



GoodWORKS

Project LIFE Helps Bobby Become Independent

Project LIFE was inspired by the idea that all students, regardless of disability, deserve to experience a successful future. This proven transition program combines classroom education and life skills training with hands-on work experiences to prepare students with disabilities for adulthood. When equipped with skills for work and daily living, students like Bobby can grow into confident and capable citizens.

After completing the Transition WORKS! program and Community Work Instruction (CWI) in a Goodwill store, Bobby has continued to strengthen his skills through the Project LIFE program. He enjoyed work experiences in retail,

housekeeping and accounting before his current rotation in e-books. All Project LIFE rotations were decided based on Bobby's needs, preferences and interests to build a strong foundation for future employment and greater independence.

Project LIFE has been impacting the lives of students like Bobby since Butler Tech first launched the program in 2007. Goodwill's replication of



Project LIFE was introduced in 2022 and made possible, in part, by funding from The Friends of Butler Tech and the Mitsubishi Electric America foundations.

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

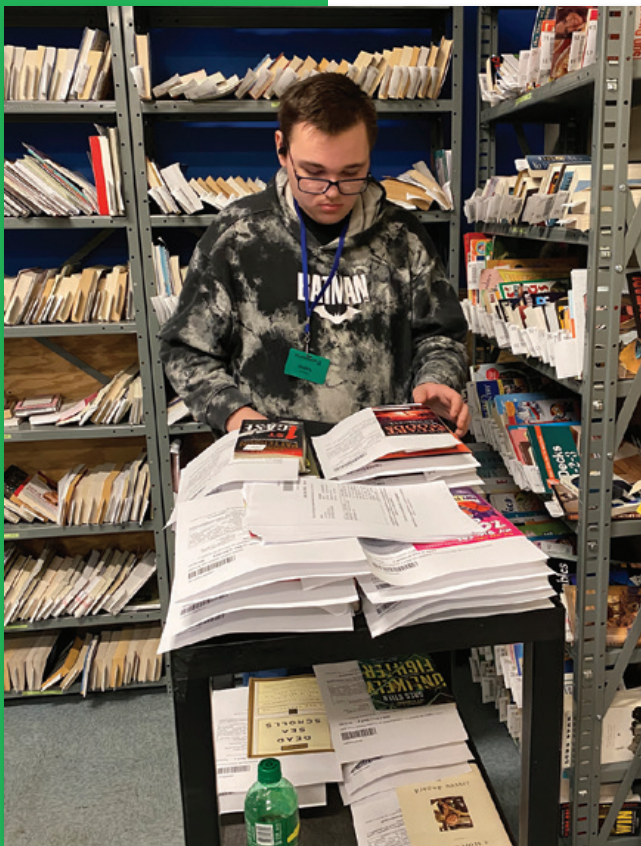
All Goodwill Stores to Go Bagless in 2023

Did you know the average American throws away approximately 500 plastic bags every year?

To help reduce single-use plastic waste, Goodwill SWPA will eliminate the use of plastic bags in its 34 area stores during early 2023. Shoppers are encouraged to help Goodwill help the environment by using a free box from the store, bringing their own

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Bobby



Change is the Only Constant in Life

By Bob Stape
Interim President/CEO



The Greek philosopher Heraclitus is noted for saying “change is the only constant in life.” Nowhere is that more true than right now in our history at Goodwill SWPA. As most of you know, Michael Smith recently retired as our President/CEO, bringing forth a change in our top leadership for the first time in more than 20 years.

While a change in leadership can provide some anxious moments, Goodwill is well positioned to continue its constant, successful role in the community. We are remaining true to our mission to help people overcome barriers to employment and enjoy the dignity and benefits of work and improved quality of life. Our focus remains squarely on 2023 as we implement our plans to reach out to those throughout our region

in order to serve as we have done for more than a century. This includes enhancing our work to support participants, employers and team members to meet the needs of our community.

As we look forward to the next phase in our leadership, please know that we have a strong foundation, and we will build on that foundation with goals to continue to innovate and grow so that we can thrive in a challenging economic and funding atmosphere. Our amazing team at Goodwill will remain focused on serving and communicating the great things we are doing now and in the future. We also remain grateful to our donors, partners and shoppers who make our mission possible.

Our history is filled with impactful stories of the work we have accomplished in our community over the years. We look forward to writing the next new stories that will set the course for making Goodwill SWPA even more impactful over the next 100 years. ●

Power of Work Awards Set for April 21

Since the Power of Work Awards were introduced in 1997, Goodwill has recognized more than 65 southwestern Pennsylvania area businesses that bring hope and stability to the lives of people with disabilities and other employment barriers. This number will grow when Goodwill celebrates this year’s honorees at the 26th annual Power of Work Awards ceremony on April 21 at the Sheraton Station Square.

Join fellow Goodwill supporters to hear inspiring stories and celebrate the

extraordinary workforce development efforts of local businesses and their impact on the community. The Power of Work Awards recognizes businesses in two categories – those that HIRE people with disabilities and/or other barriers to employment; and those that HELP workforce development by going the “extra mile” to offer work-related support and experiences. Event sponsorships and tickets are available now for purchase at goodwillswpa.org/powerofwork.

For more information about the Power of Work Awards, contact Elaine Malcolm at powerofwork@goodwillswpa.org or 412-609-0513. ●





Team Members Focus on DEIB Initiatives

As part of its ongoing commitment to diversity, equity, inclusion and belonging (DEIB) initiatives at Goodwill SWPA, team members have been actively participating in listening and learning activities over the last several months.

Team members from across the organization will soon join together for Goodwill SWPA's second annual DEIB Summit to learn about the work that has been accomplished over the past year in the organization, including key findings from focus groups conducted by Jessica McConnell, Director of DEIB. Team members will also learn more about the vision and focus areas for 2023.

Guest speaking at the Summit will be Sertrice Grice, Co-Founder of Mattingly Solutions and Co-Author of the book, "Inclusalytics: How Diversity, Equity, and Inclusion Leaders Use Data to Drive Their Work." Grice will also present on belonging in the workplace.

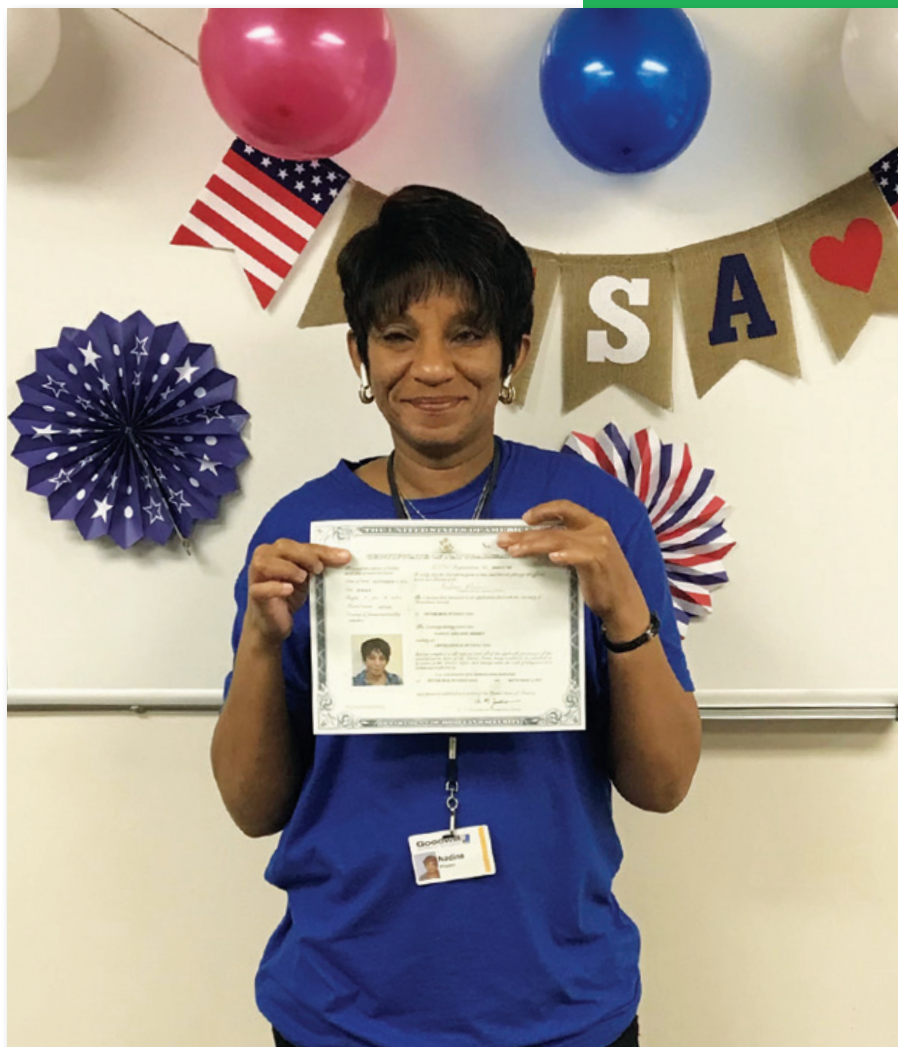
Lastly, all team members have been invited to join Employee Resource Groups (ERGs) to connect, discuss challenges, and get support from individuals who share similar characteristics or life experiences. These team member led voluntary networks, which are sponsored by Goodwill, are being formed based on shared characteristics or background to foster a more diverse, equitable and inclusive workplace. ●

Nadeen Becomes a U.S. Citizen

Goodwill helps to change the lives of thousands of people like Nadeen every year. A native of Montego Bay, Jamaica, she emigrated to New Jersey with her sister when they were children. Nadeen eventually relocated to Uniontown, Pennsylvania, where she continues to reside and work as a Production Team Lead at the Fayette Workforce Development Center.

Nadeen likes working at Goodwill to support the organization's wide range of programs and services for people in the community. She also appreciates that Goodwill provides team members with opportunities to work, grow and learn so they can improve their quality of life. In fact, Nadeen's future is looking very bright after completing Goodwill's free citizenship classes and passing the United States Citizenship and Naturalization test. ●

Nadeen



West Liberty Donation Express to Open Soon

To provide a quick and easy way to donate gently used items, Goodwill will open another Donation Express location at 2571 W Liberty Avenue in February 2023. This location will be staffed by two to three full-time employees, open 10 hours per day and seven days per week, and have a drive-up area for convenience.

The Donation Express locations are designed to act as a complement to retail stores, providing much-needed additional donation sources. Retail stores typically only receive only about two-thirds of the donations needed to adequately stock the sales floor. Additionally, Donation Express locations serve as training sites for Goodwill program participants looking to build customer service and soft skills. ●

Goodwill

DONATION EXPRESS



Goodwill is a Calling for Chris

As a parent of a child with autism, Chris knows first-hand the importance of supporting people with barriers. This outlook is why he considers his life-changing work with Goodwill a calling rather than just a job.

Chris is proud to be part of the caring, dedicated and passionate team of Goodwill employees who make a real difference in their communities every day.

As Chris continues to settle into his new role of Assistant Store Manager at the Banksville store, he hopes to connect even more shoppers to goods just as Goodwill connects people to possibilities. ●

Chris



Gianna

Gianna Finds Success with GED Program

Research shows that individuals with a high school equivalency (HSE) diploma can expect to earn more money in their lifetimes than those without the credential. Earning power is just one of the reasons Gianna turned to Goodwill when she wanted to pass the GED test. She knew she may need help to brush up on subjects such as reading, writing, math, science and social studies.

Though Gianna quickly passed her science exam, a personal tragedy forced her to take on a full-time job and delay the remaining GED tests. When she was ready to return to classes, she received a warm welcome back from Goodwill's Education and Testing team. Gianna graduated with her HSE diploma and is now hoping to begin classes to become a real estate agent.

Goodwill offers free GED classes online and in-person for Allegheny County residents. Once classes are completed, students like Gianna have the opportunity to take the GED test at Goodwill and receive a test scholarship if they qualify. Additionally, Goodwill provides students with supplementary supports including computer classes, a discount at Goodwill stores, and job search services.

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

All Goodwill Stores to Go Bagless in 2023

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reusable bag, or purchasing a Goodwill fabric tote for \$1 for future shopping trips.

The Lawrenceville store was the first Goodwill store in the region to go bagless and the remaining Goodwill stores will stop offering plastic bags before the end of March. This "bagless" initiative should reduce the waste of over 300,000 plastic bags in just one year. It's just one more step Goodwill is taking to reduce waste and become an even more eco-friendly company.

Shoppers who bring their own bags or purchase a reusable Goodwill bag can save roughly 500 plastic bags from the landfill in just one year. ●



Donate to Goodwill When Shopping at Walmart

The new Spark Good Round Up program from Walmart makes giving easier than ever. Customers shopping on the Walmart website or in the app can round up their purchase total to the nearest dollar and donate the change at checkout to a charity of their choice. Visit walmart.com/registryforgood and select Goodwill of Southwestern Pennsylvania to begin making donations, at no extra cost.

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

sparkgood™



The Pennsylvania Resources Council hosted its yearly ReuseFest donation drop off event in October 2022 to divert a wide variety of gently used materials from local landfills. Goodwill was one of several local nonprofits to collect a large number of materials from the annual event, this year filling a 48-foot trailer to the brim with items for donation. ●



Bryanna

Work is Family for Bryanna

When people choose to work for Goodwill, they don't just join a nonprofit of more than 1,000 team members working toward a single mission. They become a respected and essential member of the Goodwill family who helps others improve their quality of life through work and related services.

Bryanna, Retail Operations Associate at the Morgantown outlet, feels like she is truly valued for who she is and what she brings to the table. In the two years Bryanna has been with Goodwill, she has had a chance to work on great things with great people at two Goodwill stores. No matter their role, Bryanna insists that every employee cares about one another and strives to make Goodwill a fun place to work. ●

Carla Works to Reach New Heights

A career at Goodwill means constant growth. Just ask Carla, Clothing Processor at the Washington store, who hopes to learn and grow through on-the-job experiences, mentorship, and career development programs. With the freedom to pursue career paths and educational opportunities with Goodwill, Carla feels empowered to discover her passions and reach new heights.

While Carla very much enjoys her work, she also values the many people she meets through Goodwill. During her shifts, Carla is typically busy supporting fellow team members or helping shoppers. During her free time, however, she becomes a shopper on the hunt for great clothing and knick-knacks. ●



Carla

Giving Tuesday Goal Topped in 2022

Thank you to those who donated a total of \$7,945 to Goodwill on Giving Tuesday in November. This total is an increase of more than \$1,000 over last year and nearly

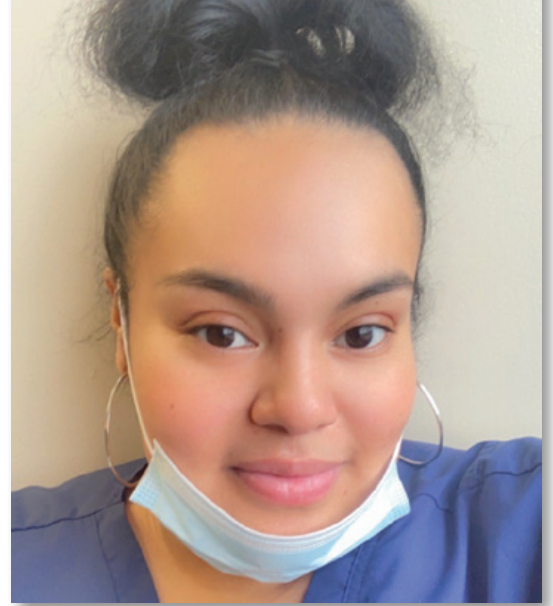
triple the Giving Tuesday fundraising goal. Goodwill is one of 490 local nonprofits to benefit from the approximately \$3.2 million raised through the annual #GiveBigPittsburgh initiative, an online giving day hosted by *Pittsburgh Magazine* in conjunction with Giving Tuesday. ●



People of Goodwill

Executive Assistant Named Paul Harris Rotary Fellow

Melissa Wolkiewicz, Executive Assistant to the President/CEO, was recently recognized with the Paul Harris Fellow Award. The most prestigious award of Rotary International is named after the club's founder and given "in appreciation for tangible and significant assistance given for the furtherance of better understanding and friendly relations between peoples of the world." Melissa was honored for all that she has done for the Rotary Club of Pittsburgh (Downtown), particularly in assisting with the annual Chuck Tanner Awards Banquets.



Amanda

Amanda Continues Education Through Goodwill's EARN Program

As a single mother, Amanda was looking to find work that could improve her quality of life and the lives of her five children. Her first steps in obtaining a satisfying career with competitive pay were to enroll in both the Respiratory Therapy program at Pittsburgh Career Institute and the Employment, Advancement, and Retention Network (EARN) program with Goodwill.

Though Amanda was forced to put her career goals on hold after falling ill, she picked up right where she left off with her education just one year later thanks to support from the EARN program. The Goodwill team provided Amanda with the tools she needed to succeed, including transportation and a computer, which led to a job as a certified respiratory therapist at UPMC McKeesport.

Funded by Partner4Work, the EARN program is designed to address the needs of low-income individuals with barriers to employment. Virtual and in-person opportunities are available to Allegheny County residents ages 18 and older who receive Temporary Assistance to Needy Families (TANF). Participants may benefit from supports such as childcare and transportation services, education and job training, hiring events and job leads, paid work experiences, and job retention services.

For more information about the EARN program, visit goodwillswpa.org/earn.

Team Member Excels in New Management Role

In just one year, former program participant and current Goodwill team member **Devin Logan** has progressed from utility worker to forklift operator to retail store team lead to assistant store manager. He was promoted to his latest role after completing the manager training program with **Gretchen Anderson**, Retail Training Specialist, and **Calvin Phillips**, Retail Logistics Operation Manager.

Additionally, Devin was recognized at the 25th annual Power of Work Awards for his determination to build a better life for himself and his daughter, Nova.



Devin Logan with Calvin Phillips following the completion of his manager training program.

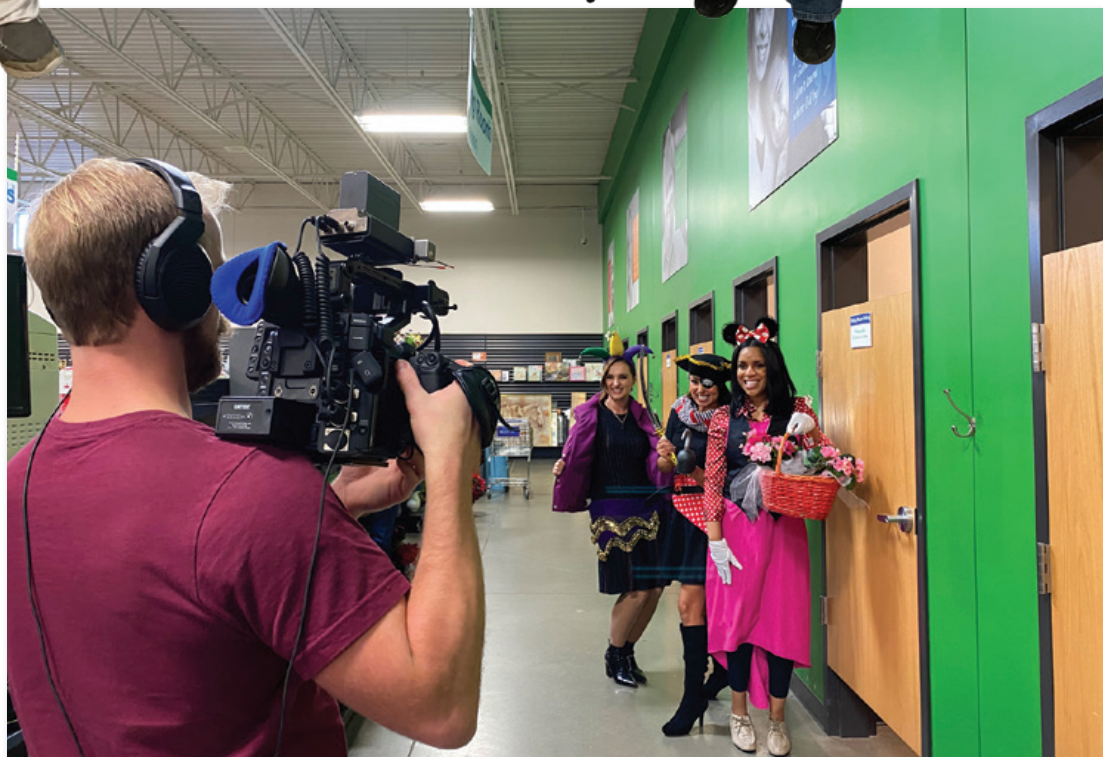
Another Spook-tacular Halloween at Goodwill

Word is out that Goodwill is the best place to find fang-tastic Halloween costumes and decorations at scary good prices, which is why the latest Halloween season was bigger and better than ever. Last October was the busiest month of all time at Goodwill with the retail, salvage, and e-commerce teams recording a historic \$4.3 million in total sales.

While this success was cause enough for celebration, guys and ghouls from various Goodwill stores and departments were also delighted to show off their boo-nique looks for the annual company-wide costume contest. Congratulations to the Gilligan's Island crew at the Cranberry superstore and team members Arlet Funes-Cobas, Rita Mackey, Greensburg, and John Prinkey for being selected as the 2022 grand prize winners. ●



Above: Arlet Funes-Cobas mixed and matched pieces to create a vampire costume.



Clockwise from left: John Prinkey, Peters Township store, created a head-to-toe Ghostbuster costume, complete with proton pack and hand-held wand.

Rita Mackey, Greensburg store, transformed into a walking and talking version of Goodwill's Halloween Bootique.

Celina Pompeani-Mathison, Daley Jade, and Mikey Hood from KDKA-TV's morning talk show *Pittsburgh Today Live* visited the Cranberry store to show viewers how to create a one-of-a-kind DIY costume from items found at Goodwill's Halloween Bootique.

Hit the Links with Golf for Goodwill

Golf for Goodwill has raised nearly \$3 million dollars for Goodwill's innovative job training and education programs over the past two decades. Add to this growing total by hitting the links for the 23rd annual Golf for



Goodwill outing scheduled for Monday, September 11, at the Pittsburgh Field Club. Golfers will enjoy 18 holes with caddies, drinks, snacks and special contests throughout the course. The day will wrap up with a casual evening reception that includes remarks

from Goodwill supporters, an open bar, and a smorgasbord of delicious food.

This event regularly sells out, so be sure to register early at:
goodwillswpa.org/golfforgoodwill.

For more information about Goodwill's largest fundraising event, email golf@goodwillswpa.org. ●

Recent Funding Awarded to Goodwill SWPA

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

- Howard & Nell E. Miller Charitable Trust: YouthWorks
- PPG Foundation: Goodwill's Tech Academy
- PNC Charitable Trust: Goodwill's Tech Academy

Thank you also to the following businesses that made recent contributions to the YouthWorks HIRE ME program through the Education Improvement Tax Credit (EITC) program:

- CHUBB Insurance
- The Buncher Company
- Huntington Bank
- UPMC Health Plan
- Waste Management ●

A Store Near You

Renovations Lead to Happy Customers

What does it take to run the largest Goodwill store in the region near one of the busiest intersections in the entire state? Rob Frazier knows full well the answers and the realities to this question.

Frazier is the Store Manager for the Cranberry Superstore located near the busy intersection of Routes 228 and 19 north of the city. The 24,000-square-foot Goodwill Superstore has 13,000 square feet of sales floor space and features a convenient drive-through, canopy-covered donation drop-off center. More than 30 team members work to put out approximately \$10,000 worth of product every day, ensuring that customers have something interesting and new to potentially buy no matter when they stop by the store.

"We are constantly trying to put out fresh products," says Frazier. "We get a lot of resellers who are looking for specific products and they visit often. Our customers say this is the nicest Goodwill store they have ever been in."





In addition to being a donation center, the Cranberry Superstore is also a processing center. This means the store receives additional donations that team members sort and distribute to other Goodwill retail stores. Because of this, there are a lot more team members in the back compared to the retail side as every donation has to be sorted, priced, placed on the floor or sent to other stores.

It takes a certain type of team member to want to work in such a high intensity environment. Frazier is quick to praise the hard work of all of his team members, even

those who might not be from a typical U.S. retail background. The team members who work at the store are very diverse, which Frazier says leads to a great working culture. Some have a retail background, some don't. There is a wide age difference, and several employees are immigrants from other countries, like Cuba, South Korea and Ukraine.

"Our team members are always learning different things because of the incredible work environment," explains Frazier. "Everyone works really well together."

Part of this enjoyable work environment is Frazier's commitment to getting to know every team member personally and to treat them with respect. He is constantly trying to think of different ways to engage his staff, from simple things like providing free snacks to holding cookouts in the summer.

This commitment has led to the Cranberry Superstore being named the most successful Goodwill store in the region several times. While impressive, Frazier says there is always room for improvement. His goal for 2023 is to "look for small changes to improve the store and help more people."

If the success the store has seen over the years is any indication, these changes will lead to an even better store experience for shoppers and team members alike in the future. ●

About the Cranberry Superstore Location:

- **Location:**
1234 Freedom Road
Cranberry Township, PA
16066
- **Staff:**
32 employees:
6 full-time; 26 part-time
- **Store Hours:**
Monday-Thursday
10 a.m. to 7 p.m.
Friday-Sunday
10 a.m. to 8 p.m.
- **Telephone:**
724-591-5124



The Cranberry Superstore offers something for everyone in its 24,000 square foot facility.



Goodwill of Southwestern Pennsylvania

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

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and a Win for You**

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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,
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.

Goodwill SWPA is CARF accredited.

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

facebook.com/goodwillswpa

[@gwsdpa](https://twitter.com/gwsdpa)

youtube.com/goodwillswpa

instagram.com/goodwillswpa

Give to Goodwill at goodwillswpa.org/donate-money

Donations Are Needed Now More Than Ever

The success of Goodwill is largely driven by
donations, which represent well over half of
the operating revenue that supports the orga-
nization's mission to provide job training
and education for people in the community.
Donations are important now more
than ever due to high demand
from community members who
count on Goodwill stores to
have the goods they need at low
prices.

Between selling items
at a record pace last
year and the typical
slowdown in dona-
tions during the
winter months, the
shelves at Goodwill
stores may have
started to look a bit
empty. Consequently,
Goodwill is urging the
public to declutter houses

and give a second life to items that are no
longer needed. Start cleaning out those
attics, basements, and garages right now to
find gently used shoes, linens, decorative
items, books, electronics and more to donate
to Goodwill.

*To find the closest Goodwill location to
drop off donations, visit [goodwillswpa.org/
donate-goods](http://goodwillswpa.org/donate-goods).* ●

