A Message from the President and CEO

Dear Friends of Goodwill:

At Morgan Memorial Goodwill Industries, our focus is on moving on to NEXT. This has meant reimagining our mission services to leverage new capabilities, forging ahead with our commitments to the Pioneer Valley, upgrading our retail enterprise to continue to provide access to high quality goods at affordable prices, and continuing our dedication to the lowest income communities in Boston, where our headquarters has been located since our founding in 1895.

Going forward, we will expand our job training and career programs, serve more individuals with developmental disabilities in our employment services and day programs, and open more stores to make low-cost goods and jobs available to more communities across the state.

At Goodwill, we are fortunate to have a dedicated Board of Directors, amazing staff, and incredible network of funders and partners who support us all year long. We are excited by what is NEXT in advancing Goodwill’s mission.

Sincerely,

Joanne K. Hilferty
President and CEO, Morgan Memorial Goodwill Industries
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Goodwill’s mission is to help individuals with barriers to self-sufficiency to achieve independence and dignity through work. Not charity, but a chance.
When Linda Burston lost her job of almost 20 years, she was devastated. The Dorchester resident was all but certain she would not be able to find work because she was nearing 70. “I was depressed. Overwhelmed. I had anxiety. How was I going to pay my bills?”

Linda came to MassHire Boston Career Center, the one-stop career center Goodwill operates. She met with a career advisor and they worked together to find a training program that would allow Linda to develop computer skills, including Word and Excel, in order to be prepared for administrative jobs in today’s workforce.

At one point during the training, Linda went into a “deep depression” and was ready to quit, but the MassHire staff encouraged her to keep going. “They believed in me even when I didn’t believe in myself.”

Linda completed her training and secured a position at Pine Street Inn as a Behavioral Health Support Coordinator. Now 70, Linda loves helping others and helping them get the services they need.

“My life is just beginning,” said Linda. “If it weren’t for MassHire I wouldn’t be where I am today.”
Workforce Development

Natalia Dotel came to the United States from the Dominican Republic for a better life for herself and her two children.

The Dorchester resident enrolled in Goodwill’s Human Services Employment Ladder Program (HELP) in part because she had seen how others had helped with her autistic son. She wanted to be in a field where she was serving others.

In addition to learning the skills needed to work in human services, Natalia updated her resume, improved her job interview skills, and learned job search techniques in the HELP program.

Now, working as the Small Business Development Coordinator for Uphams Corner and Egleston Square Main Streets, Natalia approaches her job with the skills she learned at Goodwill.

“I can do my job because I know where I need to go for resources to help people in the community,” Natalia said. “The HELP program helped me achieve my goals.”
Job Training

Jacy Galindrez has dreams and Goodwill is working with him to achieve them.

Jacy enrolled in Goodwill’s Employment Supports Program in Springfield where he lives. The program prepares people supported by the Massachusetts Department of Developmental Services for work.

Through the program, Jacy participated in on-the-job training in several positions in Goodwill’s retail enterprise in order to learn about the world of work and develop basic work-readiness skills. Then, with the help of his case manager, Jacy started applying for jobs in the community.

Jacy was excited when he landed a position working at the Big Y grocery store in West Springfield. He started as a porter, but after seven months was promoted to Service Clerk. And he loves it.

“I like trying to make the customers happy,” Jacy said. “That’s the best part of my job.”

His recent success and renewed sense of confidence has Jacy thinking about the future. “I’m thinking about going back to school,” he said.
La Alianza Hispana, located in Roxbury, is dedicated to improving the lives of the Latino community in Massachusetts.

Goodwill and La Alianza Hispana have been partners for decades. For example, the team at La Alianza Hispana refers community members to MassHire Boston Career Center to help individuals find and secure employment.

“We refer so many individuals every year to MassHire,” said Marisol Amaya, Executive Director of La Alianza Hispana. “They can get assistance there, find jobs, and support their families.”

The members of the La Alianza Hispana community also participate in Goodwill’s Thanksgiving-in-a-Basket event every year.

“It’s a wonderful feeling to see the smiles on people’s faces when they pick up their basket,” Marisol said.

They also rely on the Goodwill stores for access to high-quality, low-cost items that allow them to stretch their dollar.

“Thank you Goodwill for the job you do every day,” said Marisol.
Mission Services

3,729 Individuals Served

MASSHIRE BOSTON CAREER CENTER
3,302 INDIVIDUALS SERVED
The one-stop career center operated by Goodwill

ABILITYONE
35
Individuals with significant disabilities cleaned 7 million square feet of government office space

WORKFORCE DEVELOPMENT
86
Trainees enrolled in programs such as HELP Human Services Employment Ladder Program

EMPLOYMENT SUPPORTS
206
Individuals with developmental disabilities

DAY PROGRAMS
100
Individuals with disabilities in community-based day support and day habilitation programs
Mission Services

Community Connection

- 186 Volunteers
- 800 Thanksgiving meals served
- 1,195 Holiday toys distributed

Business Engagement

- 13 Employers working with job training programs
- 70 Employers recruiting at MassHire
- 105 On-site and virtual recruitment events
Retail Enterprise

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

ATTENDED DONATION CENTERS
Arlington
Boston
Chelmsford
Concord
Lexington
Reading
Sudbury
Swampscott
Woburn

DONATION SITES AT RECYCLING CENTERS
Hanover
Hingham
Medfield
Southborough
Wellesley
Weston

Number of stores
14
Customer transactions
989,159
Donation sites
15
(in addition to stores)
Individual donations
683,731
Businesses
31
contributing goods
Pounds of
27.3M
donated goods
Retail paid trainees
153

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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 2022, Goodwill had total revenue of $40,404,862, total expenses of $37,682,352, and net assets of $37,350,753.

- 319 Communities served
- 320 Employees
- 16 Facilities
- 5 AbilityOne worksites
- 6,021 Cash gifts
The Good Party
The Good Party

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Holiday Events

Thanksgiving IN A BASKET EVENT

Youth Holiday Celebration
Pioneer Valley Job Training and Operations Center Grand Opening
Goodwill works with employers every year to connect job seekers to jobs and provide learning and training opportunities for participants. These businesses work with MassHire Boston Career Center at recruitment events, engage with Goodwill training programs, or provide work opportunities through Goodwill mobile work crews. Goodwill also works with businesses that donate items for its retail enterprise.

A & J King Artisan Bakers
ABI New England
Allied Universal Security
Amazon
American International College
American Surgical Company
AP Fragrance
Aramark
Arbor Associates
Associated Global Systems
Aveanna Healthcare
Bay Cove Human Services
Bay State Community Services
Baystate Health
Beth Israel Deaconess Medical Center
Boston America Corporation
Boston Concierge
Boston Private Industry Council
Bournewood Hospital
Bowdoin Street
Caffè Nero
Casa Esperanza
Central Boston Elder Services
Children’s Services of Roxbury
City Fresh
City of Cambridge
Communities For People
Community Foundation of Western Massachusetts
Community Music Center of Boston
Community Resources for Justice
Community Servings
Community Work Services
Consider It Done
Courtyard by Marriott
Cristina’s Bridal
Crosby’s Markets
Cross Country Workforce
Daily Table
Dennis East
DownEast Cider
Eliot Community Human Services
FamilyAid Boston
Fedex Office
Feeney Brothers
Forrest Solutions
Four Seasons
Grand Circle Corporation
Homeworks Energy
Hull Lifesaving Museum
Humboldt Storage
KeyPoint Partners
La Sposa Bridal
Life Alive
London Harness Company
Lyneer Staffing
MAB Community Services
Maloney Properties
MaxSold
MCJ Transportation
Modis
Museum of Science
National Express Transit
Native Plumbing
NE Securities
New Balance
New England Baptist Hospital
Newly Weds Foods
Newton Country Day School
North Suffolk Mental Health Association
Occasions Bridal
Ocean State Job Lot Charitable Foundation
Omni Hotel
Operation Able
Peabody Essex Museum
Perkins School for the Blind
Pine Street Inn
RHD Boston
Salem Five Bank
Securitas
Solace
SP Plus Corporation
St. Mary’s Center for Women and Children
Starbucks
Sterilite
Stop & Shop
The Container Store
The Dimock Center
The Food Bank of Western Massachusetts
The Home for Little Wanderers
The TJX Companies, Inc.
The Wilder Co.
Transdev
Tresca Brothers
Tropical Products
Tufts Medical Center
Tufts Medicine
United
United Security Inc.
United Way of Pioneer Valley
USI Security
Vinfen Corporation
Walnut Street Center
WECO
Whittier Street Health Center
ZeroCater

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**VOLUNTEER PARTNERS**

Goodwill benefits from companies and organizations that provide volunteers to support participants in mission programs, assist with community events, and raise fund for the organization.

- Bank of America
- Bindable
- Blue Cross Blue Shield of Massachusetts
- Central Boston Elder Services
- Dell
- Deloitte
- Office of Senator Edward Markey
- First Republic Bank
- Goodwill’s Young Professionals Committee
- Grant Thornton
- Harvard Business Publishing
- J.P. Morgan Chase
- Liberty Mutual Insurance
- Santander Bank, N.A.
- T-Mobile

**GOVERNMENT PARTNERS**

Goodwill works with government agencies and quasi-government partners to offer its mission services.

- Boston Office of Workforce Development
- Boston Public Schools
- Chicopee Public Schools
- Massachusetts Department of Correction
- Massachusetts Department of Developmental Services
- Massachusetts Department of Transitional Assistance
- Massachusetts Executive Office of Health and Human Services
- Massachusetts Executive Office of Labor and Workforce Development
- Massachusetts Executive Office of Public Safety and Security
- Massachusetts Rehabilitation Commission
- MassHealth
- MassHire Boston Workforce Board
- Springfield Public Schools
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