



Our 2020 Impact



Goodwill
Industries of Southeastern Wisconsin, Inc.

Goodwill Industries of Southeastern Wisconsin and Metropolitan Chicago provides training, employment, and supportive services for people with disabilities or disadvantages who seek greater independence.

23 counties served
13 in WI and 10 in IL

70 retail locations

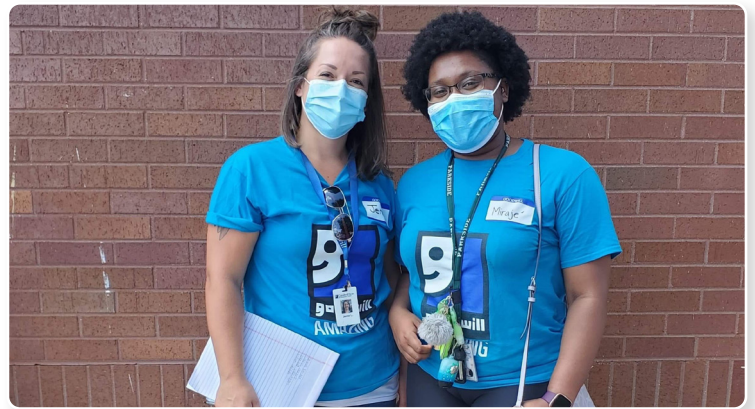
5,100+ employees

39,000+ people served

4,000+ job placements

Goodwill is a non-profit social enterprise providing job training, employment placement services and community-based support programs by selling donated clothing and household items in stores and across e-commerce platforms. Serving southeastern Wisconsin and metropolitan Chicago as a leading workforce provider for the past 100 years, Goodwill continues to change to meet the needs of the times and 2020 was no different.

Our IMPACT extends far beyond what shoppers see in our retail stores. We provide Goodwill Cares vouchers for families in need of emergency assistance, we volunteer to address barriers to work in the community and we go above and beyond to support our employees – our first and most important community. During the uncertainty of the COVID-19 pandemic, we took action to ensure the safety of our employees and all people as we continued to operate our long-standing essential businesses supporting community need. As we mourned the killing of George Floyd and so many others, we



joined Goodwill® organizations across the United States, Canada and 12 other countries in a call to end racism and discrimination.

Goodwill remains focused on serving our customers and supporting our workforce and the community making Diversity, Equity and Inclusion a strategic priority for our organization.

Goodwill Great Lakes

- Food, laundry, administrative, and logistical services provided for Sailors and Recruits at the Naval Station Great Lakes
- Partnered with the AbilityOne program

440+

workers with significant disabilities employed through the AbilityOne program



—PREPARED—

10 MILLION+
meals

2.7 MILLION+
uniform items

4 MILLION+
pieces of mail

Mission Services

Workforce Connection Centers

- Locations in Wisconsin and Illinois
- Free employment services and resources
- Bridges the gap between job seekers and local companies



9,000+ people served at the centers
nearly **700** employer events held

Sector-specific Training Programs

- Work and life skills development, on-the-job training, and paid work experience
- Training sectors include food service, custodial services, the REDI program, and FedEx

Employment Services, Community Access, and Supported Employment

- Skills assessments, job discovery and exploration, individualized training, work experience, and resume and interview skills development
- Job placement and support from a job coach building skills, confidence, and independence
- Programs offered in Milwaukee, Waukesha, Racine, Kenosha, and Cook counties

Project SEARCH

- Business-driven transition program for young adults with disabilities
- Assists individuals with moving into jobs in the community, personalized to their strengths, interests, and needs
- The Milwaukee County Zoo and Milwaukee Mitchell International Airport are two current internship sites

Community Programs

- Assisting seniors in maintaining their independence by delivering meals to homebound, older adults

Day Services Programs

- Safe, nurturing environment for adults with developmental and physical disabilities
- Personalized attention, recreation, social activities, safety awareness, volunteer opportunities, community integration, and arts appreciation



Retail Services

- Collecting donated clothing and household goods
- Recycling computers and cell phones
- Using revenue generated from the sales of donated items to help fund job training and other mission programs



45–55

community members
employed per store

3.5 MILLION+
donor transactions

6.5 MILLION+
retail sales transactions

139 MILLION+
POUNDS
of materials kept
out of landfills

Laundry & Linen Services

- Commercial linen processing (wash, dry, fold, pack)
- Transportation services
- On-site linen operations
- Partnered with the AbilityOne program

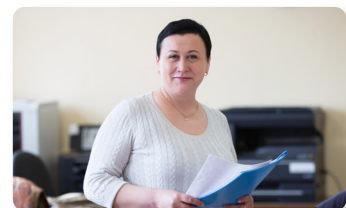


55,000 sq. ft.
laundry facility on
Milwaukee's northwest side

6 MILLION+ LBS.
of production volume

TalentBridge

- Full-service staffing and recruitment firm
- Recruitment process outsourcing for partner clients
- Contract employment, contract-to-hire, and direct placement
- Administrative, manufacturing, and professional industries



400,000+
temporary labor
hours worked