



# OUR 2021 IMPACT



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  
10 in IL

**72**  
retail  
locations

**4,900+**  
employees

**42,000+**  
people  
served

**4,000+**  
job  
placements

Goodwill® is a non-profit providing job training, employment placement services and community-based support programs by operating social enterprises, including 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 over 100 years, Goodwill has evolved with the world around us, adapting the services we provide and how we deliver them to meet changing needs and circumstances.

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 most important community.



In 2021, we forged new alliances and strengthened existing partnerships to support the workforce of the future, advance racial equity and support the health of our employees. As diversity, equity and inclusion remained a strategic priority, we continued our work to create a more inclusive and equitable culture, making significant investments across our organization to help us better serve our employees, donors, customers and clients.

## GOODWILL GREAT LAKES

- Food, laundry, administrative and logistical services provided for Sailors and Recruits at Naval Station Great Lakes
- Offers training and career development opportunities fostering independence

**420+**

*workers with  
significant disabilities  
employed through the  
AbilityOne Program*



**-prepared-**

**10**  
million+  
meals

**2.8**  
million+  
uniform items

**4.6**  
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



**6,400+** people served at the centers  
**nearly 900** employer events held

### Sector-specific Training Programs

- Work and life skills development, on-the-job training and paid work experience
- Training programs include 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 coaching support to build skills, confidence and independence
- Programs offered in Milwaukee, Kenosha, Racine, Waukesha and Cook counties

### Project SEARCH

- Business-led transition program for young adults with disabilities
- Assists individuals with moving into jobs in the community, personalized to their strengths, interests and needs
- Current internship sites include Milwaukee County Zoo, Milwaukee Mitchell International Airport and Andis Company in Sturtevant, Wisconsin

### Community Programs

- Help seniors maintain 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

- Generates funds to support job training, employment placement services and community-based support programs
- Supports our commitment to environmental sustainability

**4 million+**  
donor transactions



**8.4 million+**  
retail sales transactions



**150 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

**7.6 million+**  
pounds  
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



**440,000+**  
temporary labor  
hours worked