create

JOBS / OPPORTUNITIES / PARTNERSHIPS

ANNUAL REPORT 2016
Goodwill's mission is to help individuals with barriers to self-sufficiency to achieve independence and dignity through work.

*Not charity, but a chance.*

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Dear Friends of Goodwill,

At Goodwill, we create jobs, opportunities, and partnerships. And, when we do, we change lives.

Goodwill’s mission is to help individuals with barriers to self-sufficiency to achieve independence and dignity through work. In this Annual Report, you will read stories of people who are more independent because Goodwill has been able to create opportunities – individuals like Chrissy Baneky who has overcome significant challenges, but is thriving in her position at Wegmans. Or Scott Brown, who was facing unemployment, but quickly found a job he loves through Boston Career Link, the one-stop career center operated by Goodwill.

You will read about the way Goodwill has been able to create partnerships with businesses, community organizations, and so many others in order to advance its mission. You will learn that TJX Companies is exemplary in its multi-faceted approach to partnering with Goodwill. From hiring job trainees to volunteering at events to donating goods, TJX Companies does it all!

The successes we had in 2016 were possible because of the support of our board, staff, volunteers, funders, community and business partners, customers, and friends. We thank each of you for your support!

It is by working with you that we can create opportunities and create partnerships and, through them, create jobs!

Sincerely,

Joanne K. Hilferty  
President and CEO  
Morgan Memorial Goodwill Industries
At Goodwill, job creation is a collective effort. Goodwill helps individuals with barriers to employment prepare for and enter the workforce and engages employer partners and other organizations to create job opportunities. In the past year, Goodwill served nearly 8,000 people with job training and career services and teamed up with more than 150 employers ready and able to hire them.

In its job training programs, Goodwill served 612 individuals, providing them with case management, work-readiness training, skills training, on-the-job training, job placement, and post-placement supports. Goodwill expanded Project SEARCH, its successful internship program for high school students with disabilities. The latest site is a partnership with New England Baptist Hospital and Madison Park Vocational Technical High School.

Goodwill collaborated with many businesses and organizations in offering its training programs and finding placements for program participants. These included Spaulding Cambridge Hospital, the VA Boston Healthcare System – West Roxbury Campus, Wegmans, and WinnResidential, to name a few.

Boston Career Link, the one-stop career center operated by Goodwill, assisted 6,964 individuals during the year with a range of services including career counseling, workshops, job postings, online job search, computer access, and distribution of vouchers to training programs.

Boston Career Link teamed up with 156 employers to hold on-site recruitment events, job fairs, and mass hiring events. In one two-month period, the career center held specific job fairs for the healthcare, banking, security, and grocery industries. Some of the businesses that turn to the career center again and again when looking for qualified job seekers are Beth Israel Deaconess Medical Center, Boston Medical Center, Citizens Bank, and Piedmont Airlines.

At Goodwill, it’s a team effort to create access to jobs in the community.

“I like getting the experience. My dream job is to someday work at a restaurant.”
- Chrissy Baneky
**Chrissy Baneky**

When Chrissy Baneky has a job to do, it’s best not to get in her way.

The energetic 25-year-old likes her customers at Wegmans in Westwood to be happy. “I have a lot to do before lunchtime,” said Chrissy, who works as a café assistant. “I want to make sure everything looks good and the tables are clean. How else are people going to eat!?”

Chrissy, a Hyde Park resident, is a graduate of Goodwill’s Will to Work program, which is designed to help young adults with disabilities obtain competitive employment. The program focuses on skill development, job readiness, and career exploration. Chrissy has always been interested in restaurants and food services so the position at Wegmans has been a good fit.

“I like getting the experience,” she said, adding that her “dream job” is to someday work at a restaurant.

After graduation from the program, Goodwill offers extended support and checks in with Chrissy and her employer on a regular basis. These check-ins could include transportation assistance, retention counseling, and job coaching.

They needn’t check in on whether the tables are clean though – Chrissy is on top of that.

**Jerry Pogue**

Next time you get a package from Amazon, it’s possible Jerry Pogue helped get it to you.

The 27-year-old Lynn resident started working as a warehouse agent at Amazon Fulfillment in Everett last summer and does his job to make sure packages get to where they need to go on time.

“We’re always busy here,” said Jerry. “I like it.”

Jerry landed the Amazon job after he was referred to Goodwill’s Job Training Center in Salem by the Massachusetts Rehabilitation Commission. Working with a Goodwill job specialist, Jerry quickly found the position.

Jerry suffers from epilepsy, but said “it doesn’t get in my way.” To get to the Amazon warehouse in Everett, he has to take two buses, a train and walk for about 15 minutes but he is never late.

Obstacles aren’t something Jerry worries about. He goes over them and moves forward.

**“We’re always busy here. I like it.”**

- Jerry Pogue
**JOB TRAINING AND CAREER SERVICES**

**Deysi Vargas**

What was biggest thing that Deysi Vargas got out of First Step, Goodwill’s four-week job readiness program?

“Confidence,” she said. “It helped me feel better about myself.”

Deysi was born in the Dominican Republic and has lived in Boston for more than six years. Concerns about her English and a lack of confidence in her job skills were making it hard for her to find permanent work.

“First Step helped get me job ready,” said the mother of two young children. “It gave me more confidence with my English and helped me look for a job.”

Now, after an internship at Panera Cares Community Café, the 30-year-old Deysi is working as a scanner at the Amazon warehouse in Stoughton and loving it. She likes the atmosphere there and the flexible work schedule. Deysi is also taking classes in early childhood education at the Urban College. She hopes someday to become a teacher.

Armed with her new sense of confidence, Deysi feels like she can do anything.

**“First Step helped get me job ready.” – Deysi Vargas**

**Scott Brown**

Boston Career Link delivered for Scott Brown. The Dorchester resident knew the company he was working for was going to close and that he was going to need a job.

In May, Scott came to Boston Career Link, the one-stop career center operated by Goodwill, and found out about a hiring event to be held by Children’s Services of Roxbury. He attended and was one of four individuals from the career center hired that day by the local organization.

“It worked out well for me,” said Scott, who is an intensive care coordinator at Children’s Services.

In his new position, Scott serves as an advocate for children and their parents. He is always on the go with a lot to juggle, but is happy with the way things worked out and the services he received at the career center.

“I enjoy the job,” he said. “There are a lot of moving parts, but it is rewarding work.”

**“I enjoy the job, there are a lot of moving parts, but it is rewarding work.” – Scott Brown**
If there is a song on the radio Brianna Vera likes, she'll dance to it. If she has a good book, she'll read it. That's just the nature of this vivacious 16-year-old who likes to be active in life and involved in her community. A junior at Boston Green Academy in Brighton, Brianna is part of Goodwill’s Youth Initiative and participates in the After-School Academy and the GoodGuides youth mentoring program.

“I like coming to Goodwill because I can work on my homework and work on other projects,” Brianna said. “I also like to see my friends.”

Goodwill’s Youth Initiative offers an array of programs to help young people reach their full potential. There are academic, recreational, and career-oriented activities and Brianna takes part in most of them. She especially likes the college tours.

“I want to study criminal justice so I like visiting different colleges,” Brianna said. She is a serious student with good grades.

Goodwill’s Youth Initiative strives to empower youth to make positive life choices and maximize their potential. For Brianna, that potential is unlimited.

“I like coming to Goodwill because I can work on my homework and work on other projects.”

- Brianna Vera
Goodwill operates social enterprises to create jobs, to provide training opportunities, and to promote economic vitality in communities.

Goodwill operates 11 stores in eastern and central Massachusetts, with more than 1 million customer transactions. The retail stores, donation centers, and distribution center provide training and employment opportunities for many Goodwill program participants. The stores offer low-cost, quality items for individuals and families looking to stretch their dollar.

Over the summer, Goodwill renovated its store in Davis Square in Somerville. Not surprisingly, a readers’ poll in Scout Magazine named it the best thrift store in Somerville.

Donations to Goodwill increased 27 percent to more than 29 million pounds in 2016. Some of that increase is attributable to the ongoing public service campaign from the Ad Council “Donate Stuff. Create Jobs.” Now entering its fourth year, the campaign has helped raise awareness about the need for donations and how those donations create jobs in the community.

Goodwill also operates a Computer Recycling Program with Dell Reconnect that continues to grow and expand. Through this initiative, donors can drop off computer equipment to be recycled. Goodwill now reconfigures newer computers and laptops for resale in The Goodwill Stores.

AbilityOne is a federal program that helps people with severe disabilities find employment by working for nonprofit organizations that provide products and/or services to the U.S. government. Through AbilityOne, Goodwill provides janitorial and housekeeping services to government properties such as the Hanscom Air Force Base, the Barnes Building in South Boston, and the Philbin Building in Fitchburg.
GOODWILL STORES AND DONATION CENTERS

THE GOODWILL STORES
Allston/Brighton
Boston
Boston Outlet Store
Cambridge
Hyannis
Jamaica Plain
Somerville
South Attleboro
South Boston
Quincy
Worcester

DONATION CENTERS
Attended Donation Centers
Arlington
Boston
Chelmsford
Concord
Lexington
Newton
North Andover
Peabody
Reading
Sudbury
Swampscott
Waltham
Wellesley
Woburn

Donations may also be made at ZOOTS dry cleaning stores. Visit www.goodwillmass.org for Goodwill store and donation center addresses.

2016 FINANCIAL REPORT

Goodwill strives to be efficient and effective in the use of funds raised to support its mission and 87 cents of every dollar spent went to programs that helped transform lives. In 2016, Goodwill had operating revenue of $34,193,087, total expenses of $33,715,409, and net assets of $22,997,101.

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<th>PROGRAMS</th>
<th>MANAGEMENT AND GENERAL</th>
<th>FUNDRAISING</th>
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<td>87%</td>
<td>4%</td>
<td>9%</td>
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FY2016 EXPENSES
GOODWILL creates PARTNERSHIPS

The TJX Companies

Goodwill relies on partnerships with businesses, foundations, and community organizations to advance its mission. The list of organizations is long. Some send volunteers. Some hire job trainees. Some work with mobile crews. Some donate funds. Some donate clothing or household items.

Among these, TJX stands out because of the depth and breadth of its engagement and its demonstrated commitment to making the community a better place. Beyond providing financial support, TJX associates actively support Goodwill and volunteer at Goodwill events. In addition, a member of the TJX leadership team serves on the Goodwill Board of Directors.

TJX also supports Goodwill through the donation of product samples. Each month, Goodwill picks up samples of items you might see in a T.J. Maxx, Marshalls, HomeGoods, or Sierra Trading Post and ships them to The Goodwill Stores. A typical donation could include clothing as well as household items such as lamps, bedding, or towels – all items needed by Goodwill clientele. Customers are always thrilled to find these exciting and fashionable samples.

“Our partnership with TJX is exemplary and it is multi-dimensional,” said Joanne Hilferty, President and CEO of Morgan Memorial Goodwill Industries. “Their support touches so many aspects of our mission services.”

TJX has truly made a difference for people in need and has enhanced Goodwill’s ability to serve the community.

“TJX employees Courtney Lord and Manny DeBrito pick up production samples with TJX employees Joseph Kroon and Jerald Cahill.”

VOLUNTEER GROUPS

Goodwill would like to thank the following companies who have provided groups of volunteers to assist with events throughout the year.

Arthur J. Gallagher & Co.
Bank of America Merrill Lynch
Blue Cross Blue Shield of Massachusetts
BNY Mellon
Boston Celtics
Boston University Athletic Training Department
Charles River Labs
Chiofaro Building Services
Deloitte
Duke Alumni Association
Emerson College
FedEx Office
Grant Thornton
HDR, Inc.
John Hancock
Liberty Mutual
LPL Financial
New England Baptist Hospital
New England Patriots
Northeastern University
Racepoint Global
Randstad
Santander
Stop & Shop
TD Bank
The Waldwin Group
UPS
US Trust
VPNE Parking Solutions
Wolf & Co
Put Your Clothes to Work Companies

Goodwill would like to thank the following companies who helped collect nearly 34,000 pounds of business attire from their employees for our annual Put Your Clothes to Work Drive.

AIM Mutual Insurance Company
Associated Industries of Massachusetts
Baker Square Condominiums
Bank of America Merrill Lynch
bluebird bio
BNY Mellon
Bobbi Smith
Boston Private
Boston University Building Impact
CBRE
Chiofaro Building Services
Corning Incorporated
Crawford Memorial Methodist Church
Deloitte
Department of Environmental Protection
EnerNOC
Fitness Together
HP Hood
Kirkland Albrecht & Fredrickson, LLC
KPMG
Liaison International
Lincoln Property Management
Marlo Marketing
Monster Worldwide
Network Health
New England Baptist Hospital
Newmarket Business Association
Online Buddies
Oracle
Oxford Corp
Parthenon Group
Plymouth Rock Assurance
Racepoint Global
Randstad
Ropes & Gray
RSN US, LLP
Salem Five
Suffolk Construction
Synergy Investments
The Boston Club
The TJX Companies, Inc.
Towers Watson
TripAdvisor
Tufts Health Plan
UPS
VPNE Parking Solutions
Wolf & Co

INDIVIDUALS SERVED

Job training program participants: 612
Boston Career Link members: 6,964
Youth Initiative participants: 135

THE GOODWILL STORES AND DONATED GOODS

29,336,760 = Pounds of donated goods
733,419 = Individual donations
38 = Donation sites
1,048,183 = Customer transactions

GOODWILL

Employees: 384
Paid trainees: 198
Facilities: 11
Cash gifts: 9,696
Massachusetts communities served: 265

GOODWILL BY THE NUMBERS

BUSINESS ENGAGEMENT

156
Employers recruiting on-site

219
On-site recruitment events

10
Job fairs and mass hiring events

13
Worksite customers, including AbilityOne sites

90
Businesses contributing goods

COMMUNITY OUTREACH

Thanksgiving meals served: 1,145

Holiday toys distributed: 810
Former New England Patriots player Robert Perryman was on hand to deliver Thanksgiving baskets at Goodwill’s Thanksgiving-in-a-Basket event.

Attorney General Maura Healey served Goodwill participants at Goodwill’s annual Thanks-for-Giving dinner in November.

Gov. Charlie Baker served Goodwill participants at Goodwill’s annual Thanks-for-Giving dinner in November.
State Rep. Denise Provost and Somerville Alderman John Connolly gave Goodwill CEO Joanne Hilferty a hand with the ribbon cutting at the newly renovated Goodwill Store in Somerville in September.

WCVB’s Karen Holmes Ward and Goodwill participant Carolyn Smith shared a moment at The Good Party, Goodwill’s annual fundraiser.

John Suhr raised money for Goodwill by running the Boston Marathon as part of Goodwill’s Running for Great Kids team.

The Put Your Clothes to Work reception kicked off a successful corporate clothing drive. From left, Joanne Hilferty, Goodwill CEO; Richard Lord, Associated Industries of Massachusetts CEO; Janet Wu, TV journalist; Nancy Aubrey, RSM partner; and Bridgette Booker-Best, Goodwill participant.

There was lots of good cheer and presents at Goodwill’s Youth Holiday Party in December.
Businesses and Community Partners

Goodwill works with hundreds of businesses and organizations every year to connect job seekers to jobs. Those job seekers include individuals who go through Boston Career Link or participants in a Goodwill training program. Goodwill collaborates with businesses and organizations to provide new skills or learning opportunities for its participants. Goodwill also works with businesses who donate clothes or other goods to The Goodwill Stores.

Above & Beyond Home Health
Action for Boston Community Development
Adecco
Advantage Sales & Marketing
AIDS Action Committee of Massachusetts
AIREKO
Allied Barton Security Services
Alta Bicycle Share
AMADA Senior Care
American Surgical Company
Ames Landscape Service
AP Fragrance
ARAMARK
Arbor Associates
ARC Document Solutions
Arimann Building Services
Associated Home Care
Atlantic Battery
AuDtalent
Avis
Bay Cove Human Services
Beantown Promotions
Beth Israel Deaconess Medical Center
Blue Hills Bank
Bon Me
Boston America Corp.
Boston College
Boston Fire Department
Boston Medical Center
Boston Public Library
Boston Public Schools
Boston University
Boston Water & Sewer Commission
Boys & Girls Club of Boston
Brandon School
Bridj
Brigham & Women's Hospital
Calvin Klein
CAM Employment Services
Camillia's Bridal
Cape Bottle Co.
Casa Esperanza
Casa Myrna
Case Snow Management Centerplate
Centerline
Chartwells
Cheeseboy
Boston Children's Hospital
Children's Services of Roxbury
Citizens Bank
Chipotle
City of Boston Job Bank
Clarks
Cleary Consultants
Codman Square Health Center
College Bound Dorchester
Commonwealth Limo
Communities for People
Community Catalyst
Community Music Center of Boston
Community Resources for Justice
Cornerstone Consulting Group
Corporate Chefs
Crate & Barrel
Cristina's Bridal
Crosby's Marketplace
Crossmark
Cumberland Farms
Dana Farber Cancer Institute
Dancing Deer Baking Co.
Delta Airlines
Dennis East International
DHL
DICOM
Dig Inn
Domino's Pizza
Donna Cakes
Drasco Alternate Sales
East Boston Savings Bank
Eastern Bank
Eataly Boston
East Boston Neighborhood Health Center
Eliot Community Human Services
Emerald Bridal
EMPath
ERC
Ethis
Euro Stoves
Express Employment Professionals
Faulkner Hospital
FedEx
Fenway Community Health Center
Franklin Park and Stone Zoos
Frito-Lay
Gate Gourmet
Gate Safe Security
GCA Services Group
Gravestar Properties
Greater Boston Food Bank
Greater Lynn Senior Services
GreenKiss Staffing
Grossman Marketing Group
GROW Associates
G2 Secure Staff
G4Secure Solutions
Global Services
Greater Lynn Senior Services
Hands to Heart Center
Harvard Vanguard Medical Associates
Harvest Cooperative
HBO Films
Hildebrand Family Self-Help
Hertz
Hire Partnerships
Hitchcock Shoes
HMS Host
HomeGoods
House of Blues
Hudson Group
Hyatt Hotels
I & I Slings
IKEA
International Shops
Interstate Container
Ippolito Snow
J & L Painting
Jo-Ann Fabric & Craft Stores
JRI/Strive
Judge Rotenberg Educational Center
Kenneth Cole
Keolis Commuter Services
KnowAtom
KSM Staffing
Labor Ready
Landscape Express
La Sposa Bridal
LAZ Parking
Legal Sea Foods
LeVangie Electric
Liberty Tax
London Harness Company
LSG Sky Chef
MAB Community Services
Macy’s
Madison Park Development Corporation
Madison Security Group
Manpower
Maria's Bridal
Marriott Hotels
Government Funders

Goodwill receives funding from a variety of government agencies to support its programs and services. Here is a list of government and quasi-government funding partners:

Boston Office of Workforce Development
Boston Public Health Commission
Boston Public Schools
Massachusetts Department of Developmental Services
Massachusetts Department of Medical Assistance
Massachusetts Department of Transitional Assistance
Massachusetts Executive Office of Labor and Workforce Development
Massachusetts Rehabilitation Commission

The Bridge of Central Massachusetts
The Barn
The Container Store
The Dimock Center
The Guild
The Home Depot
The Kraft Group
The Ride
T-Mobile
Tri Wire
Tropical Foods
T.J. Maxx
The Cheesecake Factory
The TJX Companies, Inc.
Traditional Breads
Travel Traders
TransCore
Tremont Credit Union
Trinity Services
Transportation Security Administration
Tufts Medical Center
20th Century Fox Films
United Temps
Universal Protection Services
Uniqlo
U.S. Border Patrol
U.S. Census Bureau
U.S. Department of Justice
U.S. Foods
U.S. Postal Service
U.S. Security Associates
UPS
Urban League of Eastern Massachusetts
VA Boston Healthcare System – West Roxbury Campus
Vernon Sales and Promotions
Vert Meditarranean Grill
VHU Express
Vinfen Corporation
VPNE Parking Solutions
Wal-Mart Stores
Walnut Street Center
Waste Management
WCI
Wegmans
Wellness Pet Food Co.
Whitter Street Health Center
WinnResidential
Wireless Store
Whole Foods Market
Wok n Talk
Wynn Boston Harbor
YouthBuild
YWCA Boston
Zoots