

Community Pulls Together To Help the Homeless

This summer, Goodwill teamed up with Giant Eagle and the Allegheny County Department of Human Services to provide meaningful support for community members experiencing or at risk of homelessness. Funds from the Department of Housing and Urban Development were used to purchase nearly \$60,000 worth of non-perishable food items and toiletries at Giant Eagle for individuals and families in need.

Volunteers from Human Services, Leadership Council, Human Resources, and IT helped to pack the groceries in boxes, while drivers from Goodwill's Mission Logistics transportation fleet managed the packing and delivery of boxes valued at \$1,000 each to 41 individuals and 17 families in the area.

Recipients are part of Allegheny Link, a program that identifies landlords who are willing to help individuals in need transition from homelessness. Together with Allegheny Link, Goodwill works to bridge the gap within the housing industry and provide community members with the resources they need to transition to permanent housing and build a better future.

"Making sure our community was served was a great way to spend the available money from the County," said Kwabena



Volunteers from various Goodwill departments chipped in to help pack and deliver to families in need in the community.

Danso-Ayesu, Senior Director of Housing and Community Services. "The recipients were very excited to receive these donations, so we hope to do this again in the future."

Senator Robert Casey Visits Goodwill in Support of Pregnant Workers

Goodwill recently hosted Pennsylvania Senator Robert Casey for a press conference at the Workforce Development Center to announce the Pregnant Workers Fairness Act (PWFA). Senator Casey authored the new law that went into effect in the summer.

The PWFA ensures pregnant employees who work for employers with 15 or more employees will receive reasonable accommodations that are often low-cost or no cost, such as additional bathroom breaks, light duty, or a stool to sit on if a worker stands all day.



Senator Robert Casey and Monique McIntosh, President & CEO of Goodwill SWPA, announced the new Pregnant Workers Fairness Act.

President & CEO Message

Donations are the Lifeblood of Goodwill

I am delighted to write to you as the President & CEO of Goodwill of Southwestern Pennsylvania. As I reflect on my first six months in this role, I am overwhelmed by the generosity of the community and the amazing work that is achieved each day in our thrift stores. The truth is, we could not do it without you. Donations are the lifeblood of Goodwill.

The revenue received from our thrift stores is vital to achieving our mission of providing equitable workforce development services in our community. Did you know that donations represent well over half of our operating revenues? Every single item donated, from a simple t-shirt to a used car, makes a difference in the lives of people in our local communities. Your used clothing, household items, and electronics go a long way in helping us generate the revenue we need to create more jobs and provide education and job training to those who need it most.

Every item you donate has a story, and we are grateful for all the items that our community has given us. From the simple t-shirt a child wore on the first day of school, to the casserole dish that Grandma baked green bean casserole in every Thanksgiving, to the computer that helped a family survive working or studying at home during the pandemic, and even the used car the family drove to commute to and from work and child care.

We are asking everyone in our community to keep us in mind as they clean out their attics, basements and garages. With the ongoing high demand from the community, we need all the donations we can receive. And with the winter months approaching, many of our customers

rely on us to have the goods they need to stay warm and comfortable.

It is important to note that revenue from our stores does more than just sustain our programs - it also helps us provide job training and education opportunities to those in need in our local communities. In fact, our stores serve as a retail sales training ground for many who go on to gain meaningful employment through Goodwill's training programs each year. And by donating to Goodwill, you are also contributing to a more environmentally sustainable future. Last year, Goodwill of SWPA repurposed, recycled, or reused 56 million pounds of household donations.

“

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So, as we enter the winter months, I encourage you to take some time to drop off some well-needed items to your local Goodwill store today. Remember, no item is too small as every donation matters and makes a difference. Together, we can continue to make a significant impact on our community, our environment, and the lives of individuals who are striving to succeed. Your donations are truly the lifeblood of Goodwill. You can find the store and donation center location nearest to you at www.goodwillswpa.org/shop/store-locations/.



1,361,017
people donated
gently-used items

2,080,061
shopper transactions at
34 Goodwill stores

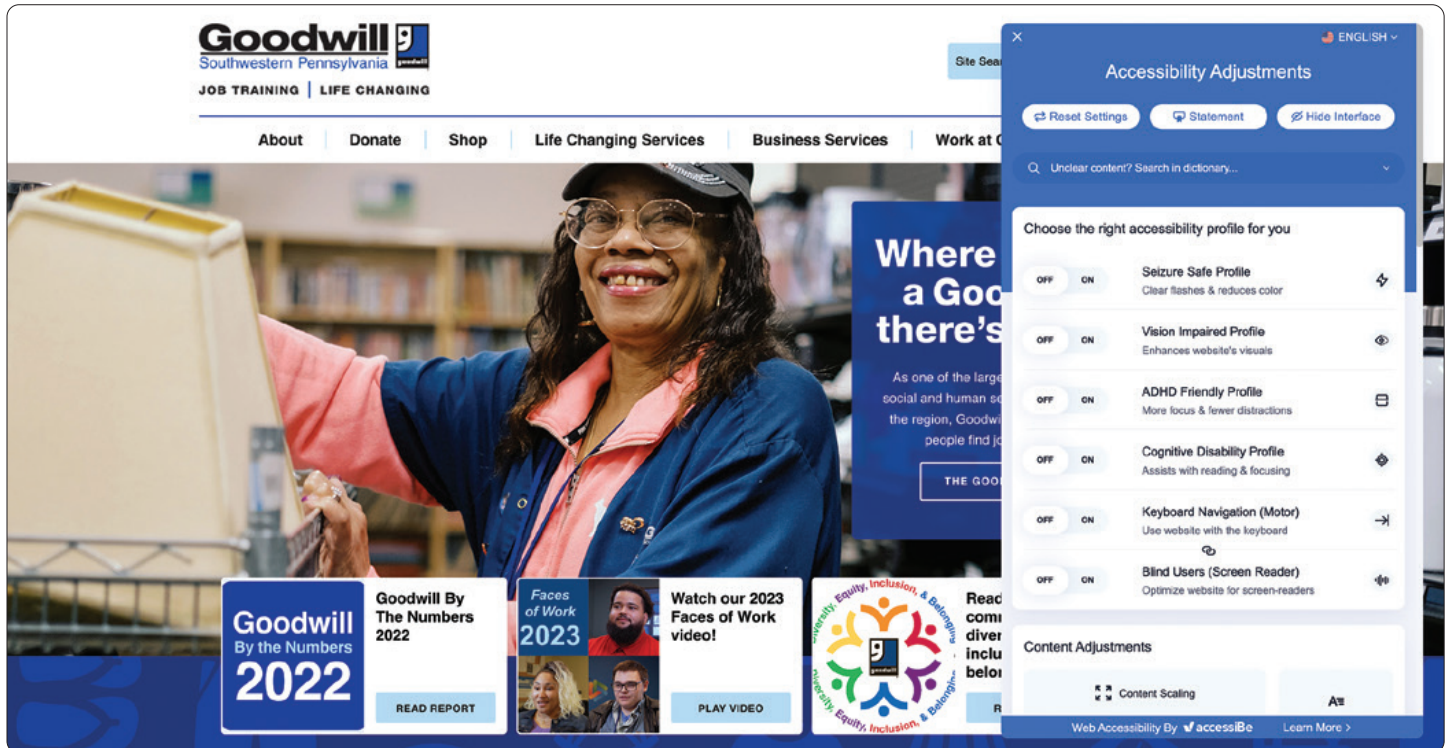


Check Out Accessibility Features on the New Goodwill SWPA Website

Thanks to a partnership with leading technology company accessiBe, Goodwill's new website has been designed to ensure an accessible experience for people with disabilities. Visitors can click the blue icon in the



bottom-right corner at any time to adjust the content, color or orientation of the webpage. There are also options to adapt the website experience for seizure safety, visual impairment, cognitive disabilities, and more. Check out the website today at www.goodwillswpa.org.



Conquer Computer Fears with Free Digital Skills Training

Looking to learn new digital skills? Need a refresher on how to navigate computer or internet applications? The Goodwill Tech Academy offers free trainings on a variety of in-demand topics to help anyone get the training they need to succeed. Conquer computer fears with the Digital Tools Boot Camp series of webinars, which covers the basics of programs such as Microsoft Office and Google Apps.

Trainings are currently held through live webinars throughout the year, but in-person appointments can be scheduled on an as-needed basis at Goodwill's Workforce Development Center.

To view a list of upcoming webinars, please visit digitalskills.corsizio.com. To schedule an in-person appointment, please contact the Digital Skills team at 412-632-1711 or digitalskills@goodwillswpa.org.



Mentoring Event Focuses on Going the Extra Mile

The YouthWorks program recently hosted a mentoring event for the young ladies and gentlemen participating in the HIRE Me work readiness program. During the event, participants learned what it means to “go the extra mile” from local leaders and professionals as they discussed topics such as initiative, leadership and time management. Program participants also had an opportunity to network with guests while they enjoyed a meal together.



People of Goodwill

New Board Members Announced

Goodwill is pleased to welcome three new members to its Board of Directors: **Daniel Braun, CPA**, Manager of Corporate FP&A, United States Steel Corporation; **Laura Everhart**, Associate Director of Development, Carnegie Mellon University School of Computer Science; and **Linda Ulrich**, retired.

Celebrating 30 Years of Goodwill Commercial Services



Recently, Goodwill's Commercial Services celebrated their 30th anniversary, pictured above; Left, **Monique McIntosh**, President & CEO, and right, **Rachel Hough**, Director of Commercial Services. Rachel has managed the program since its inception, growing Commercial Services into Goodwill's largest contracting service. More than 75 individuals with barriers have found employment through janitorial, warehousing, landscaping, snow removal, computing and maintenance contracts with local facilities such as the U.S. Personnel Management Building, Joseph F. Weis Jr. Courthouse, and William Moorhead Federal Building—where the anniversary celebration was held.

Mary Earns Promotion at Goodwill

Goodwill believes that everyone deserves the opportunity to reach their full potential, regardless of their background or circumstances. That is why the organization provides individuals with barriers to employment with the life-changing services and support they need to achieve their goals.



Just ask Mary, who turned to Goodwill for education services when she wanted to get her GED. She transitioned from program participant to Goodwill employee after successfully earning her diploma and was recently promoted to Team Lead at the Gibsonia store. Mary loves that every day is different at the store and looks forward to making a difference in her new role. She will always go the extra mile to help shoppers find something special or to support her team members.

Goodwill provides free GED or HiSet credential classes for Allegheny County residents who want to improve their skills and boost their job prospects. Both online and in-person classes are offered during the daytime and evening to make it easy to attend. Plus, Goodwill offers test scholarships to those who qualify, as well as additional services such as job search assistance and computer classes for beginners.

Manny is His Very Best Self

Manny has been working as a donation door attendant and hardlines processor at the Delmont store since his friend referred him for the position three years ago. When he isn't busy sorting, Manny can sometimes be found creating silly outfits from donated items to further support the cycle for good that Goodwill offers.



Thanks to Goodwill, Manny feels empowered to reach his potential. Just as Goodwill believes each person has the capability to become the best they can be, Manny feels that everyone can improve and become successful if they are focused. And right now, he is focused on becoming the best donation door attendant he can be at the Delmont store.

GOLF FOR GOODWILL

Golf for Goodwill Brings in the Green

The 23rd Annual Golf for Goodwill outing was held at the Pittsburgh Field Club on September 11. A sold-out crowd of nearly 130 golfers enjoyed a full round of golf, cocktail hour, luxury silent auction, and heartwarming closing reception. Many thanks to the golfers and generous sponsors who helped to raise more than \$90,000 to support Goodwill's 50 plus programs and services.

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Climatech, Inc.

Award Sponsors
Applied Construction Solutions
Community Equip'd
Willis

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AVI Foodsystems



Jason Sigal, Goodwill SWPA Board of Directors, second from left, and his foursome enjoyed 18 holes at the Pittsburgh Field Club.



John Gregg, Gregg Services/TradeWorX (second from left), and friends gathered at the Clubhouse after the round for the dinner reception.



John O'Britz, Goodwill SWPA, joined Ben Cain, Huntington Bank, Presenting Sponsor of the 23rd annual Golf for Goodwill.



Hitting the links were, left to right, Mark Jones, Highmark Health, Sabrina Saunders Mosby, Vibrant Pittsburgh, Ebony Montgomery and Alex Matthews, Highmark Health.



RIGHT: James Rhodes, second from left, UPMC Health Plan Account Executive, hit the links with friends from UPMC on the course for a great day of golf.



Anastasiia is a Valued Team Member

Anastasiia began working as a cashier at the Cranberry Superstore after immigrating from Ukraine last year. She leverages her experience as a bank cashier in Ukraine to make things as convenient and easy as possible for her coworkers and Goodwill shoppers. Even more, she strives to sell countless donated goods at low prices to enable Goodwill to connect more people to possibilities.



While Goodwill employees connect shoppers to goods, the organization aims to connect employees like Anastasiia to experiences. A day at work affords Anastasiia not only the opportunity to learn about the local culture and people. It also gives her a chance to practice her English and make new friends.

Rene Discovers Community and Support at Goodwill

Wanting to get back into the workforce, Rene first came to Goodwill for guidance. As a participant in Goodwill's YouthWorks IMPACT Retail Training Program, they had the opportunity to develop soft skills through YouthWorks' job readiness curriculum. It was during their on-the-job training through Goodwill that Rene found a supportive work environment and community of coworkers who are always willing to lend a helping hand.



Rene was excited to be hired as a Retail Associate at the South Side store upon successful completion of the 12-week training program earlier this year. While they hope to one day study to become an exotic veterinarian, Rene is happy now to be part of the Goodwill team that works every day to strengthen communities, advance reuse and sustainability, and empower people to achieve their potential.

Make a Difference on Giving Tuesday

Just as Goodwill makes a difference for people in the communities it serves, supporters can make a difference for Goodwill by making a donation on Giving Tuesday. Plan to give to Goodwill at www.givebigpittsburgh.com on Tuesday, November 28. From now until then, tell friends and family how they, too, can support Goodwill during this annual fundraising marathon and spread the word on social media channels using the hashtag #GiveBigPittsburgh.

GIVING TUESDAY

Matt Finds Success Through FIRE

Struggling with both addiction and homelessness throughout his adult life meant that being a good father to his children was also a challenge for Matt. He was apprehensive when Veterans Affairs (VA) first referred him to Goodwill's FIRE (Family-focused, Interconnected, Resilient, and Essential) Fatherhood program, but he ultimately embraced the opportunity to become a better role model.



Matt earned his diploma and worked with a Goodwill Employment Specialist to develop a resume, which led to a full-time job with benefits with the VA.

Through a series of workshops, the FIRE Fatherhood program helps fathers like Matt get the skills they need to be involved in their children's lives through National Fatherhood Initiative's 24/7 Dad® program. Allegheny County fathers and father figures of children 24-years-old or younger also enjoy fellowship in a friendly group setting and can receive job training, employment and job retention support.

For more information about the FIRE Fatherhood program, contact Goodwill at 1-877-499-3526 or email fatherhood@goodwillswpa.org.

Shattering the Digital Divide

It's a fact that to be successful at work and in life, most people must have good digital skills. Yet, a digital divide is a barrier for some who are being left behind because they do not have access to the technology skills they need to meaningfully participate in their careers, communities and personal lives.

Goodwill SWPA established the Goodwill Tech Academy to provide training in a number of different areas with a range of instruction including basic skills, from how to turn on the computer and navigate email, to mid-range identification of software products, to more advanced technology training for those seeking careers in this ever-growing field.

"We provide support, training and other important services to meet the needs of everyone, no matter what their level of understanding," said Jennifer Belden-England, Director of Client Services. "We offer bridge skills training that allows folks to progress based on their needs and interests."

Classes and services now offered at Goodwill Tech Academy include:

- Basic Classes – held every 2 months
- Software Classes – 3 webinars held every week for a month
- One on One Support – staff sit with participants and walk through sessions
- CompTIA ITF – 8-week IT training for individuals with no prior tech experience who are interested in pursuing an IT career

In addition to these classes, the Academy is active in digital equity work in the region in partnership with the Pittsburgh Digital Inclusion Alliance, a network of over two dozen regional organizations that serve residents who need access to devices, affordable internet, digital skills and economic opportunity.



Sean Fox, Tech Academy Coordinator, leads a listening session to learn more about digital skills needs in the community.

"The goal of this partnership is reach those who have been left behind to access skills and navigate their current needs," according to Sean Fox, Tech Academy Coordinator.

Through listening sessions, the first of which was held at Goodwill in Lawrenceville, 20 different organizations delved into issues like the cost of bills, skills that need to be developed, devices individuals use regularly, and barriers such as lack of internet access.

For more information about the Goodwill Tech Academy, email digitalskills@goodwillswpa.org or call 1-877-499-3526.

Find Eerie-sistible Looks at Halloween Boo-tiques

Shoppers are never limited to the typical pre-packaged costumes, accessories, or decorations at the Halloween Boo-tiques inside Goodwill stores. Whether they want to DIY a one-of-a-kind costume or need to shop on a budget, Goodwill is the best place for goblins and ghouls of all ages to trick or treat themselves during spooky season—at a fraction of the cost. Goodwill employees already know this, as many of them will mix-and-match boo-nique items to create fang-tastic looks for the organization's annual costume contest.



Youth Gain Work Experience While Planning Fashion Show

Learn & Earn program participants collected and upcycled donated clothing to host a special fashion show this summer. To prepare for their event, participants met with Renee Gamage, Director of E-Commerce, to view high-end Goodwill donations such as designer purses, fur, vintage toys and jewelry. They also visited the North Versailles Outlet store and Retail

Outlet Center to learn how Goodwill sorts donations and what happens to unsellable items from Kevin Akans, Director of Retail Distributions and Salvage Operations.

The Learn & Earn program is a six-week summer employment experience for youth ages 14 to 21 in Allegheny County. Participants can earn money, gain valuable work experience, and develop soft skills to help them become college and career ready.

For more information, visit www.goodwillswpa.org and search for Learn and Earn.



YouthWorks' Learn & Earn program participants visited the Retail Operations Center in North Versailles.

Give Back Program Continues to Help People in Need

Goodwill established the Give Back Program in 2021 to assist community members who were financially impacted by the COVID-19 pandemic; the program now benefits nearly 5,000 people facing hardships each year.

Partner organizations across southwestern Pennsylvania and north central West Virginia annually distribute over \$250,000 in Give Back Cards to their participants, enabling a single household to purchase up to \$100 in items of their choice at any Goodwill store in the region.

Paula is one of several individuals who received a Give Back Card last year from the Center for Employment Opportunities (CEO), a partner organization that provides employment services to those who have recently returned home from incarceration. She was grateful to be able to purchase new clothing ahead of a job interview at Rivers Casino.

“**Goodwill helped me tremendously. I felt more confident going into my interview, knowing I looked the part.**”

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



PAULA



Sign Up to Receive the Career Service Center Newsletter

The Goodwill Career Service Center equips individuals with best-in-class job search tools informed by major local employers. Sign up at www.goodwillswpa.qrd.by/csnl or scan the QR code above to receive the Center's free monthly newsletter. Features include upcoming events, expert career coaching tips, and technology tricks that will help anyone become more confident and prepare for careers.

Round Up for Change at the Register

Goodwill SWPA appreciates the many shoppers who choose to round up to the nearest dollar when making a purchase at one of Goodwill's more than 30 stores in southwestern Pennsylvania and north central West Virginia. Keep an eye out for the prompt during checkout that enables shoppers to donate their extra change. Every penny is a tangible way to make a positive difference, as the round up donations help Goodwill to deliver on its mission to strengthen communities, advance reuse and sustainability, and empower people to achieve their potential.

Support Goodwill's Work in Fayette County

Scan the QR code or visit fayettegives.org to donate \$25 or more to Goodwill during the Fayette Gives day of giving on Thursday, November 9. Donations designated for Goodwill of Southwestern Pennsylvania between 8 a.m. and 8 p.m. will be enhanced by a prorated percentage of the bonus pool. Hosted by The Community Foundation of Fayette County, this annual day of giving aims to engage the community in philanthropy to build a stronger Fayette County.

Animal Shelter Gives Becky Purpose

Becky is one of many Fayette County residents 18 years of age or older who have benefitted from services offered by Union Station Clubhouse. After the Clubhouse arranged for Becky to explore employment opportunities with a local animal shelter, she was eventually hired to assist in caring for the shelter cats.



"I love my job because I am an animal person," said Becky. "Caring for animals gives me a purpose. It also cheers me up when I get to play with the cats and kittens at the end of my shift."

Union Station Clubhouse offers people living with mental illness the opportunity to fully participate as respected and valued members of society. Many members are empowered to reach their full potential by helping to run the Clubhouse, socializing with new friends, continuing their education, and transitioning into employment.

For more information on Union Station Clubhouse, visit www.goodwillswpa.org/life-changing-services.

Grant Awarded to Goodwill Tech Academy

A special thank you is extended to the Richard King Mellon Foundation for awarding a \$250,000 grant to the Goodwill Tech Academy to provide free trainings for advanced IT skills and certifications.



A Store Near You

Finding Hidden Gems in Elkins, WV

What do you do if you live in a rural area with limited access to buying high quality goods, like clothing, housewares and collector's items? For those who live in the vicinity of Elkins, WV, they visit their local Goodwill retail store.

In Elkins, the Goodwill store is a popular location with no mall and only a few smaller thrift stores close by. Nestled in the mountains on the outskirts of a town known for its proximity to several popular ski areas, the store is a gold mine.

"Our customers really like coming to our store where they can find better brands at a good price," said Sabrina George, Store Manager. "The closest mall is an hour away, but it doesn't matter because customers always find at least one item to buy at every visit."

Customers have been known to come from miles around specifically to look for items they cannot find in their smaller rural areas. As a matter of fact, the store services customers from all over the world who are traveling to the ski resorts and are looking for some quick, inexpensive finds. It is not unusual to have visitors from places like Germany stop by and pick up jackets and other winter items because they did not prepare adequately for the weather.

Once they arrive at the store, customers are greeted by an ever-changing influx of items that the store's 23 employees work hard to keep refreshing regularly. The staff have been trained to look for the best items and management staff check all the carts regularly to ensure only the best wares are put on the floor for customers.

"We're very particular about the quality of the items we put on the floor," explains George. "We try to look for the gems in everything. That's why our customers come here; we get a lot of compliments."

Some gems that employees have found and recognized for display include unique items, like a pair of high heel shoes in the shape of horse hooves; whole collections of porcelain dolls; Fiesta ware and old Pyrex, and antique items.

All this attention to quality and the staff's commitment to finding just the right items to sell really does make the off-the-beaten-path store a very special place to visit.

LOCATION

70 Stone Mountain Lane
Elkins, WV 26241

STAFF

23 employees
19 full time
5 part time

STORE HOURS

Monday-Thursday
10 a.m. to 7 p.m.
Friday-Sunday
10 a.m. to 8 p.m.

TELEPHONE

304-636-7529



Above: Sabrina George, Store Manager; Richard Smith, Team Leader; Zachary Mallow, Assistant Store Manager; Taylor Gain, Team Leader; and John Hall, Retail Associate help sort through items for sale at the Elkins, WV, Goodwill.

Left: Goodwill Elkins store in West Virginia

Goodwill of Southwestern Pennsylvania

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Pittsburgh, PA 15201
www.goodwillswpa.org

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Mark the Calendar for the 2024 Power of Work Awards

Save the date for the 27th Power of Work Awards to be held on April 17, 2024, at the Sheraton Pittsburgh Hotel at Station Square. Established in 1997, the Power of Work Awards acknowledge organizations that open their doors to people with barriers to employment by offering them work or work-related experiences. A more inclusive and equitable world is within reach thanks to the exceptional efforts of the more than 60 different organizations that have previously been honored with the award.

For more information about the Power of Work Awards program, contact Elaine Malcolm at 412-632-1764 or powerofwork@goodwillswpa.org.



Goodwill of Southwestern Pennsylvania

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

Affiliates

Goodwill Commercial Services, Inc.
Goodwill of North Central West Virginia
Goodwill Real Estate, LLC
Mission Logistics, LLC
Northside Common Ministries

Our Mission

We strengthen communities, advance reuse and sustainability, and empower people to achieve their potential.

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.

Where there's
a Goodwill,
there's a way.

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and a Win for You

Are you looking to unload a vehicle but want to avoid the hassle of selling it yourself? Donate it to Goodwill.
Visit www.goodwillswpa.org/donate/cars/ or call 866-233-8586 for more details.