

Roberta
Goodskills Graduate
Manufacturing Technician
Eastman Machine

goodwill® western new york

2022 Annual Report

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

Goodwillwny.org

Continuing Our Legacy of Innovation



The backbone of our approach to advancing this mission is Goodwill's Social Innovation Model. This unique model enables us to self-fund a large part of our operations by using profits from our retail operations to support workforce development activities. This commitment to social innovation has spanned more than 100 years in Western New York enabling Goodwill to rise up and meet the evolving needs of the communities we serve.

From our first workshop repairing donated clothing in 1920, to salvaging rivets at Curtiss-Wright during World War II, to the creation of employment programs for people with disabilities in the 1950s, and the launch of Goodskills Career Builder in 2021 to prepare individuals for the region's growing Advanced Manufacturing sector, Goodwill has been on the cutting edge of innovation.

As we strive to meet the workforce development needs of our communities for a second century, we recognize the economic inequalities that face people of color. Research completed in partnership with the University at Buffalo Regional Institute (UBRI) revealed that a representative and inclusive workforce in manufacturing would have twice the number of workers of color than are currently represented. We are committed to innovating once again to provide pathways through the growth of Goodskills Career Builder guided by a board level Diversity, Equity, and Inclusion (DEI) committee.

Among individuals that completed Goodskills Career Builder in 2022, 75% were individuals of color. The average wage of a Goodskills graduate is nearly 2.4 times more than that of an average underemployed worker accounting for a wage increase of more than $488,000 over a 20-year career.

None of what we do would be possible without the community support we so graciously receive including the nearly 9 million pounds of merchandise donated to our Goodwill every year that play a key role in creating a more sustainable future.



President & CEO
Goodwill of Western New York

2022-2023 Goodwill Board of Directors

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Goodwill of Western New York

2022 by the numbers

How we EARNED our Way



11,127,400 pounds of donations collected

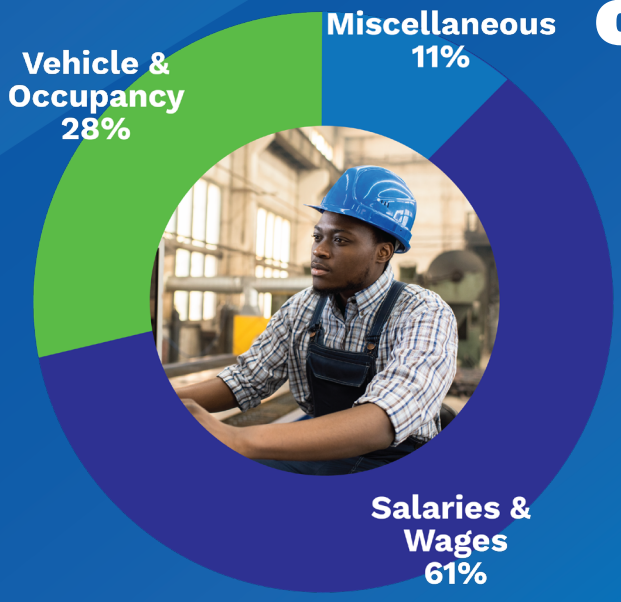
2,417,853 items sold

278,185 individual donors

4,557,809

pounds of material recycled and prevented from going into landfills

How we PAID our Way



1,649

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

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

Changing Lives.
Building Careers.

goodwill western new york

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