



Shamar, Goodskills Graduate
Manufacturing Technician
PCB Piezotronics



2021 Annual Report

*Changing lives through the
power of work for more than
100 years in Western New York*

Goodwillwny.org

Growing with our Community

Helping people train for, find, and keep good jobs is what Goodwill is all about. It's the motivation behind everything we do. We believe that everyone should have the opportunity to earn wages and achieve their dreams, and Goodwill's programs and services help job seekers access the training and support they need to find jobs and build careers.

This past year, we have continued to build upon the success of Goodskills Career Builder, training and placing individuals into meaningful careers in the growing Technology and Manufacturing fields. Through our social innovation model and collaborative efforts by our Workforce Development and Donated Goods/Retail teams, over 100 individuals have graduated from Goodskills and begun their path to a higher wage career or into an advanced training program.

Our research with the UB Regional Institute highlighted the disparate impact that the pandemic has had on our community, particularly in neighborhoods of color. This research continues to inform and direct our Goodskills initiative. In response to the needs in our community, we opened an office on Jefferson Avenue in East Buffalo to support residents and provide training and employment opportunities that can change lives and communities. We recognize that there is still much more to do. Recent Federal and State funding will allow us to provide expansion of the Goodskills training and job placement services in Erie County and advance into Niagara, Chautauqua, Cattaraugus and Allegheny counties. Additional career tracks will be incorporated into Goodskills, providing participants with opportunities in the Customer Service and Sales fields.

None of what we do would be possible without the community support we so graciously receive – the nearly 9 million pounds of merchandise donated to our Goodwill every year that plays a key role in creating a more sustainable future. These donations and financial support from individuals, companies, and foundations support from customers of our retail stores, our board members, volunteers, and our many workforce partners in the community make our mission possible.



A handwritten signature in black ink, reading "Thomas R. Ulbrich".

President & CEO
Goodwill of Western New York

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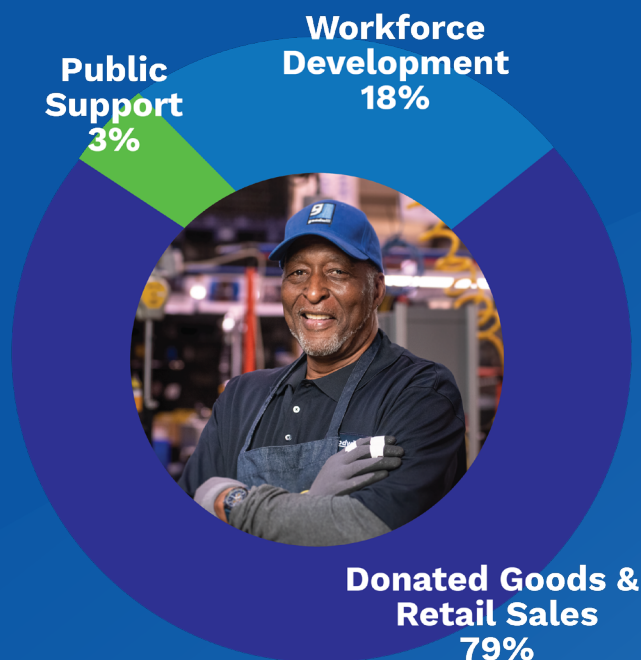
DAVID ZEBRO*

*Chair Emeritus

Goodwill of Western New York

2021 by the numbers

How we **EARNED** our Way



12,039,000 pounds of donations collected

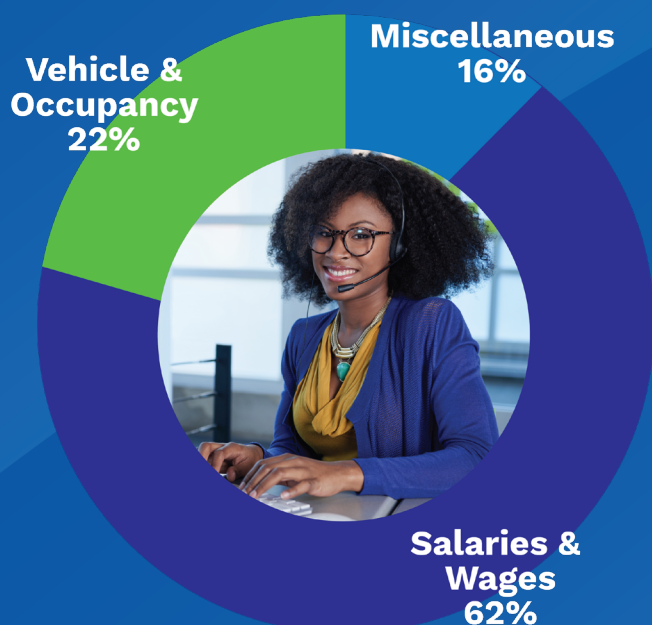
2,274,324 items sold

300,975 individual donors

229,665 pounds of cardboard, paper, and metals recycled

302,591 pounds of electronics recycled

How we **PAID** our Way



1,381

unemployed and underemployed individuals supported through Goodwill's Workforce Development Programs

92 cents from every dollar spent directly supports Goodwill of Western New York programs and services.

A copy of our most recently filed financial annual information returns (IRS Form 990) is available upon request at info@goodwillwny.org

Changing lives through the power of work.



Goodwillwny.org
@goodwillwny

