Work for a Better Future

ANNUAL REPORT 2019

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Paul MacNeil
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Credits
Editor
James Harder
Director of Communications and Public Affairs
Photographer
Mike Ritter
Ritterbin Photography
Designer
Amanda Epperson
Studio A Design

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Work for a Better Future

ANNUAL REPORT 2019
In 1895, the Rev. Edgar Helms assumed direction of the Morgan Chapel in Boston’s South End and began laying the foundation for what would become today’s vibrant network of 157 Goodwill organizations in the United States and Canada and a presence in 12 other countries.

At Morgan Chapel, Helms opened a settlement house for immigrants, started programs for children, and began collecting discarded goods in burlap bags and bringing them back to the chapel where they could be refurbished and sold. This process provided jobs for immigrants and others in the area who had barriers to employment. Helms’ social enterprise grew rapidly and the organization evolved. It was incorporated as Morgan Memorial Co-operative Industries and Stores, and later became Morgan Memorial Goodwill Industries. It is the first Goodwill!

Today, Morgan Memorial Goodwill Industries is a leading provider of job training, career services, and workforce development in the Commonwealth of Massachusetts.

Helms said Goodwill offered “not charity, but a chance.”

That statement is as true today as it was then.

“Not charity, but a chance.”

– Rev. Edgar Helms

Our Mission

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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Linda Williams
Blue Cross Blue Shield of Massachusetts

Goodwill received the Innovations in Public Safety Award from the Massachusetts Department of Correction in the fall.

2019 Highlights

From top to bottom: burlap bags served as the first collection containers for discarded items and systems seeking help at Goodwill circa 1925; the Rev. Edgar Helms, Goodwill’s founder.

Two children show off their gifts at the Youth Holiday Party in December.

Goodwill opened The Goodwill Store and Donation Center in Hyde Park in July.

At Annual Meeting in January, Boston City Council President Andrea Campbell with State Rep. Jon Santiago joined CEO Joanne Hilferty and Board Chair Jane Edmonds and other speakers.

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– Rev. Edgar Helms
Dear Friends of Goodwill,

Morgan Memorial Goodwill Industries is committed to assisting each individual who comes through its doors find work for a better future.

Since our founding in 1895, Goodwill has helped individuals with barriers to self-sufficiency to achieve independence and dignity through work. In this 2019 Annual Report, you will read about some of the individuals who came to us for help and the organizations we worked with during the year.

The past year has been significant for Goodwill.

We completed the process of bringing the programs and staff of Goodwill Industries of the Pioneer Valley into our organization. Now Morgan Memorial Goodwill Industries is serving almost the entire Commonwealth and is committed to continuing the services for individuals in need in low-income communities in western Massachusetts including Springfield, Holyoke, and Chicopee.

Our retail enterprise continues to grow. We opened a new store and donation center in Hyde Park – the sixth store in Boston. It is bedecked with our new image and branding that was first presented in the Danvers store. It will be used as we open new stores in the Springfield area and renovate stores across Massachusetts.

This year, the organization has been recognized for the important work it does. The Massachusetts Department of Correction bestowed the Innovation in Public Safety Award on Goodwill for its work helping returning citizens from the Boston Pre-Release Center get jobs while still incarcerated. And, Goodwill was named a Top 100 Woman-Led Business by The Commonwealth Institute and The Boston Globe for the sixth year.

The past year was a success because of the dedication and engagement our board, staff, funders, community and business partners, customers, donors, and friends. All of you made a difference. It’s been your commitment to Goodwill that has kept the organization strong.

In 2020, we reach our 125th Anniversary as the first Goodwill. Let’s celebrate and come together to work for a better future!

Sincerely,

Joanne K. Hilferty
President and CEO
Morgan Memorial Goodwill Industries
Career Services

With the help of MassHire Boston Career Center, 28-year-old Denzel Douglas of Dorchester found a new beginning.

Denzel, a Navy veteran, came to MassHire in the spring of 2019 after being unemployed for nearly a year. Up until then, his job search had been frustrating. He did not have high hopes when he walked into MassHire.

But things changed – and for the better.

“When they learned I was a veteran,” Denzel said, “they connected me with the veterans rep. We started working together right away. It was great to be able to make that connection.”

In the Navy, where he served from 2011-15, Denzel had worked as a medic. Now, out of the military, he wanted to do something where he was still helping others.

Working closely with the MassHire veterans representative, Denzel began refining his resume, honing his interview skills, and applying for targeted jobs. In July 2019, he was hired as an Information and Referral Specialist at Brighton Marine, a veteran network community.

“This is a great job for me,” Denzel said. “It’s in the field I wanted and I’m helping veterans get the services they need. I’m very happy the way things turned out.”

Denzel is among the 5,412 individuals served this past year by MassHire Boston Career Center which is located at Goodwill’s headquarters in Roxbury. The career center, which is operated by Goodwill, offers a number of services for job seekers and focuses on directly connecting job seekers and employers. In 2019, the career center had 203 employers recruiting on-site and held 178 recruitment events and three job fairs. Some of the employers hiring multiple members included Brigham and Women’s Hospital, Encore Boston, and Snap Chef. MassHire also provided intensive services to targeted job seekers, including one-on-one job search assistance, interview skill building, resume preparation and labor market information.
Job Training

The last few years have had highs and lows for Dugana Celestin. She experienced the birth of her son; she became homeless; and she found the training and support she needed to find work that helped her become more independent.

As a child, Dugana lived in Medford before moving to Georgia with her family when she was a teenager. She returned to Boston in 2018 for better job opportunities, but was unable to find work. Instead, she found herself homeless and living at a shelter in Roxbury with her newborn.

“I wanted to work in human services, but I kept hearing that I didn’t have the necessary experience,” said Dugana. “It was frustrating.”

Her case worker at the Department of Transitional Assistance told her about Goodwill’s Human Services Employment Ladder Program (HELP), which prepares people for entry-level positions in human services. That was all Dugana needed to hear.

Dugana enrolled in the HELP program in the fall of 2018. The program, which includes eight weeks in the classroom and an internship, allowed her to get the training she needed and eventually helped her get a job. She is now an intake receptionist at Bridge Over Troubled Waters in Downtown Crossing working with homeless, runaway, and at-risk youth. She has also found permanent housing for herself and her young son.

Now focused on finishing her college degree and becoming a social worker, Dugana is optimistic. “Things have turned around,” Dugana said. “I’m very hopeful for the future.”

Dugana is among those served in Goodwill’s job training programs. In these programs in Boston, Salem, and Springfield, Goodwill served 675 individuals, providing them with services tailored to meet their needs including case management, work-readiness training, skills training, on-the-job training, job placement, and post-placement supports. Goodwill also worked with 90 students with disabilities in public schools in Boston, Chicopee, Holyoke, Palmer, and Springfield. And, Goodwill offered community-based day programs for 210 individuals with cognitive and developmental disabilities.

“Things have turned around, I’m very hopeful for the future.”

– Dugana Celestin
“I like this job a lot. I get to move around and I’m always busy. It’s fun.”

– Paul Yahoodik

Job Training (continued)

To watch Paul Yahoodik work is to watch someone who knows exactly what he is doing – no wasted motion, no extra steps, just precise movement to get the job done.

Paul was referred to Goodwill’s Salem Job Training Center in 2015 by the Massachusetts Department of Developmental Services. At 22, he had aged out of the public school system in Lynnfield without a connection to a job. He was eager to work.

After receiving job readiness training, Paul began working with one of Goodwill’s mobile work crews at American Surgical Company in Salem. He liked the job, but wanted to be closer to home. Working with his Goodwill case manager, he started a job search and applied for a position at Amazon Prime as a personal shopper at Whole Foods in Lynnfield. He got it and it was just what he was looking for in a job.

At Whole Foods, Paul uses a hand-held device to see what he needs to get to fulfill an order. He has been at the job since June 2018 and knows his way around the bustling grocery store like the back of his hand.

“I like this job a lot,” said Paul. “I get to move around and I’m always busy. It’s fun.”

Paul’s supervisors have praised his hard work and he enjoys the independence he achieves from working and saving money.

Social Enterprises

When Josephine Ramos came to Goodwill through the Massachusetts Department of Developmental Services in 2012, she was a shy 22-year-old aging out of the Springfield public school system who had trouble focusing and communicating with others.

Fast-forward to the present and Josephine is an outgoing person who loves to work and help others. A key driver of that transformation has been Josephine’s participation in Goodwill’s Employment Supports Program in Springfield.

At Goodwill, Josephine learned job and social skills and now works at The Goodwill Store in Chicopee on a part-time basis as
an assistant sales associate. The work has helped her open up and engage with others.

“I like working at the store and helping customers,” said Josephine. “I also like to work with my new co-workers and teach them things.”

Her work and training at Goodwill has helped her focus on her future, she’s interested in moving to a job in food service.

The Goodwill Stores are Goodwill’s largest social enterprise with 19 store locations across the Commonwealth of Massachusetts with more than 1.2 million customer transactions. The retail enterprise collects and processes more than 38 million pounds of clothing and household goods from local communities.

In July 2019, Goodwill opened its newest store in Hyde Park. The store was built specifically for Goodwill and became the sixth location in the city of Boston.

The Goodwill Stores offer great value in the communities they serve by offering low-cost, quality items for individuals and families looking to stretch their dollars – or just looking for a great find. The retail stores, donation centers, and distribution centers also provide training and employment opportunities for many Goodwill participants.

Goodwill’s computer recycling enterprise with Dell Reconnect provides jobs and training opportunities for young adults in the community who are interested in work in the technology field. The program also helps protect the environment and makes donated computers, once reconfigured, available at a low cost at The Goodwill Stores.

Finally, Goodwill contracts with the federal government through AbilityOne to provide housekeeping and janitorial services for more than 7 million square feet of government buildings at 13 sites. The AbilityOne program provides employment opportunities for individuals with significant disabilities and Goodwill employed 32 participants in its enterprise.

“I like working at the store and helping customers.”

– Josephine Ramos
People’s United Bank – Providing Leadership and More

People’s United Bank, and its charitable foundation, are steadfast supporters of Morgan Memorial Goodwill Industries. This reflects the bank’s strong commitment to giving back to the communities where it operates. People’s United’s support has included grants for Goodwill’s workforce development programs; sponsorship of The Good Party, Goodwill’s signature annual event; and a recent significant financial gift for Goodwill’s capital campaign to reconstruct the parking and truck lots at its Roxbury headquarters. The bank’s support has also included extensive volunteer engagement by its staff.

People’s United’s involvement with Goodwill started with Kevin Bottomley, an exceptional, longstanding member of Goodwill’s Board of Directors. During his tenure, Kevin served as Board Chair, chaired several key committees, and stepped up to guide Goodwill’s assumption of the Goodwill serving the Pioneer Valley in western Massachusetts.

When the bank Kevin Bottomley led was acquired by People’s United in 2011, he joined People’s United’s Board of Directors and in that role connected the bank with Goodwill. Kevin fostered a deep connection between People’s United and Goodwill that continues to this day. In 2017, John Doucette, Head of Commercial Banking for Massachusetts, joined Goodwill’s Board, and other staff members have been inspired to get involved, including serving on Goodwill’s Young Professionals Committee and volunteering for events like the Youth Holiday Party.

“Kevin’s leadership has made a lasting impact on Goodwill, not least of which is the partnership with People’s United Bank. I am thrilled that People’s United Bank remains involved with our Board and supportive of our important work,” said Joanne Hilferty, Goodwill’s President and CEO. “People’s United Bank continues to grow across the Commonwealth and I look forward to seeing our partnership continue to grow as well.”

“I am thrilled that People’s United Bank remains involved with our Board and supportive of our important work.”

– Joanne Hilferty

From top to bottom: Kevin Bottomley at a recent Goodwill Annual Meeting; People’s United Bank volunteers wrapping gifts for Goodwill’s Youth Holiday Party; and Goodwill Board member John Doucette of People’s United Bank.
Goodwill by the Numbers

INDIVIDUALS SERVED IN MISSION SERVICES
- Job-oriented training programs: 675
- MassHire Boston Career Center: 5,412
- Day programs for individuals with disabilities: 210
- AbilityOne: 32

BUSINESS ENGAGEMENT
- Employers recruiting on-site: 203
- On-site recruitment events: 178
- Job fairs and mass hiring events: 3
- AbilityOne worksites: 13
- Businesses contributing goods: 98

GOODWILL
- Employees: 447
- Paid trainees: 253
- Facilities: 21
- Cash gifts: 7,931
- Massachusetts communities served: 319

THE GOODWILL STORES AND DONATED GOODS
- Pounds of donated goods: 38,256,000
- Individual donations: 956,000
- Donation sites: 44
- Customer transactions: 1,269,000

COMMUNITY OUTREACH
- Volunteers: 397
- Thanksgiving meals served: 1,038
- Holiday toys distributed: 997
- Clothing Collaborative for Job Trainees participants: 241

Business and Community Partners

Goodwill works with hundreds of businesses and organizations every year to connect job seekers to jobs or provide learning opportunities for its participants. These include businesses who work with MassHire Boston Career Center or a Goodwill training program. Goodwill also works with businesses that donate clothes or other goods to The Goodwill Stores or who support Goodwill’s community events.

ABACS
Above & Beyond Home Health
ACE Employment Services
Action for Boston Community Development
ACTS Aviation Security
Adecco
Advance Home Care Solutions
Advanced Auto Parts Distribution Center
Advantage Sales
Advantage Staffing Solutions
Aerotek
Aireko
Aire Serv
A & J King Artisan Bakers
The Allen Daniel Associates
Allied Universal
Alta Bicycle Share
Amada Senior Care
American Airlines Credit Union
American Surgical Company
Ames Landscape
Antico Snow Removal
AP Fragrance
Applus Technologies, Inc.
ARAMARK
Arbor Associates
ARC Document
Arimann Building Services
Arrow Security
Associated Home Care
Atlantic Battery
AT Surgical
AvalonBay Communities
Avis Rental Car
Bank of America
The Barn
Barnstorm
Barrett Tree Service East, Inc.
Bay Cove Human Services
Beantown Productions
Beasley Media Group
Beneficence Home Health
Bernet Research
Best Buy
Beth Israel Deaconess Medical Center
Big Y
Blue Hills Bank  
BNY Mellon  
Bon Me  
Boston America Corp.  
Boston Children's Hospital  
Boston College  
Boston Fire Department  
Boston Harbor Cruises  
Boston Medical Center  
Boston Public Library  
Boston Public Schools  
Boston Super Tours  
Boston University  
Boston Water & Sewer Commission  
Boys & Girls Clubs of Boston  
Brandon School  
Brigham & Women's Hospital  
Brinks  
Call4You Marketing  
CAM Employment Services  
Cambridge Rehabilitation and Nursing Center  
Camilla's Bridal  
Canon  
Cariano Gourmet Meats  
Casa Esperanza  
Casa Myrna  
Case Snow Management  
Center Plate  
Centerline  
Chartwells  
The Cheesecake Factory  
Children's Services of Roxbury  
Chipotle  
Citizens Financial Group  
City of Boston  
Clarks Shoes  
Cleary Consultants  
CNS Academy for Healthcare Professionals  
Coca-Cola  
College Bound Dorchester  
Colwen Management  
Comcast  
Commonwealth Limo  
Communities for People  
Community Catalyst  
Community Music Center of Boston  
Community Resources for Justice  
Community Servings  
Community Survival Center  
CoNCEERT Pharmaceuticals  
The Container Store  
Cornerstone Consulting Group  
Corporate Chefs  
Costa Fruit & Produce  
Cristina's Bridal  
Crosby's Markets  
Crossmark  
Cumberland Farms  
CVS Pharmacy  
Cyba Technologies  
Daily Table  
Dana Farber Cancer Institute  
Dancing Deer  
Davco Security Systems  
Day Brook Village Senior Living  
Delta Airlines  
Dennis East  
Deloitte  
DHL  
DICOM  
Dig Inn  
Dominion Healthcare  
The Dimock Center  
Donna Cakes  
Dunkin' Brands  
East Boston Savings Bank  
Eastern Bank  
Eataly Boston  
Edward L. Cooper Community Center  
Ehrlich Pest Control  
Eliot Community Human Services  
El Morro Bakery and Restaurant  
Emerald Bridal  
EMPath  
ERC Wiping Products  
Expert Staffing  
Express Employment Professionals  
Families for Excellent Schools  
Fantini Bakery  
Faulkner Hospital  
Faulkner Labs  
FedEx  
Fenway Community Health Center  
First Nick Painting Company  
Flagship  
FleetLogix  
Fresh Truck  
Friendly's  
Frito-Lay  
Fuku Boston Seaport  
G2 Secure Staff  
G4S Secure Solutions  
Gallagher  
Gate Gourmet  
Gate Safe Security  
GCA Services Group  
Global Healthcare Services  
The Global Partners Group  
Global Services  
Grant Thornton  
Greater Lynn Senior Services  
GreenKiss Staffing  
GROW Associates  
The Guild  
Hands to Heart Center  
Harpoon Brewery  
Harvard Vanguard Medical  
HBO Films  
Hertz  
Hildebrand  
Hire Partnerships  
Hitchcock Shoes  
HMS Host  
Holyoke Community College  
The Home Depot  
Home for Little Wanderers  
HomeGoods  
House of Blues  
HouseWorks  
H.P. Hood, LLC  
Hubway/Motivate  
Hyatt Group  
Hyatt Hotels  
IKEA  
Internal Security Associates  
International Shoppes  
Innovation Distribution Services  
J & L Painting  
J.A. Bullock Landscaping  
JB Pride Uniforms  
Jo-Ann Stores  
Job Corps  
Jolie Hair and Beauty Academy  
J Polep Distribution  
JRI/STRIVE  
Judge Rotenberg Educational Center  
Kenneth Cole  
Keolis Transportation  
KeyPoint Partners  
King & Bishop  
Kool Smiles  
The Kraft Group  
KSM Staffing  
Labor Ready  
Landscape Express  
La Sposa Bridal  
LAZ Parking  
Legal Seafoods  
LeVangie Electric  
Liberty Mutual  
Little Sprouts  
London Harness Company  
Longmeadow Montessori  
LSG Sky Chef  
MAB Community Services  
Macy's  
Madison Park Development Corporation  
Madison Security Group  
Maloney Properties  
Manhattan Bridal  
Manpower  
Mark-A-Lot  
Marriott Hotels  
Marshalls  
Masis Staffing  
Massachusetts Bay Transportation Authority  
Massachusetts Convention Center Authority  
Massachusetts Department of Conservation and Recreation  
Massachusetts Department of Transportation
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Massachusetts General Hospital
Massachusetts Registry of Motor Vehicles
MassDrive Insurance Group
MassHire Boston Workforce Board
MassHire Springfield Career Center
MassHire Holyoke Career Center
MassMutual Center
Match Education
Match MarNeting
Maximus
M%H3
Mc/ean Hospital
Melba (
METCO
Metro Boston Housing Authority
Metro Credit Union
MetroPCS
MGM Springfield
MHIC
Micro Tech Staffing Group
Military Sealift Command
Millennium Place
Mooyah
Museum of Fine Arts
Museum of Science
MV Transportation
NACA
The Nagler Group
National Ambulance
NE-CAT
NESCO Resources
NESCTC Security
New Balance
New England Baptist Hospital
New England Cranberry Co.
New England Farm Workers' Council
New England Patriots Charitable Foundation
New Hire Partnership
News America Marketing
NEXUS Staffing Group
Ninety Nine Restaurant & Pub
NORC at the University of Chicago
Nordstrom
Nordstrom Rack
Northeastern University
Northeast Treaters Inc.
Num Pang
Nurture
Occasions Bridal
Ocean Spray
Ocean State Job Lot
Old Navy
Old Town Trolley Tours
Olive Garden
Omni Hotels & Resorts
OnSite Marketing
OnSource
Operation A.B.L.E.
Overture Partners
Pacific Packaging
Panera Bread Foundation
The Panther Group
Partners HealthCare at Home
Pascoe Workforce Solutions
Peabody Essex Museum
Peabody Properties
Peach
PEAK Events
Peapod
Perkins School for the Blind
P&G
Phoenix Marketing
Piedmont Airlines
Pine Street Inn
PLS Financial
Popeyes Louisiana Kitchen
P & R Ice Cream
Prestige Worldwide Enterprises
PriceRite
Primark
Project Hope
Project Smile
Providers' Council
Pure Hockey
Quantum Elite
Ramada Inn
REI
Reliable Temps Inc.
Remetronix
Revere Hotel
RG Solution
GIS Inventory Specialists
The Ride
Riverside Community Care
Rosie's Place
Roxbury Community College
Royal Hospitality
Riley Brothers
Salvation Army
Santander Bank
SBA Contractors
Sears
SecurAmerica
Securitas
Security Industry Specialists, Inc.
Seven Hills Foundation
Shaw's
Sheraton Hotel
SMX
Snap Chef
SNI Financial
Snow Case Management
Sony Pictures
South Boston Yacht Club
Southeast Cleaning
Southwest Airlines
Spaulding Rehabilitation Network
The Springfield Family Support Programs
SSC Security
St. Elizabeth's Medical Center
St. Mary's Center for Women & Children
Stacy's Pita
Stanley Services
Starbucks
Stavros Center for Independent Living Fiscal Office
StayPineapple Hotel
Sterilite
Sterlingwear
Stop & Shop
Suburban Home Health Care
Sudbury Soup Co.
Summit Careers
Summit Retail Solutions, Inc.
Suya Joint
Sweetgreen
Swissport
Systron
T-Mobile
Table Talk Pies
Target
TD Garden
Tech Needs
Texton
TForce Direct
T.J. Maxx
The TJX Companies, Inc.
Thomas Construction
Timberline Communications, Inc.
Top of the Line Barbershop
TransCore
Transportation Security Administration
Travel Traders
Travelex
Tremont Credit Union
Trinity Services
Tri Wire
Tropical Foods
Tropical Products
Tufts Medical Center
Uniqlo
United Personnel
Universal Forest Products
University of Massachusetts Amherst
University of Massachusetts Extension
UPS
Urban League of Eastern Massachusetts
U.S. Customs & Border Patrol
U.S. Department of Justice
U.S. Postal Service
VA Boston Healthcare System - West Roxbury Campus
Valley Opportunity Council
Vans
Verizon Wireless
Veris Mediterranean Grill
Vinfen Corporation
VPNE Parking Solutions
Wagamama
Walmart
Walnut Street Center
Waste Management
W.B. Mason
Wegmans
Weichert, Realtors-Hudson Morgan Group
Whittier Street Health Center
Whole Foods Market
Willow Tree Farms
Wok & Talk
YouthBuild Boston
YWCA-Western Massachusetts
Volunteers

The following companies and organizations provided groups of volunteers to assist with community events at Goodwill throughout the year.

Arbor Staffing  
Baker Square Condominiums  
Bank of America  
Blue Cross Blue Shield of Massachusetts  
BNY Mellon  
Boston Medical Center  
Boston Private  
Boston University Athletic Training Department  
Chordate Robotics  
College of the Holy Cross  
Dell  
Deloitte  
Education First  
Educatius Group  
Gallagher  
Grant Thornton  
Goodwill’s Young Professionals Committee  
Liberty Mutual  
Marlo Marketing  
Metro by T-Mobile  
National Grid  
New England Baptist Hospital  
Newmarket Business Association  
People’s United Bank  
Racepoint Global  
Rosie’s Place  
Santander  
Senator Edward Markey’s Office  
The Boston Club  
The Chiafaro Company  
The Studio  
T-Mobile  
UPS  
VPNE Parking Solutions

The Young Professionals Committee, some of whom are pictured here at the Thanksgiving-in-a Basket event, help raise awareness of Goodwill’s mission, volunteer at events, and organize fundraising initiatives.

Thank you!

Government Partnerships

Goodwill works with a variety of government agencies and quasi-government partners that support its mission services.

Boston Office of Workforce Development  
Boston Private Industry Council  
Boston Public Schools  
Chicopee Public Schools  
Holyoke Public Schools  
Massachusetts Department of Correction  
Massachusetts Department of Developmental Services  
Massachusetts Department of Transitional Assistance  
Massachusetts Executive Office of Labor and Workforce Development  
Massachusetts Executive Office of Public Safety and Security  
Massachusetts Rehabilitation Commission  
MassHealth  
Palmer Public Schools  
Springfield Public Schools
Put Your Clothes to Work

The following companies and organizations helped collect more than 32,000 pounds of business attire from their employees during the annual Put Your Clothes to Work drive. The clothes and accessories are provided at no charge to job seekers at Goodwill's quarterly Clothing Collaborative for Job Trainees.

9Tailors
AIC Mutual Insurance Company
Associated Industries of Massachusetts
Baker Square Condominiums
BDO USA
BNY Mellon
The Boston Club - Winter Fest Event
The Chifaro Company
CoNCERT Pharmaceuticals, Inc.
Corning Incorporated
Crawford Memorial United Methodist Church
Deloitte
Delta Dental
Enel X North America, Inc.
Environments at Work
EY-Parthenon
Fidelity Capital Markets
Fitness Together
Gallagher
Grant Thornton
Gronk Fitness
HubWeek
John Hancock
KPMG
Lee & Crowley, LLC
Longfellow Real Estate Partners, LLC.
Mario Marketing
Massachusetts Department of Environmental Protection
Massachusetts Department of Conservation and Recreation
Massachusetts Department of Developmental Services
Massachusetts Department of Public Health
Massachusetts Department of Revenue
Massachusetts Executive Office of Labor and Workforce Development
Massachusetts Executive Office of Public Safety and Security
Michael Page US
Monster Worldwide
National Grid
Msaada Partners
Newmarket Business Association
Partners Healthcare
Plymouth Rock Assurance
Rockland Trust Company
Ropes & Gray LLP
RSM US, LLP
Santander
Synergy Investments
The TJX Companies, Inc.
UPS
VPNE Parking Solutions
Watson-Marlow, Inc.
Welch Foods, Inc.
Wolf & Co.

2019 Financial Report

Goodwill strives to be efficient and effective in the use of funds raised to support its mission services and 87 cents of every dollar spent went to programs that helped transform lives.

In 2019, Goodwill had total revenue of $42,420,429, total expenses of $41,950,755, and net assets of $30,367,023.

At the Put Your Clothes to Work reception in May, from left, CEO Joanne Hilferty; participant Faneisha Hunter; Board member Nancy Aubrey; and WBZ-TV's Steve Burton.
2019 Highlights

From left, Board Chair Jane Edmonds, Board member Linda Williams, and CEO Joanne Hilferty at The Good Party in June.

Board member and former New England Patriot Paul Francisco at Goodwill’s Thanksgiving-in-a-Basket event in November.

At the Thanks-for-Giving event in November, from left, Vivien Li; Massachusetts Attorney General Maura Healey; BPS Superintendent Brenda Cassellius; and Boston City Councilor-at-Large Annissa Essaibi George.
In 1895, the Rev. Edgar Helms assumed direction of the Morgan Chapel in Boston’s South End and began laying the foundation for what would become today’s vibrant network of 157 Goodwill organizations in the United States and Canada and a presence in 12 other countries.

At Morgan Chapel, Helms opened a settlement house for immigrants, started programs for children, and began collecting discarded goods in burlap bags and bringing them back to the chapel where they could be refurbished and sold. This process provided jobs for immigrants and others in the area who had barriers to employment.

Helms’ social enterprise grew rapidly and the organization evolved. It was incorporated as Morgan Memorial Co-operative Industries and Stores, and later became Morgan Memorial Goodwill Industries. It is the first Goodwill!

Today, Morgan Memorial Goodwill Industries is a leading provider of job training, career services, and workforce development in the Commonwealth of Massachusetts.

Helms said Goodwill offered “not charity, but a chance.” That statement is as true today as it was then.

“Not charity, but a chance.”  – Rev. Edgar Helms
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Vice President, Finance and CFO
Laurie Gallagher
Senior Director of Marketing
Heather Kenney
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Credits
Editor
James Harder
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Ritterbin Photography
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Studio A Design

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