

Fact Sheet

Mission

Goodwill of Western and Northern Connecticut serves people with disabilities, economic disadvantages and other barriers to employment. Our mission is to help people achieve independence and self-sufficiency through job training and employment related supportive services.

Populations Served

Goodwill programs assist people from all walks of life and of all ages. Programs and services assist people with finding employment, or in some instances attaining their highest level independence. Some of the barriers our clients may include:

- Mental and/or physical disabilities
- Language barriers
- Educational barriers
- Job loss due to layoff or company closing
- Lack of work experience

Number of People Served

In 2016, Goodwill helped over 25,273 Connecticut residents with their goal to achieve increased independence. 2,312 were helped with finding competitive employment.

Geographic Area

Goodwill of Western and Northern Connecticut serves six counties and 103 towns in the State of Connecticut. Goodwill headquarters is in the City of Bridgeport.

Fairfield County

Bethel, Bridgeport, Brookfield, Danbury, Darien, Easton, Fairfield, Greenwich, Monroe, New Canaan, New Fairfield, Newtown, Norwalk, Redding, Ridgefield, Shelton, Sherman, Stamford, Stratford, Trumbull, Weston, Westport, Wilton

Hartford County

Avon, Bloomfield, Bristol, Burlington, Canton, East Granby, East Hartford, East Windsor, Enfield, Farmington, Glastonbury, Granby, Hartford, Manchester, Newington, Simsbury, South Windsor, Suffield, West Hartford, Wethersfield, Windsor, Windsor Locks

Litchfield County

Barkhamsted, Bethlehem, Bridgewater, Canaan, Colebrook, Cornwall, Goshen, Harwinton Kent, Litchfield, Morris, New Hartford, New Milford, Norfolk, North Canaan, Plymouth, Roxbury, Salisbury, Sharon, Thomaston, Torrington, Warren, Washington, Waterford, Winchester, Woodbury

New Haven County

Ansonia, Beacon Falls, Derby, Middlebury, Milford, Naugatuck, Oxford, Seymour, Southbury, Waterbury

Tolland County

Andover, Bolton, Coventry, Ellington, Mansfield, Somers, Stafford, Tolland, Union, Vernon Willington

Windham County

Ashford, Brooklyn, Chaplin, Eastford, Hampton, Killingly, Pomfret, Putnam, Thompson, Woodstock

Affiliations

Goodwill Industries International - Goodwill of Western and Northern Connecticut is one of 162 Goodwill member organizations worldwide. Goodwill's members operate under the umbrella of a common mission. However, each Goodwill functions as an independent organization with its own distinct programs, services, and locally elected board of directors. Goodwill Industries International (GII) links these members together to help ensure quality standards, shared leadership and a fluid exchange of ideas throughout the Goodwill movement.

CARF - Goodwill of Western and Northern Connecticut received a three-year accreditation from an international accrediting commission, CARF, for its community and employment services in January 2015. This outcome represents the highest level of accreditation that an organization can receive. CARF is an internationally recognized accreditation authority. CARF

establishes consumer-focused standards to help organizations measure and improve the quality of their programs and services.

Goodwill Programs

Mission Programs are designed to provide participants with the support and services needed to attain their highest level of independence. From daily intensive skills training to job coaching, people with disabilities and other barriers to employment receive valuable training and employment services that help them to turn their lives around and become contributing members of their community.

Retail Operations are the most recognized portion of Goodwill's business. Through the collection and sale of donated clothing and other household items, Goodwill stores generate revenue to help support our mission of assisting people in achieving independence and self-sufficiency.

Career Centers offer free services and support to the public in assisting them with reaching their career goals. Whether unemployed, underemployed or just unhappy in their current position, career centers provide people the tools and skills needed to find and attain employment. Services include resume and cover letter writing, interview preparation, networking assistance and an array of career-related workshops.

History of Goodwill Movement

Goodwill was founded in 1902 in Boston by Rev. Edgar J. Helms, a Methodist minister, and early social innovator. Helms collected used household goods and clothing in wealthier areas of the city, then trained and hired those who were poor to mend and repair the used goods. The goods were then resold or were given to the people who repaired them. The system worked, and the Goodwill philosophy of "a hand up, not a handout" was born.

Dr. Helms' vision set an early course for what today has become an international nonprofit organization. Helms described Goodwill Industries as an "industrial program as well as a social service enterprise...a provider of employment, training, and rehabilitation for people of limited employability, and a source of temporary assistance for individuals whose resources were depleted."

Even with a laudable history and record of accomplishment, Goodwill will not be satisfied when so many people still need our services. Goodwill aims to improve the economic self-sufficiency of 20 million people and their families by 2020. Times have changed, but Helms' vision remains

constant. “We have courage and are unafraid. With the prayerful cooperation of millions of our bag contributors and of our workers, we will press on till the curse of poverty and exploitation is banished from mankind.”

Goodwill of Western and Northern Connecticut History

Goodwill has served Connecticut since 1950. Our original territory allowed us to deliver services to communities in Western Connecticut and grew in 2003 when we gained the right to develop and operate retail stores and donation stations in the greater Hartford area. Then in 2009, we expanded our human services territory to include the entire northern area of Connecticut. In January of 2012, Goodwill of Western Connecticut officially became Goodwill of Western and Northern Connecticut to reflect better the geographic areas served throughout the state of Connecticut.

Goodwill operates attended donation stations where people may drop off their gently used clothing and household items. Once donated, items are sorted and sold in one of our retail stores. Revenue earned from the sale of donated items help support Goodwill’s many employment programs and services intended to improve the communities we serve by putting people to work.