



# 2014 ANNUAL REPORT



**Goodwill**   
Southwestern Pennsylvania   
*Renews!*

Thank you for giving the  
***gift of independence!***

*Your monetary contributions help Goodwill provide more than 50 programs and services. With your support, people can improve their quality of life through work and related services.*

*Last year, you helped more than 53,000 people in our region become more independent.*



# Letter from the President and Board Chair



**Michael J. Smith**  
*President/CEO*



**R. Yvonne Campos**  
*Chair, Board of Directors*

## ***Thank You***

Many impressive accomplishments were achieved last year thanks to our loyal friends and generous supporters. In 2014, Goodwill of Southwestern PA worked with more than 53,000 individuals to help them have a better quality of life through work and related services.

With meaningful employment and enrichment, people in our community have more independence.

We would not be able to accomplish all that we do without the steadfast support of the many generous donors, dedicated volunteers, and committed foundations in our community. With your help, we empowered individuals to secure employment. Your generosity allowed youth the opportunity to experience a paid summer job, enhancing their future career possibilities and teaching invaluable lessons about the power of work. Goodwill's education testing center alone logged nearly 5,000 visits. Many more accomplishments are highlighted in this report.

This past year, we worked to develop meaningful new relationships and strengthen longstanding partnerships. We collaborated on projects with organizations including Construction Junction, Lawrenceville United, and the University of Pittsburgh. We engaged a variety of local, regional, and national employers on our Business Advisory Council, learning first-hand what employers expect from top job candidates. These strategic connections allowed us to help more individuals in our community and to connect those individuals with unique and innovative education and employment opportunities.

We appreciate the strong support of the foundation community and local leaders who believe that Goodwill's work is worth investing in. We gratefully acknowledge the unwavering dedication and enthusiasm of our exceptional staff and the empowering guidance and leadership of our Board of Directors. We also offer our sincerest gratitude to the individual donors, volunteers, and shoppers who fuel our mission and support our cause. The ongoing commitment and passionate support of our community will allow Goodwill to continue to help hardworking individuals in our area reach their goals and improve their lives.

Michael J. Smith  
*President/CEO*

R. Yvonne Campos  
*Chair, Board of Directors*

# Financial Statements

## Consolidated Statement of Financial Activity

for Fiscal Period July 1, 2013 through June 30, 2014

<b>Revenue</b>	<b>2014</b>	<b>Percent of Total</b>	<b>2013</b>
Gross Sales	\$32,382,988		\$30,874,352
Salvage Income	4,637,606		5,406,797
Less: Cost of Goods Sold	(7,200,463)		(6,796,608)
Net Retail Revenue	29,820,131	59%	29,484,541
Government Grants	10,446,056	21%	11,093,505
Program Service Fees	7,289,225	15%	7,131,617
Contributions	2,216,128	4%	1,004,970
Investment Income	75,947	0%	(850)
Gain on Sale of Assets	0	0%	0
Rental and Other Income	373,210	1%	695,305
<b>Total Revenue</b>	<b>\$50,220,697</b>	<b>100%</b>	<b>\$49,409,088</b>
<b>Expenses</b>			
Program Services:			
Retail Services	\$24,783,618	48%	\$24,480,454
Program Services	19,690,925	38%	19,786,274
Occupancy	2,389,671	5%	2,330,668
Supporting Services	4,691,768	9%	5,323,217
<b>Total Expenses</b>	<b>\$51,555,982</b>	<b>100%</b>	<b>\$51,920,613</b>
<b>Consolidated Change in Net Assets:</b>	<b>(\$1,335,285)</b>		<b>(\$2,511,525)</b>

## Consolidated Statement of Financial Position

for Fiscal Period July 1, 2013 through June 30, 2014

<b>Assets</b>	<b>2014</b>	<b>2013</b>
Cash and Cash Equivalents	\$ 3,446,890	\$ 3,711,689
Accounts Receivable	2,962,472	4,767,521
Other Current Assets	1,618,497	1,480,946
Investment	1,294,549	1,233,103
Property and Equipment, Net	17,364,535	17,506,412
<b>Total Assets</b>	<b>\$26,686,943</b>	<b>\$28,699,671</b>
<b>Liabilities and Net Assets</b>		
Notes Payable - Short Term	\$ 1,690,679	\$ 1,658,039
Accounts Payable	1,917,446	2,376,269
Accrued Expenses	3,607,982	3,650,643
Notes Payable - Long Term	3,603,366	3,811,965
<b>Total Liabilities</b>	<b>\$10,819,473</b>	<b>\$11,496,916</b>
<b>Net Assets</b>		
Unrestricted - Undesignated	\$13,827,375	\$16,171,903
Unrestricted - Board Designated	73,253	73,226
Temporarily Restricted	1,926,842	917,626
Permanently Restricted	40,000	40,000
<b>Total Net Assets</b>	<b>\$15,867,470</b>	<b>\$17,202,755</b>
<b>Total Liabilities and Net Assets:</b>	<b>\$26,686,943</b>	<b>\$28,699,671</b>

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.

# 2014 Service Statistics

In 2014, more than 53,000 individuals were helped through our numerous programs and services. Goodwill SWPA placed 889 individuals in unsubsidized employment – an 11% increase from 2013.

PROGRAM	ANNUAL NUMBER SERVED	PROGRAM	ANNUAL NUMBER SERVED	PROGRAM	ANNUAL NUMBER SERVED
<b>PA CAREERLINK</b>		<b>DISABILITY SERVICES</b>		<b>SUPPORTED HOUSING</b>	
Goodwill of SWPA.....	204	Office of Vocational Rehabilitation.....	204	Goodwill Center.....	253
Fayette.....	2,248	Office of Intellectual Disability.....	295	HEART House (Adult).....	8
Fayette Computer Program.....	145	PASSAGES.....	28	HEART House (Children).....	10
Greene.....	740	Senior Citizen Center.....	46	Northside Common Ministries Shelter.....	377
<b>Total</b>	<b>3,337</b>	<b>Total</b>	<b>573</b>	Northside Common Ministries Permanent Housing.....	12
<b>ASSESSMENTS</b>		<b>EDUCATION</b>		Healthy Start House.....	45
Vocational Evaluations.....	38	Goodwill Literacy Initiative – GLI.....	579	HARBOR.....	76
Community Based Assessments.....	89	Goodwill Employment Training Center – GETC.....	10	<b>Total</b>	<b>781</b>
<b>Total</b>	<b>127</b>	Driver's Ed.....	72	<b>TRANSITIONAL &amp; YOUTH SERVICES</b>	
<b>ASSISTIVE TECHNOLOGY</b>		Intake/e-Jobs.....	800	RISE Project.....	121
Consumers.....	43	Testing Center.....	4,831	Transition.....	104
Community Members.....	22	Short Term Training.....	31	YouthWorks.....	389
Employees.....	128	<b>Total</b>	<b>6,323</b>	GoodGuides Mentors & Youth.....	58
<b>Total</b>	<b>193</b>	<b>JOB TRAINING</b>		<b>Total</b>	<b>672</b>
<b>COMMUNITY SERVICES</b>		Pittsburgh Initiative to Reduce Crime – PIRC.....	30	<b>GRAND TOTAL</b>	
Affordable Care Act/Health Care Enrollment Assistance....	60	City Job Search.....	139	<b>53,081</b>	
Duquesne Light.....	35,942	AFFECT.....	304		
Emergency Fund.....	1,000	Reintegration.....	200		
Food Pantry.....	1,810	McKeesport Career Development Center.....	212		
Pleasant Valley Shelter Clinic Visits....	840	Lawrenceville WORKS!.....	188		
Northside Common Ministries Drop-In Center.....	69	Ticket to Work.....	32		
Mission Vision.....	46	Fayette D&A Job Coaching.....	6		
My Free Taxes.....	123	<b>Total</b>	<b>1,111</b>		
Union Station Clubhouse - Fayette.....	74	<b>Total</b>			
<b>Total</b>	<b>39,964</b>	<b>Total</b>			

# 2014 Recycling

In 2014, Goodwill of Southwestern Pennsylvania recycled **23,663,046** lbs. of donated goods. Some of the items recycled, which make up this figure, include:

- 189,000 lbs. of toner containers
- 3,835,460 lbs. of recyclables collected at the Fayette County Recycling Center:
  - aluminum
  - plastic
  - glass
  - newspapers
  - tin & steel
  - corrugated cardboard
  - shredded office paper
- 18,127,052 lbs. of retail recyclables including:
  - books
  - shoes
  - toys
  - housewares
  - hats
  - belts, purses, clothes
  - domestics & plush
- 1,511,534 lbs. of e-waste which consists of 1,400,279 lbs. of:
  - computers and
  - computer components

# Portraits of Independence

## *Clair and Travis Enjoy Working*



### ***Meet Clair***

As a teen, Clair moved between foster care and other placement facilities, never having a permanent place to call home. Before entering Goodwill's Healthy Start House, Clair and her son lived with a family member but were soon asked to leave. They were in desperate need of a stable place to live that would also allow them to get back on their feet. Through the Healthy Start House program, Clair obtained employment and has maintained work with the same company for over a year. She is currently living in her own apartment with her young son and newborn twin girls.

### ***Meet Travis***

Travis gained valuable employability skills through Goodwill's Good-to-Grow Greenhouse and the Computer Recycling Center (CRC) programs, and he developed into an independent and reliable worker.

Travis came to Goodwill as part of the Transition WORKS! program that sharpens the employability skills of students transitioning from high school to adult life. Throughout the school year, students participate in four 9-week training rotations within the Goodwill SWPA headquarters. Hands-on training is offered in work skill training areas, including customer service; clerical; food services; housekeeping and retail.

These experiences have helped Travis plan for his life after graduation.

# Events for Independence

## Fundraisers Support Programs and Services



### Donation Drives and Fundraisers Help Thousands

In October 2014, Goodwill of Southwestern Pennsylvania officially launched our Community Donation Drive program. The Community Donation Drive program allows schools, churches, youth sports teams, and other non-profit organizations to collect donations on behalf of Goodwill as a fundraising method. For every pound of acceptable donations received, Goodwill makes a monetary donation back to the participating organization. Through the program we've partnered with several schools including Northgate High School and Upper St. Clair High School. We've also partnered with non-profits like the Animal Rescue League and Wildlife Shelter. It is a win-win and together we've been able to make a big difference in our communities!



For more information about the Community Donation Drive program, please contact our Community Donations Specialist, Danielle Hardy, by phone at 412-632-1875 or by email at [DonationDrives@goodwillswpa.org](mailto:DonationDrives@goodwillswpa.org).

### Power of Work Awards

Goodwill's staff congratulates Construction Junction employees on their 2014 Power of Work Award. This award honors employers who make outstanding efforts in workforce development for individuals with disabilities and other barriers to employment. The three additional awardees were Highmark, UPMC and Vinny's Hair Design. The 2014 Power of Work Awards raised more than \$67,000.



### #GivingTuesday

Participating for the second year in the national #GivingTuesday movement, Goodwill welcomed a new supporter (with a big heart!). Thanks to generous donors, including employees, #GivingTuesday 2014 raised over \$12,500.

# #GIVINGTUESDAY™

# 2014 Donors

## Businesses, Foundations, Churches, and Organizations

3 Rivers Combined Federal Campaign  
3 Rivers Workforce Investment Board  
AIG Matching Grants Program  
Allegheny Foundation  
Allegheny Technologies  
Amshel Charitable Foundation  
Bayer Corporation  
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Bobby Rahal Automotive Group  
Bruce D. & Treasure Sachnoff Charitable Family Foundation  
Calgon Carbon Corporation  
Campos Research Strategy  
Charles A. Brooks Charitable Trust  
Charles Talbot Campbell Charitable Foundation  
Chevron Humankind Matching Gift Program  
Christ United Methodist Church, Scottdale  
Community Foundation of Fayette County, PA  
Eat'n Park Hospitality Group, Inc.  
Edwin R. Crawford Trust Fund  
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**In Memory Of**

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*By Sr. Antoinette Bosco*

Ms. Harriet Cove  
*By Mr. & Mrs. Samuel Weitzen*

Mr. James R. Fako and  
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 Pittsburgh Symphony Orchestra  
 Pittsburgh Zoo & PPG Aquarium  
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 SOHO  
 The Andy Warhol Museum  
 The Cheesecake Factory  
 The Church Brew Works  
 Washington Wild Things  
 Wyndham Grand Pittsburgh  
 Downtown



# Directory

## Offices

### Goodwill of Southwestern Pennsylvania

Robert S. Foltz Building  
118 52nd Street  
Pittsburgh, PA 15201  
412-481-9005 / TTY: 412-632-1977

### Goodwill of Fayette County

Jacqueline Martinko Mitchell Building  
40 Connellsville Street  
Uniontown, PA 15401  
724-437-9878

### Goodwill of North Central West Virginia

Michael A. Oliverio Building  
1954 Hunters Way  
Morgantown, WV 26505  
304-225-0105

### Northside Common Ministries

1601 Brighton Road  
Pittsburgh, PA 15212  
412-323-1163

## Training & Employment Services

### Workforce Development Center

Pittsburgh: 412-481-9005  
Fayette County: 724-437-9878  
North Central West Virginia: 304-225-0105

*Check with your local Workforce Development Center for their specific offerings. Some programs and services may include:*

- Education programs including vocational training, free GED® classes and ESL classes
- Career and Job Search Programs
- Job Readiness Training
- Vocational Assessment
- Welfare-to-Work Programs
- Transition and Youth Programs

### PA CareerLink® Centers

*Employment counseling and support services*

Pittsburgh/Lawrenceville:  
412-632-1711 / TTY 412-632-1712

Fayette County / Uniontown:  
724-434-5627

Greene County:  
724-852-2900

### Union Station Clubhouse (Fayette)

*Prevocational psychiatric rehabilitation services*  
724-439-9311 / 724-437-9878

## Retail Stores

### SOUTHWESTERN PENNSYLVANIA

#### Banksville Road

2866 Banksville Road  
Pittsburgh, PA 15216  
412-942-0090

#### Belle Vernon

140 Finley Road  
Belle Vernon, PA 15012  
724-929-4202

#### Butler

370 New Castle Road  
Butler, PA 16001  
724-284-1037

#### Centre Avenue

5993 Centre Avenue  
Pittsburgh, PA 15206  
412-924-0070

#### Cheswick

1306 Pittsburgh Street  
Cheswick, PA 15024  
724-274-5883

#### Cranberry Township

20668 Perry Highway  
Cranberry Twp., PA 16066  
724-776-0958

#### Gibsonia

4101 Gibsonia Road  
Gibsonia, PA 15044  
724-443-2100

#### Greensburg

149 Donohoe Road  
Greensburg, PA 15601  
724-834-2156

#### Heidelberg

1905 Washington Street  
Heidelberg, PA 15106  
412-249-8748

#### Lawrenceville

125 51st Street  
Pittsburgh, PA 15201  
412-696-0205

#### Monroeville

2604 Monroeville Blvd.  
Monroeville, PA 15146  
412-856-9840

#### Mt. Pleasant

1054 Countryside Plaza  
Mt. Pleasant, PA 15666  
724-547-2649

#### Murrysville

4612 William Penn Highway  
Murrysville, PA 15668  
724-327-0225

#### Natrona Heights

4005 Freeport Road  
Natrona Heights, PA 15065  
724-224-1213

#### North Hills

7221 McKnight Road  
Pittsburgh, PA 15237  
412-635-9612

#### North Huntingdon

8755 Norwin Avenue  
North Huntingdon, PA 15642  
724-864-2980

#### North Side

509 East Ohio Street  
Pittsburgh, PA 15212  
412-322-5666

#### North Versailles Outlet

294 Lincoln Highway  
North Versailles, PA 15137  
412-816-1420

### **Peters Township**

3492 Washington Road  
McMurray, PA 15317  
724-941-5437

### **Robinson Township**

3 Urbano Way  
Robinson Twp., PA 15205  
412-490-3015

### **Rochester**

750 Ohio River Blvd.  
Rochester, PA 15074  
724-775-3458

### **South Side**

2700 East Carson Street  
Pittsburgh, PA 15203  
412-481-5390

### **Uniontown**

1003 Mall Run Road  
Uniontown, PA 15401  
724-430-0448

### **Washington**

89 Jefferson Avenue  
Washington, PA 15301  
724-223-0917

### **Wexford**

10293 Perry Highway  
Wexford, PA 15090  
724-993-4520

### **Whitehall**

2780 Saw Mill Run Blvd.  
Pittsburgh, PA 15227  
412-885-5151

## **NORTH CENTRAL WEST VIRGINIA**

### **Bridgeport**

1210 West Main Street  
Bridgeport, WV 26330  
304-842-3288

### **Buckhannon**

15 South Spring Street  
Buckhannon, WV 26201  
304-472-0587

### **Elkins**

70 Stone Mountain Lane  
Elkins, WV 26241  
304-636-7529

### **Fairmont**

50 Southland Drive  
Whitehall, WV 26554  
304-363-3155

### **Morgantown**

1954 Hunters Way  
Morgantown, WV 26505  
304-296-7900

## **Other Businesses & Programs**

### **ComputerWorks**

*Offering low-cost refurbished computers,  
computer parts and accessories*  
125 51st Street  
(inside Lawrenceville Goodwill Store)  
412-696-0092

### **Computer Recycling Center**

412-632-1790  
*Individual computer donations may be  
made at any Goodwill store.*  
*To schedule corporate pick-ups and data  
destruction services, call 412-632-1789*

### **Fayette County Recycling Center**

*Residential & commercial recycling for  
Fayette County residents*  
107 Romeo Lane  
724-437-9987

### **Goodwill Commercial Services, Inc.**

412-395-4316

### **Goodwill Custodial Services**

*Janitorial & maintenance services*  
Pittsburgh: 412-632-1779  
Fayette County: 724-437-9878

### **Employer Solutions**

*Hire qualified Goodwill candidates*  
412-632-1736

### **Good-to-Go Café**

412-632-1807

### **Housing Facilities**

*Apartment / independent living facilities*  
Goodwill Plaza: 412-771-0122  
Goodwill Villa: 412-257-4180  
Goodwill Manor: 412-257-4844  
Jefferson Courtyard: 724-437-9878  
Summerdale Court: 412-257-4180  
Warren Plaza: 412-681-1749

## **Support Services**

### **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)

### **Donation Drives**

412-632-1875

### **Volunteer Opportunities**

412-632-1931

- **Friends of Goodwill Auxiliary  
(Fayette)**  
724-437-9878

## **Connect with Us!**



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[twitter.com/gwsdpa](https://twitter.com/gwsdpa)



[youtube.com/goodwillswpa](https://youtube.com/goodwillswpa)

# Agency Leadership *(as of December 31, 2014)*

## Officers of the Board

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## 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 31 regional retail stores and other businesses to help fund programs and to provide job training and employment opportunities for our clients.

## Mission Statement

We help people improve their quality of life through work and related services.

## 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 of  
Southwestern Pennsylvania**

Workforce Development Center

Robert S. Foltz Building

118 52nd Street

Pittsburgh, PA 15201

Telephone: 412-481-9005

TTY: 412-632-1977

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

**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 and its affiliates prohibit discrimination on the basis of race, color, religious creed, disability, ancestry, national origin, age, sex, or sexual orientation.*

**Equal Opportunity Employer**

*Goodwill SWPA is an Equal Opportunity Employer/Program. 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).*