

**2022**  
**ANNUAL REPORT**  
Goodwill Industries International



**EVERYONE**  
DESERVES THE OPPORTUNITY TO THRIVE



With humble beginnings in 1902,  
Founder Edgar J. Helms called Goodwill®:  
**“a social service enterprise...a provider of employment,  
training and rehabilitation for people of limited employability,  
and a source of temporary assistance for individuals whose  
resources were depleted.”**



# EVERYONE DESERVES THE OPPORTUNITY TO PURSUE THEIR DREAMS

SHAHEERA ALNATSHIA

“

When my daughter told me she wanted to quit school at 16 to work and help our family, I didn't know what to say... I did need help. But I wanted more for my four children — and for myself.

I came to the U.S. to be part of the technology revolution... but my family was left with nothing after I escaped a domestic violence situation. We lived in a shelter, and I scraped by with gig work.

The Goodwill training center in Nashville, TN, offered me the resources that changed my life. [I earned] my Google IT certification and Google project management certification while still having time to focus on my children.

My job at Accenture provides a better life for my family. My children now see a brighter future because of the example I am setting for them.

Goodwill gave me an opportunity that will never end in my life and my kids' lives. It is something that will stay with us forever.

”



## [Watch Glory In Overcoming](#)

Shaheera was recently profiled alongside two other extraordinary women who used Goodwill services to prepare for the next step in their careers. This short film was produced by Working Nation in collaboration with Goodwill Industries International partners Google, Accenture and Coursera.

# EVERYONE

## DESERVES AN OPEN PATHWAY TO OPPORTUNITY

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### LETTER FROM OUR CEO

Dear Goodwill Supporter,

Complex problems seldom have simple solutions. When it comes to improving employment and quality of life, there is not one easy fix. In addition to needing relevant job skills, people who journey out of difficult places often have additional challenges to overcome to succeed in the workforce. These challenges could include finding reliable transportation, a safe place to live and dependable childcare, to name a few. For many motivated employees already in the workforce, exploring new opportunities for growth requires time, money or knowledge that isn't readily accessible.

Goodwill is dedicated to enhancing people's quality of life by eliminating barriers to opportunity and helping them reach their potential through learning and the power of work. Discovering what support people need gives us optimism because, with that understanding, we can provide relevant assistance and help them achieve their goals.

An essential part of providing support is ensuring that the people who need our services are supported by skilled

professionals. Our career navigators are trained to understand job seekers' needs, help map out their goals, and ensure they have both a continuum of support as well as coaching and encouragement to help them succeed in their journeys. That's why we have invested heavily in resources and programs to expand training for career navigators as well as leadership development for mission leaders. When local Goodwill professionals work face-to-face with the people who need our support, the magic begins.

As we look back at the state of the labor market in 2022, unemployment was at 3.5% in the U.S., there were many more open jobs than there were people to fill them and employers reported that they were unable to find people with the skills to fill many high-quality, well-paying roles. At the same time, however, the number of people underemployed or employed and earning very low wages was many multiples higher than the number of open jobs. The challenge was no longer simply helping people find employment, it was helping people equip themselves to take advantage of opportunities for career advancement and economic mobility in the workplace.

As we look to the future, the importance of our work will only increase. With advancements in artificial intelligence (AI), Goldman Sachs is now predicting that approximately 300 million jobs will be lost or degraded globally. At the same time, various other trends are requiring different skills for existing jobs, and new jobs in healthcare, technology and renewable energy are being created. That's why we need to constantly look at where the market is going and understand how to equip people with durable skills that they can leverage and evolve into the future. That's also why the work of Goodwill will only become more important as more people seek our support.

Another major impact Goodwill has on communities is the work we are doing to advance the circular economy. Goodwill is a reuse pioneer and the largest driver of reuse through retail. We continue to increase our impact, both through growth in our retail operations as well as through other innovations.

Whether recycling electronics, providing remanufacturing for various business areas or working with innovators of new recycling technologies, we are helping to

drive the expansion of the reuse economy that will continue to benefit all of us.

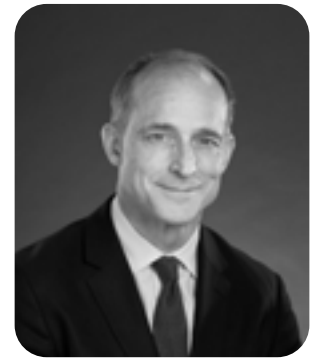
At Goodwill, we're in the business of helping people invest in themselves for a better future. Throughout this annual report, you'll read stories of people who always had potential — that's not something we can bestow. Goodwill simply helped them move beyond the barriers they were facing so that opportunities came within reach and they started to realize that innate potential.

Your continued support makes this work possible. Thank you for your commitment to economic mobility, accessible opportunities and sustainable employment. Together, we are unlocking the potential of people in our communities.

In gratitude,



**Steven C. Preston**  
President and CEO,  
Goodwill Industries International



# OUR IMPACT



**2.1m+**

***people used Goodwill  
services to overcome  
barriers to opportunity  
in 2022***



# EVERYONE

## DESERVES THE OPPORTUNITY TO THRIVE



To fully understand the impact of Goodwill Industries International (GII), it is essential to know how all of Goodwill fits together.

Every Goodwill store, donation center or career center is part of a community-based Goodwill organization. Throughout the country, these independent, nonprofit Goodwill organizations have their own local leadership, community-based operations and mission-based programs built to meet the unique needs of their communities.

GII exists to support, strengthen and grow the impact of the 155 Goodwill organizations across the U.S. and Canada that work directly with the people in their communities.

Goodwill organizations know what their communities need. They have the pulse on the local labor force and challenges that their neighbors are facing. That means it's our responsibility at GII to provide tools and resources so Goodwill teams in the field can continue focusing on the people they serve, partnerships that give their organizations a larger reach and training that helps them improve and refine their efforts.

This balance ensures that everywhere you see the Goodwill name, you feel the impact that's most needed for that community — with as many tested and proven resources behind it as possible.

With that in mind, we are happy to share a few tangible results from the 2022 partnership between GII and the network of 155 Goodwill organizations across the U.S. and Canada.

**Every day, Goodwill helps more than  
350 people find jobs  
with potential for further career development.**

# Building healthy communities and powerful workforces means realizing the potential of all people, including:



**11,087**

INDIVIDUALS WHO WERE IMMIGRANTS OR REFUGEES



**28,615**

INDIVIDUALS WHO WERE HOMELESS



**48,598**

VETERANS AND MILITARY FAMILY MEMBERS



**53,546**

INDIVIDUALS IMPACTED BY THE JUSTICE SYSTEM



**155,096**

INDIVIDUALS WITH ONE OR MORE DISABILITY



**148,600**

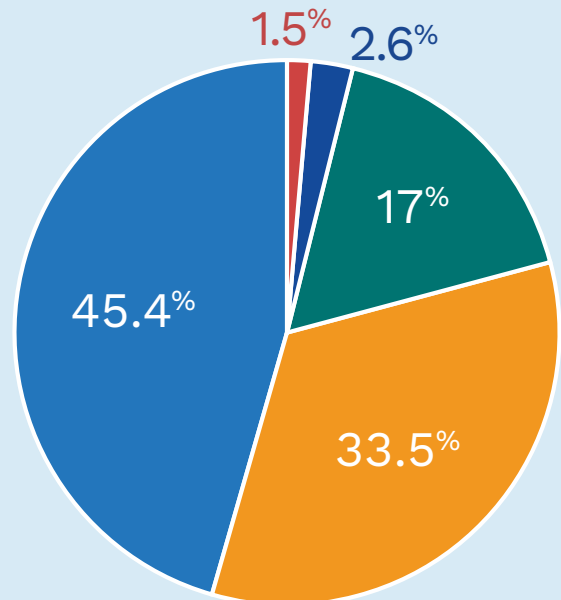
YOUTH AND YOUNG ADULTS (AGES 16-24)



**190,040**

OLDER JOB SEEKERS (AGES 55 AND OLDER)

- 1.5%** American Indian/ Alaska Native
- 2.6%** Asian/Native Hawaiian/ Other Pacific Islander
- 17%** Other Race or Origin
- 33.5%** Black or African American
- 45.4%** Caucasian or White







**2,147,371**

More than 2.1 million people empowered themselves with skills training, education, job placement and other Goodwill services that helped them overcome barriers to opportunity.

**130,162**

people were employed by Goodwill in 2022 and had access to Goodwill's career-advancing services.

**128,909**

people received Goodwill services that led them to earning employment outside of Goodwill.

**19,307**

individuals reached new levels of post-high school education and career advancement through Goodwill programs.



**1 out of every 609 hires**

in the U.S. occurred with the help of Goodwill.



On average, each of our 3,300 Goodwill stores creates about 25 jobs that can serve as launchpads to careers outside of Goodwill.

Sales made at Goodwill stores and online fund career services to prepare people for jobs in their communities. In fact, 81% of the Goodwill network's collective revenue is put into mission services programs.

And 81% of households in the U.S. are located within 10 miles of a Goodwill location.



More than **4 billion pounds of goods** found new purpose through Goodwill retail stores.



More than **17 million pounds of electronics** were collected across 2,000 Goodwill locations and recycled into new computer parts in partnership with Dell Reconnect.



**MEET OUR  
AWARD  
WINNERS**

# EVERYONE DESERVES THE OPPORTUNITY TO EXCEL

## ACHIEVER OF THE YEAR: JACOB BARRETT

Can you keep up with someone like Jacob Barrett? He plays multiple sports in the Special Olympics, has a full-time job with ShopGoodwill.com® and is taking community college courses to become an IT specialist. It's enough to exhaust most people, but Jacob is a self-described "go-getter."

Education has always been of paramount importance to Jacob. He has progressive hearing and vision loss and is on the autism spectrum. When he wanted to pursue a career in IT, he came to The Excel Center® in Shelbyville, a Goodwill-operated, tuition-free adult high school at Goodwill of Central and Southern Indiana. It took him a few tries to pass the math assessment, but he didn't give up. He eventually passed and went on to receive his certificate in IT fundamentals.

Jacob is continuing to work with his Goodwill mission coach as he grows in his education and his career.

"It changed my life," Jacob says when describing his experience. "I just want to keep going, and going, and going. I'm not a quitter."



### [Watch Jacob's Award Video](#)

**About the Award:** The GII Achiever of the Year award honors an outstanding person with a disability or other disadvantaging condition. This individual shows great progress and accomplishments in overcoming barriers to employment, while still benefiting from the Goodwill work environment or receiving services to support employment in the community.

# EVERYONE DESERVES TO BREAK THE CYCLE

## KENNETH SHAW GRADUATE OF THE YEAR: WES SAWYER

Joseph “Wes” Sawyer endured more in his early years than many do throughout their lives. He was born with a congenital heart defect that required multiple surgeries at a young age. When he was a child, a shootout between his parents led to his dad’s incarceration and his mother’s deepened problem with alcohol that eventually led to her death. After such a trying childhood, Wes was houseless as a teenager and found himself involved in gang activity that led to his own time in prison.

One day, while at an appointment for his heart condition, the doctor said Wes should think about going into hospice care if he didn’t start taking better care of himself. That was his breaking point.

Wes came to Goodwill Industries of the Inland Northwest and entered an in-house training and assessment program. During the two-month program, his commitment and congenial personality endeared him to the entire team. He eventually received a full-time position at Goodwill and then carried that experience into a job in the construction industry.

With a stable job, Wes can provide a new life for himself and his family. As he describes it, “I wasn’t a happy person [before]. There wasn’t a lot for me to smile or be happy about. Through this process of getting sober for six years now and going through Goodwill, learning how to work...I’ve learned how to smile again.”



### [Watch Wes' Award Video](#)

**About the Award:** Each year, GII recognizes a Kenneth Shaw Graduate of the Year. This award honors an outstanding person with a disability or disadvantaging condition who completed a Goodwill career services program and is competitively employed by a non-Goodwill employer.





# EVERYONE DESERVES TO FIND THEIR PASSION

## VETERAN OF THE YEAR: SHEILA GILMORE

You'd think 20 years of military service and a bachelor's degree would make the job search process a breeze. Like the experience of many U.S. veterans, that wasn't the case for Sheila Gilmore.

Prospective employers viewed a nine-year gap in her employment as a red flag. Sheila couldn't even get an interview. What those companies didn't know was that she spent those years as a caretaker for her eldest son after he suffered a traumatic brain injury in a car accident.

When Goodwill Industries of Upstate/Midlands South Carolina called for an interview, Sheila jumped at the chance to return to work. Her enthusiasm, combined with a strong work ethic, helped her go from retail associate at a Goodwill store in Greenville, SC, to peer coach and eventually ecommerce customer service associate.

Now, Sheila is in a career that excites her again. She explained this passion by saying, "When I know I can make a difference in someone else's life, it just feeds me with that adrenaline to want to be here... and that is what Goodwill is all about."



### [Watch Sheila's Award Video](#)

**About the Award:** The Carol and Tommy Moore Veteran of the Year award honors a U.S. or Canadian veteran who has demonstrated outstanding achievement in overcoming barriers to employment and is employed by Goodwill or a non-Goodwill employer. Sheila is the inaugural recipient of this award.

# OUR MISSION



**WE TURN DONATIONS  
INTO JOBS.**

# EVERYONE

## DESERVES ACCESS TO OPPORTUNITY

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The elements of a job description often only get at one part of the equation. Jobs will ask for certain experience or education but may overlook non-traditional life paths. Whether that's a certification received later in life or a gap in experience due to caring for a loved one, there are plenty of things that can keep otherwise talented individuals from finding work.

Even things like using a timesheet, attending a meeting or collaborating with a team member can be new concepts for some people. This group is not often served by other workforce development or educational institutions. For some, education is what will get them into the next phase of life. Still, we pride ourselves on being the type of nonprofit that doesn't stop at just one solution.

We work intensively with a variety of people who need a chance to develop the skills that will help them become good workers, supportive family members and contributing members of their communities.

With the help of our local and national partners, we aim to meet the needs of every individual in a way that makes sense for them. That means providing all the tools needed to make life work, regardless of where someone is in theirs.







## The Effect of the Current Labor Market on Individuals

In 2022, GII conducted a survey of adults in the U.S. to quantify employment gaps and identify solutions to creating sustainable careers and accelerating economic recovery. The survey also explored how people feel about their work, what they want in an ideal job and what's keeping job seekers from finding jobs.

Despite low unemployment rates, we found that 54% of adults are still in jobs without ideal paths for growth. In other words, they do not have employment where they feel they can live a comfortable life without financial stress and where they feel they can grow and sustain their careers.

The survey results emphasized that not only is a lack of skills and training a

barrier to more substantive employment, but people are also facing more personal barriers such as mental health struggles, lack of childcare and lack of transportation. In fact, those challenges impact 75% of unemployed adults — especially young adults, Latina women, parents with children and low-income respondents.

When people enter a Goodwill career center, they can expect personalized help to identify the specific resources they need. They will be coached through different assessments and potential career paths to find the one that is right for their aptitudes and lifestyle. And they will receive free personalized coaching to be prepared for long-term success — not just a job.



# EVERYONE DESERVES TO START ANEW

## KEVIN BARRY

Kevin was working in property management when he realized how much his work was affecting his health. He had stress migraines and high blood pressure.

Day in and out, Kevin couldn't shake the feeling that he was meant to help people, and his current career put money before people. He knew he needed something different but wasn't sure what that looked like.

He joined the Achieve program administered by the Goodwill of Greater Grand Rapids (MI). The program is dedicated to helping people reach their long-term career goals.

While in the program, Kevin was exposed to all of the services, training and resources his local Goodwill offered. That inspired him to make a change. He applied for a position and joined the Goodwill team, working his way up to a position as a workforce development quality assurance coordinator.

Now, Kevin's career aligns with his passion. He's proud of the Goodwill mission and his role in helping to achieve it.

When speaking about his new life, Kevin explained that the Goodwill mission helps him enjoy his job even when it's hard. He said, "I have a real enthusiasm for our mission. Our mission is changing lives and communities through the power of work, and we really do those things."

[Watch Kevin's Story](#)



# OUR SUSTAINABILITY EFFORTS



# EVERYONE

## DESERVES A LASTING ENVIRONMENT

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### Building Sustainable Futures

Fast fashion and conspicuous consumption encourage shoppers to buy, wear and move on to the next trend. The Ellen MacArthur Foundation reports that we're now producing twice as many garments as we were 15 years ago. While we can't stop this cycle from happening, Goodwill promotes an alternative path to reusing or recycling items whenever possible and encourages shoppers to spend their money in a conscientious way.

When you buy a used pair of jeans or a crockpot from Goodwill, you're doing your part to slow down the rate of production and create less waste. It's a simple way to use your purchasing power to support the environment and your community. In fact, in 2022, Goodwill stores diverted more than 4 billion pounds of goods from landfills.

But that's just the beginning of sustainability at Goodwill. We have 120 years of experience with this donated goods business model. That means we are in the perfect position to innovate and lead in sustainability efforts.



### Repairing and Repurposing for Extended Lifecycles

You may already know the general lifecycle of an item donated to Goodwill. Something that was once taking up space in a closet or drawer gets donated, put out on the Goodwill shelves and then purchased by someone who just found their newest treasure. Not every item that is donated to Goodwill can make such a journey, however.

Throughout our Goodwill locations, we've developed programs to repurpose goods that aren't able to be sold in stores. Not only do donated goods get a new life, but these programs offer those seeking employment an opportunity to learn new skills that can carry them into jobs outside of Goodwill.

### Advocating for Environmental Initiatives

Our work goes beyond our internal programs to actively promoting sustainability. In July 2022, GII's Director of Sustainability spoke at a U.S. Congressional Briefing, "Fashion and the Environment – How to Achieve a Circular Future." It explored fast fashion's impact on people and the planet and how circular economies and secondhand markets are a key part of the solution for a more sustainable industry.

[Read more about the briefing in our blog.](#)

## Sustainability in Action

Read on to discover examples of how GII and local Goodwill organizations are leveraging our scale in unprecedented ways to advance the three pillars of Goodwill and sustainability: people, planet and prosperity.

### A Second Start for Soft Goods: Textile Recycling

In 2022, GII received a \$1.28 million grant from the [Walmart Foundation](#) for a two-year project to transform unwearable donations into raw material for textile recycling. This project addresses the global textile waste crisis while supporting local workforce development and job training programs.

The project, titled, “Job Creation for a Circular Economy: Transforming Goodwill Donations into Textile-to-Textile Recycling Feedstock,” partners local Goodwill organizations with Accelerating Circularity®, a leading developer of circular textile supply chains.

Twenty-five local Goodwill organizations are collaborating regionally to develop skills, systems and infrastructure to prepare textiles that meet recyclers’ specifications.

This initiative lays the groundwork for a model that can be replicated across the Goodwill network as well as across other organizations. This project ensures that systems for textile circularity are developed throughout North America and creates good jobs in the process.



## A New Life for Plastic Bags: Trex Plastics Recycling

Three Goodwill organizations — Goodwill of Delaware and Delaware County, Goodwill of Greater Washington and Goodwill of the Chesapeake — have joined forces in a collaborative partnership dedicated to developing solutions for reusing and manufacturing new products from waste materials.

The group is teaming up with Trex to convert plastic film into composite decking material. Many donations arrive at Goodwill in plastic bags which contaminate plastic recycling systems. The partnership with Trex not only removes this material from the waste stream but also creates a new revenue stream to support Goodwill mission programs.

By baling and sending thousands of pounds of flimsy plastics to Trex's manufacturing center where they are combined with reclaimed sawdust, **Goodwill and Trex successfully diverted more than 100,000 pounds of plastic from landfills in 2022.**



The organizations' leaders acknowledged the necessity of collaboration to address sustainability issues effectively and to maximize Goodwill's positive impact. The three organizations are continuing to partner to tackle other challenges related to glass and plastic recycling as well.



## Jobs and Infrastructure from Plastic: The Michigan HydroBlox Project

Goodwill Industries of West Michigan and HydroBlox Technologies are teaming up to convert unsold plastic donations into stormwater drainage infrastructure.

Goodwill organizations in Michigan will have the option to send various plastic waste to a new solar-powered plant in Muskegon, MI, that was developed for this project. HydroBlox uses these materials to create 100% recycled structures for water flow regulation in roads, trails, hydroponic farms and more. The plant is designed to receive plastic waste from Goodwill's donated goods programs as well as up to 8 million pounds of post-industrial waste from other providers.

The initiative reflects Goodwill's focus on environmental stewardship and is a part of the collaborative efforts with Goodwill Industries of West Michigan's Sustainability Committee. President and CEO Jeanette Hoyer stated that the venture diverts landfill-bound plastic while generating good jobs in Michigan.

This program was initiated with plans to expand the system to other Goodwill organizations in the future.



# OUR PARTNERSHIPS





# EVERYONE DESERVES A HELPING HAND

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GII and local Goodwill organizations work together to tackle the increasing complexity of social services, personal development and employment to support all individuals and their communities. But, the scope and complexity of these challenges are bigger than any one organization and require strong partnerships to ensure our efforts have the necessary reach and impact.

With Goodwill's integration into communities across the U.S., Canada and beyond, we have the unique ability to connect with people locally and work with partners nationally. And, because we couldn't have had the impact we did alone, we are grateful for the resources, collaboration and growth that our partnerships generated in 2022.

Still, our work is far from finished. We steadfastly look for new ways to connect with like-minded organizations and businesses to break down barriers and eliminate the skills gap in our workforce. Our current partnerships provide us inspiration for the work we have yet to do and the partners we have yet to meet.

Together, we support individuals in empowering themselves to break out of the low-wage job cycle and help them launch into brighter futures. The possibilities are limitless, and partner support is critical. If you're interested in joining us in this work, please contact us today.



## SKILLS BUILDING PARTNERSHIPS

There are many areas in the workforce where the needs don't match the skills. GII and local Goodwill organizations are working with partners to amplify impact in digital skills, the skilled trades and healthcare career pathways. These partnerships ensure that people with previously untapped talent can grow in their careers.

BANK OF AMERICA 

CATERPILLAR  
FOUNDATION  


  
COMCAST



 Elevance  
Health Foundation







 Microsoft

Walmart 

### Partner Spotlight: Lowe's & Goodwill Are Training Workers for Trades

Lowe's and Goodwill are partners in addressing the significant labor shortage within the skilled trades industry — a sector that is in-demand and offers upskilling opportunities that lead to economic mobility.

We collaborate to holistically support job seekers on their journey to become skilled tradespeople.



## PARTNERSHIPS TO BREAK DOWN BARRIERS

Goodwill works with partners to address barriers individuals face in gaining and maintaining employment. Our partners have provided support to address the unique needs of veterans, youth and young adults, and individuals who have been involved with the justice system, as well as wrap-around services to support them.



### Partner Spotlight: Accenture, GM & Goodwill Are Meeting the Needs of Opportunity Youth

According to the Youth & Young Adult Initiative, 12.6% of young adults in the U.S. — 4.8 million young people — were neither in school nor employed in 2020,<sup>1</sup> a status referred to as ‘opportunity youth.’

Many young people experience poverty, live in rural communities, experience houselessness, are justice-impacted, have a disability and are a part of historically marginalized communities.

Accenture and GM support GII’s efforts to scale evidence-based practices that promote economic mobility for those youth and young adults who face significant barriers to financial stability.<sup>1</sup>

<sup>1</sup> Youth.gov. [Opportunity Youth](#)



## CAPACITY-BUILDING PARTNERSHIPS

For local Goodwill organizations to continue offering the training that successfully equips individuals for the jobs of today, their team members must be equipped in new ways. They need digital tools and resources that will help them operate all areas of our social enterprise, including donations, retail and workforce development. They need extensive training — both in-person and online — that will enable them to support, coach and prepare job seekers in ways they have not done before.

Efficiently and effectively providing Goodwill team members with resources and training based on proven practices helps support more job seekers, more often, in more places and in more ways, with the goal of getting more people into higher-paying jobs.

Support and resources GII provides to Goodwill organizations:

- Cutting-edge training, support and advanced resources including industry-recognized certifications for career navigators.
- Direct consultations, proven insights and best practices for improving retail operations and increasing funding available for mission programming.
- Access to innovative technologies that can be tailored to meet unique local needs.

Goodwill organizations can't go as far or as fast without the centralized resources provided by GII. Which is why support from our funders and partners is instrumental for creating and providing meaningful resources for them.

**BANK OF AMERICA** 

**coursera**

**Google.org**

 **USAA**<sup>®</sup>

**Walmart**  **org**

## Partner Spotlight: Coursera and Goodwill Are Training More Coaches for More Impact

There's a gap between the opportunities available and the people ready to fill them. Millions of jobs stand empty each year because employers cannot connect with individuals that have the right skills to fill those positions. Likewise, unemployment or underemployment is not a personal failure, rather a missing connection of individual talent, potential and skills with available opportunities.



Creating the solution to this misalignment starts with Goodwill's own workforce. In 2022, GII worked with Coursera and local Goodwill organizations to design the Goodwill Career Coach and Navigator Professional Certificate online training program. The modules in this training program and the resulting industry-recognized credential provide a path to becoming a career coach or navigator for those interested in joining the field or advancing within this career path.

To develop this course, GII looked to the expertise, knowledge and real-world experience gained on the ground at Goodwill organizations.

One Goodwill early adopter said, “[The] course has provided enriching context for the flow of services that Goodwill offers — I better understand the ‘why’ behind what we do.”

This course, offered online through Coursera, helps people grow in their own careers and empowers them to continue helping others do the same. It's a ripple effect with meaningful impact.

## PARTNERSHIPS TO BREAK DOWN BARRIERS

Goodwill is doing extremely important work to power the circular economy; our entire model of collecting and selling donated goods helps communities extend the life of usable items.

**In 2022, Goodwill recovered the value in more than 4 billion pounds of used goods, diverting them from landfills and giving them a second life.** While we are proud of how many items we keep in circulation, the Goodwill network is working hard at both national and local levels to develop scalable solutions for unsold donated goods that are traceable and circular.

Our partners have helped support initiatives focused on textile circularity and recycling, and managing e-waste in an environmentally safe way. In collaboration with our partners, Goodwill is committed to being a leader in sustainability innovation.



### Partner Spotlight: Dell Reconnect and Goodwill Give Used Electronics a Second Life

Dell is a longtime Goodwill partner in diverting used electronics from landfills. Through Dell Reconnect, people can take any brand of computer and accompanying accessories to one of Goodwill's more than 2,000 participating locations to have their equipment responsibly recycled at no cost to them.

Dell Reconnect teaches the importance of expanding the lifecycle of electronics through environmentally responsible computer disposal. At the same time, it creates thousands of jobs and revenue for job training opportunities.

In 2022, Dell collected 17 million pounds of electronics for recycling from Goodwill. Since the program began in 2004, Dell and Goodwill have diverted 623 million pounds of electronics from local landfills.



## NATIONAL STRATEGIC PARTNERS

GII's National Strategic Partners provide multi-year support — such as financial support, pro-bono skills training, in-kind contributions, hiring initiatives, and more — that is accessible to 155 local Goodwill organizations across the U.S. and Canada.



## NATIONAL IMPACT PARTNERS

GII's Impact Partners provide support through targeted initiatives and investments aimed to impact specific communities where Goodwill organizations are located.

**Our 2022 impact partners were:**

**Caterpillar Foundation**

**GM**

**Meta Elevate**

**Comcast**

**Lowe's**

**Microsoft**

**Elevance Health**

**Lyft**



## 2022 Financial Donors

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Katherine John  
Chris & Shae Johns  
George Johnston  
Cheryl Jones  
Lindsey Jones  
Peggy Jones  
Paul Jones  
Kamala Kannan  
David Karpman  
Susan Bloch Kay & Steve Kay  
Kay Family Foundation  
Nancy Kedersha  
Mark Keller  
Janis Kepler  
Elizabeth Klapproth  
The Knapp Family Donor  
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Willda V. Landon Charitable  
Foundation  
Timothy Laughlin  
Dr. Charles Leins  
Deborah Lenz  
Jeffrey Lerner  
Gary Lobel  
G Byron Long III



Joan & Steve Lufburrow in  
memory of Bill Lufburrow  
Anita Lutkus  
Amy Luttrell  
Douglas Mallinak  
Paul Marx  
Rebecca McAuley  
Joan McCabe-Eisleben  
Justin Metzger  
Steven Militzok  
Nancy Mitchell  
Carol & Tommy Moore  
Jeanne Mosher  
Paul & Antje Newhagen  
Craig Nunez  
Richard Otterbein  
Peter & Helen Pachios  
Deborah & James Passerini  
Gamanlal Patel  
Etienne Patout  
Christine Perren  
Ivry Pollard  
Scott Prather  
Steve & Molly Preston  
Gamaliel Rabell  
John & Leigh Radford

Brian Ray  
Anne Richards  
Lee Richardson  
James Ripley  
JoAnne Robbins  
Steve Roden  
Daniel Rodriguez  
Ruth & Fred Schneider  
Directed Charitable Fund  
Robert Scholten  
Kathryn Schumacher  
Elizabeth Semrau  
Cata Serna-Valencia  
Eric Sheaffer  
Junko Shimoji  
Taylor Smith  
Jaeuk So  
Behzad Soltani  
Scott Sorgen  
Visna Soun  
Jeff Stehouwer  
Vincent Stewart  
Peter Stone  
Christopher Suchocki  
Greg Sundermann  
Francis Taylor & Constance  
Taylor

Terwilliger Family Foundation,  
Inc.  
Richard Terzaghi  
Debra Testa in memory of  
Patrick McNamara  
William Tifft  
Patrick & Kathy Townsend  
Terry Treat  
Claude Valliere  
Roberta Van Haeften  
Richmond Vincent  
Matthew Wadiak  
Phoebe Warren  
Jhamandas Watamull Fund  
Devon Welles  
Winckler Family

## 2022 Bequests

Estate of Barry J. Brandstrom  
Estate of Marie Ann Demarco  
Marion B. Herrschaft Trust  
Estate of Phillip Neumann  
RTL Trust  
Estate of Paul G. Slater  
Estate of Virginia A. Smith



# OUR FINANCIALS

## Goodwill Industries International, Inc. and Related Entities December 31, 2022 and 2021

### Consolidated Statements of Financial Position

	2022	2021	
<b>ASSETS</b>	Cash and cash equivalents	\$ 14,619,591	35,808,905
	Investments	37,695,675	16,994,783
	Accounts receivable, net	1,834,522	1,777,286
	Grants receivable	5,089,243	5,154,157
	Promises to give, net	379,100	320,113
	Prepaid expenses and other assets	1,796,583	1,024,096
	Right-of-use asset for operating lease	55,616	-
	Property and equipment, net	4,598,144	5,239,531
	Investments held for endowment	1,930,143	2,229,735
	<b>TOTAL ASSETS</b>	<b>\$ 67,998,617</b>	<b>\$ 68,548,606</b>
<b>LIABILITIES AND NET ASSETS</b>	<b>LIABILITIES</b>		
	Accounts payable	\$ 7,025,797	\$ 5,793,764
	Accrued expenses	3,348,052	3,453,799
	Deferred revenue	2,285,396	668,286
	Lease liability for operating lease	57,263	-
	<b>TOTAL LIABILITIES</b>	<b>\$12,716,508</b>	<b>\$ 9,915,849</b>
	<b>NET ASSETS</b>		
	Without donor restrictions	\$ 43,112,102	\$ 43,708,013
	With donor restrictions	12,170,007	14,924,744
	<b>TOTAL NET ASSETS</b>	<b>55,282,109</b>	<b>58,632,757</b>
<b>TOTAL LIABILITIES &amp; NET ASSETS</b>	<b>\$ 67,998,617</b>	<b>\$ 68,548,606</b>	

## Consolidated Statement of Activities

	2022	2021	
ACTIVITIES WITHOUT DONOR RESTRICTIONS	<b>REVENUE AND SUPPORT</b>		
	Federal awards	\$ 26,224,904	\$ 26,309,177
	Membership dues	23,918,486	21,269,926
	Program service fees	1,880,815	1,195,707
	Legacies and bequests	981,532	1,135,478
	Contributions	485,840	1,001,027
	Rental	291,740	291,133
	Net investment return—operations	198,198	86,573
	Other income	71,707	23,758
	PPP loan forgiveness	-	2,908,300
	Net assets released from restriction	10,400,625	6,494,855
	<b>TOTAL REVENUE AND SUPPORT</b>	<b>\$ 64,453,847</b>	<b>\$ 60,715,934</b>
	<b>EXPENSES</b>		
	<b>PROGRAM SERVICES</b>		
	Sponsored programs and grants	\$ 35,895,676	\$ 32,629,187
	Direct services to membership	19,400,095	16,492,698
	Support services to membership	1,506,239	1,224,052
<b>TOTAL PROGRAM SERVICES</b>	<b>\$ 56,802,010</b>	<b>\$ 50,345,937</b>	
<b>ADMINISTRATION AND DEVELOPMENT</b>			
General and administrative	\$ 5,828,009	\$ 4,196,607	
Resource development	1,258,445	947,039	
<b>TOTAL ADMIN AND DEVELOPMENT</b>	<b>\$ 7,086,454</b>	<b>\$ 5,143,646</b>	
<b>TOTAL EXPENSES</b>	<b>\$ 63,888,464</b>	<b>\$ 55,489,583</b>	
<b>CHANGE IN NET ASSETS WITHOUT DONOR RESTRICTIONS FROM OPERATIONS</b>	<b>\$ 565,383</b>	<b>\$ 5,226,351</b>	
Net investment (loss) return—non-operating	(1,161,294)	278,418	
<b>CHANGE IN NET ASSETS WITHOUT DONOR RESTRICTIONS</b>	<b>\$ (595,911)</b>	<b>\$ 5,504,769</b>	
ACTIVITIES WITH DONOR RESTRICTIONS	Contributions	\$ 7,945,303	\$ 12,098,807
	Net investment (loss) return—donor restricted	(299,415)	141,043
	Net assets released from restriction	(10,400,625)	(6,494,855)
	<b>CHANGE IN NET ASSETS WITH DONOR RESTRICTIONS</b>	<b>\$ (2,754,737)</b>	<b>\$ 5,744,995</b>
	<b>CHANGE IN NET ASSETS</b>	<b>(3,350,648)</b>	11,249,764
Beginning	58,632,757	47,382,993	
<b>ENDING</b>	<b>\$ 55,282,109</b>	<b>\$ 58,632,757</b>	

## **Mission**

Goodwill® works to enhance the dignity and quality of life of individuals and families by strengthening communities, eliminating barriers to opportunity and helping people in need reach their full potential through learning and the power of work.

## **Vision**

We at Goodwill Industries® believe that every person has the opportunity to achieve his or her fullest potential and participate in and contribute to all aspects of life.

## **Values**

- Passion
- Impact
- Respect
- Well-being
- Diversity, Equity and Inclusion
- Agility

## **Structure**

Goodwill was founded in 1902 to enhance people's dignity and quality of life by strengthening their communities, eliminating their barriers to opportunity and helping them reach their full potential through learning and the power of work. Goodwill Industries International supports a network of 155 community-based nonprofit organizations across the U.S. and Canada that sell donated goods to create job opportunities and fund training in local communities. Each local Goodwill is a separate 501(c)(3) organization that operates independently to meet the specific needs of the communities it serves, such as job placement services, skills training, employment training and other community-based services.

## **International Reach**

Goodwill currently has a presence in 12 countries outside of the U.S. and Canada. In collaboration with Goodwill Industries International, our partner nonprofits generate revenue to expand their missions within their respective countries.

Each of our international nonprofit partners is an independent nonprofit organization governed by local leadership.

**Brazil**  
**Canada**  
**Costa Rica**  
**Finland**

**Italy**  
**Mexico**  
**Philippines**  
**South Korea**

**Taiwan**  
**Thailand**  
**Trinidad**  
**Venezuela**

**United States**  
**Uruguay**

# 2022–2023 BOARD OF DIRECTORS\*

## **CHAIR**

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*Concord, NH*

## **PRESIDENT AND CEO**

**Steven C. Preston**

Goodwill Industries International

*Rockville, MD*

## **VICE CHAIR**

**Michael Winckler, CE**

Goodwill Southeast Georgia

*Savannah, GA*

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**Ken Diekroeger**

Golden Gate Capital

*Woodside, CA*

## **SECRETARY**

**Joe Guith**

Church’s Chicken

*Atlanta, GA*

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JP Morgan Chase

*Rockwell, TX*

**Pat Airy, CE**

Goodwill of the Heartland

*Iowa City, IA*

**Mark Boyd, CE**

Goodwill Industries of Southern New Jersey and Philadelphia

*Maple Shade, NJ*

**Dan Buron, CE**

Goodwill Northern Michigan

*Traverse City, MI*

**Daryl Campbell, CE**

Evergreen Goodwill of Northwest

Washington

*Seattle, WA*

**Ed Durkee, CE**

Goodwill Industries of Central Florida

*Orlando, FL*

**Toni Giffin, CE**

Goodwill Industries of San Diego

County

*San Diego, CA*

**Kristin Goran**

Primrose School Franchising Company

*Atlanta, GA*

**Dave Hadani**

Fact Design, Executive Chairman,

NBC Bancshares

*Davis, CA*

**Jackie Hallberg, CE**

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Wisconsin and Metropolitan Chicago

*Greendale, WI*

**Chris Hess, CE**

Goodwill Industries of North Central

Wisconsin

*Menasha, WI*

**Beverly Jackson**

Zillow  
*Las Vegas, NV*

**Chris Jackson, CE**

Goodwill Industries of the Southern  
Piedmont  
*Charlotte, NC*

**Dale Jenkins**

Deloitte LLP, Retired  
*Covington, LA*

**Jackson Jeyanayagam**

AB InBev  
*New York, NY*

**Shae Johns, CE**

Southern Oregon Goodwill Industries  
*Medford, OR*

**Kent Kramer, CE**

Goodwill of Central & Southern Indiana  
*Indianapolis, IN*

**Amy Luttrell, CE**

Goodwill Industries of Kentucky, Inc.  
*Louisville, KY*

**Rick Neal, CE**

Goodwill of Southern Nevada  
*Las Vegas, NV*

**Craig Nunez**

Natural Resource Partners  
*Houston, TX*

**Debbie Passerini, CE**

Goodwill Industries-Suncoast, Inc.  
*St. Petersburg, FL*

**Etienne Patout**

Theo Chocolate  
*Bellevue, WA*

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P&G Ventures  
*Cincinnati, OH*

**Anne Richards, CE**

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*Canton, OH*

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*Tallahassee, FL*

**Kofi Smith**

Keystone Management  
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**Behzad Soltani**

Movado Group  
*Millburn, NJ*

**Alissa Stewart Sparks, CE**

Goodwill Industries of KYOWVA Area, Inc.  
*Huntington, WV*

**Matthew Wadiak**

Cooks Venture  
*New York, NY*

**EMERITUS DIRECTORS****Larry DeJarnett**

*Palm Desert, CA*

**Lorna Utley**

Marathon Cable  
*Grosse Point Woods, MI*

*This roster reflects the Goodwill Industries International Board of Directors as of June 2023.*



## **Goodwill Industries International**

15810 Indianola Drive

Rockville, MD 20855

[www.goodwill.org](http://www.goodwill.org)

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