

DeLanio
Goodskills Graduate
Batch Operator
TAM Ceramics

goodwill® western new york

2023 Annual Report

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

Goodwillwny.org

The Power of Work Fueled by a Community



On behalf of the Board of Directors, staff, and individuals supported by Goodwill of Western New York, we sincerely thank you for your commitment to our mission of empowering people to reach their fullest potential through the power of work.

At the core of Goodwill is our workforce development programs, which are truly transformative. These programs provide education, training, and career services to individuals facing barriers to employment. Together, we are helping people transition from underemployment to meaningful careers that offer good pay, benefits, and dignity. Over the course of a 20-year career, this can result in over a million dollars in additional income for families.

Our mission thrives because of the dedicated individuals who carry it forward. Our teams are the driving force behind everything we do. They work tirelessly every day to operate successful retail stores and run life-changing workforce development programs. They are the hands that empower individuals and transform lives.

The generosity of our donors fuels this vital work. In 2023, we received more than 12 million pounds of donations and sold over 2.5 million items in our stores. Each donation and purchase plays a crucial role in supporting our mission to create jobs and change lives right here in Western New York. We value the trust our donors place in us and ensure that every contribution, whether monetary or material, is used to maximize impact.

In addition to benefiting our communities, we are committed to minimizing our environmental impact. Our team's focus on sustainability resulted in the recycling of nearly 6 million pounds of cardboard, paper, metal, electronics, and textiles, preventing these materials from ending up in landfills.

Thank you for believing in the power of Goodwill. Together, we are creating a brighter, more equitable future for Western New York. Let's continue to dream big and turn those dreams into reality.

President & CEO
Goodwill of Western New York

2024-2025 Goodwill Board of Directors

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MICHAEL PATTI
LISA PETRONIO

Goodwill of Western New York

2023 by the numbers



How we EARNED our Way

12,690,160 pounds of donations collected

2,684,506 items sold

317,254 individual donors

5,883,279

pounds of material recycled and prevented from going into landfills



How we PAID our Way

863

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

89 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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