



Sustainability is at the **CORE** of what we do.



2019 COMMUNITY *Impact*



26,923

Services provided to our neighbors throughout Delaware and Delaware County, PA.



450

People landed jobs with help from Goodwill with an average wage of \$14.36.



1,030

People working through Goodwill Staffing Services.



462

People participating in job skills programs.



1,974

Grow with Google

Number of people who participated in digital skills programs

LETTER FROM THE PRESIDENT

From removing barriers to self-sufficiency so that people can provide for themselves and their families independently, to upcycling and recycling goods to reduce our collective carbon footprint, sustainability is at the core of what we do.

With the help of our donors, so generously giving their gently used clothing and household items, and our shoppers – savvy bargain hunters, thrifters, crafters and trend-setters – in 2019 Goodwill of Delaware and Delaware County diverted more than 4,802 tons of materials from our landfills while at the same time creating training and job opportunities for nearly 1,100 people* throughout Delaware and Delaware County, PA.

Thank you - we couldn't have done it without you!

And we're not stopping there. From our stores and donation centers, to our administrative offices and every area in between, we're on a mission to operate more sustainability for the common good.

We hope you enjoy this view into the services we provided in 2019, and as we embark upon our 100-year anniversary in 2021, we invite you to join us at GoodwillDE.org/100-Years and on social media, @goodwillde, to learn about our mission, vision and plans to create a more sustainable future.

Thank you for all you do for Goodwill of Delaware & Delaware County!

Regards,



COLLEEN MORRONE

President & CEO

*Individuals who gained employment through Goodwill Workforce Initiatives and Goodwill Staffing Services in 2019.

Mission:

To improve the quality of life for people with barriers to self-sufficiency through the Power of Work.

Vision:

Empower People
Strengthen Families
Build Communities

2019

SUSTAINABILITY

Initiatives



614,429

donations of clothing and household items.



4,802 tons

of salvage diverted from landfills.



2019 INSPIRATION AWARD WINNERS

Achiever of the Year Award **Orlando Foreman**

Mr. Orlando Foreman, our 2019 Achiever of the Year award recipient is a former Goodwill Staffing Services employee, who worked as a peer support counselor assigned to the Delaware Department of Health and Social Services.

Orlando was honored with this award for his success overcoming barriers to employment and serving as a role model and inspiration for all recipients of services in the Goodwill family. In his work with the Delaware DHSS, Orlando counseled individuals who were released from incarceration, assisting them in securing employment, housing and social services to support their successful re-entry to the community. Further exemplifying Orlando's success, he recently applied for, and was hired into, a role in DIS and Re-entry, directly with the Delaware Department of Health and Social Services, where he continues his work as a peer support specialist.

J.H. Beauchamp Volunteer of the Year Award **PassITOn Maryland**

Our 2019 J.H. Beauchamp Volunteer of the Year Award was presented to Willie Sanders of Pass IT On Maryland in recognition of his contributions to the Goodwill Digital Career Accelerator program in our Upper Darby, PA Job Resource Center.

Among their many contributions to Goodwill, the Pass IT On Maryland team added a hands-on lab to our Google IT Support Professional certification course, which directly correlates to course modules. The course has helped our clients improve their understanding of IT roles and certifications, positioning them for advancement, and preparing them to work toward industry-recognized network security certifications. Mr. Sanders and Pass IT On Maryland are a vital part of our current and future digital skills initiatives.

Senator William V. Roth Jr. Achievement Award **Robert Wilson**

In tribute to Senator William V. Roth, Jr.'s advocacy for people with disabilities, this award recognizes a team member who has demonstrated that integrated employment promotes self-esteem and good job performance.

Robert Wilson, a seven-year Goodwill team-member who possesses an exceptional work ethic, was honored with this award for his growth and development in the workplace and consistent attendance and work production.

Prior to starting work with Goodwill, Robert completed a career services internship at Christiana Hospital with Project Search and Goodwill. Today, as a Goodwill Production Associate, Robert is part of our Supported Employment Program and works from an Individualized Written Rehabilitation Plan with specific goals and coaching and training.

Arline Docherty Team Member of the Year Award **Teresa White**

This award recognizes a Goodwill team member who exemplifies the mission of Goodwill and displays the values of unselfish service to people with disabilities or other disadvantaging conditions.

In recognition of her service in 2019, this award was presented to Ms. Teresa White, Goodwill Workforce Initiatives Specialist.

Teresa, or Ms. Terry, as she's known to her students, leads the Good Works training program for differently-abled youth. Terry teaches youth the skills needed to be successful in a retail work environment and consistently creates a supportive, nurturing learning environment. Terry forms a genuine connection with each of her students which allows her to fully realize and develop their potential. Terry understands each student's individual gifts and needs and she promotes their success after they graduate from the Good Works program by advocating for their employment within Goodwill, and with third-party employers.

Employer of the Year Award **ComForCare**

The Employer of the Year Award recognizes an organization that works in partnership with Goodwill to employ people served through our programs.

ComForCare Home Services, an in-home care provider based in Media, Delaware County, PA, was honored as our 2019 Employer of the Year for collaborating with our Upper Darby Job Resource Center team to satisfy their staffing needs. Through participation in our hiring events and working directly with our team members, ComForCare has hired 15 of our program participants into roles including entry-level and experienced Home Health Aides, Companions and Certified Nursing Assistants.

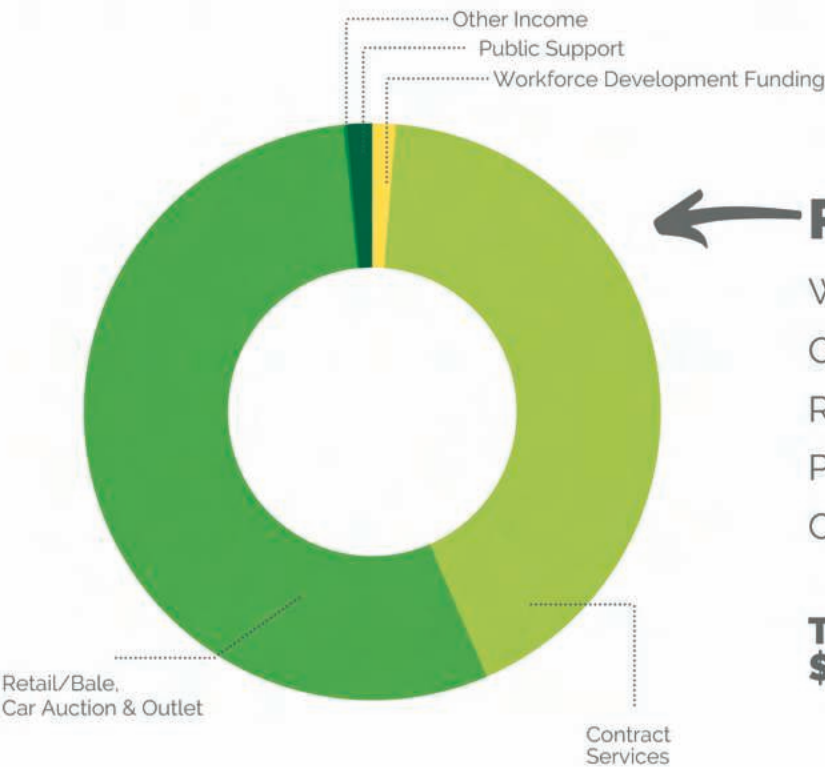
ComForCare's approach to barriers is rooted in compassion and a willingness to explore the best option to matching their clients to staff. The ComForCare team possesses a genuine "we care about you" methodology towards potential staff that puts everyone at ease during the interview process. We are proud to be ComForCare's first choice in locating qualified talent.

Community Partner of the Year Award **Delaware Department of Transportation for WADEAP**

In recognition of the creative, collaborative partnership and resulting services provided to the community through the Work-A-Day, Earn-A-Pay program, Goodwill was honored to present the Delaware Department of Transportation with the 2019 Community Partner of the Year Award.

Through the Work-A-Day, Earn-A-Pay program, hundreds of miles of state roadways have been cleared of litter as part of Governor John Carney's Keep Delaware Litter Free initiative. Dozens of men and women, many who are returning citizens, gained job experience and digital skills, and these skills help our program participants achieve not only job experience, but also long-term workforce attachment.

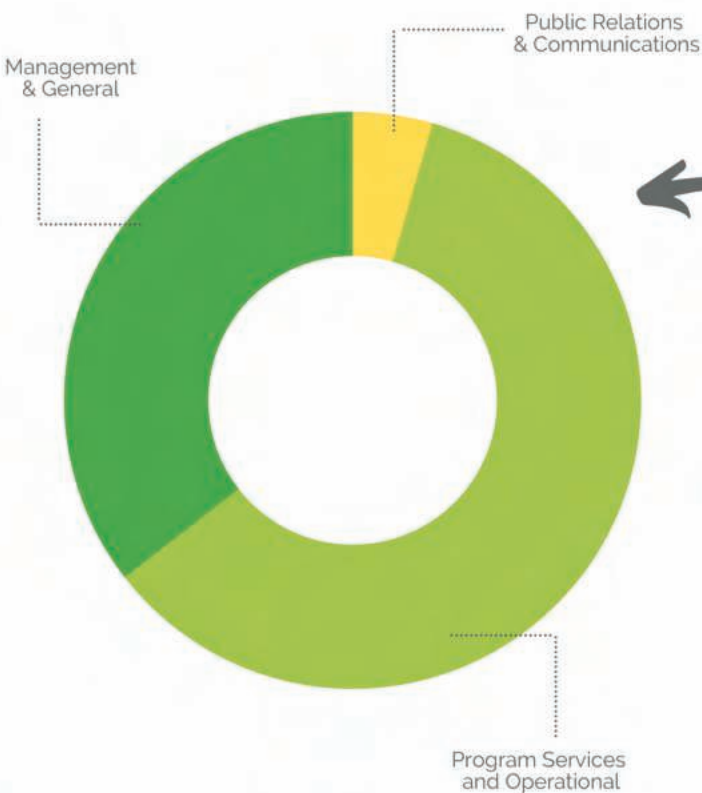
2019 BY THE NUMBERS



← REVENUE

Workforce Development Funding = 1.3%
Contract Services = 42.2%
Retail/Bale, Car Auction & Outlet = 54.9%
Public Support = .2%
Other Income = 1.4%

Total Operating Revenue
\$45,953,763



← EXPENSES

Management & General = 6.9%
Program Services and Operational = 92.8%
Public Relations & Communications = .3%

Total Operating Expenses
\$44,507,096.00



Goodwill can help your business meets it's temp staffing, janitorial and construction labor needs!



GOODWILL STAFFING SERVICES

IN 2019 GOODWILL
STAFFING SERVICES
PLACED 629 PEOPLE IN
NEW TEMPORARY
POSITIONS!!



Goodwill Staffing Services is a trusted partner among Delaware and Delaware County businesses who need help filling temporary and seasonal roles, and managing work-based learning/internship programs.

Work-ready, reliable staff.

Contact

Patti Mengers

302-504-1731 • PMengers@GoodwillDE.org
GoodwillDE.org/GSS

Goodwill Industrial Services

WE GET THE JOB DONE RIGHT!

- General Construction Labor
- Final Construction Cleaning
- Contract Cleaning
- Disinfectant Deep Cleaning
- Specialty Floorcare

Our management team ensures a quality job every time so your project managers can stay focused on delivering the project on budget, as scoped and on time.

Contact

Jeff Haggerty

302.504.3553 • JHaggerty@GoodwillDE.org
GoodwillDE.org/Industrial-Services



Goodwill Digital Career Accelerator®

Do you know someone who wants to develop digital skills? Goodwill can help.

For more information contact:
Delaware

Patti Brosious • 302-504-5737
PBrosious@GoodwillDE.org

Delaware County, PA
Gwen Brown • 610-623-2973
GBrown@GoodwillDE.org



Partner with Goodwill!

Goodwill is seeking individuals and organizations to:

- Partner in development of:
 - Work-based learning and apprenticeship programs
 - Digital skills training
 - Community events
- Host donation drives
- Volunteer
- Serve on our Board of Directors



To learn more and get involved contact:

Leah Coles • 302-504-3554
LColes@GoodwillDE.org



100 YEAR ANNIVERSARY



Since our founding 100 years ago, Goodwill of Delaware has restored hope and dignity to thousands of individuals, by providing a hand up.

Today we are helping to build a stronger regional economy by preparing people who are experiencing barriers to self-sufficiency for the workforce needs of Delaware employers – delivering job training and placing on average, more than 600 people into employment each year.

As we embark upon our next 100 years we can't know what work will look like in the future, but what we do know is that Goodwill will continue to provide second chances, restore hope and dignity, and improve the quality of life for individuals who are experiencing barriers to self-sufficiency, through the **Power of Work!**

Join us in celebrating our centennial anniversary, and living out our vision of empowering people, strengthening families, and building communities!

VISIT GOODWILLDE.ORG/100-YEARS AND
FOLLOW US ON SOCIAL MEDIA, @GOODWILLDE.





GOODWILL LOCATIONS



Join the Goodwill of Delaware and Delaware
County Social Community @GoodwillDE

The Goodwill Center

Administration, ShopGoodwill.com,
and Workforce Initiatives
300 East Lea Blvd.
(302) 761-4640
Wilmington, DE 19802

Goodwill Recycling Center

Outlet and Donations
400 Centerpoint Blvd.
New Castle, DE 19720
(302) 322-4716

RETAIL STORES & DONATIONS

New Castle County, DE:

Bear*

Fox Run Shopping Center
334 Fox Hunt Rd.
Bear, DE 19701
(302) 834-6780

Claymont

2701 Philadelphia Pike
Claymont, DE 19703
(302) 798-9047

Middletown*

Middletown Square Shopping Center
801 North Broad Street
Middletown, DE 19709
(302) 376-6258

Newark*

311 Newark
Shopping Center
Newark, DE 19711
(302) 453-1430

Wilmington

Gordy Plaza Shopping Center
4317 Kirkwood Highway
Wilmington, DE 19808
(302) 993-0413

Kent County, DE:

Dover

Gateway West Shopping Center
1030 Forrest Ave.
Dover, DE 19904
(302) 678-4602

Rodney

Rodney Village Shopping Center
1678 S. Governors Ave.
Dover, DE 19904
(302) 674-9071

Milford

The Plaza at Milford
694 N. Dupont Highway
Milford, DE 19963
(302) 422-2566

Smyrna*

Smyrna Mart Shopping Center
100 Glenwood Ave. Suite A
Smyrna, DE 19977
(302) 659-3523

Sussex County, DE:

Bridgeville

18178 Sussex Highway
Bridgeville, DE 19933
(302) 337-8561

Millsboro

Mid-Sussex Shopping Center
339 E. Dupont Highway
Millsboro, DE 19966
(302) 934-9146

Delaware County, PA:

Chadds Ford

255 Wilmington-West Chester Pike
Chadds Ford, PA 19317
(610) 558-3722

Holmes*

MacDade Plaza Shopping Center
2137 MacDade Blvd.
Holmes, PA 19043
(610) 586-6360

Swarthmore

Swarthmorewood Shopping Center
725 South Chester Rd.
Swarthmore, PA 19081
(610) 543-4399

Upper Darby

201 East Baltimore Ave.
Lansdowne, PA 19050
(610) 623-2970

ATTENDED DONATION CENTERS

(Donations only)

Hockessin (Delaware)

(No large items please
due to space limitations)
Wells Fargo Bank
7270 Lancaster Pike
Hockessin, DE 19707

Havertown (DE County, PA)

Llanerch Shopping Center
401 West Chester Pike
Havertown, PA 19083
(484) 453-8149

Newtown Square (DE County, PA)

4629-31 West Chester Pike
Newtown Square, PA 19073
(484) 428-3972