's High School Equivalency students celebrated their graduation at a ceremony in September

High School Equivalency Students Graduate

Goodwill celebrated the accomplishments of 30 High School Equivalency students at a September graduation ceremony held at the Workforce Development Center.

"We are extremely proud of the graduates from our Education programs," said Laurie Cybulski, Director of Education and Testing. "Our students have put in hours of class work while holding down jobs and parenting. Their dedication and sacrifice show that they have what it takes to continue to achieve even more as they go forward."

Andrea Simmons spoke on behalf of the graduating class. Simmons obtained her GED® with classes through Goodwill

in 2020, completed UPMC's Patient Care Technician program, and is now working at UPMC Mercy. ●



Bob Stape, Goodwill SWPA Interim President/CEO, made remarks congratulating the GED graduates on their achievements.

CALLING ALL Guys and Ghouls

Create fang-tastic looks from unique, affordable costumes and accessories found in the Halloween Boo-tique at Goodwill stores.

Visit your
local store
TODAY!



**HALLOWEEN
BOO-TIQUE**

People of Goodwill

Project SEARCH Coordinator Attends Annual Conference

Elin Renstrom, Project SEARCH Coordinator, recently attended the Project SEARCH 2022 Annual Conference in Baltimore where she heard about past success stories, current trends and what's to come. Renstrom also had the opportunity to meet Project SEARCH co-founders Susie Rutkowski and Erin Riehle.



Brian Minefield, left, started as a Cashier at the Monroeville store just under a year ago and was recently promoted to team lead after completing management training with **Cassie Lepsch**, Store Manager. **Gretchen Peterson**, Retail Training Specialist, was also instrumental in Brian's training. ●

Give Back Program Helps Those in Need

In 2021, Goodwill established the Give Back Program in response to the devastating impact of the COVID-19 pandemic. Through partnerships with 82 organizations across southwestern Pennsylvania and north central West Virginia, 4,669 individuals received a total of \$200,000 in Give Back Cards to purchase items at any Goodwill store in the area last year. Goodwill has continued the program for a second year and is working to distribute \$250,000 in Give Back Cards with existing and new partner organizations to help even more people who are facing hardships.

For more information about the Give Back Program, visit goodwillswpa.org/give-back. ●

Support Goodwill's Work in Fayette County

The Community Foundation of Fayette encourages community members to donate to Goodwill and/or other participating charities during this year's Fayette Gives fundraising marathon on Thursday, November 10. Donations made at fayettegives.org and designated for Goodwill SWPA between 8 a.m. and 8 p.m. will be enhanced by a prorated percentage of the bonus pool. ●

Donate to Goodwill by Shopping at AmazonSmile

AmazonSmile is a quick and easy way to support charitable organizations like Goodwill at no extra cost when shopping at Amazon. The AmazonSmile Foundation will donate 0.5 percent of the purchase price from any eligible purchases to Goodwill when shoppers select Goodwill SWPA from the list of participating organizations.



For more information about other ways to give, call 412-632-1941 or email goodwill.donations@goodwillswpa.org. ●

A Store Near You

Renovations Lead to Happy Customers

There is nothing quite like a touch up and renovation to make an older store look brand new again. With these simple changes often comes a renewed enthusiasm for shopping at the store.

Mike Lachie, North Huntingdon Goodwill Store Manager, has seen this happen recently with the renovation of the store that features new flooring, counters, fixtures and LED lighting. Visitors also are enjoying the addition of new counters and registers all flanked by beautiful window blinds and decals on the freshly painted building.

Halloween is a favorite time of the year for employees like Caesar Bell at the newly renovated North Huntingdon store that features a newly painted and upgraded sales floor.



Cherie Parrot and Mariah Polishak, Ware Processors, sort goods at the North Huntingdon store.

“The renovation is much more organized and makes the floor look more spacious,” says Mike Lachie, Store Manager. “The LED lighting is really nice as you can really see the wares. Our customers love the new look.”

The 10,000 square foot store is tucked away behind a shopping plaza off of Route 30, which sometimes means people do not know where to find their favorite Goodwill store in the area. But Lachie says the store has always enjoyed good foot traffic. Part of the reason, he says, is because the store is blessed with good donations from some of the residents in the nearby neighborhoods. He said it is not unusual to receive quality items with the tags still on them.

In addition to the quality goods, Lachie is quick to add that his employees are the bread and butter of the success of the store.

“Our customers say everyone is nice; we provide world class customer service,” explains Lachie. “We have a stable management team that complements each other and sets the example for all employees. They treat everyone with kindness, which flows downhill to the customer. I think a lot of people stop in just because we treat them so well.” ●

About the North Huntingdon Store Location:

- **Location:**
8755 Norwin Avenue
North Huntingdon, PA
15642
- **Staff:**
24 employees:
5 full-time; 19 part-time
- **Store Hours:**
Monday-Thursday
10 a.m. to 7 p.m.
Friday-Sunday
10 a.m. to 8 p.m.
- **Telephone:**
724-864-2980



Goodwill of Southwestern Pennsylvania

Robert S. Foltz Building
118 52nd Street
Pittsburgh, PA 15201
goodwillswpa.org

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1-888-30-40-CAR for
more details.

Goodwill of Southwestern Pennsylvania

Robert S. Foltz Building
118 52nd Street, Pittsburgh, PA 15201
412-481-9005 goodwillswpa.org

Affiliates

Goodwill of North Central West Virginia

1-888-4GW-NCWV (1-888-449-6298)

Goodwill Commercial Services, Inc.

412-913-1982

Northside Common Ministries

412-323-1163

Our Mission

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

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,
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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.

Goodwill SWPA is CARF accredited.

Alternative formats are available upon request.
Your comments and suggestions are welcome.

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Give to Goodwill at goodwillswpa.org/donate-money

Goodwill Employees Are Being Heard

"Everyone Belongs" is the central theme of the
diversity, equity, inclusion and belonging strat-
egy at Goodwill SWPA. One of the best ways
to bring this message home is through listening
to employees and being sure
they are heard.

Numerous listening
sessions have been held with
Goodwill employees over
the last few months as the
organization begins to assess
what makes employees feel
like they belong. Led by
Jessica McConnell, Director of
Diversity, Equity, Inclusion &
Belonging (DEIB), the confidential sessions
include in person and virtual focus groups and
one-on-one meetings.

"Every employee, from the front-line
worker to the CEO, was invited to participate,"
explains McConnell. "We value feedback from
all employees and these meetings will lead to a
better culture of belonging at Goodwill."

Some of the questions asked at the
sessions included:

- Have you ever felt left out at the organization
– either in work practices or socially?
- What are some barriers people might not see
but impact your ability to participate fully in
the organization?
- Do you have any experiences of
masking (hiding) or downplay-
ing aspects of yourself at work?
- What are some ways that
Goodwill can be more inclusive?
- What behaviors do people
need to see from leadership/
executive team members to
believe an inclusive culture is
a top priority?



Information from the meetings will be used to
create more ways for employees to interact and
share how they belong. One result is employee
resource groups that will meet regularly to start
looking at more employee-focused diversity,
engagement, inclusion and belonging initiatives
that can be offered in the future.

*For more information on the DEIB initiative at
Goodwill, visit goodwillswpa.org/dei.* ●