



Caressa and Caliyah
Mother and Daughter

2022 Goodwill Hospitality Training Program Graduates

2022 ANNUAL REPORT

Transforming lives and communities through the power of education and employment.



In November of 2022, Hospitality Training Program graduates donned their blue caps and gowns to accept their certificates.

Caressa Fields
2022 Hospitality
Training Program
Graduate



Caressa Fields, who graduated from the program with her daughter, Caliyah, had this to say about the Program and their unique experience:

“Goodwill of Greater Washington created this wonderful door for people to receive proper training and certifications to be successful in the Hospitality field.

As I stand here today on Graduation Day, I would like to say I’m so proud of myself and I’m so proud of my classmates and most importantly – I’m so proud of my daughter because I was able to do this journey with her...



Caliyah Fields
2022 Hospitality
Training Program
Graduate

Now, we can close this door and get ready to open up the next one to start our career of our choice in the passion that we all dream of.

We all come from different backgrounds and some of us don’t get the opportunity to learn who we are, so we just live life not accepting who we are. [Goodwill] helped us learn who we are, so we can be better people in our next path or journey that we start.”

2022 SUMMARY OF FINANCIAL DATA

Per 2022 audited financial statement

REVENUE

Retail/Donated Goods Sales	\$50,370,757
Contributions/Donated Goods	\$13,278,829
Service Contracts	\$12,636,611
Per Pupil Funding	\$9,431,741
Contributions/Fundraising	\$ 1,958,201
Grants and Contracts	\$45,000
Other	\$7,153

Total Operating Revenue and Support **\$87,728,292**

EXPENSES

Retail/Donated Goods	\$59,526,571
Service Contracts	\$10,423,573
Education Program	\$8,665,876
Workforce Development	\$1,838,971
Development & Fundraising	\$950,792
Management & General	\$4,145,747

Total Operating Expenses **\$85,551,530**

Net Operating Income **\$2,176,762**

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

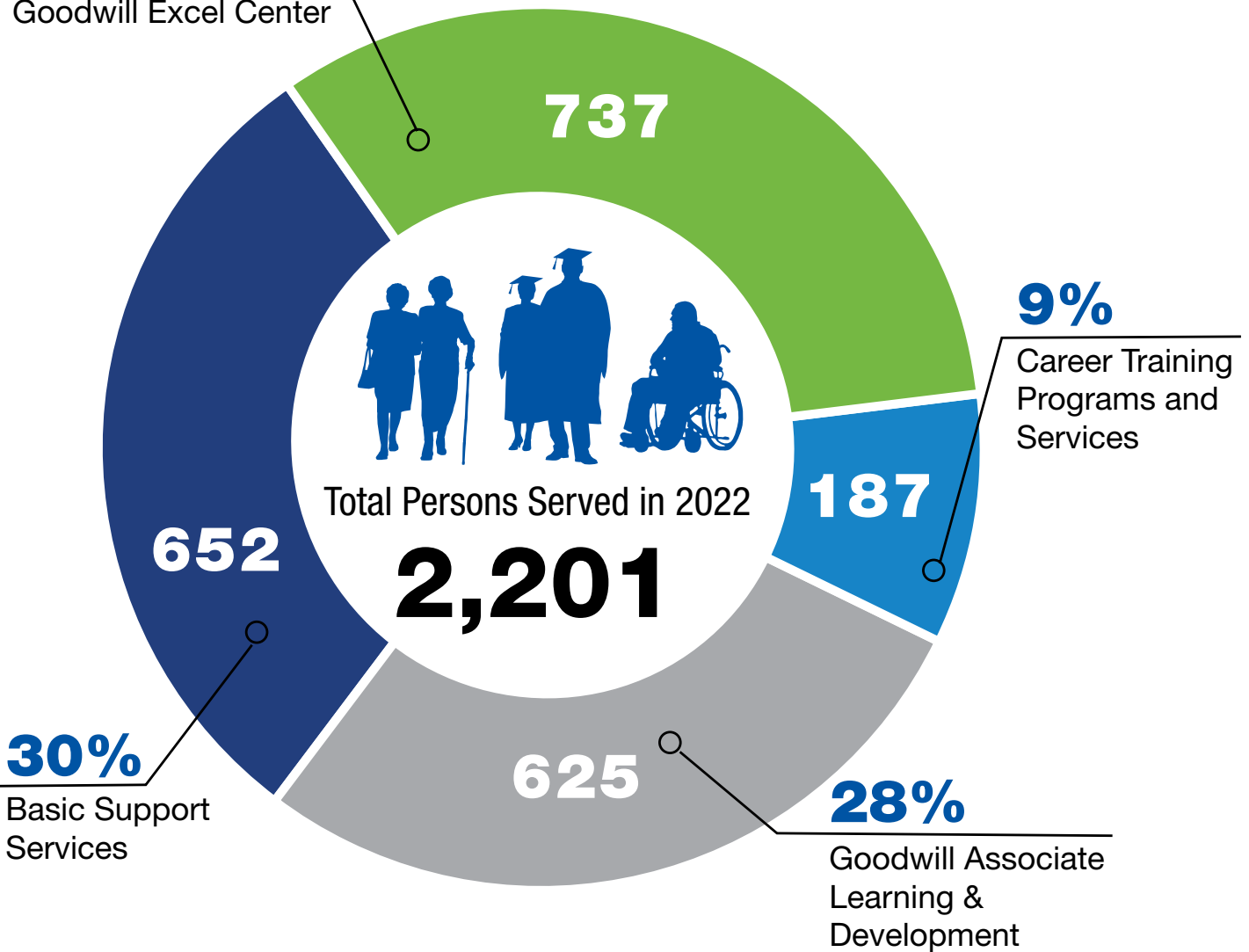
For additional detailed information, please visit
dcbgoodwill.org/financial-reports-gw

2022 WORKFORCE DEVELOPMENT STATISTICS

■ Career Training Programs and Services	187
■ Goodwill Associate Learning & Development	625
■ Basic Support Services	652
■ Goodwill Excel Center People Served <i>2022 graduates: 108</i>	737
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Total Persons Served	2,201

33%

Goodwill Excel Center



737

9%

Career Training Programs and Services

187

Total Persons Served in 2022

2,201

30%

Basic Support Services

625

28%

Goodwill Associate Learning & Development

2022 FACTS

WORKFORCE DEVELOPMENT SERVICES



- Number of team members who received workforce development and coaching services in 2022:

RISE Coaching Services - Contracts	155
RISE Coaching Services - Retail	393

- Number of graduates from each training program:

Hospitality	45
Energy	32

CONTRACTS



- The contracts team employed 214 people.
- Number of contract sites: 13 – 9 federal, 4 Best Kept Buildings
- Total square footage cleaned by custodial team – 3 million square feet
- 77.17% 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 12/31/22 was \$20.52/hour.

RETAIL AND DONATED GOODS



- Goodwill of Greater Washington operated 21 retail stores.
- Goodwill's retail stores and donation centers employed 723 team members at the end of 2022.
- 2,037,829 purchases were made at Goodwill of Greater Washington retail stores. 96,336 purchases were made online.
- Goodwill of Greater Washington received 926,016 confirmed donations of household goods.
- Donations to Goodwill of Greater Washington kept more than 37,040,640 pounds of material out of area landfills.

Dell
Reconnect

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