

People, Planet, & Prosperity

Transforming Lives and Communities
through the Power of Education
and Employment



2023 Annual Report

Goodwill 
Greater Washington 

2023 SUMMARY OF FINANCIAL DATA

REVENUE

| | |
|-----------------------------|--------------|
| Retail/Donated Goods Sales | \$55,761,478 |
| Contributions/Donated Goods | \$13,920,969 |
| Service Contracts | \$13,868,531 |
| Per Pupil Funding | \$10,518,708 |
| Contributions/Fundraising | \$ 3,226,879 |
| Other | \$31,672 |

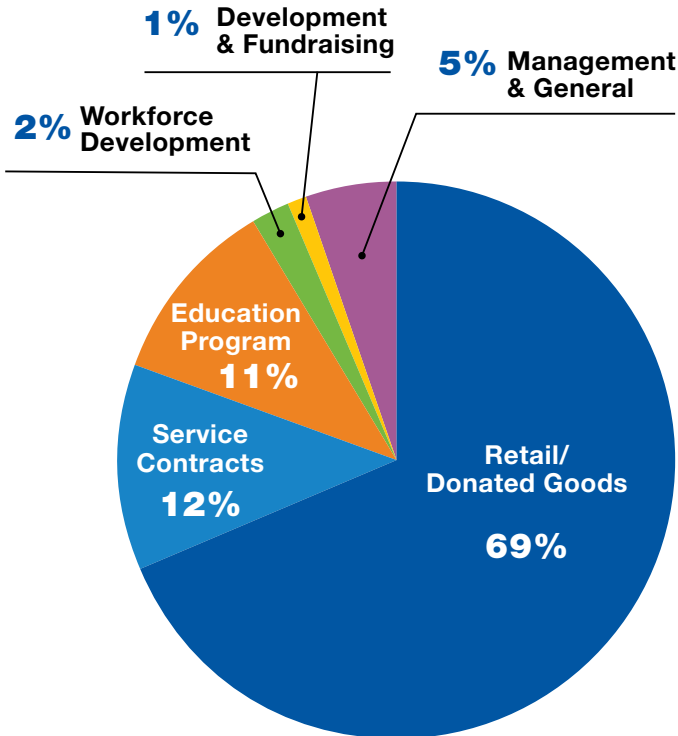
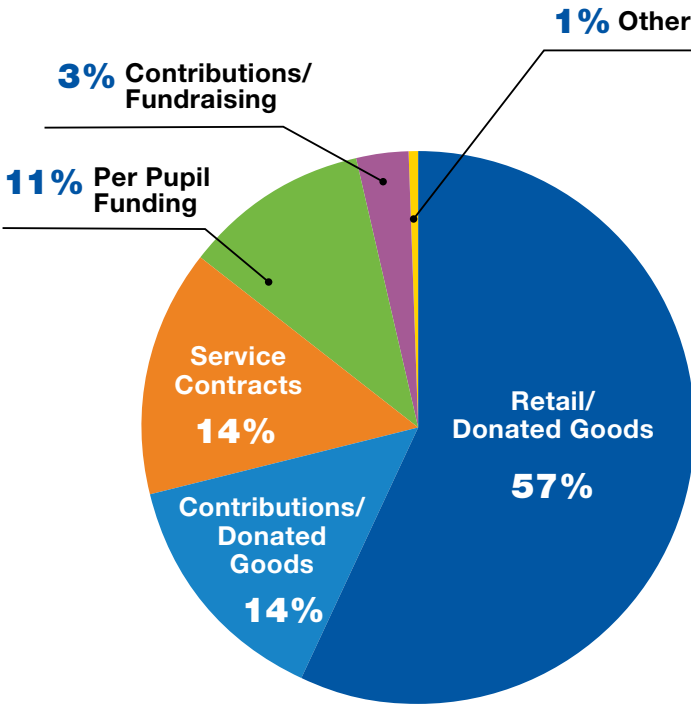
Total Operating Revenue and Support **\$97,328,237**

EXPENSES

| | |
|---------------------------|--------------|
| Retail/Donated Goods | \$63,483,191 |
| Service Contracts | \$11,100,977 |
| Education Program | \$9,834,740 |
| Workforce Development | \$2,063,066 |
| Development & Fundraising | \$1,073,073 |
| Management & General | \$4,769,352 |

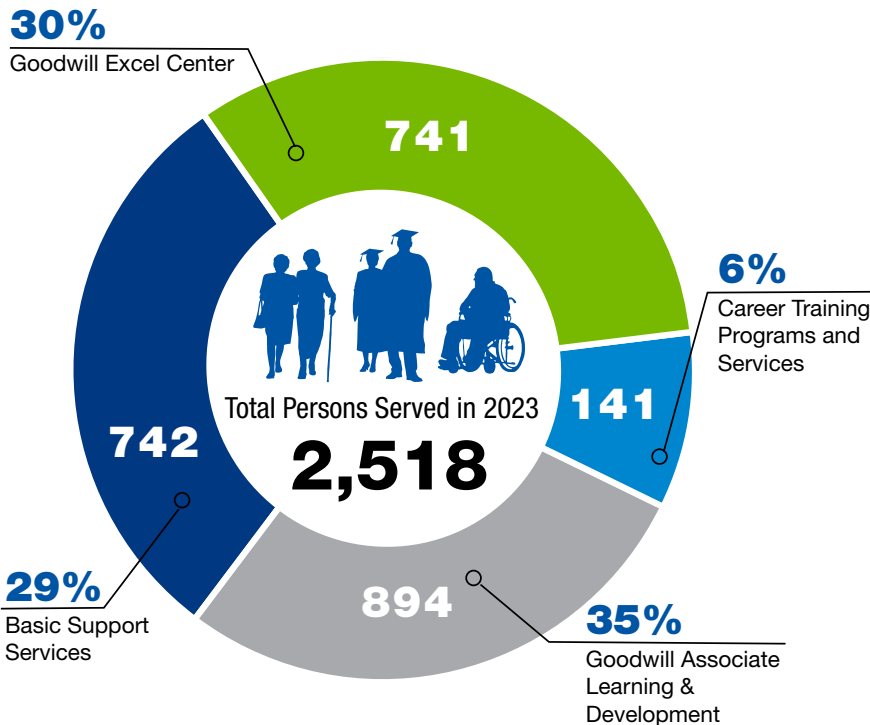
Total Operating Expenses **\$92,324,399**

Net Operating Income **\$5,003,838**



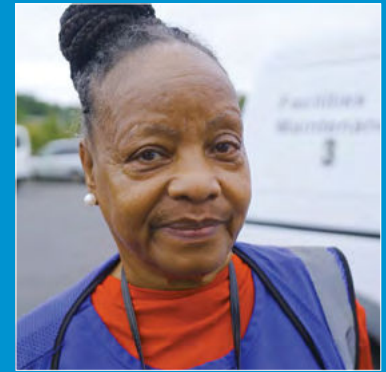
94% of Goodwill funds expended goes to direct mission program support

2023 WORKFORCE DEVELOPMENT STATISTICS



| | |
|-------------------------------------------------------------|--------------|
| ■ Career Training Programs and Services | 141 |
| ■ Goodwill Associate Learning & Development | 894 |
| ■ Basic Support Services | 742 |
| ■ Goodwill Excel Center People Served 2023 graduates: 91 | 741 |
| <hr/> | |
| Total Persons Served | 2,518 |

For additional detailed information, please visit dcbgoodwill.org/financial-reports-gw



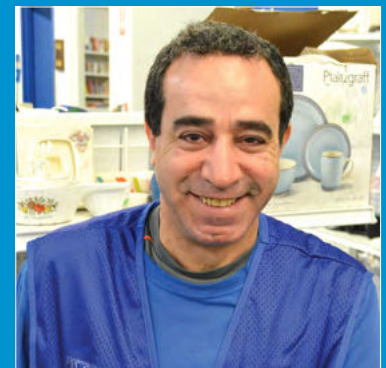
“Goodwill changed my whole life a lot because I know right from wrong and I know I have a job I can come to every day.”

Amelia Harchester
Custodian, Joint Base Anacostia Bolling



“I really didn’t have confidence in myself... to get nothing completed. But starting off with Goodwill and just getting to know the people... I feel like I can be a leader.”

Matthew Washington
*Contracts Supervisor,
The RISE Academy Graduate*



“I appreciate Goodwill because [it] helped me not only get a job, but also [helped] with what I can do to contribute to others and the environment – my life’s greater purpose and legacy.”

Abdel Said
Senior Merchandise Processor, Sully Station

2023 FACTS

CONTRACTS



- In 2023 GGW operated 13 contract sites.
- Total square footage cleaned by custodial team – 3 million square feet every day.
- The contracts team employed 207 team members.
- 75.56% of all labor hours at contract sites were performed by persons with disabilities.
- The average hourly wage with benefits for all contracts team members as of the end of 2023 was \$21.97/hour.

RETAIL AND DONATED GOODS



- Goodwill of Greater Washington operated 21 retail stores and three warehouses.
- Goodwill's retail stores and donation centers employed 713 team members at the end of 2023.
- Goodwill of Greater Washington received 986,345 donations of household goods.
- 2,237,203 purchases were made at Goodwill of Greater Washington retail stores.
- GGW ecommerce operations completed 86,699 transactions, selling 119,908 items in 2023.

SUSTAINABILITY



- Donations to Goodwill of Greater Washington kept more than 45,371,870 pounds of material out of area landfills.
- In 2023, Goodwill of Greater Washington (GGW) recycled 50,000 pounds of plastic bags/ material (4.3 million bags) through a partnership with Trex.
- 327,000 pounds of computers/ parts were recycled or sold to Dell in 2023.

EXCEL CENTER*



- Total number of people served: 741 students.
- Total number of graduates: 91.
- 81% of students went onto postsecondary education / secured employment.