People, Planet, & Prosperity

Transforming Lives and Communities through the Power of Education and Employment

2023 Annual Report
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

Per 2023 audited financial statement
2023 WORKFORCE DEVELOPMENT STATISTICS

30% Goodwill Excel Center

29% Basic Support Services

35% Goodwill Associate Learning & Development

6% Career Training Programs and Services

Total Persons Served in 2023: 2,518

- Goodwill Excel Center People Served: 741
- Basic Support Services: 742
- Goodwill Associate Learning & Development: 894
- Career Training Programs and Services: 141

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

“It 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

“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
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.

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