

MOVING FORWARD



ANNUAL REPORT 2024
MORGAN MEMORIAL GOODWILL INDUSTRIES

A Message from the President and CEO

Dear Friends of Goodwill,

It is an exciting time at Morgan Memorial Goodwill Industries.

We have been steadfast in advancing our mission to help individuals with barriers to self-sufficiency to achieve independence and dignity through work. And, we have been intently focused on *MOVING FORWARD*.

- Moving forward by enhancing our job training and career services.
- Moving forward by responding to emerging community needs.
- Moving forward by investing in training centers and technology for the future.
- Moving forward by upgrading and expanding our retail enterprise.



We are doing this by collaborating with community partners, businesses, funders, and government officials. We are moving forward by strengthening existing relationships and forging new ones.

Thank you to our dedicated Board, amazing staff, and many supporters across Massachusetts for all Goodwill accomplished in 2024.

We are starting our 130th year – Morgan Memorial Goodwill Industries is the first Goodwill and was founded in the South End of Boston in 1895. We are still going strong and still moving forward.

Sincerely,

A handwritten signature in blue ink that reads "Joanne K. Hilferty". The signature is fluid and cursive.

Joanne K. Hilferty
President and CEO

MOVING FORWARD

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NEW LIVES

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.*

Board of Directors

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Harvard University

Maria Harris, Vice Chair
Rockland Trust

David Orr Jr., Clerk
Smash My Trash

Yusef Abdolmohammadi, Treasurer
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Morgan Memorial Goodwill Industries

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Massachusetts

Kathleen Murphy
Self-Employed

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EVPassport

Marie St. Fleur
St. Fleur Communications

Mary Wadlinger

Linda Williams
Blue Cross Blue Shield of
Massachusetts (Ret.)

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**MOVING
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Jonathan Vaval

Jonathan Vaval, a resident of Mattapan, was ready for a career change. He wanted a position that would allow him to work more closely with young people and make a lasting impact. That's when he turned to Goodwill Boston Career Center for guidance.

"At Goodwill Boston Career Center, they genuinely cared about helping me find the right path," Jonathan shared. The Goodwill staff helped Jonathan refine his resume, hone his interview technique, understand the labor market, and identify employers of interest. One of the jobs he identified was a crew supervisor position at Roca, an organization supporting at-risk youth. Jonathan submitted his application, went through the interview process, and got the job.

Now Jonathan is mentoring young men, teaching them job skills, accountability, and leadership. "Goodwill Boston Career Center supported me every step of the way," he said. "Thanks to their guidance, I've found a career where I can truly make an impact."



"Goodwill Boston Career Center supported me every step of the way."

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Karol Aponte

Karol Aponte, a mother of three living in Roxbury, was at a crossroads in her life. She was struggling with the financial strain of supporting her family on transitional assistance, which was affecting her mental health. Determined to create a better future for her family, she discovered HELP, Goodwill's Human Services Employment Ladder Program, through the Massachusetts Department of Transitional Assistance.

Karol had experience as a personal care attendant and working in human services appealed to her passion for helping people. It is also a field with plentiful jobs, good wages and benefits, and advancement opportunities. She graduated from the HELP program and is now working as a residential counselor at Vinfen, providing care and companionship to seniors with disabilities.

The job has brought her greater financial independence and the ability to support her three children in ways that were previously out of reach. "My children are happier now," she said. "We don't have to worry as much about how much we can spend or whether bills will be paid on time."



"We don't have to worry as much about how much we can spend or whether bills will be paid on time."

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Mission Services | First Step

Renel Fils-Aime

Renel Fils-Aime left Haiti due to the violence and instability and arrived in Boston in 2024 under temporary protected status. Renel chose Boston for its reputation as a city of opportunity and growth and is living in Dorchester.

Renel was committed to working and secured work authorization as soon as possible. He connected with Goodwill Boston Career Center and enrolled in the First Step Program, which offers training in essential work readiness skills, including job search strategies, professional behavior, and workplace dependability. With the support of the career center, Renel secured his first job in the United States as a security officer with Unconquerable Security Solutions.

Renel's job has given him a sense of hope for the future. His family remains in Haiti and he regularly sends back money. "This opportunity has changed my life," Renel said. "I feel proud to support myself and work toward a better future for my family."



"I feel proud to support myself and work toward a better future for my family."

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Mission Services | Developmental Services

Rosa Moulan

Rosa Moulan came to Goodwill's Developmental Services program in Springfield right after high school and reached a milestone last year when she started to work in a regular position as an associate at the Goodwill store in Chicopee.

At Goodwill's Pioneer Valley Job Training Center, Rosa, a Springfield resident, participated in classroom and community-based training and then gained on-the-job training experience working at Goodwill's distribution center and on mobile work crews.

Rosa was excited when she was hired for her first competitive position in the Goodwill store, working in housewares and donations. Initially, transportation was a challenge, but with Goodwill's help, Rosa secured reliable door-to-door transportation, allowing her to commute independently.

Through Goodwill, Rosa was able to access the training and support she needed to grow personally and professionally and to move successfully into the workforce. This has given her greater independence. She commented, "It feels good to get a check. Goodwill is my first real job."



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"It feels good to get a check. Goodwill is my first real job."

Mission Services | Developmental Services

Joseph Walters

Joseph Walters, a young adult living with his parents in Lynn, is a participant in Goodwill's Developmental Services program at the North Shore Job Training Center in Beverly. The program is helping him prepare for the world of work.

Joseph started by learning important life skills like appropriate ways to interact with others, money management, and time management. Then he moved on to learning the skills needed to be a successful and dependable employee. Now Joseph is participating in paid, on-the-job training as part of a Goodwill mobile work crew at Tropical Products in Salem, where he labels and organizes products. He is working toward obtaining independent work in the community.

Earning a paycheck has made a difference in Joseph's day-to-day life. He takes pride in managing his money and being able to purchase the things he needs. "The staff at Goodwill has really helped me. They have trained me to be a good worker and taught me how to budget and be more independent," he said.



"The staff at Goodwill has really helped me. They have trained me to be a good worker."

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**GOODWILL
BY THE
NUMBERS**

Individuals Served In Mission Services



6,634

INDIVIDUALS SERVED

in our programs and community services.

6,195

*participating in Goodwill
Boston Career Center and
workforce development
programs.*

404

*participating in
Developmental Services
and school to work
programs.*

35

*working in Goodwill's
housekeeping social
enterprise (AbilityOne).*

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**GOODWILL
BY THE
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Business Engagement

Business Partners



Employers recruiting
at the Career Center

73



On-site and virtual
recruitment events

66



Businesses
contributing goods

43



AbilityOne Worksites
(7 million square feet)

5



Employers working with
job training programs

18

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Community Outreach



Volunteers

134



Thanksgiving
meals served

800



Holiday toys
distributed

1,040



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Retail Enterprise

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
Waltham

DONATION SITES AT RECYCLING CENTERS

Hanover
Hingham
Medfield
Southborough
Wellesley
Weston



Pounds of donated goods

25.2 million



Individual donations of clothing and household items

630,101



Number of stores

15



Donation Sites other than stores

15



Customer transactions

1,152,740

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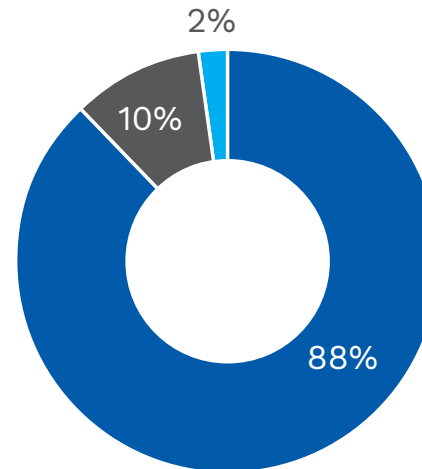
NEW LIVES

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 2024, Goodwill had total operating revenue of \$46,223,960, total operating expenses of \$41,718,722, and net assets of \$48,585,721.

 PROGRAMS  MANAGEMENT & GENERAL  FUNDRAISING



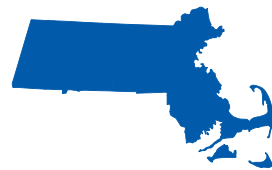
Employees
324



Paid trainees
173



Facilities
16



Massachusetts
communities served
319



Cash gifts
4,535

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The Good Party



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Thanksgiving-in-a-Basket



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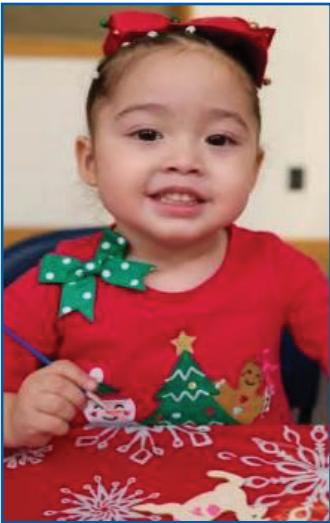
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Youth Holiday Celebration



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Ribbon Cuttings



North Shore Job Training Center



Somerville Store



Cambridge Store

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Partners

BUSINESS

Goodwill works with employers every year to connect job seekers to jobs and provide learning and training opportunities for participants. These businesses work with our career center, engage with a Goodwill training program, or provide a work opportunity through a Goodwill mobile work crew. Goodwill also works with businesses that donate goods to support Goodwill stores and holiday events.

A & J King Artisan Bakers
A Season Home Care
ACE Employment Services
Allied Universal Security
Allied Community Resources Inc
Amazon
American International College
American Surgical Company
AP Fragrance
Aramark
Arbor Associates
Bay Cove Human Services
Bay State Community Services
Baystate Health
Bentley University
BEST Hospitality Training
Beth Israel Deaconess Medical Center

Big Night Entertainment
Boston America Corporation
Boston Center for Working Families
Boston Duck Tours
Boston Medical Center
Boston Public Health Commission
Boston University
Bowdoin Street Health Center
Brigham and Women's Hospital
Bryce's Journey
Building Pathways
Casa Esperanza
Casella Waste Services
Children's Hospital
City of Boston
City of Cambridge
Coca Cola
Comellas Restaurant

Communities for People
Community Music Center of Boston
Community Resources for Justice
Community Servings
Cristina's Bridal
Crosby's Markets
CVS
Daily Table
Delta
Eliot Community Human Services
Emerson College
Emmanuel College
EmPath
F.J. O'Hara & Sons
FamilyAid
Feeney Brothers
Frito-Lay
Genuine Parts Company
H&R Block
Halo Institute
HarborOne
Hertz
Hull Lifesaving Museum
Hyatt Regency Boston
Imagine Group LLC
Internal Revenue Service
J & J Contracting
Just-a-Start
Kaplan Construction
Kelly Services
KeyPoint Partners



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Partners

BUSINESS (continued)

Kimco Realty
 Lancaster Packaging
 La Sposa Bridal
 Lesley University
 MAB Community Services
 Macy's
 Maloney Properties
 McLean Hospital
 Melba Express
 Metro Housing Boston
 MJR Staffing
 National Express Transit Corporation
 NeighborHood Health (East Boston Neighborhood Health Center)
 Neptune Retail Solutions
 New England Baptist Hospital
 Occasions Bridal
 Ocean Spray
 Ocean State Job Lot Charitable Foundation
 Omni Hotel

Peabody Essex Museum
 People Ready
 Perkins School for the Blind
 Phillips Andover Academy
 Pine Street Inn
 Planned Companies
 Salem Five Bank
 Securitas
 Shaws/Star Market
 Six Flags New England
 Snapchef
 Sodexo
 Southwest Airlines
 Spaulding Rehabilitation Hospital
 Sterilite
 Suburban Home Care
 Tails Inc.
 The Container Store
 The Dimock Center
 The Food Bank of Western Massachusetts
 The Possible Zone

The TJX Companies, Inc.
 TILL
 TransloadX
 Transportation Security Administration
 Tropical Foods
 Tropical Products
 Tufts Medical Center
 Unconquerable Security Solutions
 United Way of Pioneer Valley
 United States Postal Service
 Victory Human Services
 Vinfen
 Vows Bridal
 Walnut Street Center
 Wegmans
 Wentworth Institute of Technology
 Whittier Street Health Center
 Whole Foods
 Yell-O-Glo
 YMCA Boston
 YouthBuild



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GOVERNMENT

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

Boston Office of Returning Citizens
Boston Office of Workforce Development
Boston Public Schools
Boston Workforce Development Board
Chicopee Public Schools
Holyoke Public Schools
Massachusetts Bay Transportation Authority
Massachusetts Department of Correction
Massachusetts Department of Developmental Services
Massachusetts Department of Elementary & Secondary Education

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 Veteran Affairs
Massachusetts Personal Care Attendant Workforce Council
Massachusetts Rehabilitation Commission
Massachusetts Trial Court
MassHealth
Springfield Public Schools

VOLUNTEER

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

Actalent
Bank of America
Blue Cross Blue Shield of Massachusetts
Dell
Deloitte
Eastern Bank
First Citizens Bank
Goodwill's Young Professionals Committee
Grant Thornton
JP Morgan
Liberty Mutual
M&T Bank
Santander



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NEW LIVES



**DONATED
SHOES
HELPED ME
STEP INTO A
NEW CAREER.**





**I HAVE A
JOB I VALUE
THANKS TO
A DONATED
NECKLACE.**





**THANKS TO
A DONATED BAG,
I NOW CARRY
MORE HOPE FOR
MY FUTURE.**





**THANKS TO
A DONATED
PIGGY BANK
I WAS ABLE TO
BUILD SAVINGS
OF MY OWN.**





**THANKS TO
A DONATED
BLAZER,
I LEARNED
NEW SKILLS.**





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