



ANNUAL REPORT



Building ***BRIGHTER FUTURES*** for
40 Years

18



CEO'S MESSAGE

Dear Friends,

2018 was not only a great year for Goodwill, but was also a year for exciting change. We saw an increase in donations, revenue and mission program funding. Most importantly, we remained committed to connecting people in our community with meaningful opportunities to build BETTER & BRIGHTER FUTURES.

So, how did we accomplish all of this? The answer: we changed. We welcomed new ideas with excitement and adapted to the needs of our customers, our donors and our participants. We strengthened the impact we have in the communities we serve with a greater outreach; which now includes the addition of a comprehensive one-to-one case management program, aimed at helping local youth explore career and education opportunities, access training and employment resources and participate in community service experiences.

We continued to expand our retail and industrial services departments as well, by creating new partnerships and donation strategies, as well as reintroducing the Free Home Donation Pickup Program to Wayne and Holmes counties. The success of these departments gives Goodwill the ability to fund more valuable services and further impact the people we serve.

Last year, more than 3,680 individuals were supported by Goodwill programs in the two counties we serve, and we stay committed to helping thousands more achieve self-sufficiency through the Power of Work.

As we move along through 2019, I ask that you please continue to change along with us. Become advocates of Goodwill and share stories of our impact on this community. Tell your coworkers, friends and family about Sarah and Madison's stories (2018 Graduate and Youth of the Year award recipients) and how Goodwill is NOT JUST A STORE...but much, much more.

Gratefully,

A handwritten signature in black ink that reads 'Judy Delaney'.

Judy Delaney
President and CEO



SARAH PALMER

When Sarah came to Goodwill in April of 2018, her life was in chaos. Plans for the future were abruptly halted and she found herself homeless and jobless. Sarah was staying at OneEighty, a local supportive services agency and shelter, with her three young children. This was an extremely difficult and trying time in Sarah's life. Sarah had been enduring various forms of abuse and was a domestic violence survivor.

Through these tough times, Sarah still remained hopeful. She knew that there was light at the end of the tunnel and was determined to build a BRIGHTER FUTURE for her and her children. While at the shelter, Sarah continued, as difficult as it was, to study, complete homework, and attend classes at the Wayne County School's Career Center (Adult Practical Nursing program). Sarah was grateful to have a roof over her head but longed for privacy, quiet time and a place to call home.

While at Goodwill, Sarah made great strides, received much needed support and had many accomplishments. Most importantly, she secured housing for her family. It wasn't easy balancing the care for her children with the countless hours of required studying and homework.

**“It was hard...but...I graduated! I was an Honor Student.
It was all worth it.”**


Sarah passed her LPN test and quickly found a job in her field. Sarah began to support her family. She found the self-worth and confidence that was once forgotten within herself. She changed. She became whole again.

Today, Sarah is a true success. She was able to overcome her barriers, gain employment with livable wages, and even enrolled back into school for her Bachelor's degree. When she reflects back on last year, through all of the hardships, she does so with a smile on her face. Sarah knows that she was not defeated and is joyful in continuing to pursue the career of her dreams with her happy and healthy kids by her side.

#ChangingMyFuture

While at Goodwill, I...

became a LPN!

 **DONATE STUFF.
CREATE JOBS.**

Industries of Wayne & Holmes Counties, Inc.



MADISON CONRAD

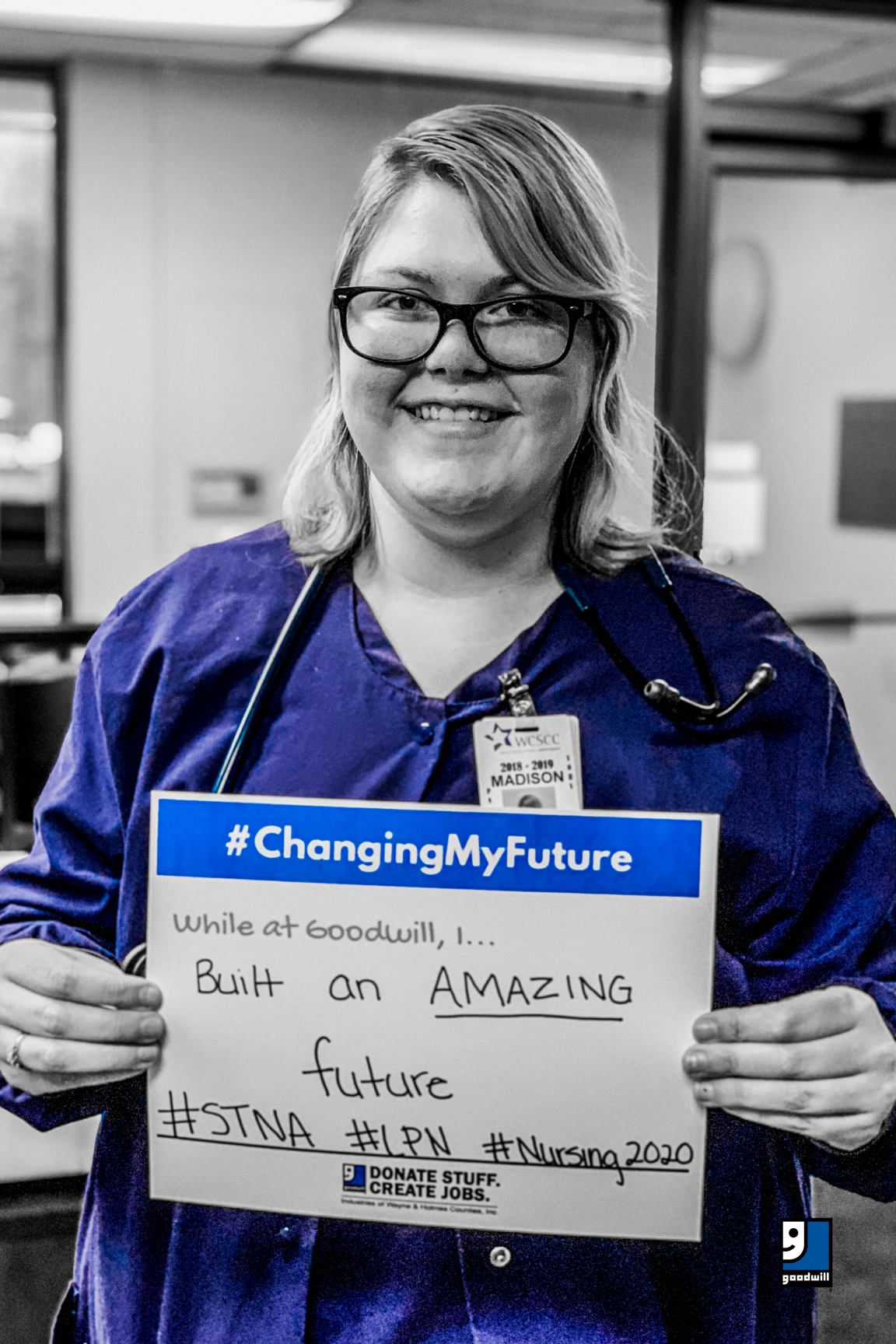
At first glance, Madison is your average Ohio high school junior. But it does not take long to notice that she is so much more. Madison has an inviting and warming personality, full of energy and wonder, and it's all wrapped up with sharp humor and intelligence. What really separates Madison from her peers is that she has discovered her dream job; a truly passionate desire for an obtainable career to strive for. For Madison, that profession is nursing [and some day, CNP or Doctor].

Madison first came to Goodwill a couple of years ago as a participant in the Summer Youth Program. She was a very different person back then, struggling with mental health issues and unsure of her future and what path to take. Madison fought to find her identity; to fit in. She was attaining good grades but was far from achieving the academic excellence of which she was capable.

Through the Summer Youth Program and her continuation into CCMEP (Comprehensive Case Management and Employment Program funded by the Wayne County Department of Job and Family Services), Madison learned valuable skills through online courses, workshops and paid work experiences. Along the way she took driver's education courses and obtained her license. Through one-on-one case management, Madison began to tackle some of her barriers and started to flourish, both personally and academically, as she became excited about her future.

“I got to learn how an actual workplace works, how to be professional, how to make a resume. Goodwill helped prepare me for my future and future jobs.”

Madison is currently a junior at the Wayne County Schools Career Center and is part of the Practical Nursing program. She has already obtained certifications that will help her to succeed in the workforce and when she graduates next year, she will be able to take her Licensed Practical Nursing exam. Madison's career goals do not stop there! She is also enrolling in classes at the University of Akron Wayne College campus to begin pursuing a degree in nursing (during her senior year), which she hopes to continue directly after graduation. There is no stopping Madison. Success is now a part of her future.



WCSM
2018 - 2019
MADISON

#ChangingMyFuture

While at Goodwill, I...

Built an AMAZING

future

#STNA #LPN #Nursing2020

**DONATE STUFF.
CREATE JOBS.**

Institutions of Religion & Volunteer Centers, Inc.



EMPLOYEE OF THE YEAR

BRENDA CARPENTER

"Brenda is the perfect example of a wonderful employee," says Kathleen, her manager at the Rittman Goodwill store. Brenda began working for Goodwill in April of 2017 and is often described as a "jack of all trades". She is a team player, excels in all work areas, has excellent customer service and is a joy to work with.

What really stands out about Brenda is her dedication to the store, her coworkers and to Goodwill. Brenda doesn't believe in the phrase "I can't". These words are simply not in her vocabulary. When asked to do a task or to cover a shift for coworker, she gladly accepts. For Brenda, it is always about the greater good and she is almost always willing to do her part and more.

Brenda lives a mile from work and doesn't drive, instead, she walks. She enjoys walking. Some may see Brenda's lack of driving as a major barrier, but Brenda refuses to let this affect her. Every day, rain or shine, through snow and heat waves, Brenda walks to work. She is never late and never misses a shift. Brenda arrives at work with a smile on her face, puts on her name tag and is ready to start the day.

When not working, Brenda spends her time being a devoted mother to her two children, is an avid reader and an active member of the Rittman community. Brenda gives 110% to her work and somehow finds even more to give to her children. She is kind and selfless in everything that she does.

Brenda is not only an amazing employee at Goodwill, she is an amazing mother, coworker, and role model as well. Her devotion is celebrated and is truly inspiring. Goodwill is lucky to have Brenda as part of the team and proud to be a small part of her amazing life.

“I love working for Goodwill. My favorite part is the gratification of knowing that I am helping to make a difference in someone's life.”



Goodwill
Department of Retail and Services Operations
BRENDA
Clerk
A Division of Goodwill Industries of the United States





COMMUNITY IMPACT

135 PEOPLE

CONNECTED to BETTER JOBS

OVER **110,000**

DONATIONS COLLECTED

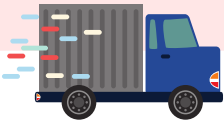


3680 SERVICES

PROVIDED TO LOCAL RESIDENTS

Full Time Participants earned

36%

 Higher than Minimum Wage

14 million

Finished parts shipped from Goodwill's Industrial Services

99%

 on time DELIVERY

1.7 million

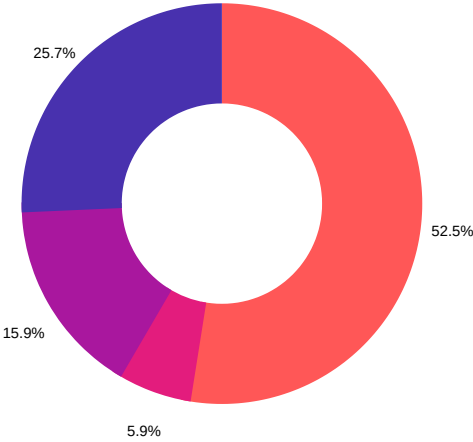
lbs. of unsold, stained or broken items diverted from landfills

RECYCLED

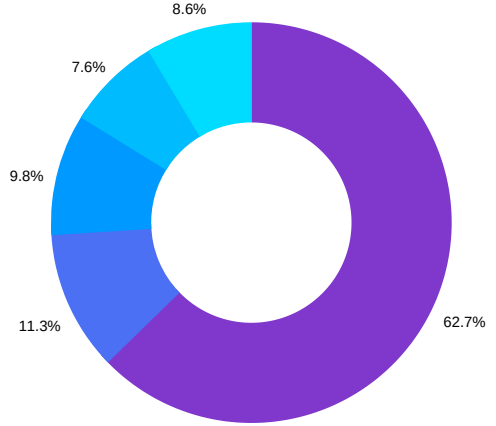
Over 82,000 lbs. with Dell Reconnect Computers | Peripherals | Tablets | Accessories

COMMUNITY IMPACT

COMMUNITY INVESTMENT



COMMUNITY RETURN

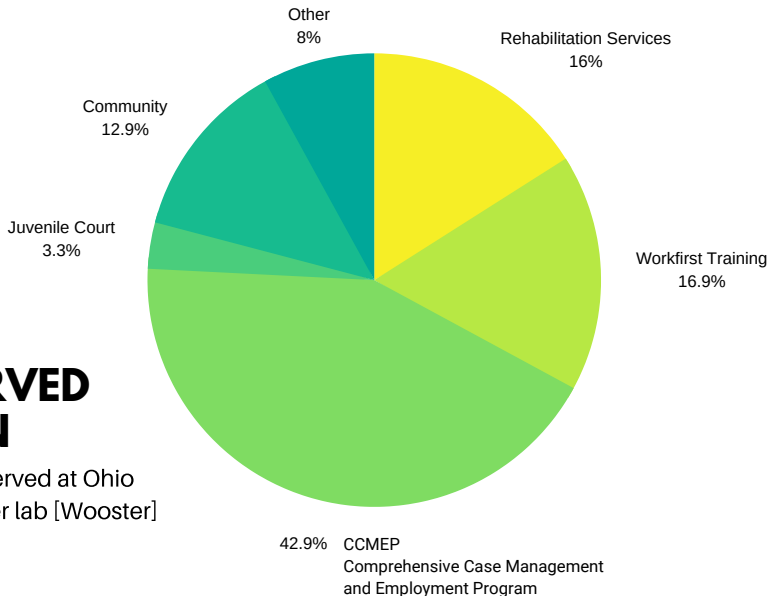


Sales of Donated Goods	52.5%	\$3,159,500
Industrial Service Earnings	25.7%	\$1,544,959
Workforce Development/Services	15.9%	\$959,446
Other	5.9%	\$353,098
THE COMMUNITY INVESTMENT	100%	\$6,017,003

Wages, Benefits & Taxes	\$62.7%	\$3,771,222
Supplies & Services	11.3%	\$680,907
Investment in Facilities & Equipment	8.6%	\$517,015
Facilities & Transportation Expense	7.6%	\$457,852
Current & Future Investments (mission)	9.8%	\$590,007
THE COMMUNITY RETURN	100%	\$6,017,003

PEOPLE SERVED BY MISSION

*Additional persons served at Ohio Means Jobs computer lab [Wooster]



THREE BUSINESSES IN ONE

1

RETAIL & DONATED GOODS

The Retail and Donated Goods division is the most recognizable of the three business units of Goodwill Industries of Wayne and Holmes Counties. Simply put, we accept donations, those donations are sold in one of our five stores and the revenue created goes right back into supporting our mission. Our value proposition to our shoppers is to have clean, well-organized stores, fully-stocked with quality items at low price points. There is a continuous flow of donated items put onto the sales floor of each store, all day, every day. When you donate stuff, you create jobs.

2

INDUSTRIAL SERVICES

The Industrial Services division of Goodwill Industries of Wayne and Holmes Counties is a tremendous community resource for local companies to not only maximize their bottom lines through our services, but all the while supporting Goodwill's mission by providing training and job opportunities. Services include assembly and disassembly, packaging, inspection, sorting, kitting and more.

3

MISSION SERVICES

Goodwill's Mission Services department provides work and job skills training (including workshops in career exploration, resume writing and interviewing), job placement and retention services to individuals residing in Wayne and Holmes Counties. In addition, we help connect individuals to community services such as transportation, mental health, housing and more. Each participant gets assigned a Case Manager to guide them through the process. The Mission Services department can connect virtually anyone who is willing and able to work to a BETTER job and a BRIGHTER future.

Proudly partnering with



United Way of Wayne & Holmes Counties, Inc.



Wayne County

A proud partner of the American Job Center network



HELPING
the People in OUR
COMMUNITY
build connections
to **BETTER JOBS**
& **BRIGHTER**
FUTURES





**CELEBRATING
40 YEARS**

PROUDLY SERVING OUR COMMUNITY

**GOODWILL INDUSTRIES
OF WAYNE & HOLMES COUNTIES, INC.**

Goodwill[®] **LEADERSHIP TEAM**

LEADERSHIP STAFF

Judy Delaney *President & CEO*
Susan Gorman *VP of HR & Mission*
James Carpenter *VP of Operations*
Sherri Clark *Donated Goods Director*
Brett Kerr *Industrial Services Director*
Casey McGrady *Marketing & PR Director*
Amanda Perry *Finance Director*
Laura Sanders *Mission Services Director*
Kim Yost *Human Resources Director*

OFFICES

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Meredith Mullet, Treasurer, *The J. M. Smucker Company*
Kyle Adams, Secretary, *Stifel Nicolaus*

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Joel Montgomery *City of Wooster*
Lacey Sampsel *Bogner Construction*
Clay Sinnett *The Commercial and Savings Bank*
Carlin Tiano *Grace Church*
Christy VanSickle *OneEighty*

GET INVOLVED

with **Goodwill**[®]

OUTSOURCE
TO INDUSTRIAL SERVICES

HIRE GRADUATES

**HOST A DONATION
DRIVE**

ADVOCATE

FOLLOW US

MAKE A REFERRAL

EDUCATE

DONATE STUFF

GIVE • SHOP

SCHEDULE A HOME PICKUP

**WE ARE
NOT JUST
A STORE.**



www.goodwillconnect.org