

Believe

in yourself.

Goodwill®

2019

A YEAR OF POSITIVITY





“

BELIEVE IN YOURSELF.

BELIEVE IN YOUR CAPACITY TO
DO GOOD AND GREAT THINGS.

BELIEVE THAT NO MOUNTAIN IS
SO HIGH THAT YOU CANNOT CLIMB IT.

BELIEVE THAT NO STORM IS SO GREAT
THAT YOU CANNOT WEATHER IT.

BELIEVE IN YOURSELF.

GORDON B. HINCKLEY



Table of Contents



| | |
|----------------------------|-------|
| Graduate of the Year..... | 1-2 |
| Youth of the Year..... | 3-4 |
| Mission Moments..... | 5-6 |
| Employee of the Year | 7-8 |
| Community Impact..... | 11-12 |
| We Are Goodwill..... | 13-15 |

Graduate of the Year

BRENNNA

HICKSON

#ChangingMyFuture

While at Goodwill, I...

BOUGHT A CAR!

Before Brenna came to Goodwill, she was homeless and living at the Salvation Army. She had no education past the age of 12 and was anxious and fearful. Struggling with decision making, Brenna was constantly in fear of making the wrong decision and this prevented her from truly living her life.

At the age of 17, Brenna found the courage to make one of the biggest decisions of her life. She enrolled in the Aspire program at the Wayne County Schools Career Center. This was the giant leap she needed! Soon after, she joined up with Goodwill and completed the Ready. Set. Work. Curriculum, attended workshops, and even completed her GED. She made so many positive changes that she decided not to stop there!

Life after Goodwill. Brenna is now attending the University of Akron Wayne Campus, has an apartment with her sister, and has been employed at East of Chicago for over 2 years. She is independent and has complete confidence in herself and the decisions she makes. Brenna hopes she can one day use her own experiences to help others in similar situations.



YOUR POTENTIAL TO *Succeed* IS Infinite

Youth of the Year

DAKOTA

GOODYEAR



For Dakota, life before Goodwill was tough. He had no place to live, no employment, and no realistic plans for the future. Dakota's criminal record and lack of driver's license weighed heavily on him. He had no confidence and did not feel like he would be able to find success.

When Dakota joined the Goodwill program, everything changed! He started his new journey by completing the Ready. Set. Work. Curriculum, attending workshops, and working with his Goodwill Case Manager. Next, he gained employment, passed his driver's permit test, got an apartment, and enrolled in the Fast-Track Welding Program at the Wayne County Schools Career Center. He was finding success and had no plans to quit there.

Life after Goodwill: Dakota graduated from the Welding Program, putting him on the right track for a rewarding and valuable career. He gained self-worth, maturity, and a bright future. Dakota now has a full-time job at DNS Distribution and has obtained his driver's license! He now looks forward to his future and is eager to continue his new life.

Impossible is just an *opinion.*





MORE Mission Moments

Daryl BEELER



Through a referral, Daryl joined up with Goodwill and was able to gain the confidence he never had growing up and secure successful employment at East of Chicago Pizza. Goodwill helped prepare him for a job by working on his interviewing skills, job seeking skills, socialization skills, and overall interpersonal skills needed to be successful. He loves his job and is looking forward to growing as an employee and a person.

Christy PEARCE

Growing up with anxiety and the lack of self-confidence, Christy has worked tremendously hard to find herself and achieve her goals throughout her time at Goodwill. Today, she is living independently and enjoying making her own decisions and plans for her life. She has a stable job at Sprenger Retirement Center and she now has a bright and cheery outlook on life.

Devin DONLEY

While at Goodwill, Devin found his passion for mechanics. He enrolled and has recently graduated from Polaris College in Cleveland. He worked hard to gather his college funding options and continues to work full-time as a truck mover - where he is doing incredibly well. Once a shy and reserved young man, Devin has now turned his life around for the better.

Gracie GOOD

Gracie found herself making a lot of poor choices growing up and was never really sure of her future. While at Goodwill, she got into the WCCSC's Dental Assisting Program, got her driver's license, and obtained a part-time job. She started believing in herself and making better life choices. Now, Gracie still attends the Career Center, thriving in all areas. Although she had a great support system at home, she often struggled with inner barriers, those of which she has strongly overcome!

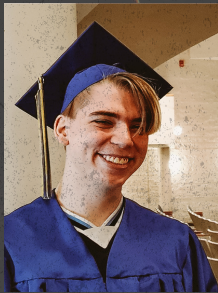


Ashley SIEGAL

During her time at Goodwill, Ashley worked through the Ready. Set. Work. Curriculum, created a resume, and also became employed at the Gault Rec Center. With big and small accomplishments, they were all critically important. She graduated and was accepted to Ashland University with plans to study Early Childhood Intervention/Education and will graduate early due to post secondary credits taken in high school.



Justin CHADDERTON



While in the program, Justin completed all of the Goodwill curriculum and built a resume and cover letter. He also received his driver's permit and worked hard to get his grades up so he could graduate. At the end of his second to last semester, it did not look like Justin was going to graduate but he got organized and buckled down - preparing himself for graduation. Today, he constantly has a positive outlook on life. He's officially gotten his license and has dreams of working in the arts. In the meantime, he has decided to search for a job with a stable income to fund his dreams.

If you have the courage to *start* you have the courage to *succeed* 6

Employee of the Year

JENNIFER REPP

Goodwill
Industries of Wayne & Holmes Counties, Inc. 

Jennifer started at Goodwill Industries of Wayne and Holmes Counties in July of 2013. She originally began working in the Industrial Services division and then became the full-time cleaner later that year.

Jenn's journey originally started at a Goodwill on a Naval Base in the Carolinas. Since then, she has been a dedicated worker. She has a gentle kindness and humble nature that you will notice about her as soon as you meet her. Case Manager Supervisor Jessica Strouse says "This year she was asked to take on clients and give them tasks to do. She is just so patient and kind! She will always find things for them to do for several hours and share her knowledge and advice with them along the way, even if she already has a busy day ahead".

VP of Donated Goods, James Carpenter, says "she is very attentive to detail and wants to make sure she does the job right the first time" - and that is something about her work ethic that really stands out to him. This year, she has been coming in earlier each day to make sure the factory and offices are sanitized before others arrive for their shifts. Jenn really cares about her duties and goes above and beyond to help others, an amazing trait that does not go unnoticed.





mindset.

/"mīn(d)set/

A woman with her hair in a ponytail, wearing a bright pink long-sleeved jacket and dark pants, stands on a balcony with her arms raised high in a gesture of triumph or joy. A long, flowing red ribbon is attached to her jacket, trailing behind her. The balcony has a black metal railing. In the background, there is a body of water and a dense line of green trees under a hazy, overcast sky.

**The power of changing
"I can't" to "I can".**



Community Impact

PEOPLE SERVED BY MISSION

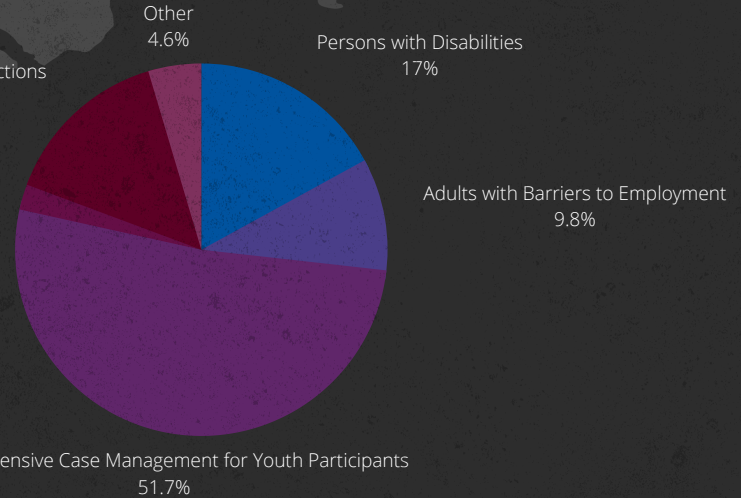
*additional persons served at Ohio Means Jobs computer lab (Wooster)

132
PEOPLE CONNECTED TO BETTER JOBS

114,637
LBS. OF E-WASTE RECYCLED WITH DELL RECONNECT

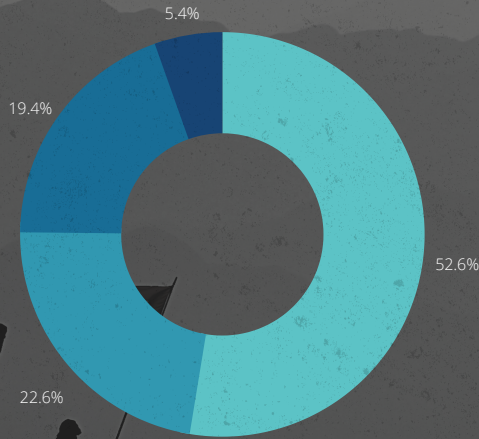
Over 1.1 Million
LBS. OF UNSOLD, STAINED, OR BROKEN ITEMS DIVERTED FROM LANDFILLS

15,903,330
TOTAL PARTS SHIPPED FROM GOODWILL'S INDUSTRIAL SERVICES



3,809 TOTAL PEOPLE SERVED

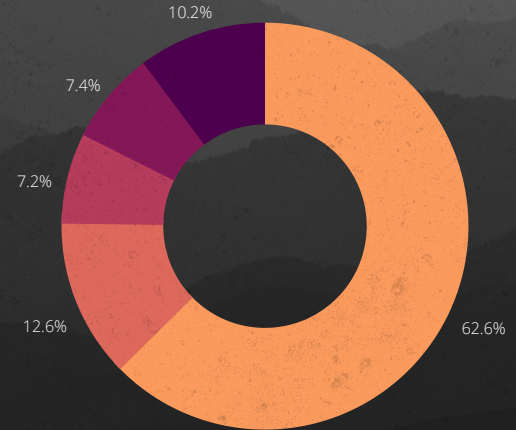
Community Investment



| | | |
|-----------------------------------|-------------|--------------------|
| Sales of Donated Goods | 52.6% | \$3,549,091 |
| Industrial Service Earnings | 22.6% | \$1,523,693 |
| Workforce Development /Services | 19.4% | \$1,313,419 |
| Other | 5.4% | \$366,057 |
| TOTAL COMMUNITY INVESTMENT | 100% | \$6,752,260 |

Community Return

| | | |
|--|-------------|--------------------|
| Wages, Benefits, Taxes | 62.6% | \$4,228,212 |
| Supplies & Services | 12.6% | \$852,024 |
| Facilities & Transportation Expense | 7.2% | \$486,699 |
| Investment in Facilities & Equipment | 7.4% | \$495,580 |
| Current & Future Investments (mission) | 10.2% | \$689,745 |
| TOTAL COMMUNITY RETURN | 100% | \$6,752,260 |





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 (or online at shopgoodwill.com), 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 reasonable 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 BRIGHTER future.

A small silhouette of a person standing on the peak of a mountain, which is the top of the word 'MISSION'.

MISSION

HELPING

the People in OUR

COMMUNITY

build connections

to **BETTER JOBS**

& **BRIGHTER**

FUTURES



Goodwill® Leadership Team

Leadership Staff

Judy Talcott, **President & CEO**
 Susan Gorman, **VP of HR & Mission**
 James Carpenter, **VP of Operations**
 Casey McGrady, **VP of Retail & Marketing**
 Don Cauley, **Director of Retail & Donated Goods**
 Brett Kerr, **Industrial Services Director**
 Amanda Perry, **Finance Director**
 Laura Sanders, **Mission Services Director**
 Kim Yost, **Human Resources Director**



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 Kip Crain, **Vice Chair, WCSCC**
 Meredith Mullet, **Treasurer, The J.M. Smucker Company**
 Christy VanSickle, **Secretary, OneEighty**
 Judy Talcott, **President, Goodwill Industries**

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 Matt Tignor, **Tignor's Hometown Hardware**



THE WORDS WE LIVE BY



Donate Stuff. Create Jobs.

Goodwill

Wayne & Holmes, OH 

Donate Stuff. Create Jobs.



www.goodwillconnect.org

Goodwill Industries of Wayne and Holmes Counties, Inc.
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