

Welcome back, everyone!



It's hard to believe that more than two years ago the GGW leadership team sat in the board room at our beautiful new offices and made the difficult decision to tell everyone to go home because of a strange new virus that was circling the globe.

It's astounding to reflect on all that has happened since that day.

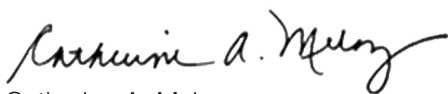
However, I find it to be incredible when you consider in that time we never shut down our contract operations, and while we had to temporarily close our retail stores, we reopened them just three months later. Throughout the pandemic, we also never stopped growing. We are about to open another new retail store; our second adult charter school; we've completely reorganized our operations, and we never stopped serving our community or fulfilling our mission.

Your achievements are significant. As is your commitment to our Goodwill and the people we serve.

Every one of you has played a key role in keeping our organization humming during a perfect storm. Some may call it luck. I just call it the result of a great team working collaboratively with a shared vision and purpose.

So while returning to the office may seem like a simple task, it is far more than that. It is an enormous milestone. I'm grateful to all of you for your dedication, and humbled by your passion. I hope we never have to go through anything like this pandemic again; but if we do, I will have great confidence that together we will weather the storm once more and come out stronger.

God bless you, and welcome back!

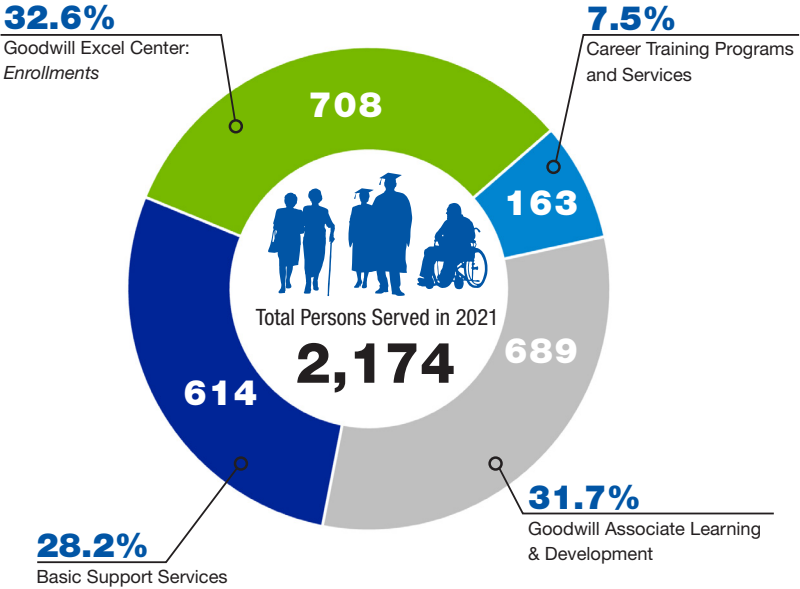
A handwritten signature in black ink that reads 'Catherine A. Meloy'.

Catherine A. Meloy
President & CEO



2021 Year-End Impact Report

Number of Persons Reached/Served



Graduated **87** people from our workforce training programs and placed **43** into employment at an average hourly salary of **\$17.45**.



Enrolled **424** District residents at the Goodwill Excel Center to earn their high school diplomas, with **59** graduates in 2021.



Provided meaningful employment opportunities to **936** Retail & Contract associates hired in 2021.

2021 Year-End Impact Report

continued

Demographics

CAREER TRAINING PROGRAMS & SERVICES



GENDER

67% Female, **33%** Male

RACE

81% African American,
11% Hispanic, **3.5%** White,
3.5% Other, **1%** Asian

DISABILITY 10% Workforce Development students have a disclosed disability

Job Retention & Placement

92% of the people we served were either unemployed or under employed

86% employer satisfaction

95% student satisfaction

97% job retention (3 months)

78% job retention (6 months)

90 total placements

\$17.45 avg. hourly wage

247 credentials earned

To view Goodwill's most recent financial reports, scan here





2021 Year-End Impact Report

continued

Key 2021 Programs & Initiatives

THE RISE ACADEMY

Piloted The RISE Academy training program to increase career growth and promotion opportunities for members of our Goodwill retail and contracts team. In 2022, the program will expand to all stores and continue building a strong management pipeline.

ENERGY & CONSTRUCTION TRAINING PROGRAM

Graduated 27 people from our new Energy and Construction Career Training Program in partnership with Washington Gas, equipping people with hands-on training and skills for careers in this high-demand sector.

LAPTOP LOANER PROGRAM

Technology – whether high-speed internet or laptops – should not be the barrier standing between our students and career training to build a better life. We ensure students can access the technology needed to complete class assignments and apply online for jobs after graduation.

WHARF GRANT

Through a new partnership with our employer-partners at The Wharf, we are training people with the skills to help our local economy – specifically the hospitality industry – rebuild during the pandemic.

SUSTAINABILITY INITIATIVES

Kept 34 million pounds of waste out of landfills in 2021. Opened the new 55,000-square-foot Goodwill Sustainability Center that increased our ability to process, re-purpose and recycle donated goods to support our mission.

DIVERSITY, EQUITY & INCLUSION

We work to support marginalized people in our communities and commit to the goal of creating an anti-racist culture within our Goodwill. We believe the diversity of individuals must be celebrated and believe that our core values of Respect, Integrity, Service, and Excellence (RISE) are achievable when we intentionally champion diversity, equity, and inclusion into our workplace and mission services. We will continue to work together to create an environment that models equity and inclusion, while being diverse in color, ethnicity, background, religious beliefs, gender orientation, and identity.

LYFT PARTNERSHIP

Continued our partnership with Lyft to provide 387 Lyft codes that helped more than 50 students, graduates and associates get to job interviews and work during their first few weeks on the job.

Now You Know



Our Now You Know campaign is designed to help educate and inform our community about how support for Goodwill impacts all of us.

Each video is presented through a different lens...a Goodwill program participant, a graduate, trainer, employee, Excel Center student or employer.

Scan the QR code below to view all videos and learn more about our Goodwill family.





Welcome Back

Your Team

Office of the President

Board of Directors

President & CEO Chief Mission Officer

Catherine Meloy

Office of the President

Board Liaison and Executive Assistant

Elizabeth Rienzo

Chief People & Culture Officer

Judy Adams

Chief Integration Officer

Colleen Paletta

Chief of Expansion

Jeff Cole

General Counsel

Josh Wallish

Chief of Collaboration, Communication & Marketing

Brendan Hurley

Chief Community Impact Officer

Janece
Smoot-Kleban

Chief Financial Officer

Rosa Proctor



People and Culture

Chief People & Culture Officer

Judy Adams





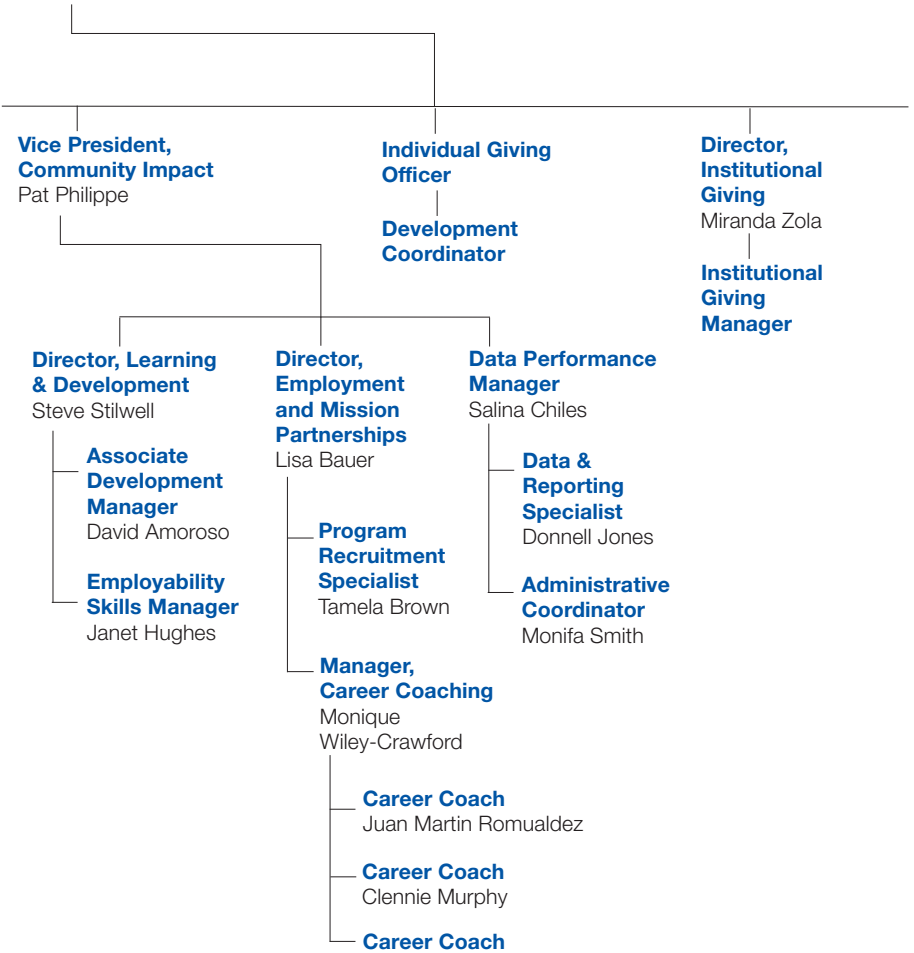
Welcome Back

Your Team

Community Impact

Chief of Community Impact

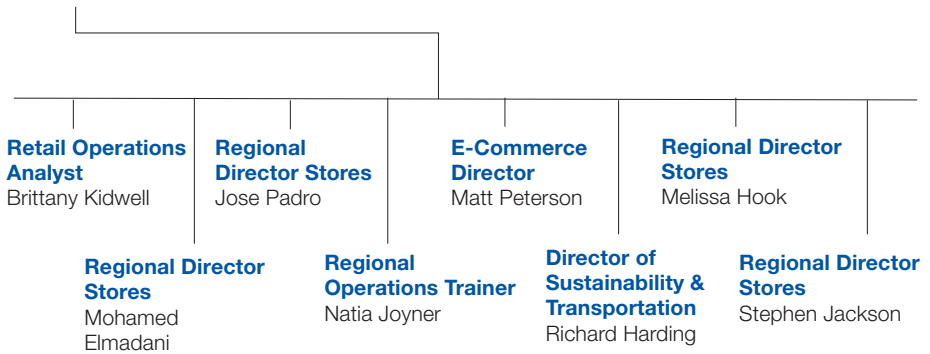
Janece Smoot-Kleban



Retail

Vice President, Donated Goods Retail

Dawn Holland



Retail Operations Analyst

Brittany Kidwell

Regional Director Stores

Jose Padro

E-Commerce Director

Matt Peterson

Regional Director Stores

Melissa Hook

Regional Director Stores

Mohamed Elmadani

Regional Operations Trainer

Natia Joyner

Director of Sustainability & Transportation

Richard Harding

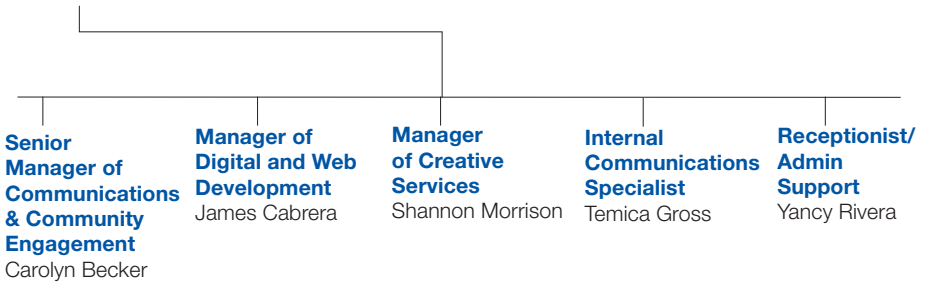
Regional Director Stores

Stephen Jackson

Marketing & Communications

Chief of Collaboration, Communication, and Marketing

Brendan Hurley



Senior Manager of Communications & Community Engagement

Carolyn Becker

Manager of Digital and Web Development

James Cabrera

Manager of Creative Services

Shannon Morrison

Internal Communications Specialist

Temica Gross

Receptionist/Admin Support

Yancy Rivera



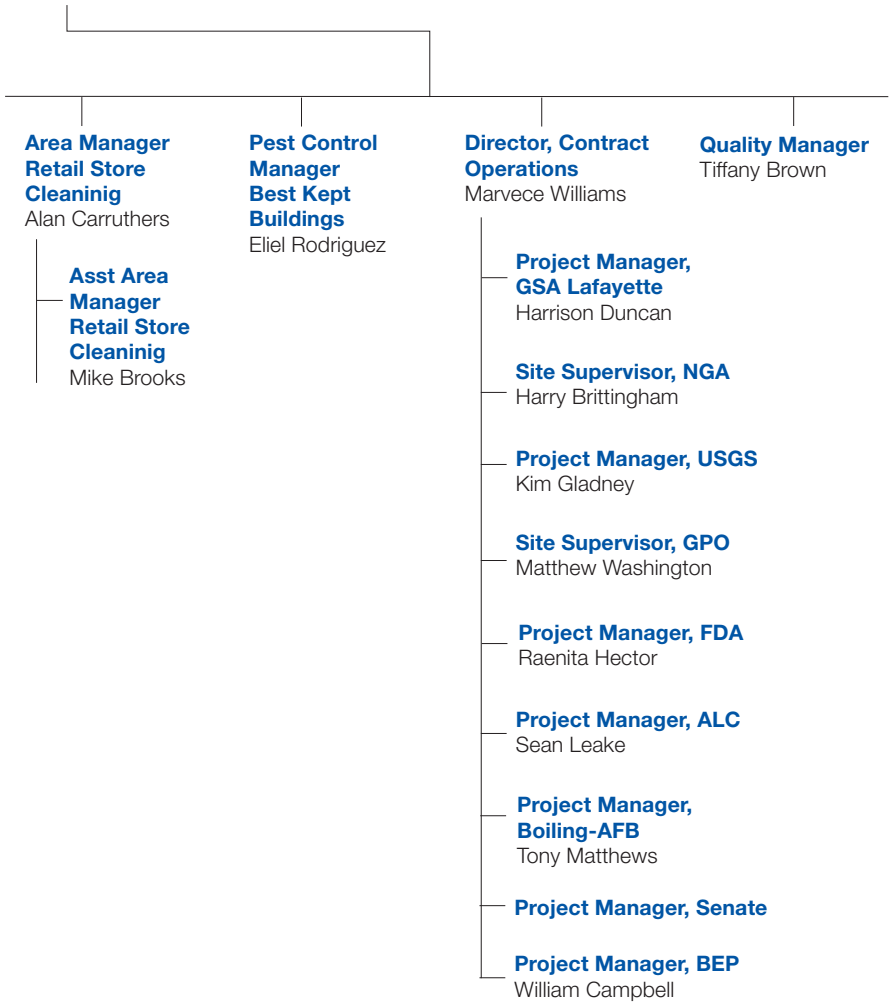
Welcome Back

Your Team

Federal and Commercial Contract Operations

VP Federal and Commercial Contract Operations

Joel Pagliarello

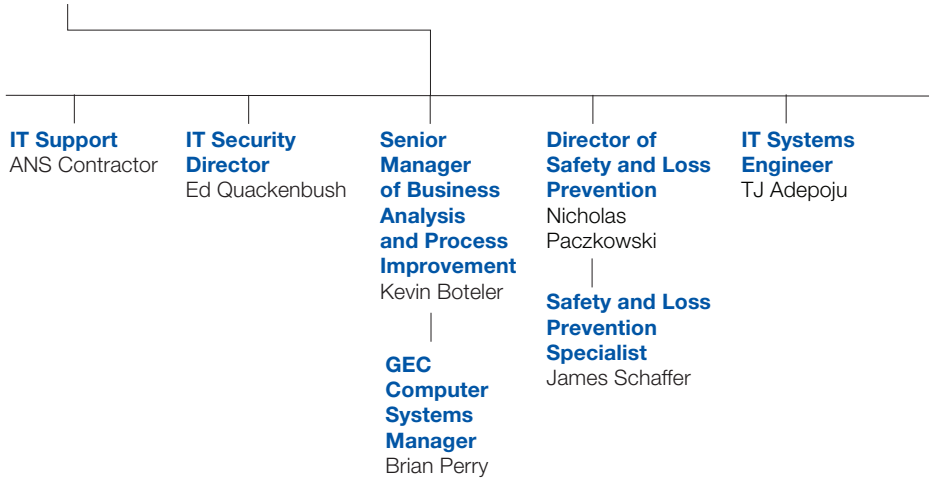




Technology & Infrastructure

Vice President, Technology & Infrastructure

Steven Gelfound



CIO

Chief Integration Officer

Colleen Paletta





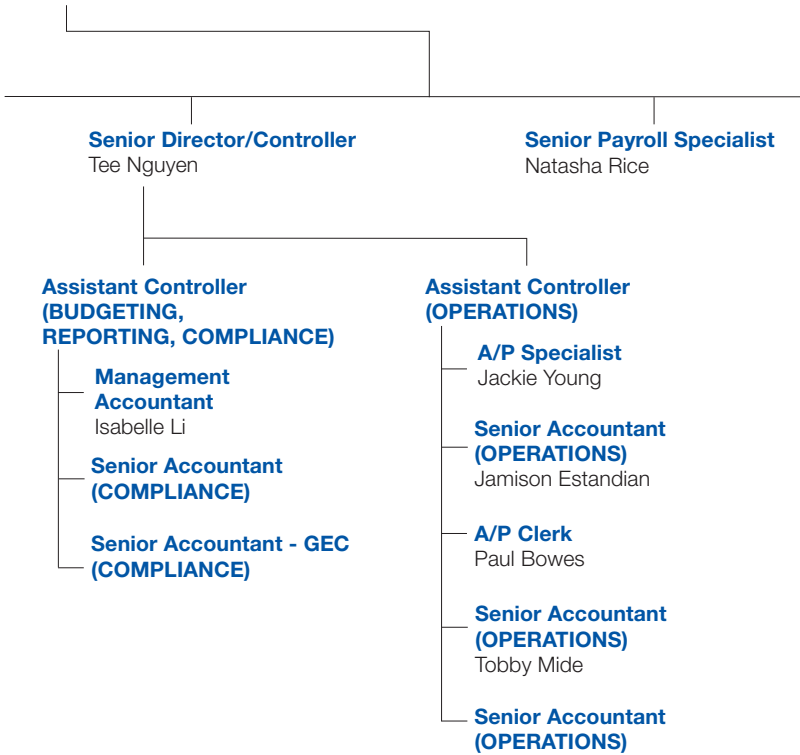
Welcome Back

Your Team

Finance

Chief Financial Officer

Rosa Proctor





Expansion

Chief of Expansion

Jeff Cole

Senior Director of Property and Project Management

Juanique Harris

Maintenance Supervisor

Mehrzhad Rahmat

Lead Maintenance Technician
Dillon Herrera

Lead Maintenance Technician

Maintenance Technician
Fauntroy "Joe" Holley

Maintenance Technician
Benjamin "BJ" Scutt

Assistant Property Manager

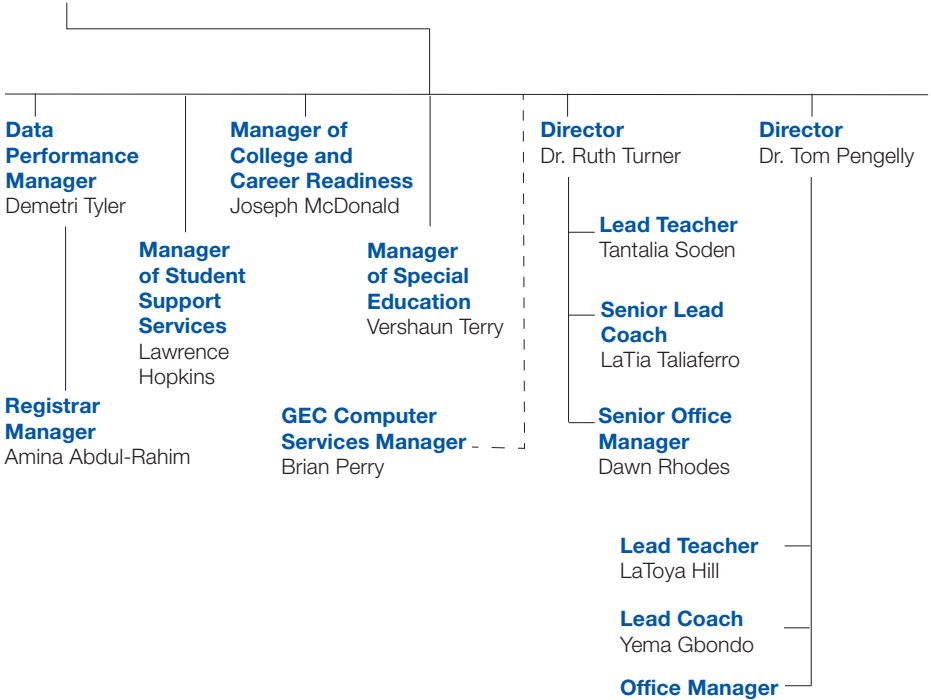
Adio Yusuf

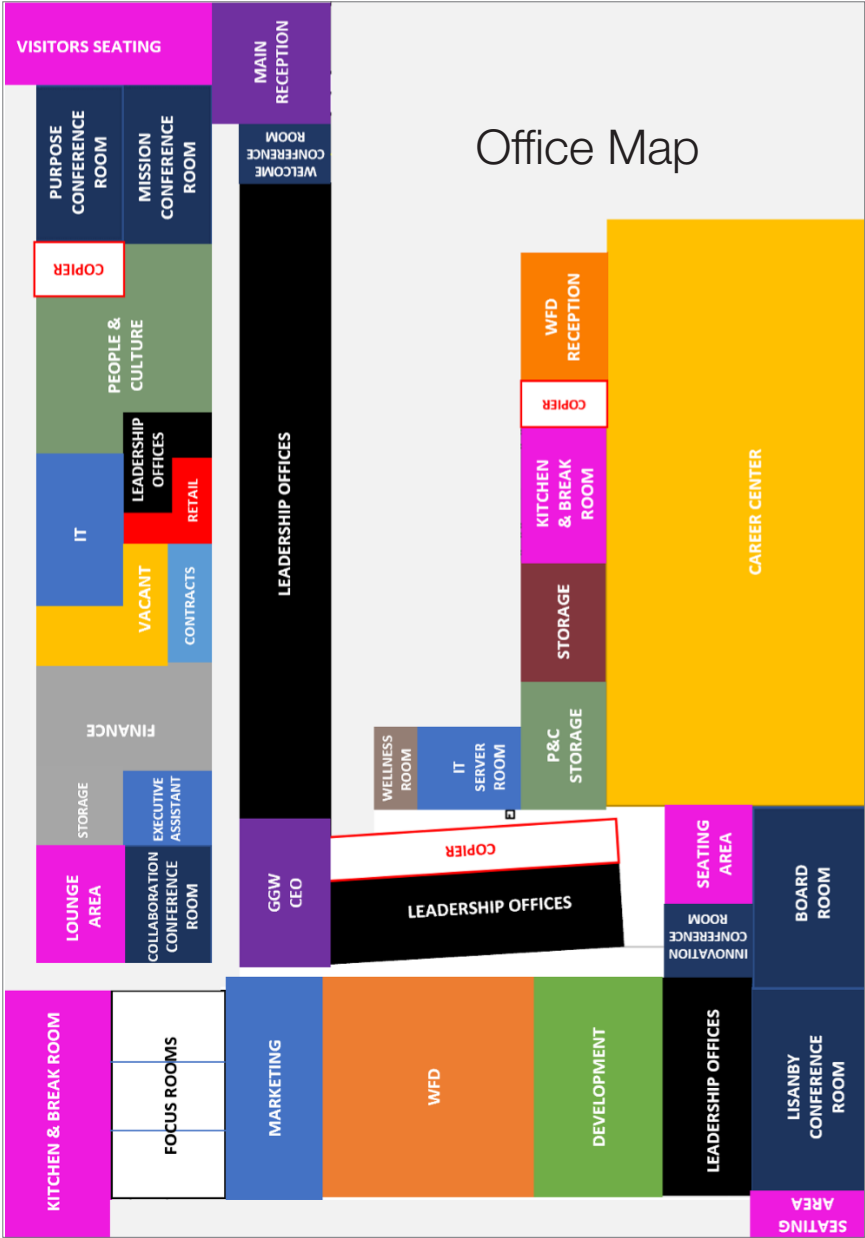


Goodwill Excel Center

Executive Director

Dr. Chelsea Kirk







Scheduling Meeting Rooms in Outlook

To schedule a room for a new meeting:

From the Outlook calendar

1. Click on the **New Meeting** button to create a meeting just as you would with any meeting request.
2. Tap or click on the Rooms button to the far right on the Location line. The list of rooms available for scheduling (listed in the table above) will appear.
3. Double click on the room you want to reserve and click OK. The room will be added to the **Location** and **To:** fields.
4. Add additional participants and other meeting details just like you would any other meeting. (Note that it is not necessary to add other participants if you just want to reserve the space without sending meeting notices to others)
5. If you click on **Scheduling Assistant**, you can view whether the room and your meeting participants are available at the desired time.
6. Click or tap **Send**.
7. If the room is free, you will immediately receive an accepted response. If the room is already booked, you will get a declined response with the name of the conflicting meeting and the user has it reserved.

From the Scheduling Assistant

1. Create a meeting just as you would with any meeting request.
2. Tap or click on **Scheduling Assistant** in the top menu bar.
3. In the **Scheduling Assistant** window, tap or click the **Add Rooms** button on the bottom left of the screen.
4. Double click the room name and click OK.
5. You will see the room's availability on the tabular display just like you would see the availability of a colleague.
6. **Select** the meeting time so there is not a conflict.
7. If necessary, add additional attendees.
8. Click **Send**.

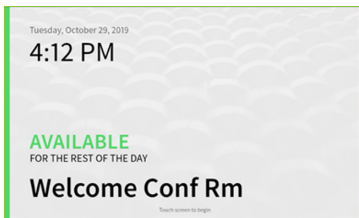
To schedule a room for an existing meeting:

1. Open the existing meeting from your calendar
2. Add the room as detailed in the steps above
3. Click "Send update"

Using the Crestron Room Schedulers

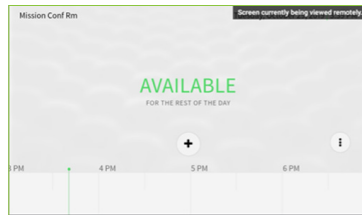
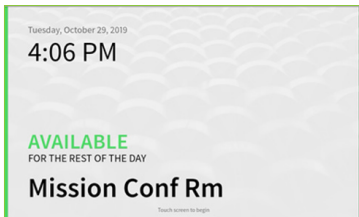
Viewing existing reservations:

1. If the Crestron panel is asleep (blank), tap it to awaken.
2. The Crestron panel will show if the room is currently reserved and the next reservation for that day.

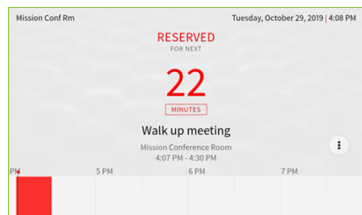
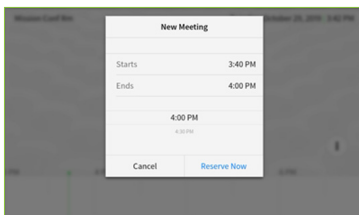


Make a walk-up reservation:

1. Touch the Crestron screen
2. Touch the + on the screen to add a walk-up meeting



3. The end time of the walkup meeting will automatically be set to the closest half-hour. To set a different end time, use your finger to scroll through the list of end times (every half hour from the present to the beginning of the next meeting that day, or the end of the day), then tap the desired time. Make sure the time displayed in the End: time is updated to reflect the selected time.
4. Tap "Reserve Now." The display will be updated to reflect the walkup meeting reservation and its end time.



Reserving Uline's Rooftop & 3rd Floor Conference Room Space



Interested in reserving the rooftop or 3rd floor conference room for a meeting or team event? Simply, follow the steps outlined below to get started.

Email the following information to Elizabeth.Rienzo@dcbgoodwill.org.

- Point of contact information name and phone number
- Date
- Time (ex: 3pm – 5pm)
- Number of guests
- Will there be catering?
- Purpose of the reservation

Please allow ample notice to ensure the space is available and to minimize scheduling conflicts.

Do Good For the Planet & Be Green

5 Tips to Stay Sustainable at the Office

1. Save paper and be conscious of your printing practices.

Before printing documents, ask yourself, “Can this be sent via email instead?” “What’s the purpose of printing out this document versus distributing it digitally?” If you have to print a document, consider using double-sided printing. If that’s also not an option for your material, print what you must and reuse the sheet of paper by writing on the blank side if you can.

2. Use the correct waste bins in the kitchen.

Stop before you toss! Double-check the symbols on the receptacles in the kitchen to ensure you’re using the correct ones. One is labeled for trash, and one is for recyclables, including clean plastic containers, cans, and bottles. Learn about what is not recyclable at right - some of the items will surprise you!

3. Give your electronics a break!

Save with standby. Turn computers and electronic devices entirely off instead of setting them in standby mode when they’re not in use. Believe it or not, standby mode and screen savers still use a lot of energy. Similarly, turn off all lights in rooms when not in use.

4. Need to get somewhere?

Take the stairs!

It can take a lot of energy to travel back and forth between floors using an elevator. Thus, stairs are a great alternative since taking them is a healthier option because of their aerobic benefits. Goodwill’s office is only a few flights too!

5. Think before you act.

Have you ever seen the reminders at the bottom of emails asking you to consider printing documents? These alerts are good practice for all work habits, such as using reusable containers and utensils. Think about the things you do and opt for more sustainable alternatives.

Recycle and remember...

These items are not recyclable:

Styrofoam

Peanuts (foam packaging)

Plastic Bags and Plastic Wraps

Plastic bags, wraps, and film of any color, size or shape:

Retail/Grocery Plastic Shopping Bags, Produce Bags, Zip Close Food Storage Bags, Bread/Bakery Bags, Crinkle Bags (e.g. snacks, pasta), Dry Cleaning Bags, Case Wrap and Film (e.g. beverage cases), Newspaper Bags, Air Pillows and Bubble Wrap





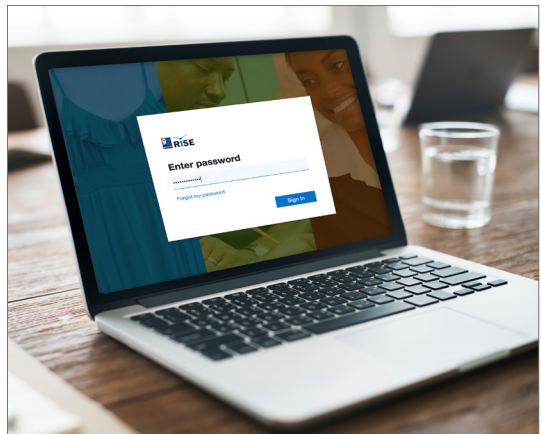
Cyber Security Tips for HQ Team Members

It is more important than ever for us to highlight security policy reminders as we return to HQ.

Personal Computers and Mobile Phones

As we have all been working from home potentially using personal computers and mobile phones to access GGW systems, we need to:

- Ensure that you log out of all GGW email and computer applications on home devices
- Delete any company data or software downloaded or no longer needed on your personal home devices. If unsure on what or how, please contact your manager or helpdesk@dcgoodwill.org



Password Changes

You may be logging into devices or applications that you have not been using in a while

- Do not reuse passwords - ensure that every account that you log into has a different password
- Use a strong password or a passphrase with at least 12 characters (current advice is to pick three entirely random words and combine them to have a strong but memorable password)
- Do not write down passwords on sticky notes and attach them to monitors or keyboards
- Use Multi Factor Authentication (MFA) wherever possible

Beware of Phishing Scams

Phishing remains the number one cyber security risk to our Goodwill

- Never send user account ID's or passwords over email or text messages



Cyber Security Tips for HQ Team Members

Continued

- Think twice before reacting to an email that tries to create a sense of urgency
- Never click attachments in unexpected emails before verifying the email with the sender
- Avoid following links in emails that you didn't expect to receive
- Do not insert any recently found or unidentified flash drives into any Goodwill computer

Data Protection:

Maintain your clean desk and work area

- Ensure that you lock your computer screen whenever you leave your desk
- Do not leave any sensitive paper documents on your desks in public view
- Remove all your print jobs and cover sheets from the various printing areas

Access Controls:

Avoid unauthorized access to our facilities

- Please don't share your office door badge with anyone – even colleagues
- If your badge is lost or not working properly, please contact Ed Quackenbush or Robert Chambers to get it replaced
- Watch out for people that you don't know following you into our offices when swipe-card accessing our office doors
- Never leave your badges on desks or in other places where they can be picked up by someone else

IT Support Requests

When you have IT related questions or need technical support:

Submit an email request directly to helpdesk@dcbgoodwill.org with a detailed description of your support question or needs so that we can prioritize, manage, and track, your request.



Parking Information

Below is a list of available parking garages / lots in the NoMa area.

Parking Address	Open to the public	Hours Operation	Charge by hour	Daily Charge	Monthly Payments
1 N St NW, 20002	Yes	Mon-Sun 24 Hours	5:30am-9am \$8	Daily Max \$15	\$190
10 G St. NE	Yes	Mon - Fri 7:00am - 7:00pm	Enter after 8:30 am	Exit before 7:00 pm \$20.75	\$245
100 Florida Ave NE	Yes	Mon-Sun 5:00am-11pm	Early Bird in by 7:00 am \$13	Daily Max \$16	\$190- \$380
1036 N Capital NW	Yes	Mon - Fri 5:30am - 7:00pm	Enter after 8:30 am	Exit before 7:00 pm \$9.75	
11 K St. NE - 999 North Capitol St. NE	Yes	Mon - Fri 7:00am - 7:00pm	Enter after 8:30 am	Exit before 7:00 pm \$15.75	
1100 13th St NW, 20005	Yes	Mon-Fri 7:00am- 4:00pm		Daily Max \$17	\$250- \$480
1140 3rd St NE, 20002	Yes	Mon-Wed 6:00 am-10:00 pm Thu-Sat 6:00 am-12:00 am Sun 6:00 am-10:00 pm		\$12	\$210- \$420
131 M St NE Parking		Mon-Fri 6:00am-7pm		\$13	\$175- \$350
1496 Okie St NE, 20002	Yes	Mon-Fri 6:00 am-11:00 pm Sat-Sun 8:00 am-8:00 pm	2 Hours Free	Daily Max \$7	\$150- \$250
15 K St. NE	Yes	This facility is open 24/7.	Enter after 8:30 am	Exit before 7:00 pm \$10.75	\$200
25 Massachusetts Ave. NW	Yes	Mon - Fri 6:00am - 8:00pm	Enter after 8:30 am	Exit before 11:30 am \$11.75	
300 Massachusetts Ave. NW		Mon - Fri 7:00am - 9:00pm	Enter after 8:30 am	Exit before 9:00 pm \$ 20.75	
301 Florida Ave. NE	Yes	This facility is open 24/7.	Enter after 8:30 am	Exit before 8:30 pm \$ 12.75	
60 Temple Court NW (33 K St. NW)	Yes	Mon - Fri 5:30am - 7:00pm	Enter after 8:30 am	Exit before 7:00 pm \$ 9.75	
61 Patterson St NE (30 M St NE) -	Yes	Mon - Fri 5:30am - 7:00pm	Enter after 8:30 am	Exit before 7:00 PM \$10	
64 O St. NE and 28 P St. NE.	Yes	Mon - Fri 5:30am - 10:00pm		\$12	
66 New York Ave NE	Yes	This facility is open 24/7.		\$8.75	\$120

Parking Information

Continued

Parking Address	Open to the public	Hours Operation	Charge by hour	Daily Charge	Monthly Payments
660 North Capitol St. NW	Yes	Mon - Fri 6:00am - 9:00pm	Enter after 8:30 am	Exit before 9:00 pm \$17.70	
750 1st St. NE	Yes	Mon - Fri 7:00am - 7:00pm	Enter after 8:30 am	Exit before 7:00 pm \$20.75	\$245
751 2nd St. NE	Yes	Mon - Sat 7:00am - 7:00pm			\$275
76 L St. NE (1100 1st St. NE) -	Yes	Mon - Fri 6:00am - 2:00pm	Enter after 8:30 am	Exit before 2:00 pm \$11.75	
77 K St NE , 20002	Yes	Mon-Fri 5:30am-7pm	Early Bird in by 7:00am \$12	Daily Max \$18	\$221- \$432
77 P St NE.	Yes	Mon - Sun 6:00am - 4:00pm	Enter after 8:30 am	Exit before 11:30 am \$9.50	
819 6th St. NE (600 H St. NE)	Yes	This facility is open 24/7			\$265
820 1st St. NW (99 H St. NW) - Walmart	Yes	Mon - Sun 6:00am - 12:00am	Enter after 8:30 am	Exit before 11:30 am \$8.75	\$200
89 L St. NE (1050 1st St. NE)	Yes	Mon - Fri 7:00am - 3:00pm	Enter after 8:30 am	Exit before 3:00 pm \$11.75	
899 N Capitol St. NE	Yes	Mon - Fri 7:00am - 7:00pm	Enter after 8:30 am	Exit before 7:00 pm \$15.75	
90 K St NE, DC 20002	Yes	Mon-Fri 6:00 am- 7:00 pm	Early Bird in by 7:30am \$11	Daily Max \$17	\$221-\$434
PREMIUM: Union Station, 99 H St. NE	Yes	Mon - Sun 5:00am - 1:00am	Enter after 8:30 am	Exit before 8:30 pm \$23.70	

Metro Information

TRANSIT/SUBWAY

NoMA-Gallaudet U Transit Stop  6 min walk 0.3 mi

Union Station  16 min walk 0.8 mi

COMMUTER RAIL

Union Station Commuter Rail  16 min walk 0.8 mi
(Brunswick, Camden, Penn Lines)

Union Station Commuter Rail  16 min walk 0.8 mi
(Manassas, Fredericksburg Lines)



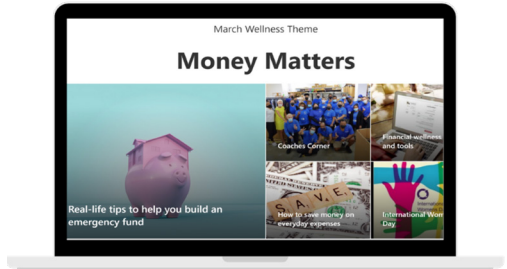
Welcome Back

Wellness & Community

Workplace Wellness

Introducing, the Good Wellness site!

This new resource focuses primarily on the health and wellness of our team members and offers numerous ways to receive up-to-date health-related information. The site also provides all team members with resources regarding physical wellness, nutritional wellness, COVID-19, EAP, and more. New content is uploaded monthly to offer you additional information on various topics and interests.

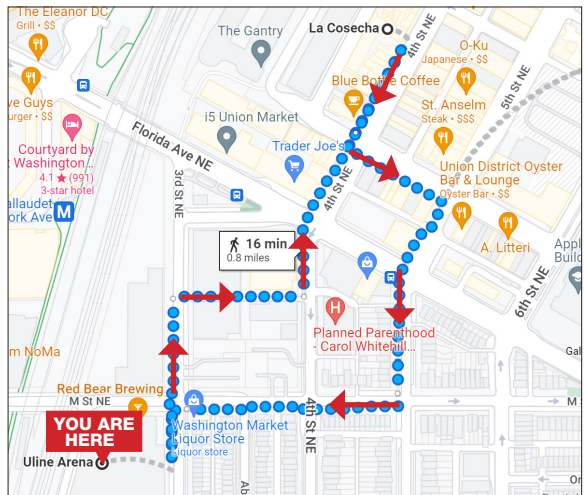


The site is housed on our SharePoint platform and is managed by the Good Wellness team. Team members are encouraged to email any questions, suggestions or comments they may have to the Good Wellness team at goodwellness@dcgoodwill.onmicrosoft.com.

Walking Route

What better way to burn calories and become acclimated with the area than to explore your surroundings on a leisurely walk?

Follow this route and discover something new today!



Approximate Distance – 0.8 miles



Fitness Center Waiver



JEMAL'S ULINE, LLC WAIVER OF LIABILITY

In order to use the fitness facilities and equipment located at 1140 3rd St, NE, Washington, DC – (hereinafter referred to as “Fitness Facility”), I hereby certify as follows:

1. I am in good physical condition and am physically fit and sufficiently trained to use the Fitness Facility and equipment and to participate in exercise and fitness activities available there. I will do all exercises and participate in all activities at my own risk.
2. I understand that in participating in one or more exercise or fitness activities at the Fitness Facility or in using the equipment, there is a possibility of accidental or other physical injury
3. I understand that there is no personnel, surveillance, or security provided in the Fitness Facility to protect me from third parties or other harm, and I enter and use the Fitness Facility at my own risk.
4. I acknowledge that I will abide by all Building Rules and Regulations (attached) governing the use of the Fitness Facility and equipment as well as regulations imposed by local authorities. I understand these may be amended from time to time.
5. I agree that I will not lend my access card to anyone on penalty of revocation without notification.
6. I agree that I will not use my access card to allow anyone into the Fitness Facility with my card on penalty of revocation without notice.

I, _____(NAME) AGREE TO ASSUME THE RISK OF SUCH INJURY AND INDEMNIFY AND HOLD HARMLESS JEMAL'S ULINE, LLC (“LANDLORD”) LPC COMMERCIAL SERVICES, INC, AND ANY OFFICERS, DIRECTORS, SHAREHOLDERS, PARTNERS, EMPLOYEES, PERSONNEL, OR AGENTS OF LANDLORD, FROM LIABILITY FOR ANY AND ALL INJURY, ILLNESS, HARM, OR DAMAGE RESULTING FROM MY USE OF THE FITNESS FACILITY OR THE EQUIPMENT, EXCEPT TO THE EXTENT SUCH INJURY, ILLNESS, HARM OR DAMAGE IS DIRECTLY CAUSED BY THE GROSS NEGLIGENCE OR WILLFUL MISCONDUCT OF SUCH PARTIES.

WITNESS:

USER OF FITNESS FACILITY:

Signature _____

Name: _____

Date: _____

Kastle Card No: _____

Company: _____

Bldg/Suite No: _____

Gender: _____



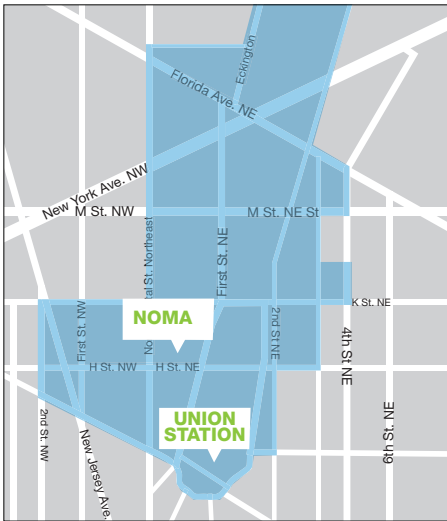
Welcome Back

Wellness & Community

NoMA Guide

Did you know that the Uline Arena is located in DC's NoMa (North of Massachusetts Avenue NE) neighborhood, an area enriched with local history and home to various award-winning restaurants and shops? Within a one-mile walk of Goodwill's Headquarters, you will find multiple food halls packed with delicious offerings and small local boutiques.

Enjoy NoMA's vibrant culture by attending an event. Visit this website to learn more, www.nomabid.org/noma-events.



Take a break during the day or spend an evening exploring the neighborhood using these resources:

NoMa Neighborhood Guide

www.nomabid.org/noma-guide

NoMa Area Overview

washington.org/dc-neighborhoods/noma

Union Market District Guide

unionmarketdc.com

La Cosecha, A Contemporary Latin American Marketplace

lacosechadc.com

Virginia Retail Locations

Annandale

7031 Columbia Pike
Annandale, VA 22003
(703) 286-5176

Arlington

10 South Glebe Road
Arlington, VA 22204
(703) 769-3711

Arlington*

4714 Columbia Pike
Arlington, VA 22204
(703) 979-5947

Centreville

5077 Westfields Blvd.
Centreville, VA 20120
(571) 281-1840

Dale City

2950 Dale Boulevard
Dale City, VA 22193
(703) 986-3976

Fairfax

9960 Main Street
Fairfax, VA 22031
(703) 349-1806

Falls Church*

6136-A Arlington Blvd.
Falls Church, VA 22044
(703) 533-1840

Falls Church

2936 Annandale Road
Falls Church, VA 22042
(703) 663-2762

Hayfield

7558-B Telegraph Road
Alexandria, VA 22315
(703) 310-6195

Herndon

2421 Centreville Road
Herndon, VA 20171
(571) 346-1046

Manassas

8014 Sudley Road
Manassas, VA 20109
(703) 551-3200

Manassas

9769 Liberia Avenue
Manassas, VA 20110
(571) 921-4194

Sterling

22405 Enterprise Street
Sterling, VA 20164
(703) 444-5186

Maryland & DC Retail Locations

Bowie

3871 Evergreen Pwy
Bowie, MD 20716
(240) 544-0650

Clinton

9001 Woody Terrace
Clinton, MD 20735
(240) 696-4610

Gaithersburg

619 S Frederick Avenue
Gaithersburg, MD 20877
(301) 527-0970

North Rockville

725 Rockville Pike
Rockville, MD 20852
301-710-6299

Rockville

4816 Boiling Brook Pwy
Rockville, MD 20852
(301) 881-0744

Waldorf

2495 Crain Highway
Waldorf, MD 20601
(301) 861-5015

Washington, DC

2200 S Dakota Ave NE
Washington, DC 20018
(202) 715-2658

* No Donation Center



Welcome Back

Locations & Contacts

Goodwill Excel Center Leadership

Below is the contact information for the Goodwill Excel Center (GEC) leadership team. The Goodwill Excel Center is a unique, tuition-free adult charter high school that awards industry-recognized certifications and high school diplomas to adult learners in the District.

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