

Goodwill of Delaware & Delaware County

Coastal Zone Permit Hearing



GOODWILL
OF DELAWARE AND DELAWARE COUNTY



Goodwill

More than the Store!™

The mission of Goodwill of Delaware & Delaware County, Inc. is to improve the quality of life for people with barriers to self-sufficiency through the ***Power of Work!***

Vision

- Empower People
- Strengthen Families
- Build Communities
- Protect the Planet



GOODWILL
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Strategic Pillars



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Mission: The mission of Goodwill of Delaware & Delaware County is to improve the quality of life for individuals with barriers to self-sufficiency through the *Power of Work!*

Vision: • Empower People • Strengthen Families • Build Communities • Protect Our Planet

Our PEOPLE



We see the possibilities in our people. Goodwill will be an employer of choice, working to maximize the potential of our team members and ensure connections to growth opportunities and family strengthening resources.

Provide development opportunities to maximize each team members potential.

- Talent Utilization
- Career Development
- Leadership
- Succession Planning

Deliver relevant, effective family strengthening support.

- Personal Connections
- Awareness and Communication

Optimize retention by being an employer of choice.

- Career Paths
- Recognition

Our BUSINESSES



Our businesses drive our mission. Goodwill will operate and grow viable businesses that provide funding to sustain and build upon future initiatives.

Maximize business performance generating funding for mission advancement.

- Financial Health
- Donated Goods
- Contracted Staffing Services
- Emerging Opportunities

Utilize technology to innovate and excel.

- Technology Business Analysis
- Advancing Technology

Our COMMUNITY



We create advocates through the impact of our mission for the people served. Goodwill will identify partnerships that lead to stronger support, greater mission impact, and brand awareness.

Mission impact communication to strengthen the Goodwill brand.

- Internal Ambassadors & External Advocates
- Brand Awareness
- Capital Campaign

Deliver relevant, effective client centered mission programming.

- Client Centered Mission Delivery
- Emerging and Advancing Workforce Trends

Leverage mission and business through partnerships.

- Delaware County Expansion
- Innovative Collaborations that Elevate Mission

Our PLANET



A healthy environment is essential. Goodwill is a leader in sustainability efforts through reuse and recycling. Our focus on People, Planet, and Prosperity is based on the highest recognition in the value of everyone and everything.

Responsible stewardship to maximize our resources and ensure every product reaches its best possible use.

- Advance Sustainable Operations in DGR
- Green Buildings
- Evolution of The Good Planet
- Equipping the Workforce with Green Job Skills
- Educating Ourselves and the Community

DEVELOPED 9.2024



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About Us

Local Direction and Management to Support Needs of Our Community



Business Development Supporting Mission



Over 100 Years in Delaware

15,000+

Services Provided Annually



Annually We Assist 600+ People With Job Placement



Goodwill Employs More Than 1,000 Team Members



Member Organization of Goodwill Industries International



Workforce Development

501(c)(3) Non-Profit Organization



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Workforce Development Services

Goodwill Connect - Opportunity Accelerator

Re-entry Programs

- Work a Day, Earn a Pay (WADEAP)
- First Step Act (PA Association of Goodwills)

Employment Services

- Job Resource Centers (New Castle, Kent, Sussex, and Delaware Counties)
- Senior Community Service and Employment Program (for older adults 50+)

Training Programs

- Grow with Google – Digital Career Accelerator
- Direct Support Professional (DSP) Academy

Support Services

- Case Management
- Financial Coaching – Stand by Me
- Career Connections – Goodwill's Job Search Platform

Disability Services

- Community Integrated Employment (DVR)(adult)
- Supported Employment (DVR and DDDS) (adult)
- GoodWorks (DVR) (Youth)
- Project SEARCH (DVR) (Youth)



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Our Reach



Areas We Serve

New Castle County, DE	2 Attended Donation Centers 7 Retail Stores 1 Outlet Store 1 Recycling Center 1 Job Resource Center
Kent County, DE	4 Retail Stores 1 Job Resource Center
Sussex County, DE	2 Retail Stores 1 Job Resource Center
Delaware County, PA	2 Attended Donation Centers 4 Retail Stores + 1 Opening in Aston, PA (May 2025) 1 Job Resource Center



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Donation Stewardship

585,000+

Estimated donors in 2024

24,500,000+ lbs.

12,000+ tons

Estimated donation weight
diverted from landfill in 2024



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As responsible stewards of the donated items and funds entrusted to use for the advancement of our nonprofit mission, and as protectors of our planet, Goodwill endeavors to make the most of every item we receive as we work towards our goal of zero waste.

Donations are prioritized for *reuse* through our retail stores, e-commerce, and outlet store. If donations are not sellable or not purchased through these channels, we continue to maximize the life of the goods through reuse or recycling from our aftermarket partners. These efforts contribute to our diversion of waste from landfills.



Toys



Shoes



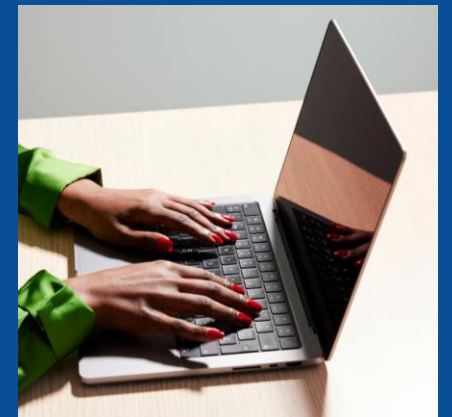
Plastic Film



Cardboard

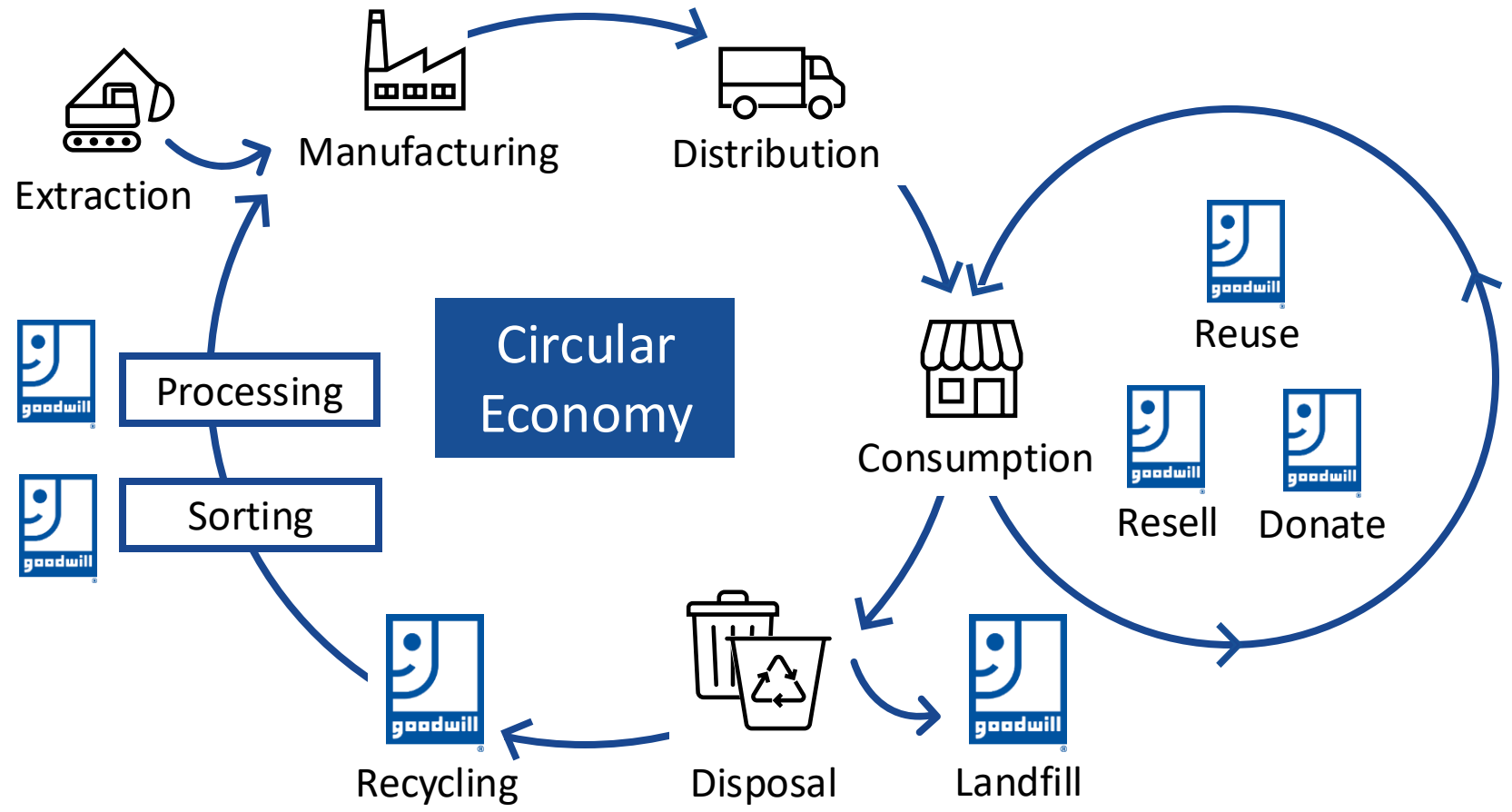


Textiles



Electronics

Donation Stewardship



At Goodwill, we strive to maximize the use of our donations. To do so, we follow a hierarchy of sustainable material management: reuse, recycle, downcycle, and as a last resort, landfill.

Taking these measures, to handle materials with the environment and people in mind, contributes to our participation in a more circular economy.

Glass & Ceramic Repurposing

Not every donation material we receive can be recycled or reused, if not purchased or saleable. This includes glass and ceramic donations which may be chipped, broken, or incomplete sets.

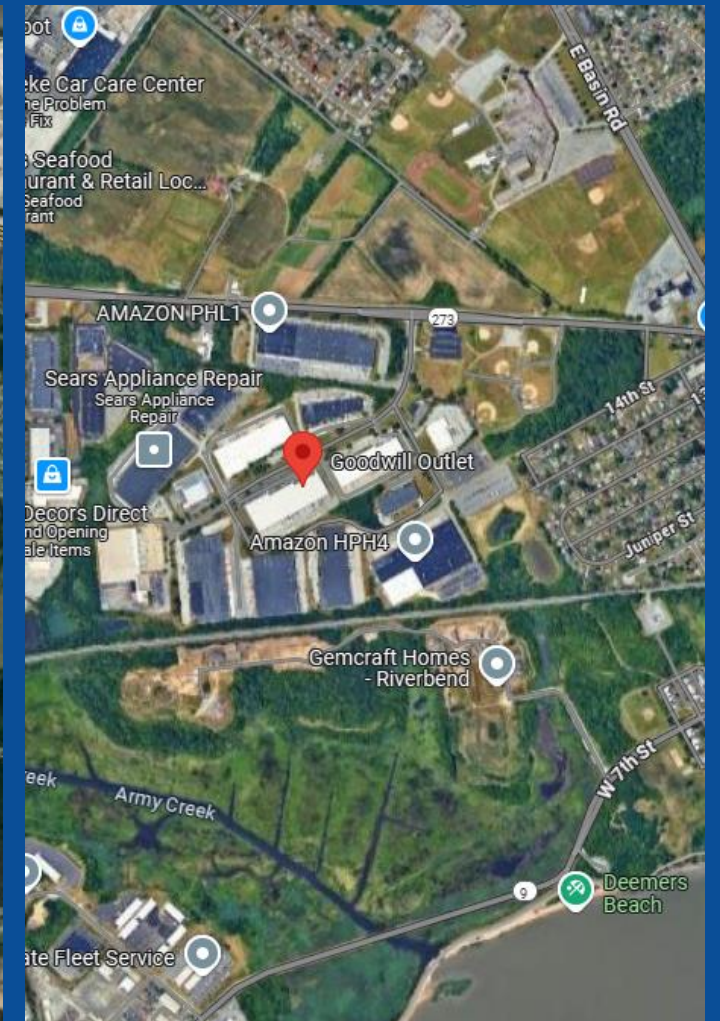
Through a generous grant awarded by the Truist Charitable Fund, we have purchased a pulverizer that will turn glass and ceramic into sand.



Picture from The Delaware Business Times ([article link](#))



Location of the Goodwill Recycling Center and Outlet, 400 Centerpoint Blvd, New Castle, DE 19720



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Outside the Goodwill Recycling Center and Outlet



Outlet store



"Sandy" the pulverizer located in the Recycling Center



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Glass & Ceramic Repurposing

400,000 lbs.

Estimated annual projection of
diverted glass and ceramic from
the use of the pulverizer



Glass-only sand



Glass and ceramic sand



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Glass & Ceramic Repurposing

To ensure recycled glass and ceramic meets environmental and market standards, we are working with the following organizations to test and assess our sand.

- Brownfield Science & Technology Inc.
- Turf & Soil Diagnostics
- Eurofins Environment Testing
- Pace Analytical Services
- Phase Separation Science



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Thank You



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