

2023 Annual Report

Goodwill of the Finger Lakes



Elevating



People,



Community,



and
Planet



for a good today and a better tomorrow!



While much seems new with a name change, so many things have remained the same, including our commitment to serving individuals who are blind and visually impaired. The graphic depiction of our mission statement in braille is a reminder of our rich history in the greater Rochester area, empowering individuals who are blind or visually impaired since 1911.

In changing the name of one of our Affiliated Entities, from ABVI to Goodwill Vision Enterprises (GVE) we continue delivering services to individuals who are blind, while also extending services to all individuals experiencing vision loss. GVE better describes our organization as both a service provider and business enterprise that continues the rich tradition of serving, employing, and creating independence. We are excited for the opportunities that lie ahead!

Should you, or someone you know, wish to receive this Annual Report in an alternative format, please contact our Community Engagement Team by calling 585-232-1111.

Dear Friends of Goodwill ~

It seems it was only yesterday that we invited you to **“Walk the New Blue”** alongside us. What an incredible walk this has been over the past year!

As you often hear us say, “Goodwill is so much more than a store!” Day after day, year after year; Goodwill of the Finger Lakes touches thousands of lives in more ways than most could ever imagine. At Goodwill, not only do we change lives, but we also save lives, too.

Our team has grown to more than 700 caring and compassionate individuals who prove why Goodwill is so much more than a store. The impactful work our organization does across the communities that we serve is second to none!

Founded in 1911, our focus was solely on serving people who are blind and visually impaired. More than 100 years later, we have expanded our health and human services offerings to ensure that no need is left unaddressed and more importantly, no person is left behind.

Last year, we updated our mission to **“Elevating people, community, and planet for a good today and a better tomorrow.”** Since then, we have become more intentional and strategic about ensuring that the work we do day after day upholds our mission.

People. **We help eliminate barriers** by creating employment opportunities while providing livable wages and low cost health insurance to our talented and dedicated team members. We also provide second chances to those who are often ostracized by society, sometimes due to circumstances beyond their control.

Community. **We help change and save lives** by the dialing of two powerful three-digit numbers. We also partner with community organizations to aid them in serving our most vulnerable populations by giving them gently used clothes, the goods and resources needed when an individual or family is in crises or on their way to a new home.


Planet. **We help create a sustainable future** that strengthens the social, economic, and environmental well-being of our community and planet by breathing new life into donated goods and recycling and repurposing items, keeping them out of landfills.

We hope that you enjoy learning more about the good we do across the Greater Rochester, Finger Lakes and Syracuse communities.

Get involved. Stay connected. As always, we could not do the good we do without the generosity and support from friends like you!



Jennifer Lake
President & CEO



John Henderson
Board Chair



Pictured left: Dr Paul Caito, Doctor of Low Vision in the one of the new exam rooms at FEI Clinton Avenue South. Pictured right: Jen Lake, Goodwill CEO and President, Medical Director, Christine Coward, MD, FEI Clinton Avenue South, Irenesa Olmo, Customer Service Supervisor; Dr David DiLoreto, Chair & Director FEI U of R Medical Center, and Mayor Malik Evans at the press conference in February 2023.



Goodwill Vision Enterprises

partners with



Flaum Eye Institute

in the City of Rochester!

In early February, Goodwill Vision Enterprises (GVE) announced our partnership with Flaum Eye Institute (FEI) to improve access to vision care in the City of Rochester. The collaboration brings critical eye care to the downtown Rochester area where it has historically been difficult to access. While also increasing low vision examinations and decreasing wait times for the first step in the vision rehabilitation process.

“We have an obligation to ensure that we prevent blinding conditions and must do our part so all community members—including those who are uninsured—have access to routine care...”

Jen Lake, Goodwill CEO and President

“The collaboration between Flaum Eye Institute and Goodwill Vision Enterprises is a huge step in the right direction, bringing necessary care to those that need it most.”

Christine Coward, MD, the Medical Director of the Flaum Eye Institute

Flaum Eye Institute offers comprehensive eye care, including but not limited to cataract surgery consultations, contact lenses, and pediatric ophthalmology. Flaum Eye Institute at South Clinton Ave is conveniently serviced by two bus routes and less than a mile from the downtown RTS transportation center. The space includes six exam rooms, procedure rooms, an optical shop, and a spacious waiting area.

“We have an obligation to ensure that we prevent blinding conditions and must do our part so all community members—including those who are uninsured—have access to routine care,” said Goodwill CEO and President Jen Lake. “This is such an important moment in time for our organization, and we are proud of our history of serving those who have low vision or are blind. This represents a new chapter for us, alongside UR Medicine Flaum Eye Institute.”

Another necessary component to vision care is helping individuals with low vision and blindness regain and maintain their independence. Goodwill Vision Enterprises, also located on South Clinton Avenue and

servicing the Rochester and Finger Lakes areas, offers Vision Rehabilitation Therapy, Orientation & Mobility Training, and Workforce Development to help clients reach their goals, such as cooking meals for themselves and their families, traveling to work using a white cane, or completing daily tasks independently with the help of assistive technology.

Christine Coward, MD, the Medical Director of the Flaum Eye Institute South Clinton Avenue location, emphasizes the importance of bringing routine eye care and vision wellness to families who may lack access to these services. The collaboration between Flaum Eye Institute and Goodwill Vision Enterprises is a huge step in the right direction, bringing necessary care to those that need it most.

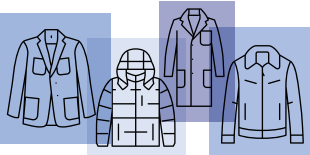


Goodwill Good Neighbor FY23

Since its 2010 inception, **Good Neighbor** continues to be a vital community resource that connects people in need to the things and resources—including programs and services—when they need them.

Good Neighbor partners with our Retail stores by standing up hubs that strengthen community. We welcome people of all backgrounds and identities in need to receive culturally responsive navigation support or skill-building.

Last year, with the focused leadership of Program Director, Loni Wellman, **Good Neighbor** launched **4 Good Neighbor Community Hubs** between the Finger Lakes and Central New York Regions: Greece and Webster (Rochester), Onondaga and Cicero (Syracuse). Each hub is staffed with a Community Navigator. Currently our hubs at our Greece and Webster Retail locations enable us to expand our reach in the Northeast and Northwest communities in Monroe County by partnering with respective school districts, community-based organizations (CBOs), and neighborhood organizations to better serve the people therein. Our hubs at our Syracuse Retail locations offered a monthly Arts & Crafts program while supporting the needs of CBOs and faith-based organizations.



GOOD NEIGHBOR by the Numbers

- : Served **696** individuals
- : Distributed **723** coats to people in need
- : Donated **20** boxes of glasses to the Lions Club
- : Supported **5** local food pantries to repurpose donated food



TODAY, GOOD NEIGHBOR now has more than **50 community partners** across **Greater Rochester, Syracuse and Finger Lakes Region:**

Access CNY
 ARC GLOW
 ARC HEALTH
 ARC Wayne
 Baden St. Child Development Center
 Blossom: Modern Home Care Solutions
 BOCES II
 Brockport Central School District
 Catholic Charities Community Centers
 Catholic Charities Steuben/Livingston
 Catholic Charities: CORE
 Catholic Family Center
 Center for Youth
 Central Church of Christ

Chadwick Residence
 Circare
 Community Bikes, Inc
 Conifer Park
 Crouse Health
 DSS Ontario County
 East House
 Eighty Parrish Street Apartments
 Exploration Elementary School
 FLACRA
 Greece Central School District
 Helio Health
 HUB585
 Ibero
 Keep Webster Green

Liberty Resources
 Monroe Plan for Medical Care
 Partnership for Ontario County
 Pathstone Corporation
 Providence Housing
 RISE
 Rochester Childfirst Network
 Rochester City School District
 Rochester Early Childhood Education Center
 Rochester R-Centers
 Saint's Place
 Samaritan Center
 Syracuse Northeast Community Center
 The People's Kitchen

Trillium Health
 UR Medicine Employee Wellness
 VA Canandaigua
 Veterans Outreach Center
 Victim Assistance Program-Onondaga Co. District Attorney
 Victor Intermediate School
 Wayne Central Primary School PTO
 Willow
 YWCA-Rochester



At Good Neighbor, *“Helping People is at the Heart of What We Do.”*



Goodwill of the Finger Lakes

Sustainability

flow chart

Goodwill of the Finger Lakes is committed to a sustainable future that strengthens the social, economic, and environmental well-being of our community and planet.

Once your donations are sorted, they are put onto the sales floor of our retail stores. 90% of the money Goodwill makes from you shopping goes toward programs and services in the Rochester and Syracuse communities!

Items that are not sold in our stores either go to our Clearance Center, where items are sold by the pound as one last chance before they are recycled, or are chosen for our **Good Neighbor Program**. The Good Neighbor Program partners with local schools and organizations to give necessary items like clothing, household goods, and winter coats to community members in need.

Once your items have gone through our stores and the clearance center or have been chosen for the Good Neighbor Program, they are sorted, broken down, and bundled in our warehouse. This prepares the items to be distributed to partnering organizations that refurbish or recycle the materials. We do our best to make sure as much is recycled or reused as possible!

Thank you for supporting our mission, *elevating people, community, and planet,* by donating to Goodwill!

The Journey of Your Donations at Goodwill

In calendar year 2022, we diverted over 26 million pounds of goods from landfills. This process all starts with YOUR donations!



Goodwill Community Programs *Elevate People!*

At Goodwill we do more than change lives—we help save lives, too. **211/LIFE** provides two essential services for our community and is here for EVERYONE!

2.1.1

Why use 211?

211 is a 24-hour, 7-day-a-week confidential information and referral service provided by phone, chat, text, and website connecting individuals and families to over 7,100 essential resources housed in our database. Our Community Connectors help address issues such as food insecurity, housing instability, senior services, unemployment resources, and mental health support with compassion and empathy. In 2022, we connected to more than 190,000 contacts through calls, chats, text and the website (is there a better way to say this since its Web, text and chat?). Although the immediate crisis of the COVID-19 pandemic has ended, there are long-term consequences that have impacted vulnerable members of our community. Some key programs to note:

The Senior Meal Program facilitates the reservation of more than 16,700 meals from local businesses, benefiting individuals aged 55+ in the City of Rochester.

211 links community members with local Mobile Crisis Teams, conducting 1100+ intakes that connect individuals to rapid mental health crisis response units, facilitating 911 diversion.

Get Connected. Get Help.

988

SUICIDE
& CRISIS
LIFELINE

Why use 988?

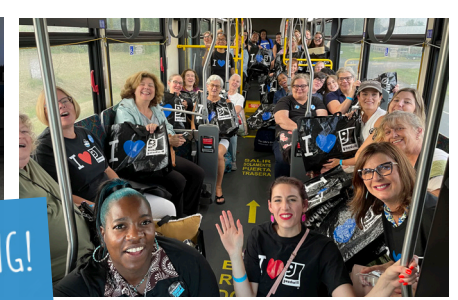
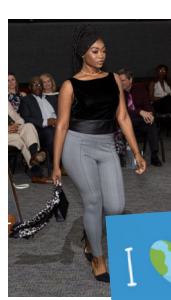
988 is the new three-digit, easy-to-remember number to the National Suicide Prevention Lifeline connecting you to compassionate Crisis Counselors ready and willing to offer support for anyone experiencing emotional distress —whether thoughts of suicide, mental health, substance abuse, or other kinds of distress.

Leveraging our years of experience on local crisis lines, Goodwill was willing and able to scale up for the July 2022 launch of the easy access 988 dialing number. During its first year, the Goodwill 988 suicide & crisis Lifeline successfully responded 21,850+ calls, texts, and chats from Adults and young people seeking assistance with suicide, mental health, and substance use-related emergencies. Saving Lives and connecting people to the follow up resources and planning tools they need to keep them safe and deal with significant struggles.

When life brings challenges—seen and unseen—Goodwill remains committed to elevating people through our community programs and services.

There is Hope.





Community Engagement *Starts with Community!*

Our mission and community programs need your support to thrive—Jennifer Boutte, our VP of Community Engagement and her creative Team are continually finding and planning, inventive fun ways for you, your friends and family to support us throughout the year—the list below names a few we hope you find intriguing!

Thrift Crawl: With the hard work and dedication of our Community Engagement Team, made National Thrift Shop Day a day to remember! Created in 2022, this event held ticket sales to 40 participants from as far away as Pennsylvania! This year, with the generous support of Smola Consulting, we will have 2 busloads of excited Thrift-fluencers and thrift shoppers who will spend the afternoon crawling from 3 Goodwill retail stores, including our newest Canandaigua store. Follow us on social media to be part of next year's fun since this event sells out quickly!

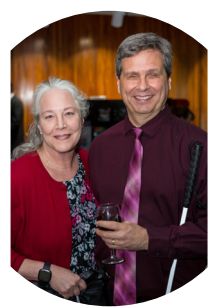
Our Goodwill Summer Social: Sustainability Under the Stars (SUTS), celebrates the past year's accomplishments, providing opportunity to learn more about our community programs. At SUTS, Goodwill staff, Board members, donors, and community supporters gather for an evening of upcycled fashion, art, heavy hors d'oeuvres and more—under the stars at the Rochester Museum & Science Center's [RMSC] Strasenburgh Planetarium.

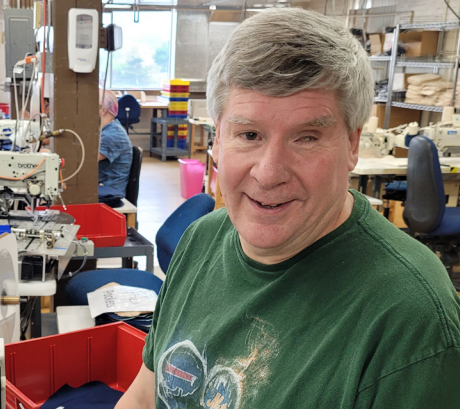
Goodwill Gala: This year's **Dancing in Denim** brought out more than 230 guests, 10 models, 4 top level local designers with a hot and blazing repurposed denim fashion show! It truly is incredible to see how much talent and creativity exists in this ROC CITY. Along with 35 silent auction baskets including a Canandaigua Bed & Breakfast experience and local boutique hotel stay at Hart House Hotel; 6 LIVE auction experiences; our guests were overwhelmed by private wine dinner experience with popular renowned culinary Chef Cruz of shell restaurant; 'wowed' by original paintings by local artist couple Rachel and Cordell Cordero, intrigued by a Harry Potter experience and excited by an all-expenses paid Boston/Foxborough Weekend Away, including tickets to Red Sox Game at Fenway Park, 2-night hotel stay, Stevie Nicks concert at Gillette Stadium—you will need some downtime after a full weekend like this one!

In short, our galas are jammed packed, short and sweet—and you still have time for dancing at the end of the evening! Please consider joining us next year at the Hyatt, maybe plan for an overnight stay—our generous and kind board members and donors are a fun group to get to know!

Fundraisers: Goodwill found a new way of staying connected with our board members beyond the boardroom. With the idea of broadening our search for new members, and reconnecting with Board Members of the past, by relaunching these closed events. Past Board Chair Susan Kitchen and husband Donald opened up their home in January to Board members and their closely chosen friends to sit back and relax while reflecting on the good Goodwill news of 2022 while excitedly heading into the new year.

For more information on how to volunteer and/or attend upcoming events as a guests please visit our website at: [Goodwillfingerlakes.org/about-us/events](https://www.goodwillfingerlakes.org/about-us/events) and as always be certain to follow us on social media [[LinkedIn](#), [Instagram](#) and [Facebook](#)] for ticket sales and updates!





“My son is 12 years old. I thought it was important for him to see me going to work every day”
Rick Yendall



“Goodwill has all the resources to provide me if I need help”
Brent Richardson

Vision loss can greatly change the course of someone’s life and lead to unexpected places. This was the case for **Rick Yendall**, who began losing his vision in 2015 due to Glaucoma. Soon, he learned about ABVI (now **Goodwill Vision Enterprises**) and began receiving Vision Rehabilitation and Mobility Training from our Vision Services team. Rick learned how to use **JAWS, a computer screen reader program**, but eventually had to leave his job as a project manager in production due to his vision loss.

COVID quickly put life on pause, then after things started getting back to normal, Rick wanted to go back to work to set a positive example for his son. “My son is 12 years old. I thought it was important for him to see me going to work every day,” says Rick. That was when **Joette, the Career Development Specialist** here at Goodwill, helped him fill out a job application to our Manufacturing Division.

Rick now works in our Sewing Department, where employees produce uniform pants, utility bags, and other textile products. “There are a lot of guides on the equipment we use,” says Rick, “I’ve never sewn before, but they give us good training. As long as everything is oriented properly, it is pretty easy!”

Being blind or visually impaired, it’s easy to feel isolated, but Rick has found a sense of community at Goodwill. “It’s not so much the work, it’s the job that’s important,” says Rick, “I work with a lot of people who are in the same boat as me, and we compare notes.”

Goodwill Storytelling

lifting barriers *elevates people!*

During the 12 years that **Brent Richardson** has been with Goodwill of the Finger Lakes, he has held many different positions and developed new skills, he is currently Production Worker II in our Manufacturing Department. “Goodwill has all the resources to provide me if I need help,” says Brent, who is deaf and legally blind. **“What’s so nice about working at Goodwill is that people know I’m blind, so they let me know where the objects are and keep spaces clean. They also always provide ASL interpreters during longer meetings.”**

Brent continues to grow and thrive. He is working towards a promotion soon to Team Lead within the Manufacturing Department. He has taken on new responsibilities such as training people, monitoring sales and production progress, providing customer service, and developing new systems and strategies.

Brent is also a talented Graphic Designer and Goodwill contracts with him to utilize his skills. “I have been creating signs, banners, logos, invitation flyers, donation flyers, posters and many more,” says Brent.

“I have come a long way and I’m happy where I am right now. I wanted to thank you all for giving me that opportunity, and any other future opportunities,” says Brent.



Repurposed Denim

Goodwill Elevates Planet!

2023 GOODWILL GALA: Dancing in Denim

At Goodwill of the Finger Lakes, we pride ourselves on special events that engage community and promote sustainability. Our 2023 Goodwill Gala: Dancing in Denim was NO different!

Goodwill continues to be a staple of the secondhand shopping market serving communities across Greater Rochester, Finger Lakes and Syracuse Regions. In striving to promote sustainability, we looked to local fashion designers to use their creativity to repurpose denim for our runway. We featured looks from designers such as Fatima Bebekk of Paislee Boutique and Silk Bridal, Chi Gordon of Parlor Beauty, Nathaniel Johnson of Nathaniel's Originals, and Erin Nesmith of ERIN NESMITH. The designers WOWed the audience by reusing and repurposing stylish and unique pieces of clothing with a more responsible alternative.

Also, on that night, we danced to celebrate the life, legacy and leadership of **Dr. Gwen Sterns**, a friend who is gone but not forgotten. For more than 40 years, Dr. Sterns helped pave the way for **Goodwill Vision Enterprises** [formerly known as ABVI] to get to where we are today. Our Annual Visionary Award was renamed in her honor. More than 100 years since our inception, we are committed to serving our community equitably. Expanding our vision programs and services, making them more accessible to marginalized populations across the Rochester community—who need it most.

PHOTOGRAPHY captured by: Stephanie Leary, Stephanie Alane Photography

Yes, to that Dress!

That is a Denim Wedding Gown!



The Goodwill We Do . . .

\$25,000 +

KeyBank Foundation
Lavelle Fund for the Blind, Inc.
Mother Cabrini Health Foundation
Rochester Area Community Foundation
Smola Consulting
United Way of Greater Rochester and the Finger Lakes

\$10,000 - \$24,999

Alesco Advisors, LLC
Anonymous
Camp Smile Inc.
Daniel and Anne Blanchard
Flaum Eye Institute
Helen and Ritter Shumway Foundation
Kenlou Foundation, Inc.
KeyBank
Monro Muffler Brake, Inc.
Nancy C. Briggs
Reenie and Stanley Feingold
The Estate of Dorothy M. Young
The Estate of Shirley H. Ross

\$5,000 - \$9,999

Bank of America Charitable Foundation
Barbara Lobb
Bob and Diane Bleier
Bonadio & Company, LLP
Fred & Floy Willmott Foundation
Greater Rochester Health Foundation
Jeffrey A. Smith
Jennifer and Matthew Lake
Lowe's Charitable and Educational Foundation
Max A. Adler Charitable Foundation, Inc.
Michael and Suzanne Frame
Richard Sterns
Robert and Anne Poltrino
Rochester Female Charitable Society
Rodney B. Janes Memorial Fund
Vasile Construction
Wegmans Food Markets, Inc.

\$2,500 - \$4,999

Albert C. Snell Memorial Fund
American Packaging Corporation
Carol McMillen
Christine and Barry Platt
College Bound Sealers
Excellus BlueCross BlueShield
Flaum Management Company, Inc.
Jim and Joyce Ellis
John and Judith Henderson
Joseph Lapczenski
Leo J. Roth Corp.
Montage Wealth Management
Newell Brands
Paul and Annette DeCarolis
Peter and Lauren Briggs
Raise A Glass Foundation
Rochester Regional Health Foundation
Ruth A. Unzicker
Sage Rutty
Steve and Debbie Smola
Susan and Donald Kitchen
USI Insurance Services



Comes from All of You . . .

\$1000 - \$2,499

Alan and Dulce Horwath
Allan and Suzanne M. Chapman
Amy Gould and Andy Maltese
Anonymous
Barbara Nussmann
Bergmann an affiliate of Colliers
Engineering & Design, Inc
Bivona Child Advocacy Center
Boylan Code LLP.
Brian and Shirley Harrington
Carolina Cordero Dyer and
Claudia Glaser
Charity and Jeffrey Adams
ConServe
Corporate Flooring Innovations,
Inc.
Darrick and Sarah Alaimo
David and Donna Cole
Dayton Foundation
Dennis and Barbara Asselin
Eleanor Newell
Eric and Elizabeth Rennert
Erik and Judy von Bucher
Finger Lakes Ophthalmology, P.C.
- The Eye Care Center
Gail Serventi
Gary G. Kochersberger, M.D.
Geoffrey and Janet Rosenberger
Gerard and Susan Rooney
Hezekiah and Anne M. Simmons
Hillarie Baylor
Howard and Karen Kessler
HR Works, Inc.
Jo A. Wrona
John and Betsy Carver
Marathon Capital Strategies
Megan and Keith Alchowiak
Messner Flooring
Michael and Gail Norris
National Charity Services, Inc.

NOCO Natural Gas & Electric
Patricia and Raymond Naber, Jr.
Paychex, Inc.
Pearle Vision
Penske Truck Leasing
Ramerman Leadership Group
Raymond Koehler
Richard and Carol Crossed
Robert G. Hugo
Rochester Alumnae of Delta
Gamma
Rochester General Hospital
Rochester Optometric Society
Rudolph and Margaret Warren
Samuel and Jill Halaby
Shirley Sawyer
Shruti and Parag Pandya
Starbridge
Sumner Leigh Systems, Inc.
Ted Messner
Terri and Bobby Meechan
Thaddeus and Alice Dmochowski
Tim and Kathy Thomas
Ujoozi
University of Rochester School
of Nursing
Workplace Interiors

\$500 - \$999

Andrea Koller
Angelo Nole
Bill and Janet Remizowski
Borg & Ide Imaging Group
Brenda and Leonard Gumbs
Catherine and David Ramsey
Cecil and Alberta Lee
Corporate Communications, Inc.
David and Linda Ayers
David Guadagnino and Mary
Beauchamp
Donald and Linda Chapman

Earlene Siebold and Anthony
Gugino
Ebony and William Burgess
Edward Tanner III and Elizabeth
Treiber
Eleanor and Bruce McLearn
Elizabeth and Louis Gianakakis
Eugene Veltri
Freedom and Justice Foundation
Greater Rochester Chamber of
Commerce
Ian and Patricia Harper
James and Betsy Hoefen
Jennifer Boutte
Joyel and Roger Bennett
JudieLynn Nassar McAvinney
Linda and Alan Dolmatch
Mary Louise Steinwachs
Nancy Gadziala
Paul and Barbara Schmied
Steve and Erin Rebholz
Susan N. Rosenthal
Teresa and Robert Meechan
Vamsi Gullapalli
Vivek Thiagarajan
William and Susan Brandt



and... from All of You!!

\$250 - \$499

Adam and Meghan Bello
Alan Lockwood
Ann S. Terhaar
Barbara J. Jones
Benefits Management, Inc.
Bridget and Todd Martin
Carolann Verrioli
Carrie Chizuk
Christine Coward
David and Judith Hunt
Debby Goldman
Designers@Heart
Donald and Karen Grover
Elizabeth Orgeron
Erika Rosenberg
Hollis Budd
Jaime Anderson
James and Carmen Brush
James and Katherine Wright
Jean Stowell
Jeffrey Paille
Jennifer Noce
JoAnn Ketcham

Jody Fleischer
John and Tracy Mahoney
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Joseph and Heather Gabriel
Judith and Norman Karsten
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Katrina Hurzy
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Lawrence and Nancy Medici
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Lisa Jackel
Louis and Betty Iacona
Madeline Azoulay
Martin L. Suter and Suzanne S.
Suter Family Fund
Mary R. Kerr
Medina Lions Club
Mengel, Metzger, Barr & Co., LLP
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Michael Mendoza
MYRetreat Inc.
Neil Blumberg
Norman and Laura Loomis
Pat Kalavanos

Patricia J. Warth
Richard Black and Jappie
King-Black
Richard R. Jamison &
Donna H. Jamison
Rimkus Marciano &
Associates, Inc.
Rob Asselin
Robin J. Mitchell
Sarah and Russell Favro
Shirley Green
Southco Inc.
Stephen and Julia Smith
Steven and Mary Ching
SWBR Architects, PC
Rosemary Chapman
Tanya Van Dorn
Theresa Bruno
Tina T. Reeves
Tracy L. Schleyer
William and Susan Reindel



Consolidated Financial Summary

YEAR ENDING
MARCH 31, 2023

YEAR ENDING
MARCH 31, 2022

Revenue

Public Support ¹	\$16,985,282	\$19,349,815
Program Revenue	\$4,174,033	\$2,643,290
Sales Revenue ²	\$42,577,216	\$38,333,673
Other Income ³	\$1,371,512	\$1,112,145

TOTAL REVENUE

\$65,108,043

\$61,438,923

Expenses

Manufacturing	\$10,108,058	\$8,803,934
Vision Rehabilitation	\$1,002,656	\$826,234
Food Service	\$1,098,660	\$786,944
Retail	\$37,112,931	\$32,635,162
Contact Center	\$3,147,877	\$3,150,272
211/LIFE LINE	\$3,643,945	\$2,503,496
Workforce Development	\$600,978	\$538,443
Development	\$515,963	\$394,250
Administration	\$6,080,414	\$5,113,297

TOTAL EXPENSES

\$63,311,482

\$54,752,032

**Change in Net Assets
from Operations³**

\$1,796,561

\$6,686,891

1 The year ending March 31, 2022 includes \$3,899,000 of Payroll Protection Program loan forgiveness.

2 Sales Revenue = Contact Center + Food Service + Manufacturing + Goodwill Retail + Vision Rehabilitation

3 Excludes non-operating income/expenses such as change in pension funding status, gain or loss from interest swaps, and net investment returns



Board of Directors
2022 - 2023

John Henderson, Board Chair*

Darrick Alaimo, M.D.*

Ebony Burgess

Junior Dillon, LMHC, Ph.D.

David DiLoreto, M.D., Ph.D.

Michael H. Frame*

Amy Gould

Ian Harper*

Brian Harrington*

Patrick Jackman

Susan Kitchen*

Jen Lake, President & CEO*

JudieLynn Nassar McAvinney

Robert Poltrino

Gerard Rooney, Ph.D.*

Hezekiah Simmons

Vivek Thiagarajan

*Denotes Member of Executive Committee

GOODWILL BY THE NUMBERS

198,614
People served



26 Million
Pounds of stuff diverted
from landfills



678



194,964
People served
by 211/LIFE LINE



People received
Vision Services

1,419 Served through the
Good Neighbor Program

21,850 Served by 988
Suicide & Crisis Lifeline

Goodwill 
of the Finger Lakes goodwill
422 S. Clinton Ave. Rochester NY 14620

Non-Profit Org.
US Postage

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Permit No 867