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.
A MESSAGE TO OUR FRIENDS FROM THE PRESIDENT AND CEO

Dear Friends of Goodwill,

Morgan Memorial Goodwill Industries is a mission-driven organization. We are inspired every day by the individuals who come to Goodwill. They face daunting challenges yet are driven to achieve independence and dignity through work.

We are also inspired by you – the friends and supporters of Goodwill. Your commitment to this organization, your volunteer support, your donations of clothing and household goods, your financial contributions, and your hiring of the people we serve makes Goodwill’s mission possible.

In this Annual Report – Making the Mission Work – you will meet a few of the participants your support has helped. Individuals like Kayla Williams, who has never let her disability slow her down or stop her from working. Or Rich Polito, who came to Boston Career Link, the one-stop career center operated by Goodwill, while he was at the Boston Pre-Release Center. He found employment and is thinking positively about his future.

You will also meet Al Stone, the chairman of Sterilite and a longtime supporter of Goodwill. Mr. Stone has been there for Goodwill through thick and thin and we are thankful for his commitment to this organization and its mission.

Making the mission work at Goodwill has always been a team effort. The successes of 2017 were only possible because of the engagement of our board, staff, funders, community and business partners, customers, donors, and friends. Thank you to each and every one of you for your commitment to Goodwill and all you do to make the mission work.

We look forward to working with all of you in 2018!

Sincerely,

Joanne K. Hilferty
President and CEO
Morgan Memorial Goodwill Industries
MISSION: JOBS

Job Training and Career Services

At Goodwill, the mission comes first – and that means helping people with barriers to employment find jobs. In the past year, Goodwill served 7,700 individuals with job training and career services and partnered with many businesses and organizations to find ways to help program participants get employed.

In its job training programs, Goodwill served 488 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 prepared women for sales and marketing careers through the Successful Women in Clean Energy program with Roxbury Community College and the Massachusetts Clean Energy Center. Goodwill also began planning for a program to train and certify home health aides in Lynn in collaboration with the state’s Executive Office of Elder Affairs.

Boston Career Link, the one-stop career center operated by Goodwill, assisted 6,896 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. The career center played an active role as the state workforce system retooled in response to the requirements of the federal Workforce Innovation and Opportunity Act. Boston Career Link was successful in its bid to the Boston Private Industry Council (PIC) for renewal of its charter. In issuing the four-year charter, the PIC cited the career center’s exemplary work serving job seekers in Boston’s neighborhoods.

Boston Career Link also worked with the state Department of Correction (DOC) to organize a program to help citizens returning from incarceration and living at the Boston Pre-Release Center in Roslindale find a job. The returning citizens accessed career center services and received interview-appropriate attire from the Clothing Collaborative for Job Trainees. As a result of the program, 45 individuals found employment.

That’s how Goodwill makes the mission work.

Kayla Williams

Since coming to Goodwill, Kayla Williams has been determined to work.

Kayla completed Goodwill’s Will to Work program, which prepares young adults with disabilities, ages 22-25, for competitive employment. After gaining experience working in Goodwill’s retail distribution center, Kayla was ready for more.

She completed internships at Panera Cares and Spaulding Hospital for...
Continuing Medical Care Cambridge and then started working with her case manager to find permanent employment. She prepared a resume, participated in a number of mock interviews, and worked on improving her job readiness skills.

Kayla’s hard work paid off when she secured a position as a dietary aide and dishwasher at the Cambridge Rehabilitation and Nursing Center. She prides herself on doing great work.

“Kayla is a good employee,” said Winnie Chokureva, Corporate Director of Clinical Services at the Cambridge facility. “She works hard, is very cooperative, and gets along well with our residents, which is important.”

“I like working in the kitchen best,” said Kayla, who divides her time between the kitchen and the dining hall. “I’m glad I’m working here.”

Dennis Winship helps bring to you many of the household products you use every day. Dennis performs light assembly work at Tropical Products, a Salem-based company that develops, manufactures, and fills orders for a variety of home and hygiene products.

Dennis is in Goodwill’s Employment Supports Program, which helps individuals with developmental disabilities go to work. Many participants are in mobile work crews that go to employers’ places of business – a model that works well for the companies and creates an integrated environment for the participants that allows them to interact with other employees.

“This is a fantastic program,” said Ed Berman, the owner of Tropical Products. “It’s worked out really well for us to have a Goodwill crew here. They’ve done a great job and I could definitely see us expanding the program.”

At work, Dennis is quiet, serious, and focused on his job. He has been coming to Goodwill’s job training center in Salem since 2015 and started working at Tropical Products with five other Goodwill participants in the spring of 2016. He is a hard worker, according to Berman, and was recently named Most Cooperative Employee of the Month.

“I like coming here,” said Dennis. “It gives me good experience.”
Richard Polito

When you meet Rich Polito, you understand the importance of second chances. Rich’s belief in the ability to turn one’s life around is infectious. And he doesn’t just talk the talk – he puts his words into action and follows through.

Rich is at the Boston Pre-Release Center in Roslindale and won’t return to the community until April 2018, but he already has a full-time job and is looking for more.

The East Boston native got his position at the BJ’s Bakery through Boston Career Link as part of a new program with the Massachusetts Department of Correction. The program helps individuals returning from incarceration learn how to search for a job and find employment opportunities by accessing the career center and its services.

“I’ve loved coming to Boston Career Link,” said the 55-year-old, “and I’m always telling the younger guys about it. They need to take advantage of it. I got my job here and I’m still looking at other opportunities.”

Prior to the Boston Pre-Release Center, Rich was incarcerated at MCI-Shirley in minimum security. Rich has dealt with substance abuse issues for much of his life, but said he participated in recovery programs at Shirley and is now “100 percent clean.”

He is looking forward to leaving the Boston Pre-Release Center in the spring, but still needs to find affordable housing. Despite that concern, Rich is positive about the future and thankful for the services he has received at Boston Career Link.

“This is the next challenge for me and I want to make the best of it,” he said.

Micklean Owens

Micklean Owens has a personality that brightens any room. That positive and upbeat persona serves Micklean well in her position as a residential counselor at a group home for young women ages 16 to 20. The young women face many challenges, but Micklean is always there with a smile and words of encouragement.

“I treat them like I treat my children,” said Micklean, the mother of six children ranging from four to 24. “I always try to be there for them.”

Micklean, who lives in Randolph, has faced many challenges herself. When she came to Goodwill, she was working in the food service industry after a long period of unemployment, and was seeking a career where she could make better wages and have opportunities to advance. She enrolled in HELP – the Human Services Employment Ladder Program – that prepares individuals to work in human services and quickly knew she had found the right profession.

“The HELP program gave me a lot of inspiration,” Micklean said. “I learned my value there and realized I
Daniel Allen

Like many 16-year-old boys, Daniel Allen is passionate about cars. And he’s not shy to tell you which one is his favorite.

“The Toyota Supra,” said Allen, without hesitation. “That’s the best. I also like a lot of the Nissans.”

Daniel is part of Goodwill’s Youth Initiative, which offers programs to help young people in underserved communities succeed in school and plan for the future. There is an After-School Academy, the GoodGuides youth mentoring program, and a number of academic, recreational, and career-oriented activities.

Daniel, who lives in East Boston, also worked over the summer as a sales associate in The Goodwill Store in South Boston, gaining valuable work experience and earning a pay check. He was sad to go when school started, but loved his time there.

A sophomore at Madison Park Technical Vocational High School, Daniel participates in many of the Youth Initiative activities and also stays after school several times a week for the After-School Academy. The program provides the help he needs.

“I can get my homework done,” he said. “I don’t have time if I don’t come here.”

“I love working at Communities for People and helping these kids.”

– Micklean Owens

had the experience to help other people.”

Her peers also recognized Micklean, as they chose her to be one of the speakers at her class’s HELP graduation. And, through HELP, Micklean secured employment at Communities for People, which provides residential programs and housing for troubled youth and foster children. She’s very happy with the way things worked out.

“I love working at Communities for People and helping these kids,” Micklean said. “And I’m a big fan of Goodwill for making it possible.”
Social Enterprises

Social enterprises are a key way Goodwill makes the mission work. They create jobs and job opportunities, provide access to training, and add value and services to the community.

With 11 stores in eastern and central Massachusetts, The Goodwill Stores are Goodwill’s largest social enterprise with nearly 1 million customer transactions and more than 31 million pounds of donations of clothing and household goods from the community in 2017. The Goodwill Stores provide great value in the communities they serve by offering low-cost, quality items for individuals and families on a budget. The retail stores, donation centers, and distribution center also provide training and employment opportunities for many participants in Goodwill job training programs.

Last year, Goodwill’s retail enterprise enhanced the customer experience by upgrading the technology in its stores, including a new point of sale system. Goodwill also added technology to its donation bins to relay notifications when bins are full, making the pick-up process more efficient.

Goodwill operates a successful computer recycling program with Dell Reconnect that helps protect the environment and makes donated computers, once reconfigured, available at reasonable prices in The Goodwill Stores. Goodwill is expanding this program to provide job training for young adults who would like to work in the technology field.

Visitors to federal buildings like the Barnes Building in South Boston or the Philbin Building in Fitchburg often see Goodwill participants providing janitorial and housekeeping services. That arrangement is through AbilityOne, a federal program that helps people with severe disabilities find employment. They work for nonprofit organizations that provide products and/or services to the U.S. government. Last year, Goodwill maintained more than seven million square feet of buildings through AbilityOne and more than 75 percent of the labor hours were provided by individuals with disabilities.

From recycling donations of clothing and household goods to creating jobs and operating stores that help individuals and families looking to stretch their dollars, Goodwill is making the mission work in the community.

Round Up to the next dollar and support Morgan Memorial Goodwill Industries!

You help make the mission work and support Goodwill when you round up your purchase to the next dollar.

Your donation helps individuals with barriers to employment get jobs – people like Chrissy and Jerry!

For more information on Goodwill’s Round Up program visit www.goodwillmass.org/roundup

In 2017, Goodwill launched Round Up, which allows shoppers to support Goodwill by rounding up to the next dollar on their purchase. The funds support Goodwill’s mission services.
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

Attend Donation Centers
- Arlington
- Boston
- Chelmsford
- Concord
- Lexington
- Newton
- North Andover
- Peabody
- Reading
- Sudbury
- Swampscott
- Waltham
- Woburn

Donation Sites at Recycling Centers
- Barnstable
- Dennis
- Hanover
- Harwich
- Hingham
- Mashpee
- Medfield
- Needham
- Plymouth
- Southborough
- Wayland
- Wellesley
- Westborough
- Weston
- Weston
- Yarmouth

Donations may also be made at ZOOTS dry cleaning stores.
Visit www.goodwillmass.org for Goodwill Store and Donation Center addresses.

2017 Financial Report

Goodwill strives to be efficient and effective in the use of funds raised to support its mission services: 88 cents of every dollar spent went to programs that helped transform lives. In 2017, Goodwill had total revenue of $34,479,255, total expenses of $33,631,550, and net assets of $24,747,462.

Expenses

- Programs: 88%
- Management and General: 9%
- Fundraising: 3%

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 Stone Family

When Goodwill has needed help, Al Stone has been there. The chairman of the Townsend-based Sterilite, Mr. Stone has been a longtime donor and supporter of Goodwill in ways both large and small. When Goodwill undertook a capital campaign to renovate its Boston headquarters, Mr. Stone was there. He understood the need for investment in mundane, but costly items such as heating and ventilating units and a new roof. And, for many years, he has provided the baskets that allow families to carry home a turkey and all the fixings from Goodwill’s Thanksgiving-in-a-Basket event.

Over the years, Mr. Stone has been a generous and invaluable supporter of Goodwill. He also knows a thing or two about success: his father and uncle started Sterilite in 1939 and Mr. Stone joined the company in the 1950s, helping it to become the largest maker of plastic housewares in North America. What has attracted Mr. Stone to Goodwill is its mission, plain and simple. “What’s not to like about the mission?” asked Mr. Stone. “It teaches people the value and importance of work.”

The support from the Stone family for Goodwill is now multi-generational. Mr. Stone’s grandchildren, including Will Stone and Peter Stone (pictured above), have become engaged with Goodwill and volunteer at the Thanksgiving-in-a-Basket event.

“Goodwill is where it is today in part because Mr. Stone and his family have been there to support us at critical times,” said Joanne Hilferty, President and CEO of Morgan Memorial Goodwill Industries. “We are thankful for the commitment he and his family have shown and for the value they place on using philanthropy to make the mission work.”
Volunteers
Goodwill would like to thank the following companies and organizations which have provided groups of volunteers to assist with events throughout the year.

- Bank of America
- Blue Cross Blue Shield of Massachusetts
- Boston Celtics
- Boston University Athletic Training Department
- Charles River Labs
- Deloitte
- Eversource
- Gallagher
- Grant Thornton
- New England Baptist Hospital
- New England Patriots
- Operation A.B.L.E.
- Santander
- The Waldwin Group
- UPS
- Wolf & Co
- YMCA Training, Inc.
- Zeta Phi Beta

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

- 9Tailors
- Associated Industries of Massachusetts
- Baker Square Condominiums
- BNY Mellon
- Bobbi Smith Trunk Shows
- The Boston Club
- Boston Private
- Building Impact
- CBRE
- Chiofaro Building Services
- Citrin Cooperman
- Concert Pharmaceuticals
- Corning Incorporated
- Crawford Memorial Methodist Church
- Deloitte
- Environments at Work
- Fitness Together
- Greater Boston Food Bank
- Greenberg Trauig
- HP Hood
- KPMG
- Liaison International
- Lincoln Property Management
- Massachusetts Department of Environmental Protection
- Massachusetts Department of Public Safety
- Marlo Marketing
- Monster Worldwide
- Newmarket Business Association
- Oxford Corp
- Parthenon Group
- Plymouth Rock Assurance
- Randstad
- Ropes & Gray
- RSM US, LLP
- Synergy Investments
- The TJX Companies, Inc.
- Towers & Watson
- TripAdvisor
- Tufts Health Plan
- WE Communications
- Wolf & Co.
- Zeta Phi Beta

Holiday Events
Goodwill would like to thank the following companies and organizations which helped with Goodwill’s Thanksgiving events and Youth Holiday Party.

- Bay Management Group
- Bisousweet Confections
- Blue Cross Blue Shield of Massachusetts
- Chiofaro Building Services
- Duke Alumni Group
- Fantini Bakery
- Gallagher
- Grant Thornton
- H.P. Hood, LLC
- MHIC
- New England Baptist Hospital
- Ocean State Job Lot
- Peterson Party Center
- Project Smile
- Sterling
- Stop & Shop
- The TJX Companies, Inc.
- UPS
- Willow Tree Farms

THE GOODWILL STORES AND DONATED GOODS

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<td>Customer transactions</td>
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INDIVIDUALS SERVED

| 584 | Job training program participants |
| 6,896 | Boston Career Link members |
| 102 | Youth Initiative participants |

BUSINESS ENGAGEMENT

| 134 | Employers recruiting on-site |
| 269 | On-site recruitment events |
| 10  | Job fairs and mass hiring events |
| 13  | Worksite customers, including AbilityOne |
| 86  | Businesses contributing goods |

GOODWILL

- Employees: 384
- Paid trainees: 191
- Facilities: 11
- Cash gifts: 11,628
- Massachusetts communities served: 265

COMMUNITY OUTREACH

- Thanksgiving meals served: 1,121
- Holiday toys distributed: 814
1. Boston Mayor Marty Walsh greets participants at Goodwill’s annual Thanks-for-Giving dinner.
3. Amy Farrell, a member of Goodwill’s Running for Great Kids Marathon Team, raises her hands at mile 17 in the Boston Marathon in April when she spots members of Goodwill’s Youth Initiative who have come to cheer her on.
4. New England Patriots running back James White delivers a Thanksgiving basket to a local family at Goodwill’s Thanksgiving-in-a-Basket event.

2. Volunteers at Goodwill’s Youth Holiday Party helped bring cheer to more than 200 children and families in December.

3. A young boy enjoys putting together a craft at Goodwill’s Youth Holiday Party in December.

4. Goodwill employees and members of Goodwill’s Young Professionals Committee with Goodwill CEO Joanne Hilferty, seated center, at the Top 100 Women-Led Businesses breakfast sponsored by The Commonwealth Institute and The Boston Globe. Goodwill has made the list every year since it opened to nonprofits in 2014.

5. A happy job seeker shows off her find from a Clothing Collaborative for Job Trainees event in March. At the quarterly Clothing Collaborative, job seekers select business attire free of charge to wear on job interviews.
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 that donate clothes or other goods to The Goodwill Stores.
Perkins School for the Blind
Piedmont Airlines
Pine Street Inn
Phoenix Marketing
Physical Sciences Inc.
PLS Financial
Price Rite
Primark
Project Hope
Providers’ Council
Public Storage
Ramada Inn
Redbox
ReI
Remetronix
Restoration Hardware
Revere Hotel
Registry of Motor Vehicles
RGI5 Inventory Specialists
The Ride
Riverside Community Care
Rosie’s Place
Roundhouse Suites
Roxbury Community College
Royal Hospitality
Roxbury Youth Works
Rylie Brothers
Salvation Army
Santander
SAS Retail
SBA Contractors
Sears
Secure America
Secure Service Specialist
Securitas
Seven Hills Foundation
Shaw’s
Sheraton Hotel
Smart from the Start
SMX
Snap Chef
SNI Financial
Snow Case Management
Sony Pictures
SoulCycle
South Boston Yacht Club
Southeast Cleaning
Southwest Airlines
Spaulding Rehabilitation Network
Stacy’s Pita
Stanley Services
Starbucks
Sterlingwear
Stop & Shop
Super Tours Boston
Suya Joint
Sweetgreen
Swiss Port
T-Mobile
Target
TD Garden
TForce Direct
The TJX Companies, Inc.
T.J. Maxx
Tri Wire
Tropical Foods
Tropical Products
Top of the Line Barbershop
TransCore
Transportation Security Administration
Travel Traders
Travelex
Tremont Credit Union
Trinity Services
Tufts Health Plan
Tufts Medical Center
Uniqlo
Univision Deportes
UPS
U.S. Census Bureau
U.S. Customs and Border Patrol
U.S. Department of Justice
U.S. Postal Service
U.S. Security Associates
VA Boston Healthcare System – West Roxbury Campus
Verizon
Verts Mediterranean
VHU Express
Vincent Corporation
VPNE Parking Solutions
Walgreens
Walnut Street Center
Waste Management
Wegmans
Whittier Street Health Center
WinnResidential
Whole Foods
Wok & Talk
Work, Inc.
YOU Boston
YWCA Boston
Zoots

Goodwill Young Professionals Committee
Brigid Connolly
Nicole Edmonds
Margo Feeney
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Hanna Manella
Jimmy Nguyen
Katie Reilly
Katherine ReQua
Lorie Schlatterer
Gant Weeks
Jesse Wong
Ellen Zeman