

first step
STAFFING

STAFFING FOR BUSINESS. WORKING FOR GOOD.

YEAR IN REVIEW

20
23



MESSAGE FROM OUR CHAIRMAN & CEO

Looking back on 2023, we are thrilled to share the successes that First Step Staffing has achieved. The impact and results outlined in this report are a testament to the perseverance of our clients, the tireless efforts of our staff, and the unwavering support of our partners, donors, and customers.

As we begin the new year of 2024, we are excited to continue our journey of providing work opportunities and job retention support to our clients. We invite you to take a moment to appreciate the remarkable growth and accomplishments achieved across multiple markets by First Step Staffing. Our commitment to giving back to the community, especially those often overlooked, remains steadfast.

On behalf of the Board and Executive team, we express our deepest gratitude for your contributions to making 2023 a remarkable year. We are excited to continue working alongside you and our clients in the upcoming year and are inspired to THRIVE together.

Amelia Nickerson

Amelia Nickerson

Chief Executive Officer



B. Aubrey Harrell

B. Aubrey Harrell

Chairman



"Jobs turn into careers. Careers turn into prosperity. To me, work is prosperity. And First Step gives you the work to achieve this."

-Yusuf

MEET OUR EXECUTIVE TEAM



Matt Miller

Chief Operating Officer

As Chief Operating Officer, Matt has been overseeing the company's daily operations for seven years as First Step has expanded into seven states and continues to grow creating more opportunities for those we serve.



Kellie Brownlow

Chief Mission Officer

As the Chief Mission Officer, Kellie has been tasked with the vital responsibilities of driving fundraising, marketing, communications, and client retention services programming in First Step Staffing.



Reggie Harmon

Chief Financial Officer

As Chief Financial Officer, Reggie is responsible for managing and leading First Step Staffing's financial initiatives, and is accountable for the overall financial success of the company.

"I want to be an example of a "rehabilitated person" to society. And, as long as I have First Step, I'm able to do that."

-Timothy

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First Step Staffing, Inc. (FSS) believes a job is much more than a paycheck. For people facing barriers to employment, it can mean dignity, opportunity, and hope. We're a nonprofit staffing agency that cultivates a world of untapped talent to provide an always-ready and reliable workforce for our local business partners. From industry-specific experience to personal coaching to worksite transportation, First Step is designed to make a difference, ensuring successful staffing and meaningful employment in the communities we serve.



OUR VISION:

To create opportunity and dignity through employment so everyone in our communities can THRIVE.

OUR MISSION:

The mission of First Step Staffing is to provide a pathway to economic stability through employment and retention services.

OUR VALUES:

T H R I V E

Teamwork

We all achieve more when we collaborate and work together.

Heart

We are committed to kindness and empathy.

Resilience

We look at challenges as opportunities to learn and grow.

Integrity

We are honest, ethical, and trustworthy.

Vision

We purposely plan for the future.

Empower

We lift each other up and extend respect and responsibility to everyone.

"With First Step, I can actually THRIVE because of the companies at which they allow us to work. It gives people like me a chance for upward mobility."

-Nic

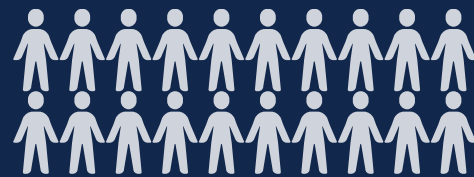
OUR WORK: HIGHLIGHTS FROM 2023

5,833
**EXPERIENCING
HOMELESSNESS**

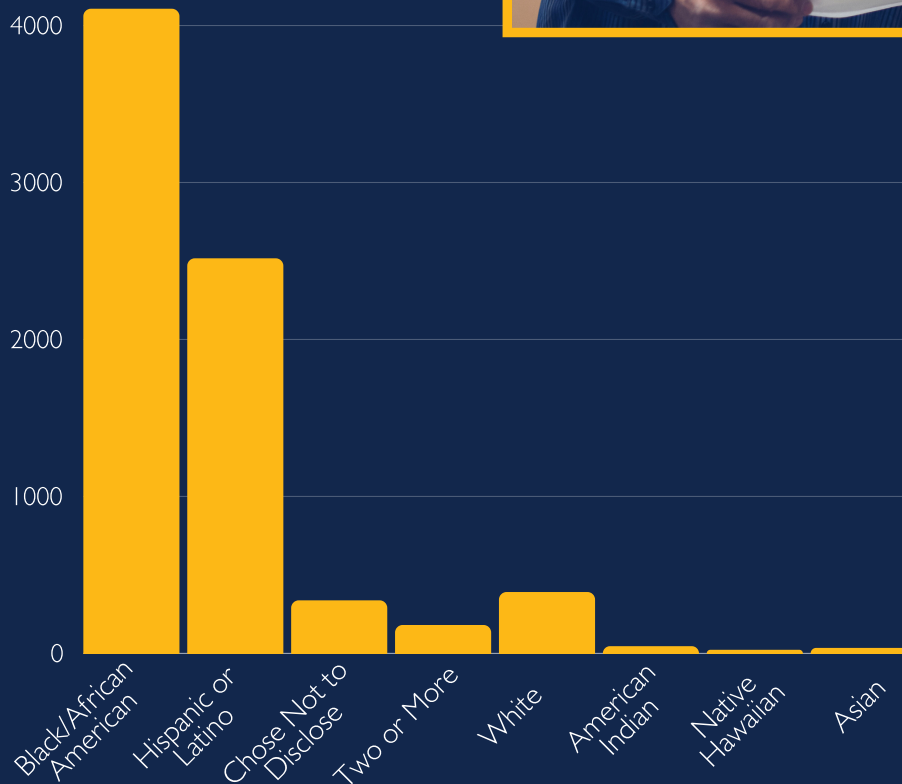
1,540
**JUSTICE
IMPACTED**



**REACHED OVER
10,000
INDIVIDUALS**
through daily employment
orientations



7,638
EMPLOYED



57,187
**RIDES TO AND
FROM WORK**



"Because of the support from First Step Staffing, I feel good when I go to work. It gives me power and I feel like Superwoman!"

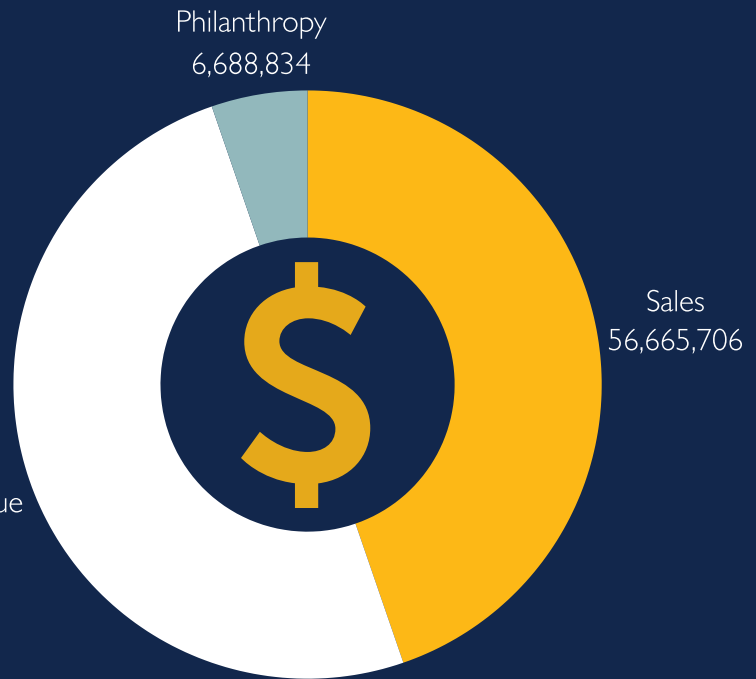
-Lestacia

FINANCIAL: HIGHLIGHTS FROM 2023



\$42.35M
TOTAL
PAYROLL

Combined Revenue
63,354,540



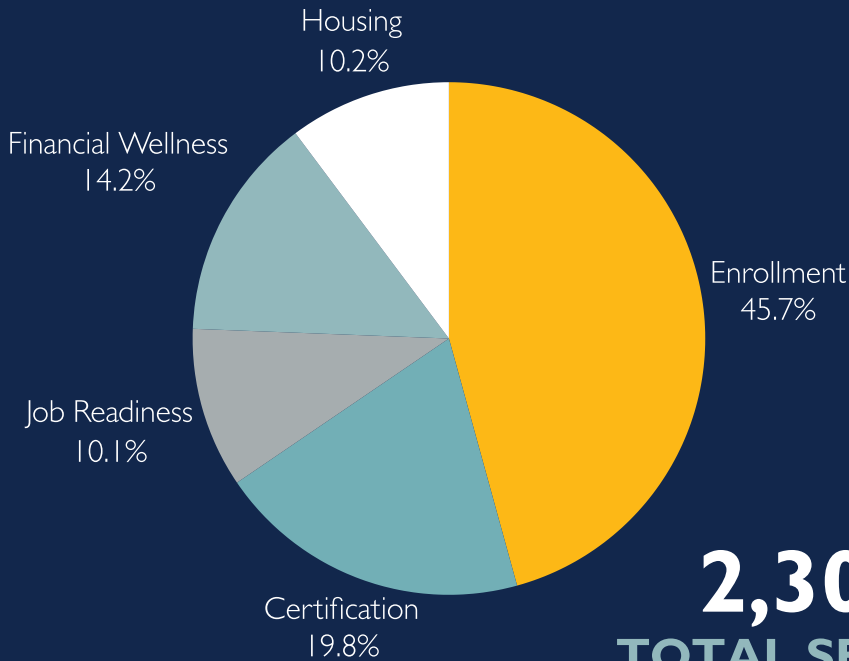
43
NEW CUSTOMERS
ADDED

First Step partners with more than 150 employers in the 7 states in which we are located. In 2023, we added 43 new customers including multiple national employers.

"I'm INSPIRED because of First Step. They gave me the chance to get my life back. I have a job. I have a place to live all because of First Step Staffing."
-Darryl

CLIENT SUPPORTS & PROGRAM: HIGHLIGHTS FROM 2023

Retention Services



First Step is committed to helping our clients get a job AND keep the job. Launched in 2023, our Retention Services team connects clients to resources and supports they need to retain employment. We also offer financial literacy programming, no-cost upskill training and housing financial assistance.

2,303
TOTAL SERVED
IN 2023

Disability Services

Our goal is to assist individuals in receiving their benefits as quickly as possible, regardless of any financial gain. We expedite cases for the chronically homeless or those at risk of losing their housing through the Social Security Administration.

We take this responsibility seriously and do everything possible to ensure quick decisions for our clients.



\$401K
SOCIAL SECURITY
BENEFITS PAID

"My living situation affected my work. With First Step Retention Services, I was supported in finding my own housing and now I'm able to be successful in my work."

-Marisol

THANK YOU: INDIVIDUAL DONORS

A.J. Robinson & Nicole Ellerine
Abe Heller
Alicia McConeghey
Alison Banziger
Aren Platt
B. Aubrey Harrell
Bennie & Rose Bolden
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Brian Goebel
Brownlow Family
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Mick & Rebecca Cochran
Monica Block
Nadine Block
Nick Tarricone
Nickerson Family
Pamela Vincent
Paulino Barros
Romero Family
Sheneva Harris
Wendell Burk



"First Step will help you out a whole lot... you don't even know. You just have to take that first step and go there. I tell everyone that I'm a walking example of what they can do for you."

-Calvin

THANK YOU: FUNDING PARTNERS

I-800-Flowers
American Family Dreams and Southern New Jersey
American Family Insurance Dreams Anthem
Arthur M. Blank Family Foundation
Atlanta Foundation
Augusta National Golf Club
Bank of America
Bank United
Beloved Benefit
BYN Mellon Mid-Atlantic Charitable Trusts
CareSource
Caring Works
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City of Orlando
City of Orlando Mayor's Office
City of Philadelphia
Community Foundation of the CSRA
Connelly Foundation
DeKalb County
DeKalb County Human Development Department
Dept. of Behavioral Health
Edward R. Fisher Charitable Foundation
Enterprise Community
Exelon PECO

EZ Agape
Fidelity Charitable
Fulton County Community Service Program
J.B Fuqua Foundation
Georgia Dept. of Human Services- SNAP/E&T
Georgia Power Foundation
Gwinnett CDBG
Halloran Foundation
Holloway Foundation
Department of Behavioral Health and Intellectual disAbility Services (DBHIDS) | City of Philadelphia
James M. Cox Foundation
John and Polly Sparks Foundation
John Mary Franklin Foundation
Joseph B. Whitehead Foundation
Kaiser Permanente Foundation
LuLuMa Foundation
Marcus Foundation
Mary Allen Lindsey Branan Foundation
Norfolk Southern Foundation
Office of Community Empowerment & Opportunity (CEO)- City of Philadelphia
Office of Homeless Services (OHS)
Orange County CDBG
Patricia Kind Family Foundation
Pennsylvania Dept. of Human Services- SNAP E&T
PHL Mac Arthur Criminal Justice Microgrant
RedF Growth Portfolio
SNAP/E&T Georgia
Stand Together Foundation
Stratton Foundation
TANF- Georgia
TD Bank Charitable Foundation
Truist Foundation
Turfstar Western
United Way of Greater Philadelphia and Southern New Jersey
Wells Fargo Foundation
William Penn Foundation



"Anytime I've encountered a problem, First Step has presented a solution or resource and I've been able to find success every time."

-Alexis

THANK YOU: BOARD OF DIRECTORS

NATIONAL BOARD

B. Aubrey Harrell, Chairman
Partner, KPMG LLP

Harold T. Epps, Chairman, Chair,
First Step Philadelphia Advisory Board, Member Nominating Committee
Senior Advisor, Bellevue Strategies

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Chair, First Step Los Angeles Advisory Board
CEO, Turf Star

Brent Reid, Chairman
Finance Committee
CFO, Turf Star Western

Meghan Pietrantonio, Member, Nominating Committee
SVP, Head of Strategy & Community Relations, Truist Foundation

Larry Bailey
Former First Step Client

Monica Block
Community Volunteer

Nicole Armstrong
Founder, The Wellth House

AJ Robinson, Chair, Nominating Committee
CEO, Central Atlanta Progress

Leigh Wood, Member,
Finance Committee, Community Volunteer

Amelia Nickerson, Ex Officio
CEO, First Step Staffing
Community Volunteer

Anitra Peten Walker
Director of Behavioral Health & Social Services,
Mercy Care Services

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Senior Advisor, Bellevue Strategies

Amelia Nickerson
CEO, First Step Staffing, Inc.

Cheila Fernandez
COO, Reinvestment Fund

Leigh Wood
Community Volunteer

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Dentons US LLP

Stanley Onuoha
Business Development Director,
Poverty Stoplight USA

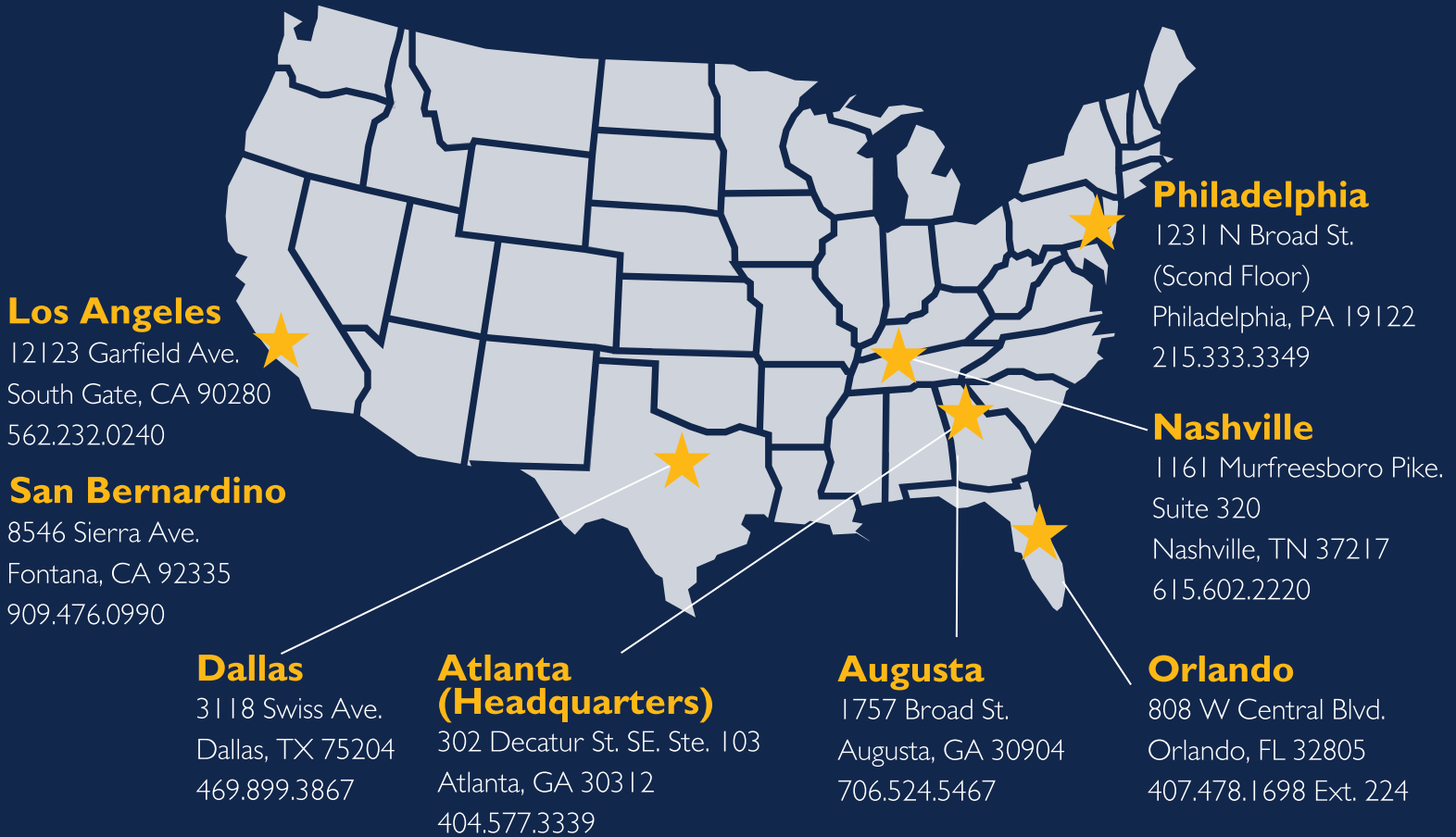
Amelia Nickerson
CEO, First Step Staffing, Inc

Pastor Antwone Sanford
Director, Los Angeles Mission

"Work is the means to get where you want and need to be. With First Step, I have that means and I love working."
-Fred

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Los Angeles

12123 Garfield Ave.
South Gate, CA 90280
562.232.0240

San Bernardino

8546 Sierra Ave.
Fontana, CA 92335
909.476.0990

Dallas

3118 Swiss Ave.
Dallas, TX 75204
469.899.3867

Atlanta (Headquarters)

302 Decatur St. SE. Ste. 103
Atlanta, GA 30312
404.577.3339

Augusta

1757 Broad St.
Augusta, GA 30904
706.524.5467

Philadelphia

1231 N Broad St.
(Scnd Floor)
Philadelphia, PA 19122
215.333.3349

Nashville

1161 Murfreesboro Pike.
Suite 320
Nashville, TN 37217
615.602.2220

Orlando

808 W Central Blvd.
Orlando, FL 32805
407.478.1698 Ext. 224

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www.facebook.com/FirstStepAtl



“First Step opened my eyes to a lot. They made me realize that I still have a chance out here. They’re willing to help you and give you that chance. First Step is good!”

-Gregory

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