



## Goodwill of Southwestern Pennsylvania

Workforce Development Center  
Robert S. Foltz Building  
118 52nd Street  
Pittsburgh, PA 15201  
Telephone: 412-481-9005

[www.goodwillswpa.org](http://www.goodwillswpa.org)

### About Goodwill

Goodwill provides a wide array of human service, residential and social outreach programs that serve thousands of people each year. To help people with disabilities and other barriers to employment, our Workforce Development Center provides a comprehensive menu of employment-related services, including evaluation and testing, training and education, job placement and ongoing support.

Goodwill operates over 30 regional retail stores and other businesses to help fund programs and to provide job training and employment opportunities for our clients.

### Mission Statement

We strengthen communities, advance reuse and sustainability, and empower people to achieve their potential.

### Vision Statement

The vision of Goodwill of Southwestern Pennsylvania is to be the region’s premier human service organization offering exceptional services. We will be satisfied only when all persons have the opportunity to achieve success in their pursuit of meaningful work or other quality of life experiences.

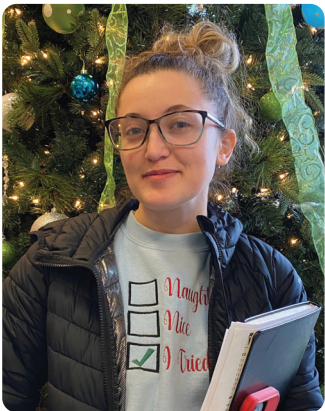
### Goodwill’s Code of Conduct

*Goodwill of Southwestern Pennsylvania is committed to conducting its business in accordance with the highest standards of ethical behavior and regulatory compliance and to treating everyone with dignity and respect. The agency’s full Code of Conduct document – “Ethics at Work” – may be viewed at [www.goodwillswpa.org](http://www.goodwillswpa.org).*



### Non-discrimination Statement

*Goodwill SWPA is an Equal Opportunity Employer/Program. Goodwill SWPA does not discriminate based upon race, religion, color, national origin, gender (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity, gender expression, age, status as a protected veteran, disability, or other applicable legally protected characteristics. Auxiliary aides and services are available upon request to individuals with disabilities. For more information, call 412-632-1809 or email [accommodations.request@goodwillswpa.org](mailto:accommodations.request@goodwillswpa.org).*



# Letter from the Board Chairperson

Spring, 2023

Dear Friends:

I want to share with you Goodwill of Southwestern PA's 2022 successes for helping people through our workforce development programs, and I am also providing Goodwill's leadership updates.

You—our shoppers, benefactors, material donations donors, employees, and community partners are the reasons for Goodwill's successes. You believe in our mission to help our neighbors in need. Because of friends like you, Goodwill provided workforce development programs for more than 15,000 people in 2022. Please look at our 2022 infographic on page 6 to see Goodwill's community impact.

Allow me to paint a picture for you that captures the past year, as well as the positive impact for people who received Goodwill's supports. This picture is only one portrait because I would need an entire gallery to display a success story for each person who benefited from Goodwill's quality workforce development programs.

## Servant Leader Retires

In October 2022, Michael Smith retired as our President/CEO, bringing forth a change in our top leadership for the first time in more than 20 years. On behalf of the thousands of people Goodwill helps each year, Mike Smith was immensely devoted to make sure that each person was treated with dignity and respect. Please take a moment to read more about Goodwill's consummate leader on page 4.

## Gratitude to Goodwill's Interim President/CEO

I am continually impressed with and grateful for Goodwill's leadership. Well before Mike Smith retired, he set in place and developed talented and dedicated employees to help the agency flawlessly operate, even in his absence. Robert Stape, Goodwill's COO/Senior VP/Corporate Compliance Officer, served as Interim President/CEO since Mike's retirement and he is commended for maintaining operations and Goodwill's standard of excellence.



**Marijane Treacy**  
*Chairperson/Goodwill Board of Directors*

## Welcome to Goodwill's New President & CEO

Goodwill's Board of Directors is thrilled to announce its next President & CEO is Monique McIntosh. Ms. McIntosh became a member of the Goodwill family on March 1, 2023. She brings to our Goodwill a wealth of nonprofit leadership experience and community involvement that will benefit our community and the thousands of individuals we support through our more than 50 workforce development programs and services.

As we look forward to the next phase of leadership, please know we will continue to build on our strong foundation with goals to further innovate and grow, so that we can thrive in a challenging economic and funding atmosphere. Our amazing team at Goodwill will remain focused on serving the region and communicating the great things we are doing now and in the future.

We also remain grateful to our donors, partners and shoppers who make our mission possible!

Sincerely,

A handwritten signature in blue ink, appearing to read 'Marijane Treacy', written in a cursive style.

Marijane Treacy  
*Chairperson*  
*Goodwill SWPA Board of Directors*



# Retired leader positions Goodwill financially strongest in 100-year history

## President/CEO Mike Smith Retires

Mike Smith, President/CEO, retired in October 2022 after 20 years of leading Goodwill SWPA. During his tenure, Mike Smith was a tremendous leader who always moved the organization forward. Since becoming President/CEO in 2002, Smith led unprecedented growth for Goodwill. When he first assumed the role, Goodwill operated 20 thrift stores and employed over 600 people. Today, the

During his tenure, Smith has been a tremendous leader who always moved the organization forward.

organization is one of the region’s largest and most impactful human services nonprofits with 34 thrift stores and almost 1,200 employees in southwestern Pennsylvania and north central West Virginia. Smith set his retirement date before the COVID-19 pandemic began but delayed those plans when realizing Goodwill was facing the most threatening challenge in the agency’s 103-year history. Also, during the pandemic, Smith successfully completed a \$10 million capital campaign, which helped raise funds to purchase the Workforce Development Center and adjacent building in the Lawrenceville section of Pittsburgh. In his honor, the Workforce Development Center was named the “Michael J. Smith Goodwill Campus.”



The Goodwill SWPA Board of Directors named the Goodwill Lawrenceville campus in honor of Mike Smith.



Michael J. Smith Goodwill Campus  
Dedicated October 4, 2022  
Goodwill  
Southwestern Pennsylvania

# Announcing Goodwill’s 8th President

## Monique McIntosh

The Board of Directors of Goodwill of Southwestern Pennsylvania is pleased to announce the hiring of a new President & CEO, Monique McIntosh. Monique became the eighth Goodwill SWPA Chief Executive since its founding in 1919. She began her new role on March 1, 2023. Monique joins Goodwill SWPA from her most recent position as the Chief Program Officer of YWCA Greater Pittsburgh where she served in various leadership capacities, including Co-Interim Chief Executive Officer and Chief Administrative Officer. She managed organization programs and evaluation in her role as Chief Program Officer. Previous to her leadership of the YWCA, she served as Urban League of Greater Pittsburgh’s Vice President of Programs and Services. In each of these roles, she expanded the reach and effectiveness of the organization. Monique is a member of The Forbes Fund Advisory Council and United Way of Southwestern PA Women’s Leadership Council Diversity Work Group. Monique serves on the Wilksburg Community



Monique McIntosh  
President & CEO

Development Corporation Board, where she chairs the Development Committee and the Sixth Economic Empowerment Development Corporation Board. She also serves as an Advisory Committee member for the Homewood Community Development Collaborative and a Core Team member for the Homewood Comprehensive Community Plan, formally adopted into the city’s Comprehensive Plan. She is an Advisory Committee member for the University of Pittsburgh Community Engagement Center. Monique received her Bachelor of Arts degree from the University of Pittsburgh and a Master of Education from Penn West California. Monique succeeds Michael Smith, who retired last fall after serving as Goodwill SWPA’s President/CEO for 20 years. Monique represents a considerable step forward for Goodwill SWPA and its commitment to integrating diversity, equity, inclusion, and belonging into how they function, as the first woman and person of color to lead the organization.

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# Goodwill

## By the Numbers

# 2022

We strengthen communities, advance reuse and sustainability, and empower people to achieve their potential.



**1,133**  
team members employed



**15,248**  
individuals served through Goodwill's mission



**5,975**  
people received Goodwill store Give Back vouchers via 87 agency partners

**56 million pounds**

of household donations thrifted, repurposed, recycled, or reused



**2.79 billion gallons** of water saved (making just one new t-shirt uses 713 gallons of water)

**19,644,080 lbs.** of carbon emissions not released to the air (making just one new t-shirt uses 5.2 lbs. of carbon dioxide)



**1,361,017**  
people donated gently-used items

**2,080,061**  
shopper transactions at 34 Goodwill stores



**171**  
employer partners



**248**  
Job placements of Goodwill program participants

**\$13.81**  
average wage for people placed in jobs, which is 90% above minimum wage

**81**  
students successfully passed at least one GED exam

**30**  
obtained their GED through Goodwill



**Goodwill**  
Southwestern Pennsylvania  
To learn more, visit [www.goodwillswpa.org](http://www.goodwillswpa.org)

## Goodwill is for Everyone

At Goodwill, our greatest asset is our team members. We believe their diverse set of skills and lived experiences makes our organization stronger. Through the direction of our first Director of Diversity, Equity, Inclusion & Belonging, Jessica McConnell, we have established four key pillars that we prioritize our work through to support our commitment.

1. Training & Education
2. Understanding & Awareness
3. Community Engagement & Support
4. Accountability & System Reform

Goodwill is for Everyone. A new organizational value, Belonging, is embraced by all team members and serves as a compass to building an inclusive and equitable culture at Goodwill.



Goodwill intentionally supports and partners with organizations who have commitments to DEIB through sponsorships, hosting lunch n' learns, and memberships with local organizations that advocate for marginalized individuals.

Goodwill builds awareness and understanding through employee engagement opportunities like our Inclusion & Belonging book club, DEIB Taskforce and Open Conversations.





*Imagine a person who wants to work but has barriers that make becoming employed exceedingly difficult.*

*For individuals with disabilities, the unemployment rate is twice the rate than for people without disabilities.*

Only 21% of Americans with disabilities are employed.

**Goodwill helps high school graduates who have developmental disabilities**

**Goodwill assists young adults transition and assimilate into the workforce**

Goodwill offers Project LIFE® to provide high school students, ages 16-21 with developmental disabilities, the opportunity to learn and strengthen skills that are high predictors of greater adult independence, which leads to a future of integrated employment in their community. Through independent living skills and workplace readiness training, as well as workplace learning experiences in a cohort environment, students complete three rotations throughout the school-year long program to learn employability skills needed for future endeavors.

In September 2022, Goodwill SWPA launched Project LIFE® with a pilot project consisting of 12 students. Our first cohort prepared us to continue programming and now we can accept up to 24 students each school year.



Project LIFE® is a national model and is impacting youth with disabilities. The program was designed by a collaborative team of passionate educators, parents, and rehabilitation professionals. Project LIFE® helps individuals develop, practice, and strengthen skills that are high predictors for increased adult independence and successful, integrated community employment.

Our course of study includes:

- Team Building
- Workplace Safety
- Social Skills and Communication
- Personal Financial Literacy
- Technology
- Preparing for Employment
- Maintaining Employment
- Independent Living

Each year...  
160,000 people across the United States seek Goodwill's workforce development assistance.

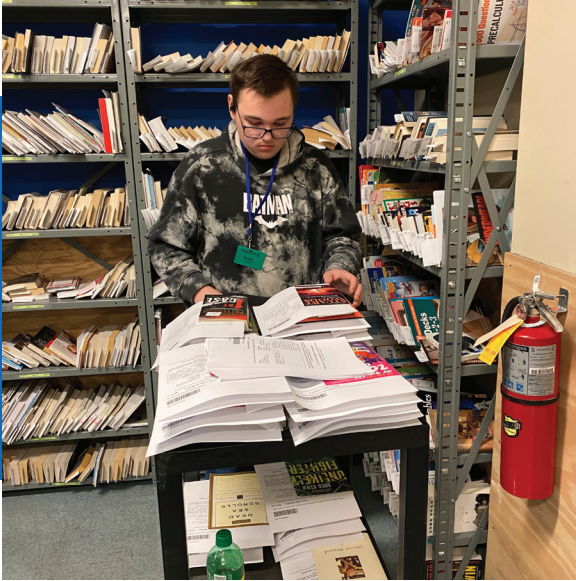
Each day...  
300 individuals with disabilities nationwide find jobs with help from Goodwills.

### Meet Bobby!

Bobby interned at Goodwill's Project LIFE® Program, a service designed to help students learn employability and independent living skills through a series of workplace rotations and classroom lessons. Bobby has been with the Transition Services department for a few years, completing Transition WORKS! and a Community Work Instruction in the Lawrenceville Goodwill Store. During his time in Project LIFE®, Bobby gained experience in the fields of retail, housekeeping, e-books, and accounting, and continues to grow his skills.

In Project LIFE®, Bobby is currently finishing his rotation in e-books, where his favorite task is scanning and listing books.

For more information about Project LIFE®, contact Clare Hann at 412-670-9182 or [clare.hann@goodwillswpa.org](mailto:clare.hann@goodwillswpa.org).



### Summer EASI Program – Early Adult Skills for Independence

The Summer EASI Program focuses on employability and independent living skills for transition-aged youth focused in five thematic areas: Team Building, Workplace Safety, Digital Skills, Independent Living, and Preparing for Employment.

Students take part in cohort-based work rotations within Goodwill's Workforce Development Center and Donated Goods Retail sector.

#### Program Acceptance Criteria:

- Presently enrolled in an academic program or high school, with an IEP
- Age 16-21
- Independent personal hygiene and grooming skills
- Independent toileting and feeding skills
- Absence of severe, disruptive and/or violent behavior problems
- Ability to work and learn in a small group environment without one-on-one supervision

- Ability to maintain appropriate workplace behaviors
- Able to communicate and interact with on-site and Transition Services Staff

**Range of Service:**  
5.5 hours per day, minimum of 3 days per week, maximum of 5 days per week

**Service:**  
A five-week employability and independent living skills program for transition-aged youth that includes case notes, end-of-service evaluation, and hands-on-training within Goodwill's Workforce Development Center.

**2023 Schedule:**  
Program Start Date: June 26, 2023  
Program End Date: July 28, 2023

**Interested in learning more?**  
Contact Clare Hann, Transition Services Coordinator, at 412-670-9182 or [clare.hann@goodwillswpa.org](mailto:clare.hann@goodwillswpa.org).



*It is disheartening to know that every school day 7,000 students exit U.S. public high schools without a diploma, nationwide.*

*On the contrary, research also shows that individuals with a high school diploma can expect to earn more money in their lifetime than those without the credential.*

Each day,  
7,000 students  
exit public high  
schools without  
a diploma.

# Goodwill helps people obtain their GED

## Goodwill also provides workforce readiness programs

Goodwill offers free GED classes online and in person for Allegheny County residents. Once classes are completed, students have the opportunity to take the GED test at Goodwill and receive a test scholarship if they qualify. Additionally, Goodwill provides students with supplementary supports including computer classes, a discount at Goodwill stores, and job search services.

At Goodwill SWPA...  
Every 12 months, nearly 250 people begin GED preparation.

Last year at Goodwill SWPA...

- 81 of our enrolled students passed at least one GED exam
- 30 students obtained a High School Equivalency Diploma
- 23 graduating students received a Goodwill scholarship to help pay for the GED test.

## Meet Gianna!

Gianna came to Goodwill in 2019 to earn her High School Equivalency Diploma. She started classes and quickly passed her science exam.

Unfortunately, due to a personal tragedy, Gianna had to take time off from classes to work full time. With encouragement from Goodwill’s education staff, Gianna returned and continued classes. In December 2022, she graduated! With her diploma, Gianna hopes to become a real-estate agent and plans on beginning classes soon.

Goodwill believed in Gianna’s potential and helped her gain the tools she needed to succeed!



## Meet Andrea!

Andrea graduated from Goodwill’s High School Equivalency classes in 2020. After graduating, she realized she needed a better job. Andrea reached out to Goodwill again and was referred to UPMC’s Patient Care Technician program. She enrolled, graduated in August 2022, and is currently working at UPMC Mercy!

Goodwill believed in Andrea’s potential and helped her gain the tools she needed to succeed!



For more information about Education and Testing programs, visit [goodwillswpa.org/education](https://goodwillswpa.org/education) or call 1-877-499-3526.



# Advocating for Goodwill of Southwestern Pennsylvania

Goodwill SWPA team members joined representatives from Goodwill organizations across Pennsylvania during Legislative Advocacy Day in Harrisburg. They met with nearly 50 state lawmakers to discuss Goodwill’s mission and advocate for issues important to Goodwills, including funding for disability and education programs.

At the federal level, Goodwill SWPA team members attended a virtual “Goodwill on the Hill Day,” along with Goodwill colleagues from across the country. They championed for government support to help improve the lives of individuals in our communities.



*In June, Goodwill SWPA employees traveled to Harrisburg to advocate for program funding.*

On behalf of people who have disabilities and other barriers to employment, Goodwill SWPA wants to ensure their voice is heard.

# How to Contact Us

**Main Office**  
**Goodwill of Southwestern Pennsylvania**  
Robert S. Foltz Building  
118 52nd Street  
Pittsburgh, PA 15201

412-481-9005  
[www.goodwillswpa.org](http://www.goodwillswpa.org)

## Affiliates

- Goodwill of North Central West Virginia**
- Goodwill Commercial Services, Inc.**
- Goodwill SWPA Real Estate, LLC**
- Mission Logistics, LLC**
- Northside Common Ministries**

## Donate to Goodwill

- [www.goodwillswpa.org/donate-money](http://www.goodwillswpa.org/donate-money)
- Financial Support**  
*Annual giving, fundraising events, planned giving and agency tours*  
412-632-1941
- Goodwill Vehicle Donation Program**  
1-888-30-40-CAR (toll free)
- Volunteer Opportunities**  
412-632-1931

## Thrift Stores

- Southwestern Pennsylvania**
- Banksville

Belle Vernon

Butler

Centre Avenue

Cheswick

Cranberry

Super Store

Cranberry

Delmont

Gibsonia

Greensburg

Heidelberg Outlet

Lawrenceville

Monroeville
- Mt. Pleasant

Natrona Heights

North Hills

North Huntingdon

North Versailles

Outlet

Peters Township

Penn Hills

Robinson Township

Rochester

South Side

Uniontown

Washington

West Mifflin

- North Central West Virginia**
- Bridgeport

Buckhannon

Elkins

Fairmont

Grafton

Morgantown

Morgantown Outlet

Westover

## Donation Express Centers

- Southwestern Pennsylvania**
- Dormont

Wexford

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Trish Cawley  
Mr. & Mrs. Frederick H. Colen  
Ms. Deborah Comay  
Mr. Leroy Conrad  
Terry Cornbleth  
Mr. & Mrs. Peter N. Costulis  
Ms. Laurie Cybulski  
Joann Cyganovich  
Mr. & Mrs. Bryant Daniels  
Ms. Heather DePalma  
Ms. Amber E. Derek  
Mr. Thomas J. Dionise  
Kevin Dodson  
Mr. Alex Dow  
Mr. David Dzombak  
Mr. & Mrs. Donald Eriksen  
Mr. & Mrs. Joseph Fabry  
Mr. & Mrs. John H. Fischer  
Mr. Bill Flanagan

Ms. Autumn Forrest  
Mrs. Margaret W. Foster  
Mr. William R. Foster  
Gary Friedman  
Melissa Friez  
Mr. Patrick A. Fusco  
Mr. Mark Gebrosky  
Ms. Heidi Gibson  
Ms. Christine Gipe  
Ms. Sheila R. Golding  
Mr. & Mrs. Gary R. Haag  
Mr. James E. Hann  
Ms. Wendy Harpster  
Carey Harris  
Eric Hawkins  
Mr. & Mrs. Joseph P. Heiser  
Ms. Talise Hill  
Denise Hoffman  
Mrs. Rachel Hough  
Ms. Linda C. Howard  
Brian Kahle  
Alex Kich  
William Kienzle  
Ms. Gabi Lloyd  
Mr. & Mrs. Louis H. Mackey  
Bonnie Mason  
Mr. & Mrs. L. Glenn Matteson  
Mr. & Mrs. Robert McCartney  
Mr. Thomas McGahan  
Ms. Carolyn Menard  
David Meyers  
Susan Miduri  
Mr. & Mrs. Richard A. Monheim  
Rebecca Moran  
Ms. Jennifer Morgan  
Shannon Morris  
Mr. & Mrs. David V. Morse  
Mr. Richard C. Neill  
Mr. & Mrs. James E. Niece

Mr. Charles Niederberger  
Mr. David A. Nugent  
Ms. Holly Opatick  
Susan Orr  
Cindi Owoc  
Anthony Pavlik  
Mr. & Mrs. Ernest Pinyot  
Lauren Popson  
Ms. Lori Preston  
Mr. & Mrs. Michael T. Quinn  
Cynthia Ransom  
Mr. Joel R. Redfoot  
Mr. Matthew Rees  
Ms. Annie Rhodes  
Jordan Robarge  
Joanne Scherer  
Travis Schermer  
Ms. Elizabeth A. Schlenk  
Samantha Serkoch  
Dr. Lester F. Shapiro  
Mr. Harold C. Shields  
Ms. Susan Shipley  
Ms. Mary Anne Shrensky  
Mr. & Mrs. Alan R. Smith  
Mr. Michael Smith Jr.  
Ms. Sarah Smith  
Dr. Susan Snider  
Ms. Christine Srdoch  
Stephen Stasko  
Mr. & Mrs. Bruce D. Steckel  
Ms. Marylou Stefanko  
Mr. David B. Stewart  
Jeff Stuart  
Mr. Richard A. Sundra  
Mr. & Mrs. Brian Trimble  
Ms. Debra Valentine-Gray  
Ms. Brenda Vasilescu  
Mr. & Mrs. Kenneth Wagner  
Mr. & Mrs. David L. Wallach  
Deb Wasilchak  
Mr. Glenn A. Wells  
Mr. Todd Williams  
Rev. E. Philip Wilson  
Mr. Stephen Wolfe

In Memory Of

**Mrs. Carolyn Belz**  
*Ms. Amy McCarron and Mr. Daniel Jones*  
**Dr. Robert S. Foltz**  
*Mr. Robert Schuler*  
**Mr. Donald L. Kalkbrenner Sr.**  
*Mr. Don Kalkbrenner*  
**Mr. Donald E. Mock**  
*Mr. & Mrs. Scott & Elaine Malcolm*  
**Mr. James “Jay” Poliziani**  
*Berwyn Clark & Fred Peterson*  
*Lizzie Anderson*  
*Jen Belden-England*  
*Mr. Richard Beran*  
*Amy Bistocchi*  
*Ms. Christine Clouser*  
*Charles and Norene Eck*  
*Ms. Linda Ehrlich*  
*Jaime Filipek*  
*Dave and Sandy Harding*  
*Ms. Rachael Heisler*  
*Kathy Heisler*  
*Denise Hoffman*  
*Adrienne Ingram-Boslau*  
*Kurt Kuntz*  
*Bruce & Patt Ledewitz*  
*Eileen Lee*  
*Mrs. Martha Lilly*  
*Dr. Jeffrey and Jennifer McCurry*  
*Deborah Polk*  
*Darlene Rushing*  
*Mr. Stephen Schrom*  
*Telmer Family*  
*Kevin Trenney*  
*Willem, Harriët en Ton van den Boomen*  
*Alma Wisniewski*  
*Mary Witul*  
*Ms. Michelena Wolf*  
**Mrs. Lois Vandermeer and son, Knoell**  
*Rev. E. Philip Wilson*

In Honor Of

**Mr. Michael J. Smith**  
*Mr. James Droney*  
*Mr. & Mrs. Gary Claus*  
*Ms. Wendy L. Roehrich Hall*

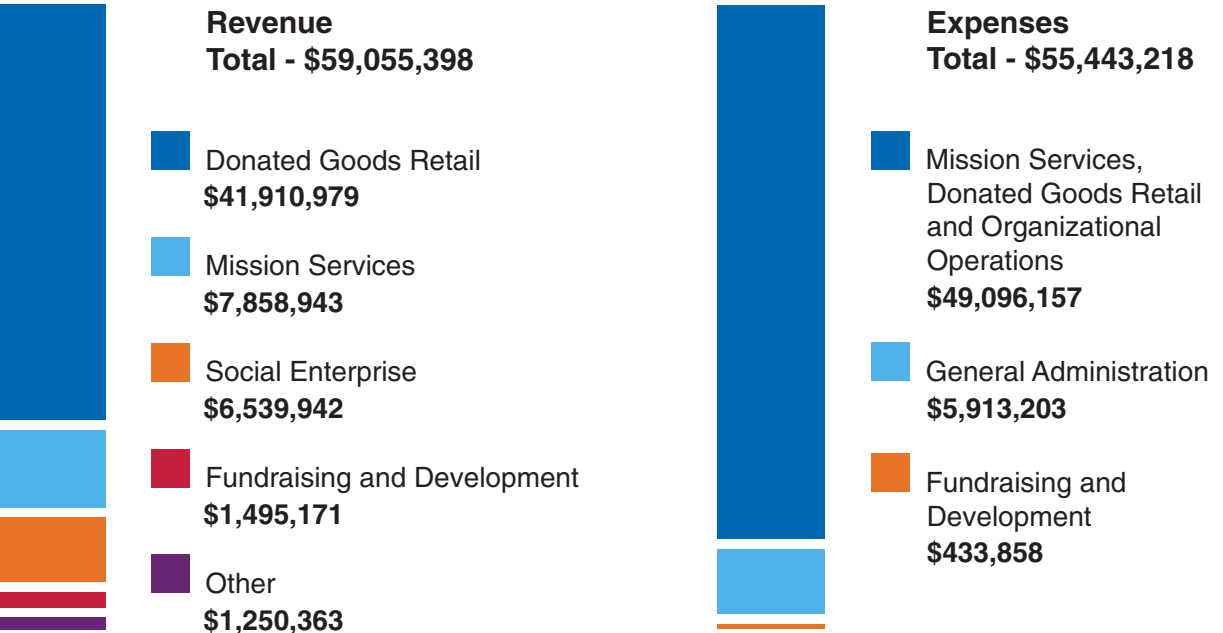
# Financial Statement

For Fiscal Period July 1, 2021 through June 30, 2022

## Statement of Financial Position

Assets	2022	2021
Cash and Cash Equivalents	12,802,286	11,387,736
Accounts Receivable	3,370,052	3,164,880
Other Current Assets	2,485,560	1,867,428
Investment	1,687,629	1,912,746
Pledge Receivable		
Property and Equipment, Net	13,823,458	13,200,173
<b>Total Assets</b>	<b>\$34,168,985</b>	<b>\$31,532,963</b>
<b>Liabilities and Net Assets</b>		
Notes Payable - Short Term	227,191	1,481,141
Accounts Payable	1,005,950	1,362,286
Accrued Expenses	7,587,335	6,020,196
Deferred Gain	956,050	1,047,283
CARES Act loans	0	500,000
Notes Payable - Long Term	2,283,751	2,625,529
<b>Total Liabilities</b>	<b>\$12,060,277</b>	<b>\$13,036,435</b>
<b>Net Assets</b>		
Without donor restriction	20,301,766	16,692,732
With donor restriction	1,806,942	1,803,796
<b>Total Net Assets</b>	<b>\$22,108,708</b>	<b>\$18,496,528</b>
<b>Total Liabilities and Net Assets:</b>	<b>\$34,168,985</b>	<b>\$31,532,963</b>

## Statement of Financial Activity



Goodwill of Southwestern Pennsylvania is audited by Schneider Downs, Certified Public Accountants and Business Advisors. Housing activities are audited by other independent accountants to satisfy requirements of HUD and other investors.