



2022 Impact Report

Goodwill of Central & Coastal Virginia



OWNED 53%

LEASED 47%

34 Retail Stores: 18 owned, 16 leased

OWNED 67%

LEASED 33%

6 ADCs: 4 owned, 2 leased

Donated Goods & Retail Operations

- Avg. total retail store size: 14,000 – 17,000 sq ft.
- Avg. sales floor of 6,000 - 8,000 sq ft.
- 1,200 pieces of textiles and 600+ wares produced daily at each location.
- 2.4 million total retail transactions processed.
- 6,600+ transactions processed daily.

New in 2022

Opened Virginia Beach support center, located at **5457 Greenwich Boulevard in Virginia Beach.**

This site serves as the transportation hub for our south Hampton Roads locations and is home to an outlet store, donation site and our Virginia Beach e-commerce operations.

400,000 MILES

Transport & Logistics

Fleet of seven tractors.

Logged nearly 400,000 miles traveled.

Moved more than 87 trailers per week across our territory. Additional four box trucks to support our retail stores and donation sites.

25 MILLION LBS

Salvage & Recycling

Nearly **25 million pounds of material were kept from area landfills** through our salvage and recycling operations.

2 MILLION SQ FT

Goodwill Services Inc.

For more than 25 years, Goodwill Services, Inc. (GSI) operations have afforded opportunities to individuals with disabilities who would have likely had limited success or advancement in other work settings.

GSI holds **11 contracts across the government and public sector.** They clean **more than 2 million sq ft daily**, and **maintain 500,000 sq ft of warehousing space.**

ORGANIZATION HIGHLIGHTS

44

Cities and counties we serve across central and coastal Virginia.

\$81.6M

Total revenue.
\$62M in donated goods.
\$16M in contract services.

11

Government & commercial contracts across VA, SC, and D.C.

1.4M

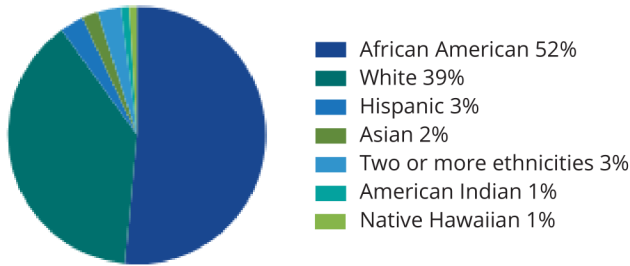
Donations, >54M lbs donated across 80+ locations.

Organization & Our Teams

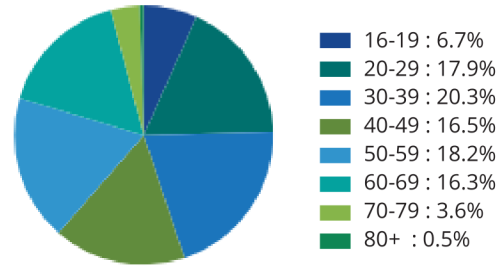
Employed 1,294 associates who worked a nearly 1,800,000 hours in 2022. Comprising that workforce, 1,111 were Goodwill of Central and Coastal Virginia associates and 183 were Goodwill Services, Inc. (GSI) associates, **with 64% of our total associate count full-time and 36% part-time.** Over the course of 2022, across GCCVA and GSI, **we promoted 188 associates internally.**

GCCVA and GSI have 145 unique job titles and employ individuals at more than 76 worksites.

DEMOGRAPHICS: RACE



DEMOGRAPHICS: AGE



1,294

Associates employed in 2022,
64% full time & 36% part time.

Mission & Associate Growth

Our five career advisors worked one-on-one with more than 120 associates through our Grow@Home program. Fifty-six associates served as Peer Coaches for their fellow associates.

Supported Employment

270+ individuals participated in our Individual Supported Employment program across 72 unique employers.

Group Supported Employment continued to provide integral support in our retail operations through **six enclaves, employing 30 individuals, double the number of individuals employed through GSE at the end of 2021.**



Supported employment programs help people with disabilities secure and retain competitive, long-term employment. Goodwill's program provides participants with an intense level of skill development, job placement, job coaching, and ongoing support. Individuals work in an integrated environment, are paid a competitive wage, and perform the same work as their colleagues who do not have a disability.

Scan the QR code and visit our YouTube page to hear individuals enrolled in supported employment express how their lives have been changed in their own words.

When a person experiences genuine care, compassion and commitment from another person, trust is inevitable. Where there is trust, the possibilities are endless, and success is certain. The Individual Supported Employment team work tirelessly to help their clients reach the level of success they've defined for themselves.

Stephanie Porter-Lopez, Director of Mission Integration