

**BRIGHTER  
FUTURES**



**STRONGER  
COMMUNITIES**

**MORE  
SUSTAINABLE  
PLANET**



**GOODWILL**  
OF DELAWARE AND DELAWARE COUNTY

**2022  
IMPACT REPORT**



# MESSAGE FROM THE PRESIDENT

2022 saw numerous advancements in the way our Goodwill serves members of our community. Our team members reimagined the ways in which we connect people to training and jobs hosting multiple community-based hiring events where people could interview and receive a job offer on the same day.



In our stores and donation centers team members completed implementation of the One-Touch donation management system delivering more and better quality goods to our sales floors which resulted in a higher sell-through rate. With donations pouring in from more than 550,000 households throughout Delaware & Delaware County, PA, we continued to explore ways to make the most of unsaleable textile, glass and plastic goods. In August we announced a collaboration with two neighboring Goodwill organizations – Goodwill of the Chesapeake and Goodwill of Greater Washington, D.C. whereby we are collecting and sorting plastic bags and other plastic film to be recycled with TREX, manufacturer of composite decking and other outdoor living products. Through this collaboration we anticipate recycling more than 100,000 pounds of plastic film each year – plastics that would likely otherwise end up in our landfills, waterways and other natural habitats.

Shortly before celebrating both National Workforce Development Month and National Employ Older Workers Week (in September) we were awarded the contract to administer the Senior Community Employment Services Program (SCSEP) in New Castle County, Delaware. Since launching the program we've placed more than 56 seniors and have secured competitive employment for 6 individuals.

Our Work A Day Earn A Pay program with the Delaware Department of Transportation continued to thrive adding 66 participants and over 14,400 bags of trash was collected in 2022.

Finally, after an extensive search and vetting several high caliber candidates, we welcomed Alex Vazquez into the newly created role of Chief Operating Officer, overseeing our Industrial Services, Staffing Services and Donated Goods Retail program.

All of these, and more, accomplishments in 2022 have set the stage for greater things to come in 2023 and beyond. Our team is both energized and excited for what lies ahead as we work to achieve greater efficiencies in our operations, grow our program areas, serve more people and increase our sustainability practices with the goal of zero waste.

Please stay connected through social media, @GoodwillDE, and our website, [www.GoodwillDE.org](http://www.GoodwillDE.org).

COLLEEN P. MORRONE

President & Chief Executive Officer  
Goodwill of Delaware & Delaware County



**GOODWILL**  
OF DELAWARE AND DELAWARE COUNTY





# ABOUT GOODWILL



## 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



## Core Values

Goodwill Industries of Delaware and Delaware County, Inc. is committed to these basic principles, which we have chosen to guide our actions.

SAFETY

ETHICS

RESPECT

VISION

INNOVATION

CUSTOMER SERVICE

EDUCATION



# GOODWILL OF DELAWARE AND DELAWARE COUNTY BY THE NUMBERS

GOODWILL ASSISTED **195+**  
YOUTHS WITH SKILLS AND JOB  
TRAINING, WORK EXPERIENCE AND  
INTENSIVE CAREER SERVICES.



**1,305,000+**

SQ. FT. CLEANED AND MAINTAINED IN  
2022 BY GOODWILL INDUSTRIAL SERVICES.



**520+**

People working through  
Goodwill Staffing Services.



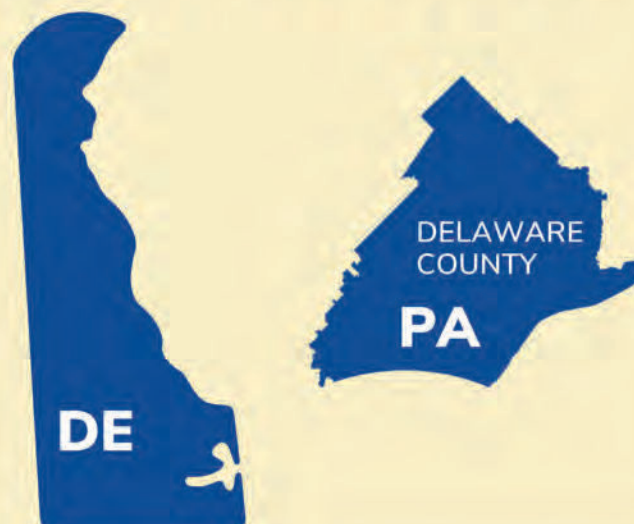
## 556k+ Donations made to Goodwill in 2022.

**21.4 MILLION**

*Pounds diverted  
from landfills*



**16** RETAIL  
STORES



Goodwill Workforce Services provided

**10,240+**

services to individuals, including help  
with job seeking, career exploration,  
training, and education.



Goodwill employs more  
than 1,000 team members

**3,750+**

PEOPLE PARTICIPATED  
IN GOODWILL TRAINING  
AND DEVELOPMENT  
OPPORTUNITIES 2022.



## ONLINE SHOPPING

 **SHOPGOODWILL.COM**

**45k**

Listings in 2022



1 BY THE POUND OUTLET IN NEW CASTLE, DE

50+ people participated in Senior Community  
Service Employment Program (SCSEP)



# SUSTAINABILITY



As good stewards of the donated items and funds entrusted to us for the advancement of our nonprofit mission, and of our natural environment, Goodwill endeavors to make the most of every item we receive and minimize what we send to landfills.

We're working to identify ways to operate more sustainably by transforming unsaleable donations into usable materials. This means exploring opportunities with businesses, student innovators, and researchers to turn plastic, glass and textiles into things like decking, shoe soles, filtration systems, park benches, insulation, upcycled fabrics and even asphalt and jet fuel.

Expansion of our sustainability initiatives will benefit communities environmentally and through creation of new entry-level and middle skills jobs with skillsets that are easily transferrable to regional employers.



## RECYCLE YOUR PLASTIC FILM

### We'll Gladly Accept:



Clean & Dry Plastics Only. No Food Residue.

You already know that donating your gently-used clothing and household items to Goodwill does good for your community by funding our Workforce Development programs. Now you can do even more GOOD by recycling your plastic bags and plastic films with Goodwill and TREX!

One of the largest recyclers of plastic film in North America, TREX uses more than 400 million pounds of recycled plastics – including more than 1.5 billion plastic bags each year to make its high-performance, wood alternative decking. A standard 16-foot TREX deck board contains recycled materials from approximately 2,250 plastic bags and is 95% recycled content.

Help Goodwill keep plastic bags and other plastic films out of our region's waterways, beaches, roadsides, and landfills. Recycle with Goodwill and TREX!







**GOODWILL**  
OF DELAWARE AND DELAWARE COUNTY

# Save the Date for our 2024 Inspiration Awards

MAY

FRIDAY

10

2024

CHASE CENTER ON  
THE RIVERFRONT

## Paid Job Training for Seniors

### Senior Community Service Employment Program (SCSEP)

The Senior Community Service Employment Program (SCSEP) is a community service and work-based job training program for older Americans. Goodwill of Delaware and Delaware County administers the SCSEP program in New Castle, Delaware.

### How Does the Program Work?

SCSEP participants gain PAID, part-time work experience in a variety of community service activities at non-profit and public facilities. Goodwill can assist with a job placement and offer wrap around services to help you meet your goals and land permanent employment.

### Contact us to see if you qualify!

New Castle County, Delaware residents may qualify for this program if they are 55 or older, unemployed, motivated to find employment, meet certain income requirements, and need additional skills.

**Contact us  
to make an  
appointment!**

Goodwill Workforce  
Development  
1- 866 - 317-2299  
[55Plus@GoodwillDE.org](mailto:55Plus@GoodwillDE.org)

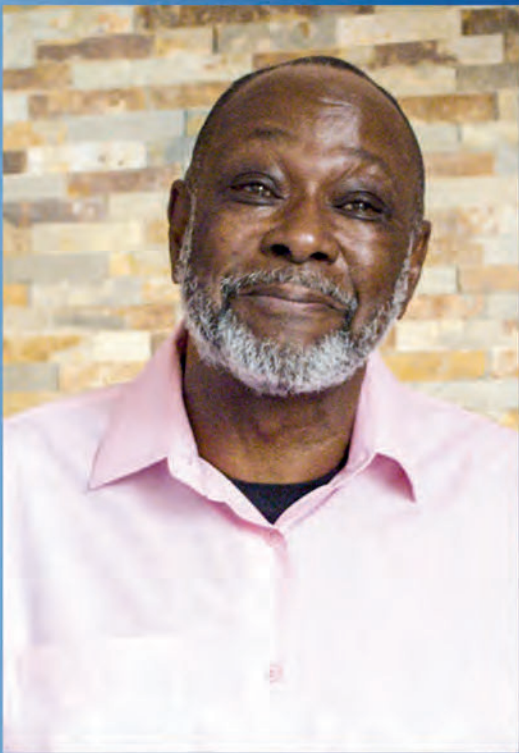




# MISSION IN ACTION

Sylvester Shockley is a graduate of the Goodwill Digital Career Accelerator® powered by Google.org and is employed with Goodwill Staffing Services, working as a case manager in the Delaware Department of Health & Social Services' Community Partner Support Unit (CPSU). There Sylvester helps members of the community who have justice system involvement navigate and access public services so that they – like Sylvester – can become thriving, independent, productive members of society. As a citizen with justice-system involvement himself, Sylvester is especially close with this community and advocates for them at every opportunity. Since rejoining society in 2019, the *Power of Work* has propelled Sylvester's ambition, afforded him the opportunity to save for a down payment, purchase a home and purchase a car of his own.

## PERSONAL ACHIEVEMENT AWARD SYLVESTER SHOCKLEY

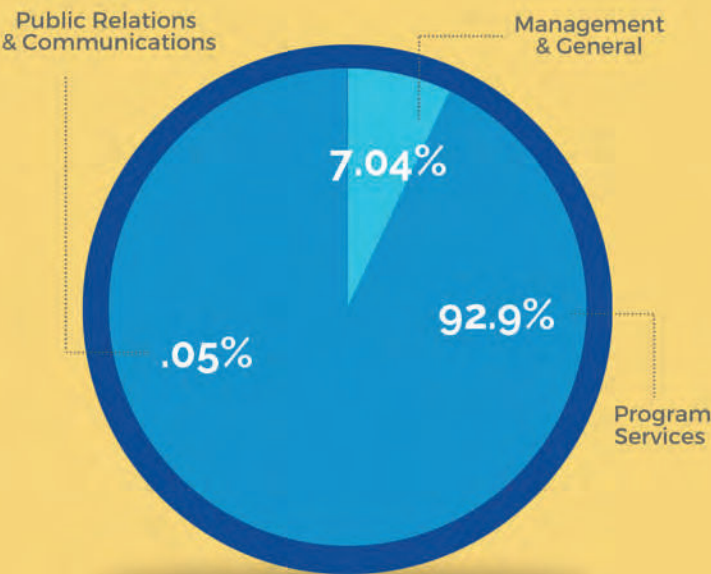


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## 2022 BY THE NUMBERS

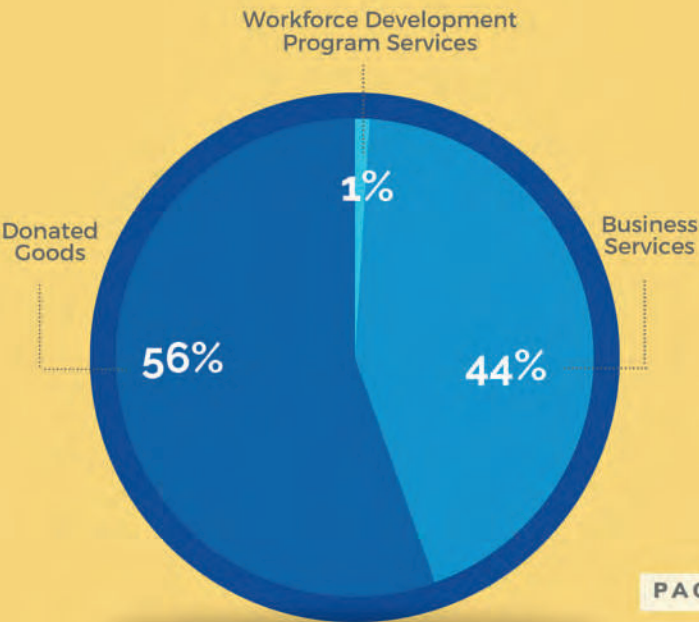
### EXPENSES

Total Operating Expenses  
**\$53,939,495**



### REVENUE

Total Operating Revenue  
**\$56,711,618**



# 2022 LEADERSHIP

## 2022 - 2023 BOARD MEMBERS

### OFFICERS OF THE BOARD

Susan Chu  
Board Chair  
Third Bridge Group Ltd.

Chaney Hall  
Vice Chair  
Fox Rothschild, LLP

Robin McKinney-Newman  
Vice Chair  
REACH Riverside

Tish Anshen  
Board Treasurer  
WL Gore and Associates

Richard E. Dudek, Jr.  
Board Secretary  
Patterson-Woods Commercial Properties

### MEMBERS OF THE BOARD

Steve Blewitt  
IFS Benefits, LLC

Alisha Bryson  
Wayman Fire Protection, Inc.

Doug Clark  
The Mallet Group

Amy Flynn  
WSFS Bank

Logan Herring  
REACH Riverside

Theresa Jones  
Santora CPA Group

Luke Rhine  
Delaware Department of Education

Lauren Russell  
Young Conaway Stargatt & Taylor

Karl Stukis  
Diamond Technologies

Thomas Uebler  
McCollom D'Emilio Smith Uebler

Kalimah White  
Key Private Bank

Colleen Morrone  
Goodwill of Delaware and Delaware County, Inc.

## LEADERSHIP

President/CEO  
Colleen Morrone

Maba Alabi  
Chief Financial Officer

Greg Bianchi  
Vice President, Information Technology & Data Analytics

Greg Eads  
Vice President, Donated Goods/ Retail

Lori Magno  
Executive Administrative & Board Relations Manager

Patti Mengers  
Vice President, Goodwill Staffing Services

John Schork  
Director, Risk Management

Sunaina Soares  
Director, Human Resources

Alex Vazquez  
Chief Operating Officer

Leah Williams  
Vice President, Brand and Community Engagement



**GOODWILL**  
OF DELAWARE AND DELAWARE COUNTY



# OUR LOCATIONS



## CORPORATE CENTER & OUTLET

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

\*LOCATION HAS  
AMAZON LOCKER

amazonlocker



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