



Goodwill Give Back Program Partner Guide

Thank you for participating in the Goodwill Give Back Program. This Partner Guide is intended to answer questions you or your team may have in administering your organization's Give Back Cards.

What is a Goodwill Give Back Card?

A Goodwill Give Back Card is a voucher that is redeemable at Goodwill thrift stores.

The Goodwill Give Back Card Program was created in response to the COVID-19 pandemic to assist people who have been financially impacted by the pandemic. Goodwill's mission is to provide job training and education to people with barriers to employment in our community, and the Goodwill Give Back Program enables us to spread our community support even further.

Who should I reach out to if I have questions about the program?

Please email us at welcome@goodwillswpa.org. We have several staff who receive this email, and you should receive a response quickly.

How do I find the locations and phone numbers for Goodwill's thrift stores?

Please go to www.goodwillswpa.org/goodwill-stores to find store addresses, phone numbers and hours of operation.

What if we lose our Goodwill Give Back Cards?

Goodwill will not replace lost, stolen, or missing cards. Your organization will be eligible to reapply for additional voucher funds at the next open application period.

Can cards be redeemed more than once?

Goodwill Give Back Cards are all pre-loaded in \$25 increments and can be used until the full amount has been redeemed.

What do I do with my remaining cards upon expiration?

Unused cards expire 6 months after issuing. Any cards that have not been distributed before the expiration date should be destroyed.

What if my organization is having issues distributing cards to our clients due to staff turnover, Covid-19 disruption, low recruitment, etc.?

Please contact our Welcome Center team to set up a time to discuss your challenges and collaborate on ways to successfully distribute your cards.

What information do I need to collect about each client who receives a Goodwill Give Back Card?

Please enter the data for your Goodwill Give Back Card distribution into your Goodwill Give Back Card Distribution Tracker. This includes the date the card was issued, how many cards were issued, and the number of people in the client's household.

What are the reporting expectations for my organization?

Each organization is responsible for submitting a spreadsheet containing the information above by the 3rd of every month. Organizations who consistently do not submit their information on time will not receive their next distribution of Give Back Cards until all information is provided.

If you or your staff are experiencing difficulties or have concerns over the reporting format, please contact our Welcome Center team so we can help.

How many cards can I give to an individual/family?

We ask partners to limit card amounts for one family/individual to \$100. However, we leave the final discretion up to your organization.

Where can cards be used to purchase goods?

For a list of Goodwill thrift store locations, visit www.goodwillswpa.org/goodwill-stores.

Cards may be redeemed at any Goodwill thrift store in the following eight counties in southwestern Pennsylvania: Allegheny, Armstrong, Butler, Beaver, Fayette, Greene, Washington and Westmoreland, and nine counties in north central West Virginia: Barbour, Harrison, Lewis, Marion, Monongalia, Preston, Randolph, Taylor and Upshur.

What goods can be purchased with a card?

Goodwill Give Back Cards may be used to purchase donated goods. Goodwill Give Back Cards may not be used for new goods or for items in Goodwill's Tech Department.

Can my client purchase furniture with a Goodwill Give Back Card?

Yes, furniture (excluding new items such as mattresses) may be purchased with a Goodwill Give Back Card; however, please be aware that most Goodwill thrift stores have limited furniture inventory.