



NEW LIVES



ANNUAL REPORT 2023

MESSAGE FROM THE PRESIDENT



NEW LIVES

Dear Friends of Goodwill:

Our work is about supporting people as they create NEW LIVES.

Goodwill's job training programs and career services help individuals achieve independence and dignity through work. In this Annual Report, you will read the inspirational stories of Takeerah and Ivan and others. In our [Annual Meeting video](#), you will see them talk about their NEW LIVES.

During the past year, we continued to rebuild, taking care to understand and respond to the significant changes in the economy. We helped individuals get jobs by bringing untapped talent into the workplace. This allowed employers to fill critical vacancies and grow the economy.

We are able to do all this because of our dedicated board, committed and skilled staff, and generous network of funders and partners. We are grateful for the support we receive throughout the year.

It is exciting to see so many NEW LIVES.

Sincerely,

Joanne K. Hilferty
President and CEO

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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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Public Schools

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SparkCharge

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KEVIN BYNOE

Kevin Bynoe is hopeful and looking forward to the future. He has a growing family and a good job as a cement truck driver for InTerra Innovation. It wasn't always this way.

In and out of trouble with law enforcement since he was 15, Kevin had been incarcerated for 12 years when he came to Goodwill. He had limited job skills.

Working with the staff at Goodwill's career center, Kevin secured a spot in a training program for a commercial driver's license. It took him several tries to pass the exam, but he persisted and got a job at InTerra where he earns a family sustaining income. He recently became a father.

"When I came to Goodwill I was hopeful. I had an open mind and you opened the door for me," Kevin said. "If I can turn my situation around, anybody can do it. I honestly feel like there's nothing I can't do."

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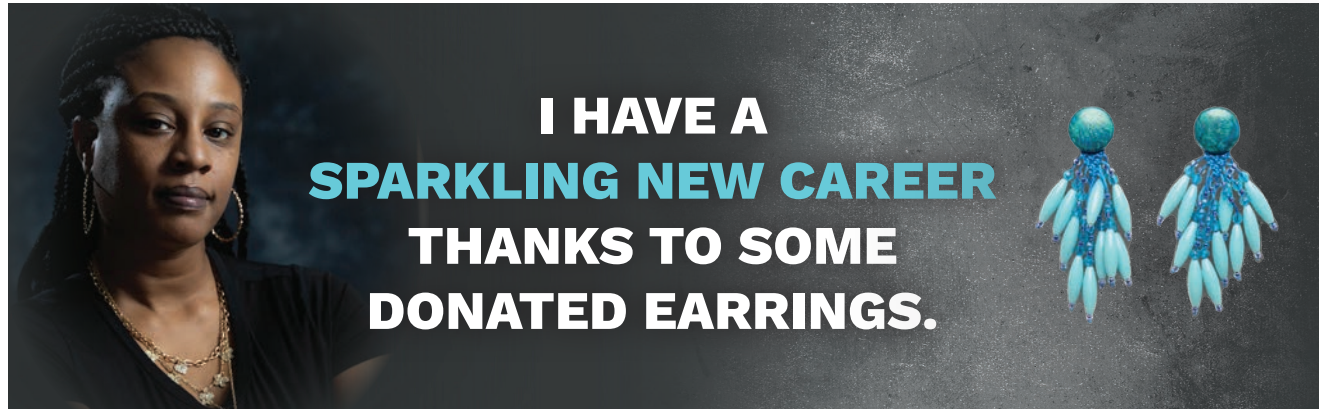
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TAKEERAH BAKER

As a Family Partner at Riverside Community Care in Dedham, Takeerah Baker is helping families in crisis. She is able to do that because of her enrollment in a Goodwill training program, as well as her own lived experience.

When Takeerah came to Goodwill, she had not worked for 12 years because she was taking care of her oldest daughter who was born with a disability and other health issues.

When her daughter became more independent, Takeerah, a mother of two, wanted to help families facing similar challenges. Goodwill's Human Services Employment Ladder Program (HELP) helped her meet that goal. After completing the program, which prepares people to work in human services, Takeerah secured the job at Riverside.

"The HELP program has helped me in so many ways," said Takeerah. "The biggest way was that it prepared me. I can help people who may be feeling down and stuck and that have the same challenges I did. So, I'm just really proud of myself."

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IVAN NUÑEZ

Ivan Nuñez has been an associate at CVS in Salem for 14 years where his attention to detail has made him a valued employee.

With the help of training from Goodwill, Ivan learned the skills to be successful. Linette Mundy, his store manager said: "He's very enthusiastic. When he comes in, he just goes right to work. I really do wish I had a lot of Ivans."

Ivan started in Goodwill's Salem School to Work program for students with special needs and progressed to the Employment Supports Program which helped him find the job at CVS. Goodwill now provides ongoing case management assistance.

"I really like working at CVS," Ivan said.

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JOHN LABOMBARD

John LaBombard is proud that he was a Six Flags team member for two summers, and that he was promoted at the amusement park in recognition of his outstanding performance.

John is a participant at Goodwill's Springfield Employment Supports Program, which prepares individuals with disabilities for the world of work. He participates in paid on-the-job training in the retail distribution center and is searching for jobs in the community with the assistance of the Goodwill staff.

Now that John has the valuable Six Flags summer work experience under his belt, he has set his sights on a bigger goal – competitive, year-round employment.

"I like that Goodwill helped me because they are an amazing team," John said. "My ultimate goal is to work permanently and for a long time."

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4,657
INDIVIDUALS SERVED

MASSHIRE BOSTON
CAREER CENTER

4,224

INDIVIDUALS SERVED

The one-stop career center
operated by Goodwill

EMPLOYMENT
SUPPORTS

268

Individuals with disabilities
who trained for jobs or
worked in the community

WORKFORCE
DEVELOPMENT

55

Trainees enrolled in
short-term workforce
development programs

ABILITYONE

34

Individuals with significant
disabilities maintained 7
million square feet of
government office space

DAY PROGRAMS

76

Individuals with
disabilities participated in
community-based programs

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BUSINESS ENGAGEMENT



Employers
recruiting
at Goodwill

91



On-site and
virtual recruitment
events

97



Businesses
contributing
goods

40



Employers working
with job training
programs

13

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AbilityOne
worksites

5



COMMUNITY OUTREACH



Volunteers

121



Thanksgiving
meals served

800



Holiday toys
distributed

1,057



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GOODWILL STORES

Allston/Brighton
Amherst
Boston
Boston Outlet
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

DONATION SITES AT RECYCLING CENTERS

Hanover
Hingham
Medfield
Southborough
Wellesley
Weston



Pounds of donated goods
24.6 million



Individual donations of clothing and household items
615,658



Number of stores
15



Donation Sites other than stores
14



Customer transactions
1,020,421

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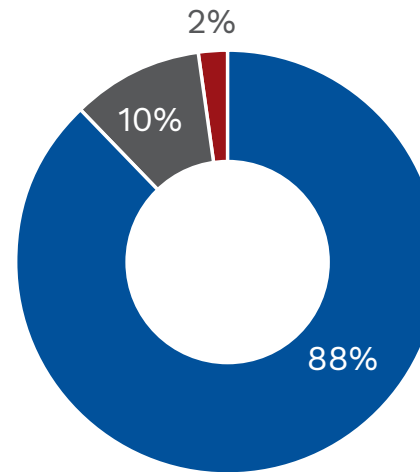
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FINANCIAL AND OPERATIONS REPORT

Goodwill strives to be efficient and effective in the use of funds raised to support its mission services and 88 cents of every dollar spent went to programs that helped transform lives. In 2023, Goodwill had total revenue of \$42,597,341, total expenses of \$39,268,483, and net assets of \$41,043,049.



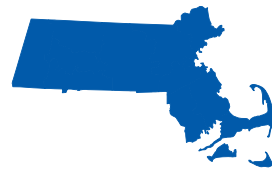
Employees
316



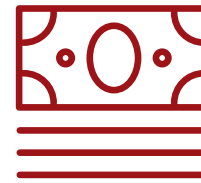
Paid trainees
168



Facilities
16



Massachusetts
communities served
319



Cash gifts
4,847

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Thanksgiving In A Basket



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Youth Holiday Celebration



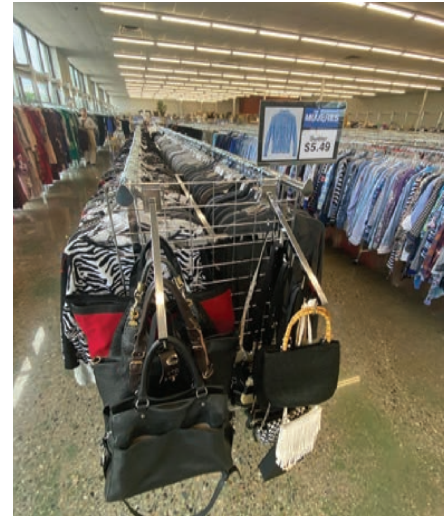
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Quincy Renovation



Outlet Reopening



South Boston Renovation



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BUSINESS PARTNERS

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 a Goodwill training program, or provide a work opportunity through a Goodwill mobile work crew. Goodwill also works with businesses that donate clothes or other used goods to support Goodwill stores.

AA Home Healthcare
A & J King Artisan Bakers
ACE Employment Services
Allied Universal Security
Amazon
American International College
American Surgical Company
AP Fragrance
Applebees
Aramark
Arbor Associates
Associated Global Systems
At Your Service
Bay Cove Human Services
Bay State Community Services
Baystate Health
Beth Israel Deaconess Medical Center

Bentley University
Big Night Entertainment
Boston America Corporation
Boston Center for Working Families
Boston Duck Tours
Boston Medical Center
Boston Public Health Commission
Boston Public Schools
Boston University
Bowdoin Street
Brigham and Women's Hospital
Building Pathways
Casa Esperanza
Casella Waste
Chicopee Public Schools
Children's Hospital
Children's Services of Roxbury

City of Boston
City of Cambridge
Communities For People
Community Foundation of Western Massachusetts
Community Music Center of Boston
Community Resources for Justice
Community Servings
Cristina's Bridal
Crosby's Markets
CVS Pharmacy
Daily Table
Delta
Massachusetts Department of Elementary & Secondary Education
DO & CO Catering
East Boston Neighborhood Health Center
Economic Development Assistance Consortium
Eliot Community Human Services
Emerson College
Emmanuel College
FamilyAid
Feeney Brothers
F.J. O'Hara & Sons
Foot Locker
Greater Boston Food Bank
Gentle Giant



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Grand Circle Corp.
H&R Block
House of Blues
Hull Lifesaving Museum
Hyatt Regency Boston
Kelly Services
KeyPoint Partners
La Sposa Bridal
Lesley University
LiveNation
London Harness Company
Massachusetts Trial Court
MAB Community Services
Maloney Properties
Massachusetts Department of Correction
MBTA
Melba Express
Metro Housing Boston
MJR Staffing
MSC Industrial Supply
National Express Transit
New Balance
New England Baptist Hospital

North Suffolk Mental Health Association
Northeast Security
Nubian Markets
Occasions Bridal
Ocean Spray
Ocean State Job Lot Charitable Foundation
Omni Hotel
Peabody Essex Museum
Perkins School for the Blind
Phillips Academy
Pine Street Inn
Porcelanosa
Raising Canes
Salem Five Bank
Six Flags New England
Snapchef
Sodexo
Southwest Airlines
Spaulding Rehabilitation Hospital
Springfield Public Schools
Sterilite
Suburban Home Health Care

The Container Store
The Dimock Center
The Food Bank of Western Massachusetts
The TJX Companies, Inc.
The Wilder Co.
TILL, Inc.
Transdev
Tropical Foods
Tropical Products
TSA
TSK Energy Solutions
Tufts Medical Center
United Way of Pioneer Valley
US Postal Service
Victory Human Services
Vinfen
Vitra Health
Vows Bridal
Walnut Street Center
Wegmans
Wentworth Institute of Technology
Whittier Street Health Center
Whole Foods

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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 Public Schools
Boston Workforce Development Board
Chicopee Public Schools
Holyoke Public Schools
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 Rehabilitation Commission
MassHealth
Springfield Public Schools

VOLUNTEERS

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

Actalent
Bank of America
Blue Cross Blue Shield of Massachusetts
Central Boston Elder Services
Dell
Deloitte
Eastern Bank
First Republic Bank
Goodwill's Young Professionals Committee
Grant Thornton
JP Morgan
Liberty Mutual
Santander
T-Mobile



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45 Congress Street, Salem, MA 01970-5579 | 978-825-5000
245 Cadwell Drive, Springfield, MA 01104 | 413-788-6981

www.goodwillmass.org



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Boston, MA 02119-2540
617-541-1400

www.masshirebostoncareerctr.org



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