



Goodwill
of Greater Detroit

2024 ANNUAL REPORT



the **Good**
we do together



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Dear Friends and Partners,

In a world marked by rapid change and uncertainty, 2024 stood out as a year of clarity, purpose and progress. At Goodwill of Greater Detroit, we leveraged our commitment to transforming lives — empowering individuals to move beyond barriers and build futures defined not by circumstance, but by choice, potential and opportunity.

This past year, we didn't just witness change, we helped create it. We saw individuals embrace their potential, take bold steps toward independence, and write new narratives grounded in personal growth and the power of work. These moments of transformation — of entelechy, when potential becomes realized — remind us why our mission matters.

With the steadfast support of our partners, community leaders and dedicated team, we helped thousands turn challenges into opportunities and barriers into bridges. We provided not only resources, but also hope, encouragement and the belief that everyone deserves a chance to thrive.

Among the many milestones of 2024, one of the most inspiring was the expansion of Flip the Script, our award-winning program serving justice-involved individuals. In January, with the backing of Michigan legislators, government officials and key partners, we proudly opened a new location in Pontiac, extending critical services — including education, workforce training, cognitive behavior programming, financial coaching, mentoring and resource navigation — to residents of Oakland County.

Anticipating the future of work, we also launched the Electric Vehicle Supply Equipment (EVSE) technician training program through our Skilled Trades Academy. As one of only two Goodwill organizations nationwide selected for this pilot, we trained three cohorts in metro Detroit —thanks to support from *Goodwill Industries International, General Motors, Accenture, ChargerHelp!, Ballmer Group* and *Norfolk Southern*. This free, hands-on program equips participants with skills to enter the clean energy sector, helping to meet rising industry demand while opening doors for those facing barriers to employment.

As you read through this report, remember: the numbers reflect real people — moms, dads, grandparents, brothers, sisters and neighbors. These are the faces of transformation — and they are made possible by you.

Speaking of opening doors, in July we celebrated another kind of opening — our first new retail and donation center in eight years, located in Madison Heights. Under clear blue skies and with community leaders by our side, we celebrated more than a grand opening — we celebrated meaningful progress and purposeful opportunity. Our stores are not just places to shop or donate; they are engines of change, helping to fund life-altering programs and empowering individuals living with disabilities and other work barriers to reach their fullest potential.

2024 also marked a century of excellence and mission-driven growth for Goodwill Integrated Solutions. What began in 1924 with the production of a simple glovebox manual has transformed into a powerful force for change. Today, it is a quality award-winning, tier-one supplier to GM, Ford and Stellantis — and a growing presence in industries like consumer goods and medical products. But its greatest impact isn't in parts. It's in people. This mission-driven business provides meaningful, life-changing jobs to individuals facing intellectual, developmental, physical and mental health challenges, and is proof that purpose and business can thrive together — and that good work can truly transform lives.

As you read through this report, remember: the numbers reflect real people — moms, dads, grandparents, brothers, sisters and neighbors. These are the faces of transformation — and they are made possible by you.

Thank you for believing in this work. For more than a century, your support has fueled our mission. Together, we're not just helping people get jobs, we're helping them rewrite their stories and reclaim their futures.

Let's keep moving forward. Let's continue to do **GOOD**, together.

With gratitude,

Daniel S. Varner, *President & CEO Goodwill of Greater Detroit*
Randal P. Leslie, *Chair, Board of Directors Goodwill of Greater Detroit*



MISSION

We build pathways to independence through personal development and the power of work. Goodwill of Greater Detroit provides best-in-class personal and workforce development training for Metro Detroit residents with barriers to employment, including those living with physical, intellectual or developmental disabilities, or mental health challenges and those who are justice involved.

As a provider of personal and workforce development services, from financial coaching and tax preparation to resume building and job training, Goodwill of Greater Detroit is helping people live more independent, fulfilled lives. For a full description of our programs and services, visit www.goodwilldetroit.org.

IMPACT

15,034

People Served

12,637 Broad Community Services
(School to Work, Unemployment/Retention and Walk-in Services)

525 Intensive Personal Development Services
(Ongoing Intensive Personal Development services not focused on job entry)

1,872 Intensive Job Placement Services
(Employability skills, job readiness, and job development services)

77%
Job Placement Rate

1,579 persons obtained competitive employment out of 2,059 job ready candidates

98%
Job Retention

The skills gained through Goodwill services help individuals maintain employment beyond 90 days

\$17.90_{HR}
Average Starting Wage

Job ready individuals who participate in Goodwill programs earn competitive wages

\$883,138
Goodwill Wages Paid

Goodwill wages paid to persons in transitional work experience programs

VALUES

INTEGRITY
We are truthful and honest in our interactions.

DIGNITY & RESPECT
We treat all people with dignity and respect.

CONTINUOUS IMPROVEMENT
We engage in intentional practices to improve our trainee and customer outcomes, our people and our productivity.

DIVERSITY & INCLUSION
We create environments where everyone's participation is valued and celebrated.

HEALTH, SAFETY & WELL BEING
We maintain safe environments and focus on the holistic well-being of our employees and trainees.





MEET JAMAL

Flip the Script “Man of the Year”

Jamal Clemons, 26, was born and raised in Detroit, Michigan. As an infant, he was placed in the foster care system, eventually becoming a ward of the state at the age of 16.

While in the foster care system, Jamal experienced violence, incarceration, homelessness and detrimental family dynamics. Although Jamal didn't graduate from high school, and despite his roller-coaster of trauma, neglect, hopelessness and broken promises, he remained steadfast in his determination to finish his education and to be successful in work and in life.

In September of 2023, after meeting counselor and instructor Dustin Campbell, Jamal enrolled in the Flip the Script empowerment program. He began attending cognitive behavior programming and GED classes and, along the way, had the opportunity to tour Wayne State University in Detroit, which made an impression on him.

With help from Flip the Script, Jamal received his GED, a welding certification, a hi-lo certification and a solid job as a welder. He was also subsequently accepted to Wayne State and began attending classes in the fall of 2024, studying social work with an aspiration to help young people in the foster care system by using his own journey as a source of encouragement and hope.

In addition to his academic and career achievements, Jamal recently moved into an apartment of his own, which he refers to as his “first real home” and where he enjoys spending time with his 3-year-old son.

In recognition of his extraordinary transformation, Jamal was honored as 2024 “Man of the Year” at the annual Flip the Script Celebration of Transformation in September. More than 200 people gathered to celebrate individuals who have overcome tremendous obstacles to rewrite the next chapter of their lives.

Jamal's story of resilience stood out, reflecting his courage, determination and strength to break through seemingly insurmountable barriers and turn his life around.

Through Flip the Script, Jamal has not only transformed his own life but is now planning to help others do the same.

MEET LAVEZ

When Lavez, a 30-year-old single father of three, lost his job at a manufacturing plant in Detroit, his future looked uncertain. With bills piling up and three children depending on him, the weight of unemployment hit hard. He didn't know what was next—only that something had to change.

That change came unexpectedly, through a friend at Goodwill of Greater Detroit, who shared a flyer for the organization's new Electric Vehicle Supply Equipment (EVSE) training program—a pilot initiative aimed at preparing workers for careers in the rapidly growing clean energy sector.

Lavez had never worked with electric vehicles, had no technical background in charging infrastructure, and no funds for transportation to attend the program. But he saw an opportunity and he was ready to bet on himself.

From day one, the program defied his expectations. More than just job training, it offered opportunity, hope and support. Lavez received hands-on instruction, a weekly stipend and even a gas card to help him get to class.

“Goodwill prepared me mentally and physically by believing in me,” Lavez recalled. “The program was actually fun and the leadership there was top tier. You could tell that they cared about you and wanted you to succeed.”

The EVSE technician training is part of Goodwill Industries International's Clean Tech Accelerator (CTA), co-designed with Accenture and launched in October 2023 to provide earn-and-learn opportunities in high-demand clean energy jobs. Goodwill of Greater Detroit was one of just four Goodwill organizations nationwide chosen to pilot the program, and one of only two to offer the EVSE training.

The four-week, earn and learn training program provided Lavez with free hands-on education to prepare him and his fellow trainees for careers maintaining and repairing electric vehicle infrastructure equipment.

Lavez didn't just complete the program—he graduated with distinction, earning a certificate as the most outstanding trainee in his class.

Shortly after his graduation on June 28, 2024, he was hired by Dunamis Charge, a Black-owned, women-led local company specializing in manufacturing J-1772, level-two EV chargers.

Today, Lavez is thriving in a career he never imagined would be possible. He went from not knowing what was next... to building his future.



2024 HIGHLIGHTS



More than 200 people came together at the Flip the Script Celebration of Transformation on September 20 to celebrate the strength, resilience and courage of individuals who have broken through seemingly insurmountable barriers to turn their lives around and take control of their futures.



Barton Malow and the Carpenters Union Apprenticeship Program transformed a floor at our headquarters, creating a new study space and clothing boutique benefiting A Place of Our Own Clubhouse.



From producing glovebox manuals to becoming a Tier 1 automotive supplier, our team at Goodwill Integrated Solutions had much to celebrate at its 100-year anniversary “day of fun.”



We entered the Madison Heights community with the grand opening of our first retail and donation center in eight years.



We launched our Electric Vehicle Supply Equipment training program, becoming just one of only two Goodwill locations in the U.S. to offer the program.

CELEBRATING 100 YEARS

Supplied services and small products to automotive OEM vehicle manufacturing companies.



1924



Partnered with Detroit Edison (DTE) to salvage materials.

Worked with DTE to repurpose cross arms—which are the horizontal beams attached to utility poles that support electrical conductors.



1950's



Added Department of Defense (industrial sewing) and grew kitting with Ford and GM.

Added DTE Energy consumer kits, removed industrial sewing.



2008

The enterprise now known as Goodwill Integrated Solutions was formed in 1924 not only as a kitting and assembly enterprise, but also as an increasingly essential part of Goodwill's mission, providing training, employment and advancement opportunities for those living with significant employment barriers..

Sixty percent of the workforce at Goodwill Integrated Solutions are participants of Goodwill of Greater Detroit programs who are living with intellectual and developmental disabilities or mental illness.

Since it was founded in 1924, Goodwill Integrated Solutions has been a cornerstone of the metro Detroit community, progressing from producing glovebox manuals for early automobiles to becoming a tier-one automotive supplier, serving automotive manufacturers including GM, Ford and Chrysler (now Stellantis). Today Goodwill Integrated Solutions is expanding into kitting for the clean energy and medical industries while it continues to help its workforce reach their highest potential.

2013



Added more assembly including new electronics sub-assembly business with FCA.

2020



Received Tier 1 recognition from all three major customers. Relocated full business to larger space.

2023



Won new business in consumer goods, health and wellness and medical industries.

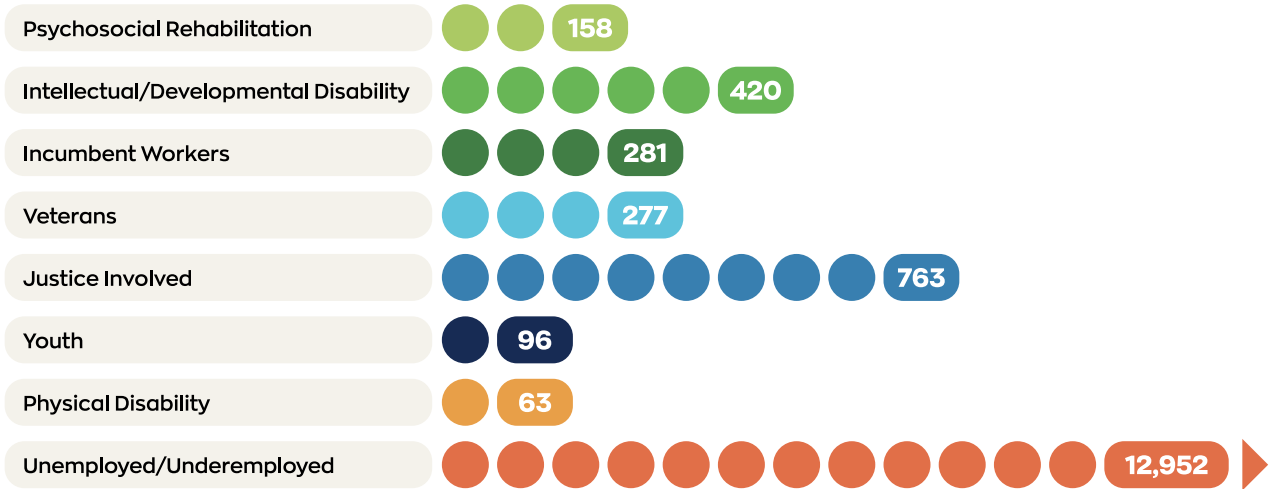
2024



Continued to win with new partners aligned with our mission, while growing diversified revenue streams.

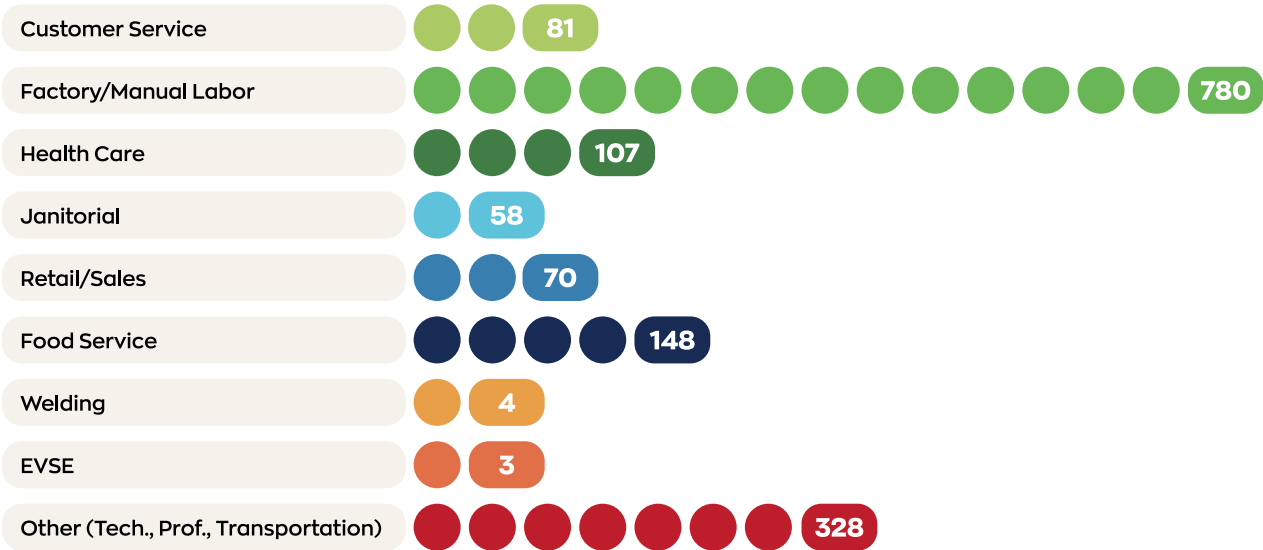
STATISTICS

PERSONS SERVED PROFILE



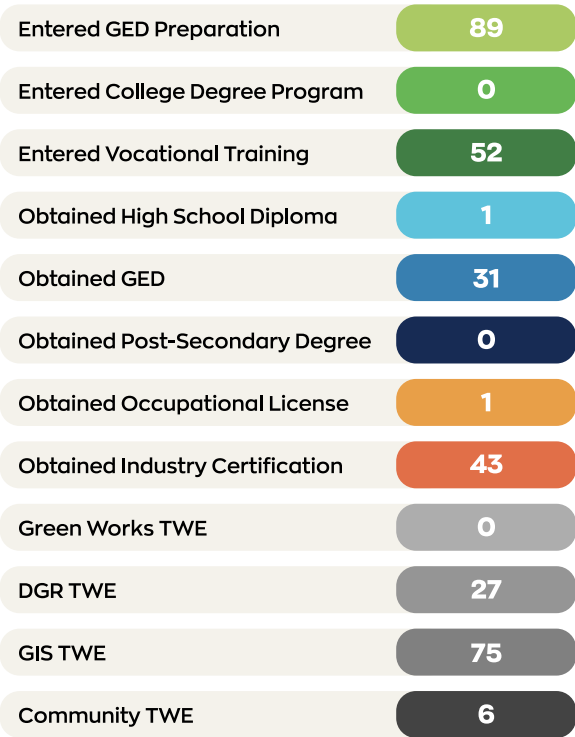
TOTAL 15,010

EMPLOYMENT TYPE



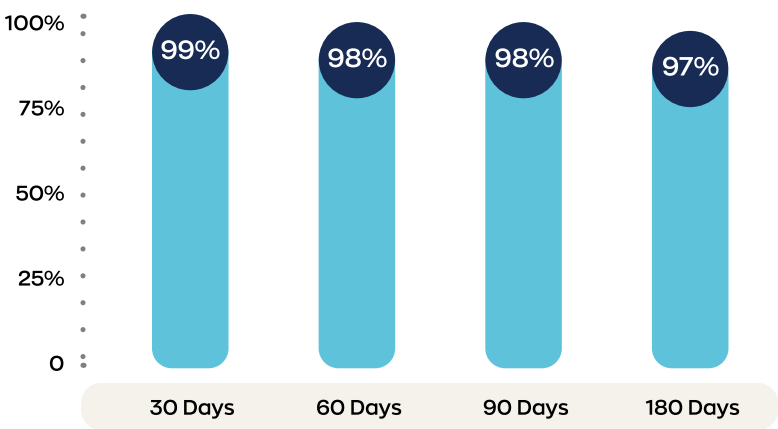
TOTAL 1,579

POSITIVE OUTCOMES OTHER THAN EMPLOYMENT

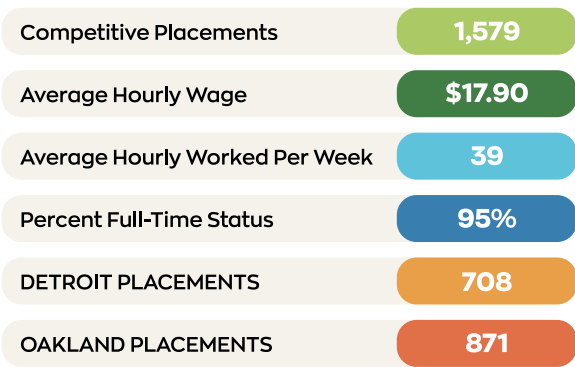


TOTAL 325

EMPLOYMENT RETENTION OUTCOMES

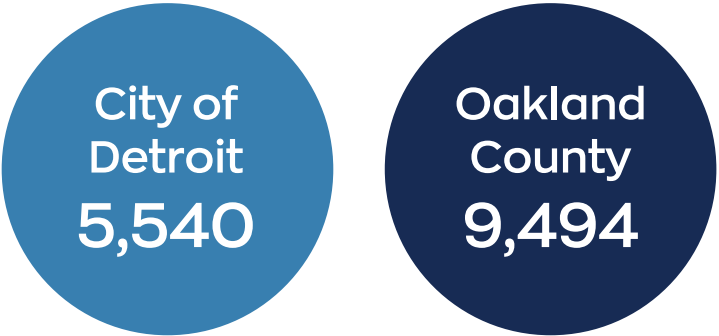


JOB PLACEMENTS



TOTAL 1,579

PERSONS SERVED BY AREA



FINANCIALS

NINETY-TWO CENTS of every dollar spent at our stores supports personal and workforce development programming.

\$50,930,440

Total Revenue and Support

\$21,965,448

Total Public Support

\$53,616,524

Total Costs and Expenses

\$28,964,992

Total Other Revenues

\$49,732,866

Program Services

\$21,192,835

Net Assets at Beginning of Year

\$3,364,437

Management and General

\$18,616,608

Net Assets at the End of Year

\$519,221

Fundraising



Goodwill
of Greater Detroit

Total 2024 Giving:
\$1,261,040

Corporations and Foundations

Adient Foundation
Aetna
Ally Financial
AlphaUSA
Andersen Corporate Foundation
Ari-El Enterprises
The Ballmer Group
Bank of America
Barton Malow
Beta Sigma Phi- Preceptor
Gamma Mu
CN Rail
Comerica Charitable Foundation
Community Foundation for
Southeast Michigan
CVS Health
Dominos
DTE Foundation
Fidelity Charitable
Guardian Alarm Sales
Helen L. Kay Foundation
HOPE Housing and Transportation
Assistance Trust
Impulse Solutions LLC
JPMorgan Chase
Local Initiatives Support
Corporation
Meijer
Mihalich Charitable Foundation
Miller Canfield
National Charity Services
Nicholas Martin Jr. Family
Foundation
Paypal Charitable Giving Fund

PriceWaterhouse Coopers
The Angelo and Margaret DiPonio
Foundation
The Benevity Community
Impact Fund
The Kroger Company
The Northern Trust Company
The Tuktawa Foundation
Thrivent Charitable Impact &
Investing
UHY
United Way for Southeastern
Michigan
United Way of Greater Cincinatti
W.K. Kellogg Foundation
William and Martha Ford Fund

Individual Donors

\$2,000-\$10,000 Donors

Barbara R. Smith
Blair Vesterfelt
Daniel and Ashley Varner
Dennis Curtis
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Felicia Hunter
Frank Agosti
Frank Angileri
Glascoe McKinney
Harold Kassab
Harry Pearce
Jane Bowman
Janet Payne
Jeffrey Mott
John Regalski
Katie Balesky
Marie DeWitt
Patricia Gerwert
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Ryan Hoyle
Talvis Love
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\$500-\$1,999 Donors

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Dave Cataldi
David Grossman
Deirdre Groves
Donald McMechan
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Kevin Griffin
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Lisa Muschong
Mark Maher
Mary Strong
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Richard Bowman
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Ruth Jones
Susan J. Hermann
Terrah Opferman

Terry Wash
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Wendy Richards
William Sanders

\$100-\$499 Donors

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Candice Campbell
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Mary Stone
Mary Weast
Megha Mehta
Melvin Lee
Michael Platzke
Michael Zeller
Mitchell Ross

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Raymond Ebbing
Raymond Janisse
Renate Reimer
Rich Teets
Richard Crowe
Richard Higginbottom
Richard Mangol
Richard Marsack
Robert Rigonan
Robert Riley
Robert Sedler
Roberta Bowens
Romona Sipes
Samantha Cheyette
Shannon Kelley
Sharon Wells
Shirley Krol
Susan Najmowicz
Suzanne Ebbitt
Thomas Ensck
Thomas Rinehart III
Tommie Spiller
Wallace Hopp
Zora Hargrave



\$1-\$99 Donors

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Alan Sheets
Aletha Risker
Alvina Williams
Amy Dunwoody
Amy Kessler
Andrew Cleary
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Anita Wolf
Ann Ford
Annette Miller
Anthony Winters
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Ashley Cooper
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Bonnie Nielsen
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Nataniel Little-Lee

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Robert Kimble
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Rolf Amsler
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Ronald Majka
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Sally Pakala
Sandra Gray
Sarah Green
Sean White
Seth Gooden
Sharon Jack
Sharon Pontius

Simone Garza
Sydney Lorenzo Kellum
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Tina Coleman
Tomalynne Srabian
Tonya Campbell
Tyler Stewart
Vance Blount
Vicky Jackson
Victor Martinez
Victoria Wildly
Vincent Lota
Vinicius Almeida
Virginia Farrug
Virginia Weingate
Viveca Owens
Walter Kwik
Wilberta Johnson
William Edwards
William Ramroth
Willie Phillips
Yin Hing Klisowski
Zenobria Mann



LEADERSHIP

Executives

Daniel S. Varner President & CEO	Michael Kleinheksel Chief Financial Officer	Raul Soto Vice President Human Resources and Organizational Development
Felicia Hunter Chief Mission Officer & Executive Vice President Employment and Training	Mark Maher Vice President Information Technology	Jeffrey Ukrainec Vice President Donated Goods Retail
Gayle Joseph Vice President Communications, Marketing and Government Affairs	Jennifer Merz Vice President Fund Development	Blair Vesterfelt President & CEO Goodwill Integrated Solutions
	Caleb Rutledge President & CEO Goodwill's Green Works	

Board Members

Randal P. Leslie (Chair) Retired, VP Marketing, Distribution & Product Support Johnson Controls	Karl Bell Managing Director GAA New Ventures	Thomas R. Margosian Retired, Director, IT Audit Services Ford Motor Company
Jeffrey C. Huebner (Vice Chair) Managing Member Pointe Capital Management	Laura A. Byars Vice President, Human Performance Blue Cross Blue Shield of Michigan	Lisa A. Muschong V.P. Corporate Secretary & Chief of Staff, DTE Energy
Kevin Zeleji (Treasurer) Senior Director, Field Services Barton Malow Company	Dennis M. Curtis Partner, Risk Assurance PricewaterhouseCoopers (PwC)	Terrah M. Opferman Executive Director, Healthcare JPMorgan Chase
Erica T. Robertson (Secretary) CEO Adventures Publishing House	Chuck Dardas President & COO Alpha USA	Wendy Richards Principal and Resident Director Miller Canfield
Deirdre Groves (Past Chair) Executive Director Challenge Detroit	Amanda (Amy) L. Good Retired, CEO Alternatives for Girls	Ben Smith Principal Summit Commercial
Katie Balesky Partner PricewaterhouseCoopers (PwC)	Ryan M. Hoyle Senior Director GalaxE.Solutions	Daniel S. Varner President and CEO Goodwill of Greater Detroit
Lena A. Barkley Lead Manager, Workforce Initiatives CVS Health	Talvis P. Love Sr. Vice President, Enterprise Architecture & Information Security Baxter International, Inc	

LOCATIONS

Office & Program Sites

Corporate Headquarters 3111 Grand River Avenue Detroit, MI 48208 313.964.3900	North Oakland Career Center - Novi 31186 Beck Road Novi, MI 48377 248.926.1820	North Oakland Career Center - Pontiac 1850 N. Perry Street Pontiac, MI 48340 248.276.1777
Workforce Innovation and Talent Center 3111 Grand River Avenue Detroit, MI 48208	Flip the Script - Wayne County 2777 East Grand Boulevard Detroit, MI 48211 313.557.4848	Detroit at Work Career Center Northwest Activity Center 18100 Meyers Rd, Detroit, MI 48235 313.578.7500
Detroit Career Center 3111 Grand River Avenue Detroit, MI 48208 313.557.8635	Flip the Script - Oakland County 440 N. Telegraph Rd. Pontiac, MI 48341 248.791.3613	
Supports Coordination Services 3111 Grand River Avenue Detroit, MI 48208 313.557.8610	A Place of Our Own Clubhouse 1401 Ash Street Detroit, MI 48208 313.931.0901	

Donated Goods Retail Locations

Canton 41937 Ford Road Canton, MI 48187 734.981.1692	Livonia 12651 Middlebelt Road Livonia, MI 48150 734.245.0115	Ypsilanti 3782 Carpenter Road Ypsilanti, MI 48197 734.272.0667
Commerce Township 3281 Crumb Road Commerce Twp., MI 48390 248.859.5927	Madison Heights 31010 John R Road Madison Heights, MI 48071 248.965.3617	
Dearborn 22451 Michigan Avenue Dearborn, MI 48124 313.288.5927	Woodhaven 20080 West Road Woodhaven, MI 48183 734.301.3902	

