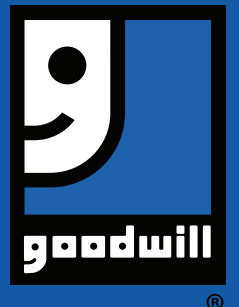




# MORGAN MEMORIAL GOODWILL INDUSTRIES

**ANNUAL REPORT 2022**

# NEXT





# 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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# Board Of Directors

## **Sally Mason Boemer**

Chair  
Massachusetts General Hospital

## **Paul Andrew**

Vice Chair  
Harvard University

## **David Orr, Jr.**

Clerk  
Smash My Trash

## **John Doucette**

Treasurer  
M&T Bank

## **Joanne K. Hilferty**

President  
Morgan Memorial Goodwill  
Industries

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The TJX Companies, Inc.

## **Paul Francisco**

State Street Corporation

## **Maria Harris**

Rockland Trust

## **Kathleen Murphy**

Amherst Regional  
Public Schools

## **Jimmy Nguyen**

SparkCharge

## **Mary Wadlinger**

## **Linda Williams**

Blue Cross Blue Shield of  
Massachusetts



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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# Career Services

**W**hen Linda Burstons 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.”



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# Workforce Development

**N**atalia 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."**



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# 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.



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# Community Connection

**L**a 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.



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# 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

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# Mission Services

## Community Connection



**186**

Volunteers



**800**

Thanksgiving meals served



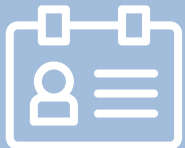
**1,195**

Holiday toys distributed

## Business Engagement

**13**

Employers working with  
job training programs

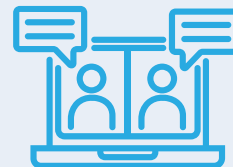


**70**

Employers recruiting  
at MassHire

**105**

On-site and virtual  
recruitment events



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# 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  
(in addition to stores)

**15**



Individual donations

**683,731**



Businesses  
contributing goods

**31**



Pounds of  
donated goods

**27.3M**



Retail paid trainees

**153**

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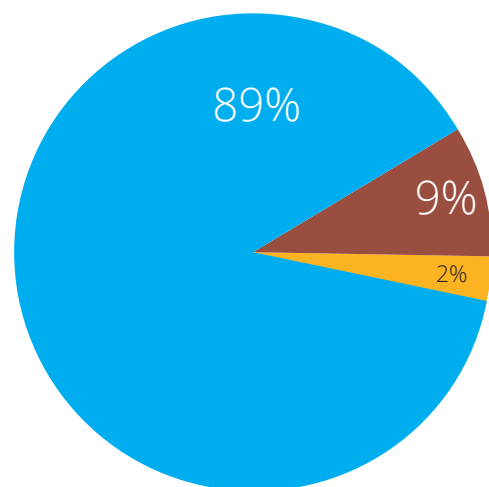
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# Financial and Operations Report

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



- Programs
- Management and General
- Fundraising



**319** Communities served



**320** Employees



**16** Facilities



**5** AbilityOne worksites



**6,021** Cash gifts

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# The Good Party



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# The Good Party



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# Holiday Events



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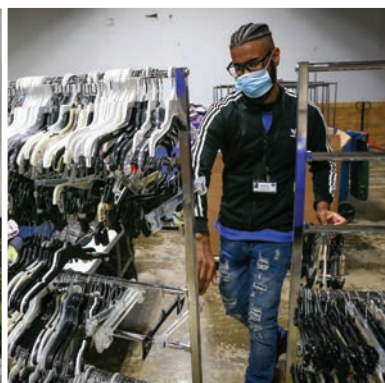
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# Pioneer Valley Job Training and Operations Center Grand Opening



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# Business Partners

**G**oodwill 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	Boston Concierge	Community Servings	Hull Lifesaving Museum
ABI New England	Boston Private Industry Council	Community Work Services	Humboldt Storage
Allied Universal Security	Bournewood Hospital	Consider It Done	KeyPoint Partners
Amazon	Bowdoin Street	Courtyard by Marriott	La Sposa Bridal
American International College	Caffè Nero	Cristina's Bridal	Life Alive
American Surgical Company	Casa Esperanza	Crosby's Markets	London Harness Company
AP Fragrance	Central Boston Elder Services	Cross Country Workforce	Lyneer Staffing
Aramark	Children's Services of Roxbury	Daily Table	MAB Community Services
Arbor Associates	City Fresh	Dennis East	Maloney Properties
Associated Global Systems	City of Cambridge	DownEast Cider	MaxSold
Aveanna Healthcare	Communities For People	Eliot Community Human Services	MCJ Transportation
Bay Cove Human Services	Community Foundation of Western Massachusetts	FamilyAid Boston	Modis
Bay State Community Services	Community Music Center of Boston	Fedex Office	Museum of Science
Baystate Health	Community Resources for Justice	Feeney Brothers	National Express Transit
Beth Israel Deaconess Medical Center		Forrest Solutions	Native Plumbing
Boston America Corporation		Four Seasons	NE Securities
		Grand Circle Corporation	New Balance
		Homeworks Energy	New England Baptist Hospital

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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



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## 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





# Senior Staff

## Joanne K. Hilferty

President and CEO

## Laurel Ford

Vice President of Finance and CFO

## Laurie Gallagher

Senior Director of Marketing and Communications

## Paul MacNeil

Vice President of Operations

## Emily Smalley

Senior Director of Philanthropy

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Director of Communications and  
Public Affairs

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