



WORK THROUGH CHALLENGING TIMES



ANNUAL REPORT **2020**

MORGAN MEMORIAL GOODWILL INDUSTRIES





**GOODWILL'S MISSION IS TO HELP INDIVIDUALS
WITH BARRIERS TO SELF-SUFFICIENCY TO ACHIEVE
INDEPENDENCE AND DIGNITY THROUGH WORK.
*NOT CHARITY, BUT A CHANCE.***

2020

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ANNUAL REPORT



A MESSAGE TO OUR FRIENDS FROM THE PRESIDENT AND CEO

Dear Friends of Goodwill:

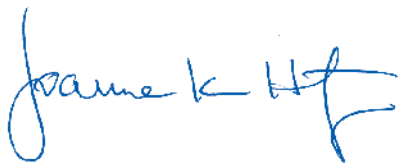
As we started 2020, we anticipated that it would be a special year because it was Goodwill's 125th anniversary as the first and founding Goodwill. The pandemic, the economic downturn, and the racial reckoning intervened and we marked our anniversary by continuing our 125-year history of resilience and responding to the needs of the communities we serve. We know it's important to work in challenging times.

Goodwill's mission is to help individuals with barriers to self-sufficiency to achieve independence and dignity through work. In 2020, we adopted new methods to help the individuals we serve, including providing online options for job training and career services. We refurbished donated computers to provide access for those without technology at home. And, we created socially distant ways to continue delivering services for the community, including Thanksgiving baskets for families in need and holiday toys for local children.

Early in the year, we underwent our triennial review by CARF International, an independent accreditation organization. We were accredited with no recommendations, an exemplary result that only three percent of organizations achieve.

As we look to 2021, we expect to continue to be called on to be resilient as we reimagine new ways to achieve our mission. We are grateful for the support from our board, our funders, our customers, our donors, our friends, and our community and business partners who come together to help people work in challenging times.

Sincerely,



Joanne K. Hilferty
President and CEO
Morgan Memorial Goodwill Industries



MORGAN MEMORIAL GOODWILL INDUSTRIES

WORK THROUGH CHALLENGING TIMES



CAREER SERVICES

When **Sebyera Bundu** came to MassHire Boston Career Center, the one-stop career center Goodwill operates, she was at the end of her rope.

She was living in a shelter with her young son and feeling anxious about the future. She had been enrolled in a nursing program that had recently lost accreditation and she was unemployed. Sebyera knew she needed to get back on track.

At MassHire, Sebyera attended several workshops and met with a career advisor who helped her review her options. She decided to enroll in a medical assistant training program. MassHire referred her to Boston Career Institute and helped her navigate the process to secure housing.

Sebyera completed her training program without interruption. However, her internship at Tufts Children's Hospital was put on hold for several months because of the pandemic. "It was frustrating," she said. Throughout the process, MassHire staff supported Sebyera.

The internship resumed in the summer and when she completed it, Sebyera was hired full-time as a medical assistant and coordinator at the hospital. "It has been great," Sebyera said of her new job. "I love working with children. I'm thankful that everything eventually worked out the way it did."

Sebyera said MassHire was there to help when she needed it most. "The staff at MassHire was very knowledgeable and helped me figure things out."

"I love working with children. I'm thankful that everything eventually worked out the way it did."

- Sebyera Bundu

Sebyera was among the 4,699 individuals served this past year by MassHire Boston Career Center. MassHire provides career counseling services, career resources, referrals to training, labor market information, access to employers, and other services to job seekers. It also provides intensive services to targeted job seekers in need of assistance including mature workers, young adults entering the workforce, and citizens returning from corrections.

The career center also assists direct referrals from the Department of Correction, the Department of Elementary and Secondary Education, the Department of Transitional Assistance, and the Department of Veterans Affairs.

The career center had to quickly expand its virtual offerings due to the coronavirus. A partnership with Indeed, the largest job site in the world, helped the career center boost virtual services and provide new online resume tools. MassHire was also able to access exclusive Indeed job postings.

During the year, the career center engaged 141 employers in recruiting on-site and virtually and held 94 recruitment events and three job fairs. Some of the employers hiring individuals through MassHire included Beth Israel Deaconess Medical Center, Boston College, Feeney Brothers, the U.S. Postal Service, and Webster Bank.

JOB TRAINING

Every day, **Alicia Monteiro** tries to comfort individuals who are dealing with isolation due to the coronavirus pandemic. Working as a brain injury residential counselor at Eliot Community Human Services in Braintree, Alicia sees her residents struggle because of limited social interactions.

Alicia is helping others now. When she came to MassHire Boston Career Center, she had been unemployed for more than a year and needed help herself. A career advisor told her about Goodwill's Human Services Employment Ladder Program (HELP), which prepares people to work in human services.

Alicia was hired at Eliot before she graduated in early March. Alicia has stayed in her job throughout the pandemic, making sure that those in her residence are supported. Goodwill's HELP program gave her the tools to navigate along the way, she noted.

"It was a good fit for me," Alicia said of HELP. "It was exactly what I was looking for."

Alicia is hopeful that life for her residents will become more normal soon. "Right now, we are focused on keeping everyone healthy and safe," she said. "That is the most important thing."

Alicia was one of 351 served in Goodwill's job training programs offered in Boston, Salem, and Springfield. Goodwill provided services tailored to meet their individual needs including case management, work readiness training, skills training, on-the-job training, job placement, and post-placement supports. In addition to HELP, Goodwill also offers First Step, a job readiness program; employment supports for individuals with developmental disabilities; and Project SEARCH for students with disabilities aging out of Boston Public Schools. During the year, Goodwill provided a combination of in-person and virtual services.

Goodwill actively engages employers in its job training programs. HELP has 13 human services employers engaged in the program including Arbor Associates, Pine Street Inn, and Whittier Street Health Center. Project SEARCH operates in conjunction with New England Baptist Hospital and Spaulding Rehabilitation Hospital.

The organization offered day programs for 185 individuals with cognitive and developmental disabilities. In addition, Goodwill worked with 66 public school students with disabilities from Boston, Chicopee, Palmer, and Springfield.

Alicia Monteiro is a woman with dark, curly hair, wearing a black jacket over a red shirt. She is smiling slightly and looking towards the camera. The background is a blurred outdoor setting with buildings.

"The HELP program was a good fit for me. It was exactly what I was looking for."

– Alicia Monteiro



"I love to work."

– Rafael Dingui

Rafael Dingui has grown a lot at Goodwill.

When he first came to Goodwill through the Massachusetts Department of Developmental Services, Rafael had a difficult time following directions and communicating with his peers, according to his case manager.

Rafael participates in Goodwill's Employment Supports Program, which prepares individuals with developmental disabilities for work. The program provides training and case management to help participants improve social skills, become job ready, learn on-the-job, and move to competitive employment when they are ready.

Working with Goodwill staff, Rafael became a better communicator and improved his listening skills. He paid closer attention. Soon, Rafael became involved in on-the-job training in Goodwill's retail enterprise. He trained on the tasks associated with being a material handler in the Springfield distribution center, while also learning about other positions and supporting other trainees.

A social person with a friendly and outgoing personality, Rafael struggled a bit when Goodwill had to temporarily stop production at the Springfield distribution center in the spring. "I missed seeing everyone," he said. "It was hard not coming here every day."

Despite that brief setback, Rafael has demonstrated his skills on the job, is proud of the progress he has made, and wants to move to competitive employment in the community.

"I love to work," he said with a smile.



SOCIAL ENTERPRISES

Goodwill's social enterprises in retail, computer recycling, and housekeeping and janitorial services play important roles in the organization's ability to help individuals gain the skills they need to enter and succeed in the workplace.

In addition to offering training opportunities to more than 350 participants last year, the retail enterprise, Goodwill's largest, provides on-the-job training opportunities for program participants; offers access to clothes and household goods at affordable prices for individuals and families looking to stretch their dollars; provides a vehicle for recycling; and creates economic vitality for the communities where stores are located.

Last year, the retail enterprise provided on-the-job training to more than 195 participants. It collected nearly 29 million pounds of clothing and household goods from local communities through its stores, attended donation centers, and recycling centers. And, it recorded nearly 940,000 customer transactions at the Goodwill stores.

Like other retail organizations, Goodwill suspended operation of its stores early in the pandemic and then gradually reopened them. It kept its donation centers open throughout and saw a steady stream of donations as more people were working from home and de-cluttering.

Goodwill's computer recycling program with Dell Reconnect creates job opportunities and gives residential donors an environmentally friendly way to dispose of old computer equipment. During the pandemic, Goodwill refurbished donated computers and provided them to program participants in order to allow them to access services virtually.

Through the AbilityOne program, Goodwill participants with significant disabilities perform housekeeping and janitorial services at federal buildings. Goodwill has 34 individuals in this program and they help maintain 7 million square feet of government properties, including Hanscom Air Force Base and the Barnes Building in South Boston. The work was considered essential and the Goodwill team helped keep federal buildings open and operational without interruption.



Goodwill runs a computer recycling program with Dell Reconnect.

GOODWILL STORES AND DONATION CENTERS

GOODWILL STORES

Allston/Brighton
Amherst
Boston
Cambridge
Chicopee
Danvers
Hyannis
Hyde Park
Jamaica Plain
Northampton
Palmer
Quincy
Somerville
South Boston
Worcester

ATTENDED DONATION CENTERS

Arlington
Boston
Chelmsford
Concord
Lexington
Newton
North Andover
Peabody
Reading
Sudbury
Swampscott
Woburn

DONATION SITES AT RECYCLING CENTERS

Barnstable
Dennis
Hanover
Harwich
Hingham
Mashpee
Medfield
Needham
Plymouth
Southborough
Wayland
Wellesley
Westborough
Weston
Yarmouth



“It’s amazing to see the Project SEARCH students and other Goodwill participants grow and develop and really become a part of the fabric here.”

– Colleen Moran, Director of Workforce and Inclusion Programs
Spaulding Rehabilitation Hospital

From left, Chris Turner, Food Service Assistant, and Elyse Forbush, Director of Nutrition and Food Services at Spaulding Rehabilitation Hospital. The photo was taken prior to the onset of the pandemic.

WORK THROUGH CHALLENGING TIMES

Spaulding Rehabilitation Hospital – Creating Opportunities and More

Chris Turner, a Goodwill participant who works in food services at Spaulding Rehabilitation Hospital, testified at the Massachusetts State House in October 2019. He joined executives from Goodwill, Spaulding, and American Surgical Company to advocate for support for employment opportunities for individuals with developmental disabilities.

Goodwill and Spaulding have collaborated for many years to create employment opportunities for individuals with disabilities, including raising awareness among other employers.

Chris came to Spaulding through Project SEARCH, a national model that Goodwill, Spaulding, and Boston Public Schools have been collaborating on since 2014. The program provides school-year long internships to prepare young adults with developmental disabilities for employment.

Over the years, Goodwill and Spaulding have expanded their partnership to create more job and training opportunities. In addition to graduates from Project SEARCH, Spaulding has hired a number of participants from Goodwill's Employment Supports Program, which is designed to help adults with disabilities obtain employment. Today, Chris is one of eight former trainees working at Spaulding.

"It's amazing to see the Project SEARCH students and other Goodwill participants grow and develop and really become a part of the fabric here. They mature so much and learn great job skills," said Colleen Moran, Director of Workforce and Inclusion Programs at Spaulding. "The hugely pleasant surprise for Spaulding was how much it's done for our culture – it creates training opportunities and it creates camaraderie, just a whole different kind of spirit."

Added Elyse Forbush, Director of Nutrition and Food Services at Spaulding: "This program has created a more patient and inclusive work environment. Collaborating with Goodwill has led to hiring excellent, committed and long-term employees, such as Chris, who otherwise may have not had this opportunity."

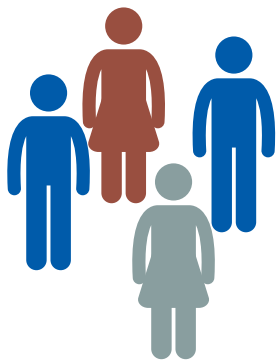
Over the years, Spaulding has also provided financial support to Goodwill. This has included a grant to support the organization's programs for people with developmental disabilities, as well as sponsorship of The Good Party, Goodwill's signature event.

"The Spaulding team's collaborative approach makes them wonderful partners," said Joanne Hilferty, President and CEO of Goodwill. "They are creating life-changing opportunities for individuals who face tremendous challenges. We look forward to continuing our work together and creating more opportunities for people who face barriers to employment."

Goodwill participants and their supervisor at Spaulding Rehabilitation Hospital, from left, Marlon Germain, Chris Turner, Malik Heywood-Miner, supervisor Scott Harrison, Chrissy Baneky, and Bernoulli Pierre-Louis.



GOODWILL BY THE NUMBERS



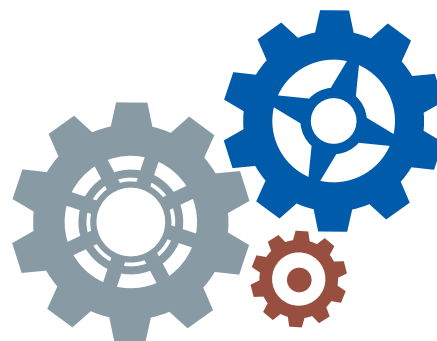
INDIVIDUALS SERVED IN MISSION SERVICES

- Job-oriented training program participants: 351
- MassHire Boston Career Center members: 4,699
- Day programs for individuals with disabilities: 185
- AbilityOne: 34
- Total served: 5,235



GOODWILL

- Employees: 351
- Paid trainees: 196
- Facilities: 17
- Cash gifts: 6,629
- Massachusetts communities served: 319



BUSINESS ENGAGEMENT

- Employers engaged: 154
- On-site and virtual recruitment events: 94
- Job fairs and mass hiring events: 3
- AbilityOne worksites: 6
- Businesses contributing goods: 93

GOODWILL STORES AND DONATED GOODS

- Pounds of donated goods: 28,853,000
- Individual donations: 721,325
- Donation sites, not including stores: 27
- Customer transactions: 939,882
- Number of stores: 16



COMMUNITY OUTREACH

- Volunteers: 227
- Thanksgiving meals served: 1,172
- Holiday toys distributed: 940
- Clothing Collaborative for Job Trainees: 329

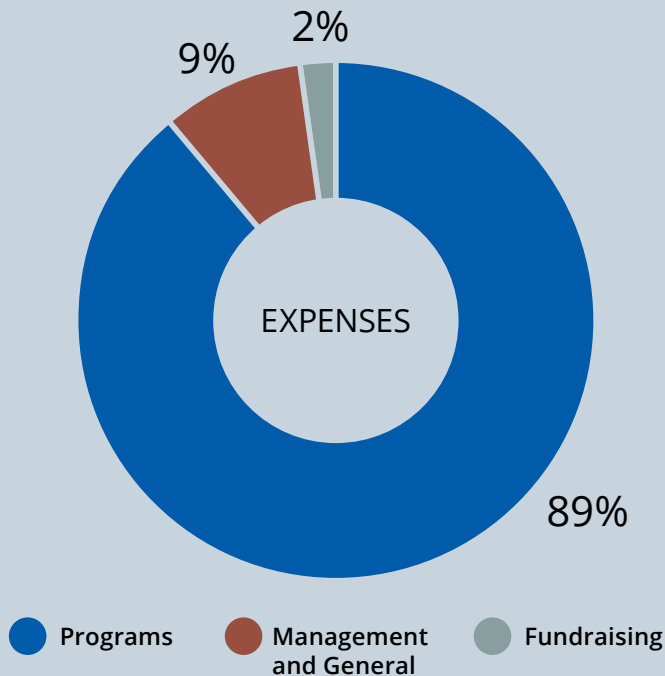
2020

Data for fiscal year 2020.

2020 FINANCIAL REPORT

Goodwill strives to be efficient and effective in the use of funds raised to support its mission services and 89 cents of every dollar spent went to programs that helped transform lives.

In 2020, Goodwill had total revenue of \$36,601,991, total expenses of \$38,145,483 and net assets of \$29,528,092



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
- Barnstorm
- Barrett Tree Service East, Inc.
- Bay Cove Human Services
- Beantown Productions
- Beasley Media Group
- Beneficence Home Health
- Bernett Research
- Best Buy
- Beth Israel Deaconess Medical Center
- Big Y
- BNY Mellon

VOLUNTEERS

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

- | | |
|--|--------------------------------|
| Baker Square Condominiums | Grant Thornton |
| Bank of America | John Hancock |
| BDO | Liberty Mutual |
| Bindable | New England Baptist Hospital |
| Boston Private | People's United Bank |
| Boston University Athletic Training Department | Regis College |
| Central Boston Elder Services | Sallie Mae |
| Deloitte | Santander |
| Foundation Medicine | Senator Edward Markey's Office |
| Gallagher | The Boston Club |
| Goodwill's Young Professionals Committee | T-Mobile |
| | VPNE Parking Solutions |
| | Wayfair |

BUSINESS AND COMMUNITY PARTNERS (CONTINUED)

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
Caranado 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
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
CoNCERT Pharmaceuticals
The Container Store
Cornerstone Consulting Group
Corporate Chefs
Costa Fruit & Produce
Cristina's Bridal
Crosby's Markets
Crossmark
Cumberland Farms
CVS Pharmacy
Cybba 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'
East Boston Savings Bank
Eastern Bank
Eataly Boston
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
Gravestar
Greater Lynn Senior Services
GreenKiss Staffing
GROW Associates
The Guild
Hands to Heart Center
Harvard Vanguard Medical
Hertz
Hildebrand
Hire Partnerships
Hitchcock Shoes
HMS Host
The Home Depot
Home for Little Wanderers
HomeGoods
House of Blues
HouseWorks
Hubway/Motivate
Hudson 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
JRI/STRIVE
Judge Rotenberg Educational Center
Keolis Transportation
KeyPoint Partners
King & Bishop
Kool Smiles
The Kraft Group
KSM Staffing
Labor Ready
Landscape Express
La Sposa Bridal
LAZ Parking
LeVangie Electric
Liberty Mutual
London Harness Company
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
Massachusetts General Hospital
Massachusetts Registry of Motor Vehicles
MassDrive Insurance Group
MassHire Boston Workforce Board
Match Education
Match Marketing
Maximus
MBHP
McLean Hospital
Melba Express
METCO
Metro Boston Housing Authority
Metro Credit Union
MetroPCS
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 Patriots Charitable
 Foundation
 New Hire Partnership
 Newmarket Business Association
 News America Marketing
 NEXUS Staffing Group
 Ninety Nine Restaurant & Pub
 NORC at the University of Chicago
 Nordstrom
 Nordstrom Rack
 Northeastern University
 Northeast Treathers, Inc.
 Num Pang
 Nurtury
 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
 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

RGIS Inventory Specialists
 The Ride
 Riverside Community Care
 Rockland Trust
 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
 South Boston Yacht Club
 Southeast Cleaning
 Southwest Airlines
 Spaulding Rehabilitation Hospital
 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
 Summit Careers
 Summit Retail Solutions, Inc.
 Suya Joint
 Sweetgreen
 Swissport
 Sysco
 T-Mobile
 Table Talk Pies
 Target
 TD Garden
 Tech Needs
 Textron
 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
 Universal Forest Products
 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
 Verts 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

GOVERNMENT PARTNERS

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
 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
 MassHire Boston Workforce Board
 Palmer Public Schools
 Springfield Public Schools

2020 HIGHLIGHTS



At Goodwill's 2020 Annual Meeting, from left, Joanne Hilferty, President and CEO of Goodwill; Kim Janey, Boston City Council President; Goodwill participants Denzel Douglas, Paul Yahooodik, and Dugana Celestin; and Jane Edmonds, Goodwill Board Chair.



American Surgical Company (ASC) was named Business Partner of the Year by the Providers' Council for its work with Goodwill. From left, Goodwill participants Johnny Tran and Dubilia DeLeon with ASC President Erik Piasio.



Goodwill CEO Joanne Hilferty was one of four CEOs to co-chair The Commonwealth Institute's Women's Leadership Development in Massachusetts Impact Study. In December, the Institute held a virtual event to discuss the study.



Katja Dunlap ran the Boston Marathon route in September to raise money for Goodwill. Lorie Schlatterer cheered her on. Both are on Goodwill's Young Professionals Committee.



Students from Goodwill's Human Services Employment Ladder Program (HELP).



Goodwill and the New England Patriots teamed up to deliver Thanksgiving baskets to 200 families in need in a safe and socially distanced way.



Goodwill's Youth Holiday Party in December was held in a socially distanced way.



Boston Mayor Marty Walsh donned a Goodwill apron and joined other public officials in sharing photos with Goodwill participants for Thanksgiving.

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ANNUAL REPORT
2020

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