

DRIVING OPPORTUNITIES



2023 ANNUAL REPORT

Driving Opportunities!

For over 95 years, Goodwill serving Summit, Portage, Medina, Ashland and Richland Counties has been driven by the objective of making positive differences in its communities. It served a record number of individuals in 2023 – 14,482 of them in fact! Its leadership begins each Board meeting and management meeting with “mission moments”. These wonderful success stories range from program participant achievements to collaborations with community partners to celebrations of those who “Make a Difference”!

In addition to all the important historic services Goodwill provides, it continued its journey to operationalize \$3 million of MacKenzie Scott’s 2020 grant through a dedicated revolving automobile loan or repair fund. This fund’s objective is to help permanently decrease transportation barriers in its five-county territory through a mechanism that can be sustained by reloaning the repayments of any original loans. The fund’s first pilot loan occurred in very early 2024. The road to the pilot was paved with the help of the agency’s partners and champions. A community champion’s willingness to share a detailed map of a past successful loan program, a compassionate and pacesetter financial servicer and the referral of a willing loan recipient by a cherished funder and community partner contributed to its success. Thank you to Robert, Towpath Credit Union, A’Landra and Summit County Department of Job and Family Services for helping Goodwill “test drive” the program!

The mission of helping individuals prepare for, find and retain employment is fulfilled when the 410 placed in

employment last year are expected to earn cumulative annual wages of \$9.5 million. Those payroll dollars strengthen individuals, families and communities. It is fulfilled when a virtual service creates a route to earn an IT certification to learn skills for in-demand jobs. Goodwill’s services can range from those light touch virtual services to more intensive one-on-one training and placement supports. It is also fulfilled by the distribution of \$125,000 in gift cards so over 2,200 individuals and families in crisis can shop in its stores or by the \$200,000 in bus passes and fuel cards to over 1,900 individuals and families distributed in collaboration with fellow community agencies in the five-county territory. In short, there are many routes which can lead to “mission moments”.

The engine of the agency is fueled by over 19,000 tons of treasure shared by almost 370,000 generous donors which diligent retail team members sorted and presented to nearly 965,000 customers. Business Services also provided products and services to 149 customers. The net proceeds from those operations and fund-raising endeavors, including retail customers’ generous round ups, funded agency administration and were invested in employment and training services’ delivery.

Thank you for your past and future support! Please continue to follow Goodwill’s journey toward its future milestones. Goodwill is excited to be driving opportunities to strengthen lives and communities through the power of work!

Sincerely,



2023 “Making A Difference” Award Winners

- | | |
|------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| Marc Servodio,
CFP®, AIF®
<i>Chair of the Board</i> | Nancy Ellis
McClenaghan
<i>President & CEO</i> |
| Jeana M. Singleton
<i>1st Vice Chair</i> | Dee Dee Nall
<i>Vice President,
Retail Operations</i> |
| Susan Hanlon, Ph.D.
<i>2nd Vice Chair</i> | Laura Walker
<i>Vice President,
Mission Services</i> |
| David Bucci
<i>Treasurer</i> | Cheryl L. Watkins
<i>Vice President,
Operations
& Logistics</i> |
| Kimberly D. Huff
<i>Secretary</i> | |

Making Transportation Dreams Come True

Towpath Credit Union collaborated with Goodwill Industries of Akron (GIA) to create a new revolving auto loan program for residents of Summit County. It issued the first pilot loan in early January 2024.



Robert Sukel shared a detailed map of a past successful loan program to help Goodwill Industries of Akron fast track the development of the financial literacy course requirement for the revolving auto loan program.

A'Landra received the first revolving auto loan. She was referred into the program by Summit County Job and Family Services and is also a participant of the Summit County NEXT program.



Elizabeth Clark Gift Card, Bus Passes Drive Successful Outcomes for Brandi



Goodwill met **Brandi** through its transportation support partnership with the Akron Metropolitan Housing Authority (AMHA). She had been through a rough time, until she moved into AMHA housing. She and her boys, ages 5 and 15, had spent the last two years living in a hotel. She worked two jobs, Amazon by day, and Uber at night. She couldn't go to a shelter because she needed to work; she could not leave the children there, it's not allowed. Her 15-year-old son helped the family by

watching his younger brother after school. Then she lost her vehicle, because she couldn't keep up with hotel and car payments.

When Brandi moved into AMHA housing, everything fell into place. Her family moved in with only clothes, no furnishings. AMHA suggested Goodwill's Elizabeth Clark Emergency Fund. It helped a lot! She was able to purchase dishes, pots and pans, a small microwave, folding chairs, lamps, a heater and an air mattress for the boys. They were able to cook for themselves, and it felt like home.

Brandi enrolled in AMHA's Service Coordination program in May 2023, to obtain employment and get back on her feet. She signed up for every employment program available. She didn't wait for callbacks. Brandi conducted follow up and landed a job with a large retailer as a shopper!

She was provided with two months of bus passes, one month to find work, and another to allow time to get on her feet.

Now she's earning a livable wage, providing a stable environment for her children and making plans for the future. Her priority is a vehicle so she can take her sons to school and spend more time visiting with her daughter who lives in Canton with her father. Then she wants to enroll in the AMHA Single Family Homes initiative to see if she can qualify to rent a house instead of an apartment. Finally, she wants to earn a certification in customer service. She knows she can bring value in this role. We know it too! Good luck, Brandi. We know you can accomplish anything you set your mind to.

Fuel Cards Help Patricia Care for Her Clients

Goodwill met **Patricia** through its transportation support partnership with the Akron Metropolitan Housing Authority (AMHA). A go-getter, Patricia had always taken the necessary steps to make her way in the world. Early on, a family tragedy struck. A mother of five, she lost her 15-year-old daughter. Her deep sense of religion helped her endure, overcome, and persevere through this very difficult time.

Years later she entered AMHA's Family Self Sufficiency (FSS) Program. It helped her develop and accomplish goals, and provided coaching, mentoring and job leads connected to her career goals. Patricia evaluated leads through the Area Agencies On Aging and returned to home care. She had left the field during Covid, forced into

unemployment due to underlying health conditions. Patricia felt she had been guided to this career twice because, "When you have it in you to care for people, it is a calling. You know you must help others."

Patricia has accomplished many of her goals and will graduate in February 2024. Indirectly, the FSS program also taught Patricia how to let go of lingering negativity from her loss. AMHA and Goodwill helped with fuel cards, which Patricia used to find a job and travel to work while waiting on her first paycheck. She was so grateful that the fuel cards allowed her to serve her clients. She knew they relied upon her, and she could not let them down.

Patricia's children are now young adults, and she has 26 grandchildren!



Her schedule consists primarily of work and bible classes. She is happy to do it; she enjoys her clients and makes them smile. Future goals include moving from her apartment to a house, perhaps buying a car at auction and making decisions that lead to happiness. She tells us, "Welcome what makes you uncomfortable and know it is making way for something better. Embrace it and know you are growing."

The Well CDC Adds Transportation Support to Workforce Program



Marta Roueihb is the Workforce Manager at The Well Community Development Corporation (CDC), an organization that invests in people through a built environment. They have revitalized the Middlebury neighborhood near Summa Health, Goodyear and The University of Akron, restoring 95 houses in only seven years! Many are rentals, and The Well helps tenants achieve their goals through creating opportunity and fostering choice. Wraparound services are added to ensure long-term success, so they were thrilled to

add fuel cards and bus passes from Goodwill as an additional resource.

Marta's workforce program connects individuals to living wage jobs. Individuals can earn a customer service credential to qualify for jobs offered through partners such as Summa Health, Community Action, Summit DD, and Summit County Executive Ilene Shapiro's Department of Job and Family Services. No one is turned away or guaranteed placement.

In a neighborhood with a median income of \$27,000, high transiency, triple the unemployment rate of Summit County, and low high school graduation rates, The Well CDC is helping provide local career opportunities to Middlebury and Summit County residents. Its Career Development program creates economic opportunities and connects clients to wrap-around services such as record

expungement, Title 20 childcare, NEXT program enrollment, and workshops on email etiquette, digital literacy, communication skills, mental health and emotional awareness to develop resilient and reliable employees.

In total, there are over 30 partners. Relationships were built to bring resources together. Partnering with Goodwill to remove the transportation barrier helped tremendously. While enrolled in the five-week customer service training, individuals are provided with onsite childcare, transportation and a \$50 weekly stipend. The Well provides two \$25 fuel cards or help with Lyft while enrolled and continues to provide transportation support for a few months after job placement to allow time to stabilize. Thank you, Marta and The Well CDC, for all you do to help individuals in our community!

A'Landra Receives First Revolving Auto Loan

A'Landra received a referral to Goodwill's auto loan pilot program from Summit County Job and Family Services and is also a participant of the Summit County NEXT program. The referral came at the exact moment she needed it! She had been in a terrible car accident in early December. Her car was totaled, and she was too injured to immediately conduct a car search. Given the circumstances she was going to have difficulty securing an auto loan. A'Landra was at the dealership trying to determine how to proceed when she received a call from her case manager telling her she was being referred into the program.

A'Landra is a Summit County resident, a single mother of two daughters, and will soon hit her 10-year anniversary with FirstEnergy.

She began in the call center and worked her way up to her current position as an executive assistant. She applied to become a member of the NEXT Program, which offers individualized services and incentives to assist individuals achieve financial stability. Through the NEXT program, she received financial literacy counseling and took an auto maintenance class through an affiliated partner. As a result, A'Landra already met many requirements and could be moved through the process quickly.

A'Landra was linked with Goodwill's financial partner, Towpath Credit Union, and closed on her loan for a 2020 Buick Envision in early January. She will learn about earning and maintaining good credit in an upcoming session through The



NEXT program. A'Landra plans to continue in her current role -- she never wants to leave the company that paid for her tuition reimbursement! She was able to earn associate degrees in business and human resources and graduate summa cum laude. A'Landra's next goal is to move into a human resources specialist position and put her education to use helping others. Goodwill wishes A'Landra every success in her future endeavors!

Mansimran Drives Excellence in Volunteering

Mansimran is an exceptional 17-year-old with an extraordinary accomplishment. She only needed 40 hours of volunteer time to fulfill her high school course requirement but kept going. She logged an incredible 231 hours between April and July 2023 at the Twinsburg Goodwill when she was only 16! She continued because she knew it would set her apart from other candidates when applying for jobs, scholarships, and college, and because it felt good to help people. At the Twinsburg Goodwill, Mansimran was put in charge of replenishing media, making sure collections were kept together, and organizing books by size. Mansimran tells us the work was fast-paced, she enjoys organizing, and everyone was nice, so it was a good fit. In

addition to her dedication and determination in tallying volunteer hours, the Twinsburg store manager relayed that Mansimran “was a pleasure to work with.” She was an ideal employee with great customer service skills, attention to detail, and a positive attitude. When asked why she chose to volunteer at Goodwill, Mansimran replied, “I chose to volunteer at Goodwill because I wanted to work at a store that helps others achieve their goals and gain work experience.” Her role at Goodwill was somewhat behind the scenes, so she is considering doing future volunteer work at a shelter, so she can be more directly involved in helping others. Now a junior at Twinsburg High School, Mansimran will start applying for colleges in the fall. Her interests



are in pharmacy and physical therapy. Presently she is leaning towards physical therapy and The University of Cincinnati because they have a university hospital and a couple of very special programs. One would allow her to work with athletes on physical therapy, and in another program she could train puppies to become service dogs! Goodwill wishes Mansimran the best and knows she will be successful wherever she goes!

Aryn Fuels Top Retail Round Up Collection to Help Neighbors in Need



Aryn joined the Medina Goodwill in 2022 as a sales associate and hit the ground running by selling the highest value of gift cards among all associates during Goodwill’s holiday gift card promotion her first year. She didn’t stop there! In 2023, Aryn again took first place in the gift card promotion and claimed the number one position for retail round ups. She took in the most round ups of all sales associates and set an agency record in 2023, generating \$5,263.60 for the Elizabeth Clark Emergency Fund!

Goodwill began offering a crisis voucher or gift card in the late 1970s for those in need to shop in its stores for essential items such as clothing, furniture and household items. The fund was established by Goodwill Director Elizabeth Clark, and her legacy has grown to \$110,000-125,000 dollars in crisis cards annually. Goodwill’s shoppers who round up their purchase to the next dollar support these gift cards and their neighbors in need. Aryn is proud she is helping her neighbors with their emergency needs by collecting round ups for this fund. She tells us she values forming relationships with her customers and is on a first-name basis with her regulars. Aryn enjoys the camaraderie of the Medina team and their mutual dedication to helping customers. Goodwill is so proud of Aryn and all our retail sales associates for their

contributions to the fund. Together they raised almost \$125,000 in round ups in 2023!

Round Up Recognition

Aryn Schroeder, Medina	\$ 5,263.60
Paige Riggs, Wadsworth	\$ 4,084.65
Lisa Barr, Outlet	\$ 3,904.50
Rose Miller, Waterloo	\$ 2,639.37
Shalonda Smith, Tallmadge	\$ 2,592.07
Celiess Mabry, Ontario	\$ 2,254.08
Christine McGowan, Streetsboro	\$ 2,247.27
Barbara Price, Streetsboro	\$ 2,221.43
Claire Sexton, Ontario	\$ 2,112.32
Shawn Hills, Kent	\$ 1,829.31
Faith Evans, Brunswick	\$ 1,736.10
Dorothy Hunt, State Road	\$ 1,726.45
Jeffery Anderson, Lexington	\$ 1,187.86
Angie Grim, Ashland	\$ 1,113.69
Celina Krager, Lakemore	\$ 973.28
Jeff Burke, Twinsburg	\$ 969.96
Dana Cutlip, Lakemore	\$ 907.14
Sharon Mueller, Northfield	\$ 883.31
Brandy Noel, blue Boutique	\$ 259.71
Eryn Ewing, blue Boutique	\$ 239.59

Goodwill Services at a Glance

Mission Services

Impact was increased by expanding virtual services with new digital skills offerings and free technology certifications. Other services include both virtual and intense supports in areas of job search, training, evaluations and work experience. Goodwill is dedicated to assisting those with employment barriers to build skills, gain work experience, receive job search assistance and more. This includes our focus area of building reliable transportation supports.

CAREER/JOB SEEKER

- Career Exploration & Advising
- Resume & Interview Preparation
- Skill Identification
- Virtual Services

INDIVIDUALIZED

- Assessments & Adjustments
- Career Counseling
- Job Coaching, Placement & Retention
- Work Experience
- Youth Programs

Retail Operations

Goodwill is truly grateful for both donors and shoppers. The donations we receive and sell in our stores support our mission of helping people prepare for, find and retain employment. In addition, our locations serve as a training opportunity for work experience programs.

- **\$0.91** of every dollar spent in retail funds the mission
- Stores: **14**
- Attended Donation Centers: **3**
- Outlet
- Boutique
- ShopGoodwill.com
- GoodwillFinds.com
- ebay
- eBooks



Business Services



Certified to ISO 9001:2015

Assembly/packaging and industrial sewing solutions are provided to a list of growing firms in the automotive industry, consumer products, government agencies and many others. The team can customize a solution to fulfill needs in:

- Assembly
- Collating
- Die-cutting
- Industrial Sewing
- Quality Control/ Inspection
- Heat Shrinking
- Packaging
- Kitting
- De-manufacturing
- Heat Sealing
- Sorting
- Labeling
- Prototyping
- Purchasing
- Logistics

Total served in 2023

147 } VOCATIONAL EVALUATIONS,
ASSESSMENTS & ADJUSTMENTS

254 } YOUTH PROGRAMS

65 } WORK EXPERIENCE
[Training within Goodwill's Retail
& Business Services operations]

671 } JOB SKILLS CLASSES,
JOB FAIRS & WORKSHOPS*

410 } JOB PLACEMENTS

163 } JOB COACHING & DEVELOPMENT

4,400 } OTHER SERVICES
[Bus passes/fuel cards, Elizabeth
Clark Emergency Fund gift cards
and Radio Reading]

8,372 } JOB SEARCH ASSISTANCE &
EMPLOYER SERVICES [Virtual
services, screening, testing, training,
recruitment, outplacement, etc.]

14,482 } TOTAL

* Some services are partially funded by the Summit County
Department of Job & Family Services.

Dollars redeemed
through Elizabeth Clark
Emergency Fund:

\$124,856

149 Local businesses
served by Goodwill's
Business Services:

Value for 2023 jobs:

**\$9.50
million**

Our mission, by the numbers.

Helping individuals prepare for, find and retain employment.

Hours donated
by volunteers:

4,843

Community



Donations



Generous donors: **369,706**

Tons of
clothing and
household
items donated: **19,410**



Retail Stores



Tons of computer
equipment recycled
(Dell Reconnect): **71**

Tons of material
recycled & repurposed
through salvage: **3,659**

Outlet Store

Goodwill
Serving Summit, Portage, Medina,
Ashland & Richland Counties

Job Training



Cents from every dollar
spent at Goodwill stores
that funds mission:

\$0.91

Hours worked by participants
in Goodwill's Retail and
Business Services operations:

30,779

Recycle



Customers:

964,906

Donors

Thank you for Providing Hope & Supporting Goodwill's Mission

General Operating Fund

\$10,000 +

Anonymous

Eric & Nan McClenaghan

\$5,000 – \$9,999

FirstEnergy Foundation

Lynne & Joe Piccioni

Synthomer Foundation

\$1,000 – \$4,999

Hamilton & Beth Amer

Jennifer & Justin Bako

Lawrence & Donna Barton

Bober Markey Fedorovich

Brennan Manna & Diamond

Britton Gallagher

David & Kathleen Bucci

Lisle M. Buckingham Endowment Fund

Daniel Buser

Campbell Construction

Clarity HR

Clark Family

S.A. Comunale

Stephen A. Comunale

The Mary S. and David C. Corbin Foundation

Crain, Langner & Co.

Fifth Third Bank

JR Fowler

Arthur J. Gallagher

Bill & Mary Glaeser

William & Susan Hanlon

The Fred A. Hatherill Charitable Trust

Henry Heating, Cooling & Plumbing

Hernandez Construction Services, Inc.

Joseph & Mary Ellen Hinkle

J. C. Whitlam Manufacturing Company

Danielle Kimmell

Karen & Doug Lefton

Donald & Cynthia Misheff

Michael & Julie Moldvay

Angela M. Neeley

Hyun Park

Morgan Parke

James M. Parry Charitable Gift Fund

Buffy Phillips

PNC Financial Services Group

Sonya & Tom Presper

Roetzel & Andress

Rush/Idealease

Max Schindler

Marc Servodio CFP®, AIF® - Vita Advisors, LLC

James & Janet Singleton

Jeana & Nathan Singleton

Summit County Executive Ilene Shapiro's Department of Job & Family Services

Tiffany Testa

W3 Financial Group

Cheryl Watkins

\$500 – \$999

ACRT Services, Inc.

Akron Metropolitan Housing Authority

Akron Public Schools

Parker Berry II

Blue Technologies Smart Solutions

Jennifer L. Buchanan

Dr. Pleas R. Chambers III

Terry & Sharon Dalton

Chuck & Debbie Ducey

Falls Sewer & Drain Cleaning

GPD Group

Hattie Larlham

Helluva Container, Inc.

Heather Hydel

John Judge

Steven Kirkland

Meaden & Moore

Don Nuernberg

People First Day Program & Transportation

Steve Swann

Leslie Ungar

Laura Walker

Angela Wells

Mark & Sue Whitlam

Charles & Leslie Zonfa

\$0 – \$499

Sherry Ackman

Akron Children's Hospital

Akron Community Foundation

Akron-Canton Regional Foodbank

AmazonSmile Foundation

Anonymous

Jennifer Armstrong

Mekal Banyasz

Amanda Barna

Bath Volunteers for Service

Chris Benko

Kristin Beynon

Big Brothers Big Sisters of Summit, Medina, and Stark Counties

The Blick Center

Nancy Broadway

Angie Campbell

S. Theresa Carter

Mark & Brenda Cavanaugh

LuAnn Cerreta

Child Guidance & Family Solutions

Choices

Chip Clupper

Pamela Collica

Community Support Services

Brandy Coughenour

Wesley Coursen

Angie Davis

Hilary DeSaussure

Jorena DiMare

Joe & Marianne Doman

Donna Donaldson

Elizabeth England

Sandra Farr

Ellen Fifer

George & Diana Finkes

Susan Flowers

Jessica Ford

Na'Tae Frazier

Freedom Forklift Sales

Jack Friend

Jill Fulkerson

Debra Furgerson

Dawn Gainer

Arthur J. Gallagher Foundation

Marian Geiser

Tori Giesler

Paul & Diane Gingo

Phil Goettl Jr.

Sadie Goetz

Goodwill Industries of Greater Cleveland & East Central Ohio

Debbie Gorbach

Lindsay Hailer

Thomas Hancock

Aldjia Hartfelder

Mary Ann Heed

Linda Heising

Michelle Henry

Quinn Hill

Brigid Hillmuth

Dawn Hochstetler

Barry Hollis

Kim Huff

Diane Hurley

IBH Addiction Recovery

Jobs for Ohio's Graduates

Carla Johnson

LaRinda Johnson

Dalton Jones

Laura Judge

Elizabeth Kamm

Kastner Westman & Wilkins, LLC

Julie & Randy Katz

Rita Kilroy

Douglas Klein

George Kmetz

Kim Kotter

Gina Krieger

James & Rhonda Kroeger

Katie Landies

Anne Lazzerini

Kurt Leibensperger

Stephen & Catherine Leuenberger

Jessica Lewis

Vinny Licata

Alice Luse

Shelly Malone

Gregg & Deanna Manes

Karen Manna

David & Kim Marchetta

Brady Marks

Douglas McBride

Greg & Jackie McDermott

Gina Mendiola

James & Julie Merklin

J.J. Mesko-Kimmich

METRO RTA

Ryan Miller

Madyson Mistur

Michael Monaque

Sandy Montgomery

Greg Morton

Nikki Moshier

Olivia A. Myers

Maxine Nance

Becky Newman

Mary Anne & C. Allen Nichols

Tamara Nicholson

Sally Olszewski

Erika Ostrowski

Donna Paola

W. Stuver Parry

Barbara Patterson

Dana Patterson

Kathleen Patton

Reilly Perme

Kendra Philon

Madeline Presper

Jessica Prusak

Erin Radcliffe

Irene Reiber

Carole Richmond

Rita Rochford

Roberta Rogers

Julianne Rowles

Sophie Ruiz-Schlotterer
 Sandridge Crafted Foods
 Sam Scala
 Terence Seikel
 Camila Serna
 Marc Servodio & Erin Ehrlinspiel
 Michelle Servodio
 John Shaub
 Kimberly Sheasley
 Patti Sinar
 Diane & Derek Smith
 Janis Smoot
 Christine Snyder
 Rose Snyder
 Terra Sprinkle
 Cindy Staycheff
 Krista Steedly
 Donna Stokes
 Stephen Strayer
 Valerie Stutler
 Summit County Children Services
 Jeff Tacina
 Chuck & Corrine Tennent
 Barry Thoman
 Matt Thornton
 Towpath Credit Union
 Sylvia Trundle
 Patti Tschantz
 United Methodist Church
 Stacey Vottero
 Carol Ware
 Ian Weber
 Terri Whitlam

**Elizabeth Clark
 Emergency Fund
 \$10,000 +**

Generous Goodwill Shoppers through Round Up at the Register

\$500 – \$999

Dee Dee Nall

\$0 – \$499

Mark Bonchu
 J. Christopher & Paula Clark
 Stanley Collins
 Michelle Davids
 Sharon Finneran

Dee Gillespie
 Susan Kaforey
 Sarah Lynner
 Al Sardelle
 Denee Schorle
 Tom Wilson

**The Goodwill Digital
 Career Accelerator**

\$1,000 – \$4,999

Google Certificate Training Scholarships

**Ralph Alexander
 Scholarship Fund**

\$0 – \$499

Anonymous
 Erin Grzegorek
 Alan Horst
 Marsha Royal

**The Reverend Carter
 Endowment Fund**

\$500 – \$999

The Billie R. Coile Trust
\$0 – \$499
 Steve & Cherie Schecter

**WEYE Radio Reading
 \$5,000 – \$9,999**

Kenneth L. Calhoun Charitable Trust

\$1,000 – \$4,999

JAH Foundation

\$500 – \$999

William Meyer
 PNC Financial Services Group
\$0 – \$499

Timothy Binkley

Bober Markey
 Fedorovich

Paul Boncaldo
 Brennan Manna & Diamond

Britton Gallagher
 Stephen Clark

Fifth Third Bank

Larry & Diana Garver

JoLene Gordon

Eric & Nan
 McClenaghan

Christopher Pennington

Sonya & Tom Presper

Jessica Prusak

Gina Shook

Vita Advisors, LLC
 W3 Financial Group

Rising Together™

\$0 – \$499

Eric & Nan
 McClenaghan

**Youth Employment
 Opportunities to
 Work (YEOW)**

\$5,000 – \$9,999

The Huntington-Akron Foundation

\$1,000 – \$4,999

Harry K. & Emma R. Fox Charitable Foundation

**Mission Services –
 General Operating
 Support**

\$10,000 +

The Sisler McFawn Foundation

\$5,000 – \$9,999

Mary & Dr. George L. Demetros Charitable Trust

KeyBank Foundation

Charles E. & Mabel M. Ritchie Memorial Foundation

Lloyd L. & Louise K. Smith Foundation

\$1,000 – \$4,999

Glenn R. & Alice V. Boggess Memorial Foundation

The Henry V. & Frances W. Christenson Foundation

W. Paul Mills & Thora J. Mills Memorial Foundation

Laura R. & Lucien Q. Moffitt Foundation

R.C. Musson & Katharine M. Musson Charitable Foundation

Laura Walker

Vintage Collection

Akron Woman's City Club

Diana Jones

Olivia Kurkul

Madeline Milford

Ana Shockey

Ana & Liliana Shockey

In Kind

Akron Civic Theatre
 Akron Rubber Ducks
 Akron Zoo
 AUI
 Amanda Barna
 Tony Berni
 Bigshots Golf Firestone
 blue / A GOODWILL® BOUTIQUE
 David Bucci
 Cabot Cheese Cooperative
 Lynn M. Clark
 Chip Clupper
 Colonial Florist
 Community Action Akron Summit
 C. J. Dannemiller Company
 Dewey's Pizza
 Chuck Ducey
 F. A. T.'s Backroom
 FirstEnergy Service Company
 Gardner Pie Company
 Gervasi Vineyard
 Dee Gillespie
 Glenmoor Country Club
 Goodwill Board of Directors
 Goodwill's Retail Stores, Outlet & eCommerce
 JoLene Gordon
 GPD Group
 Susan Hanlon
 Scott Hernandez
 Jobs for Ohio's Graduates
 Laura Judge
 Julie & Randy Katz
 JoAnne Kehr & Family
 Danielle Kimmell
 Joseph Manolas
 Eric & Nan McClenaghan
 The Peanut Shoppe
 The Pearl Coffee Company
 Petitti Garden Center
 Regency Wine Sellers
 Carole Richmond
 Kathy Ronca
 Marc Servodio

Gina Shook
 Shulan's Jewelers
 Jeana Singleton
 Diane & Derek Smith
 Jeff Stevenson
 Tiffany Testa
 Kevin Thompson
 Jacquie Walker
 Laura Walker
 Watkins Family
 Mark Whitlam

**In Memory of
 Elizabeth Clark**

J. Christopher & Paula Clark

**In Memory of
 Mary Beth Kluge**

Eric & Nan
 McClenaghan



Mary Beth Kluge "Making a Difference" Award

**In Memory of
 George Sherwood**

Justin & Jennifer Bako
 Bath Volunteers for Service
 David & Kimberly Marchetta

Eric & Nan
 McClenaghan

Greg & Jackie
 McDermott

Steve & Cherie Schecter

**In Honor of
 David & Laura Binkley**

Timothy Binkley

**In Honor of
 William Glaeser's
 & Jacquie Walker's
 "Making A
 Difference" Awards**

Anonymous



2023 Menu Sponsors

Thank you to the following sponsors for supporting all of Goodwill's events throughout 2023.

Platinum

Synthomer Foundation
Morgan Parke, FirstEnergy Service Company

Gold

Fifth Third Bank
Sonya & Tom Presper

Silver

Britton Gallagher
Eric & Nan McClenaghan
PNC Financial Services Group
W3 Financial Group

Bronze

Bober Markey Fedorovich
Brennan Manna & Diamond
Marc Servodio CFP®, AIF®
– Vita Advisors, LLC

Diamond Patron

David & Kathleen Bucci
Dr. Pleas R. Chambers III
Chuck & Debbie Ducey
Bill & Mary Glaeser
William & Susan Hanlon
Danielle Kimmell
Charles & Leslie Zonfa

Gold Patron

Parker Berry II
Chip Clupper
Laura Judge
Mary Anne & C. Allen Nichols
Diane & Derek Smith

Patron

Mekal Banyasz

Media

akronlife
WAKR/WONE/WQMX/WNVV



Leadership

Members of the board of directors are elected for a three-year term with members rotating off annually. The board provides leadership, guidance, support and assistance to Goodwill in its mission fulfillment.

Board of Directors

Abdullah Alkhulaiwi
Kimmell Cybersecurity

Amanda Barna
Center for Marketing &
Opinion Research (CMOR)

David Bucci
PathSight Predictive Science

Daniel C. Buser, Esq., CPCU
Crain, Langner & Co.

Lynn M. Clark
Attorney/Mediator

Chip Clupper
Human Resources Dept.
Summit County Executive
Ilene Shapiro

Charles E. Ducey, Jr.
Retired
Diebold, Incorporated

Bradley M. Gilbo
Dick's Sporting Goods

Susan Hanlon, Ph.D.
Retired
College of Business
Administration,
The University of Akron

Kimberly D. Huff
Synthomer Foundation

Laura Judge
Liniform Service

Julie Katz
The Extra Daughter, LLC

Matt Kelly
Goodyear Racing

Steven T. Kirkland
Voyant Beauty

Douglas Klein, EA
Retired
BDO

Joseph Manolas, CPA
Meaden & Moore

Michelle M. Mulhern, M.P.A.
American Board of
Emergency Medicine

Chrissy Myers
AUI

Morgan E. Parke
FirstEnergy Service Company

Marc Servodio, CFP®, AIF®
Vita Advisors, LLC

Jeana M. Singleton
Brennan Manna & Diamond

Diane Smith
Community Volunteer Leader

Jeff Stevenson
Campbell Construction

Steve C. Swann
CPA/ABV, CFE
Bober Markey Fedorovich

Tiffany Testa
Sandridge Crafted Foods

Kevin Thompson
Hernandez Construction
Services, Inc.

Hattie M. Tracy,
MSW, LISW-S, LCDCIII, MPA
Coleman Health Services

Danijela Vranesevic, LPCC-S
Kent State University

Charles A. Zonfa, MD, MBA
Summa Health

Honorary Board of Directors

Dr. Raj Aggarwal, CFA
Retired
University of Akron

Becky Babcox (1951-2012)
Retired
Babcox Publications

Parker Berry II, CIC
Seibert-Keck Insurance

James Bunnell
Retired
Austin Tape & Label

S. Theresa Carter
Synthomer Foundation

Dr. Pleas R. Chambers III
Professional Driving Instructor,
State of Ohio Licensed

Terrence Dalton
Retired
Community Support Services

Joseph P. Doman, Jr.
UBS Financial

William Glaeser
Retired
Northeastern Educational
Television of Ohio, Inc.

Dorothy O. Jackson (1933-2021)
Retired
City of Akron

Margaret D. Jordan, J.D., M.S.
Kiko Company

Randy S. Katz
Retired
City Scrap & Salvage

Danielle J. Kimmell, CPA
Apple Growth Partners

Dr. Mary Beth Kluge (1936-2022)
Retired
Akron Public Schools

Doug Lefton
Retired
Fairlawn Family Practice

Karen C. Lefton, Esq.
Of Counsel, Kastner Westman
& Wilkins, LLC

Lisa Mandel
Community Volunteer Leader

Thom Mandel
Rubber City Radio Group

Dan Marchetta, Sr. (1929-2015)
Retired
Marchetta Construction
Company

Gregory McDermott
Retired
FirstMerit

Jackie McDermott
Retired
Alcatel-Lucent

James E. Merklin, CPA, CFE
Bober Markey Fedorovich

Julie Merklin
Community Volunteer Leader

Cynthia K. Misheff
Retired
Educator

Donald T. Misheff
Retired
Ernst & Young

Shelby D. Morgan
W3 Financial Group

Angela M. Neeley, MBA
METRO Regional Transit
Authority

C. Allen Nichols
Akron Bar Association

Gary L. Rickel
Retired
CBRE

Charles Schreckenberger,
FAIA
PRIME AE Group, Inc.

Kim Schreckenberger
Retired
Akron Public Schools

Cherie Morris Shechter
Community Volunteer Leader

Steven B. Shechter
Insurance Witness Consulting,
The Business Brain Trust, RWS
Business Services Companies

Beth Sherwood
Community Volunteer Leader

George K. Sherwood (1939-2023)
Retired
B.F. Goodrich Corporation

John L. Shulan
Shulan's Jewelers

Jill Hinig Skapin
Retired
Summit County Executive
Ilene Shapiro's Office

Stephen L. Strayer
PNC Bank

Michael A. Sweeney, Esq.
Of Counsel, Brouse McDowell

Barry E. Thoman, CPA
Meaden & Moore

Russell Vernon
Retired
West Point Market

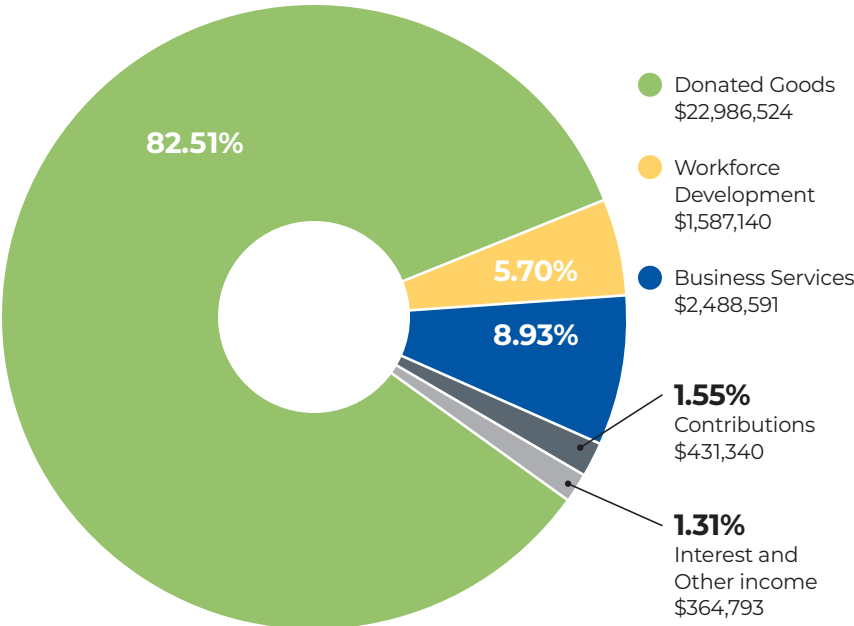
Jerry H. Welty
Retired
Welty Building Company

Mark A. Whitlam
J.C. Whitlam Manufacturing
Company

Steve D. Wilt
CAPTRUST Financial Advisors

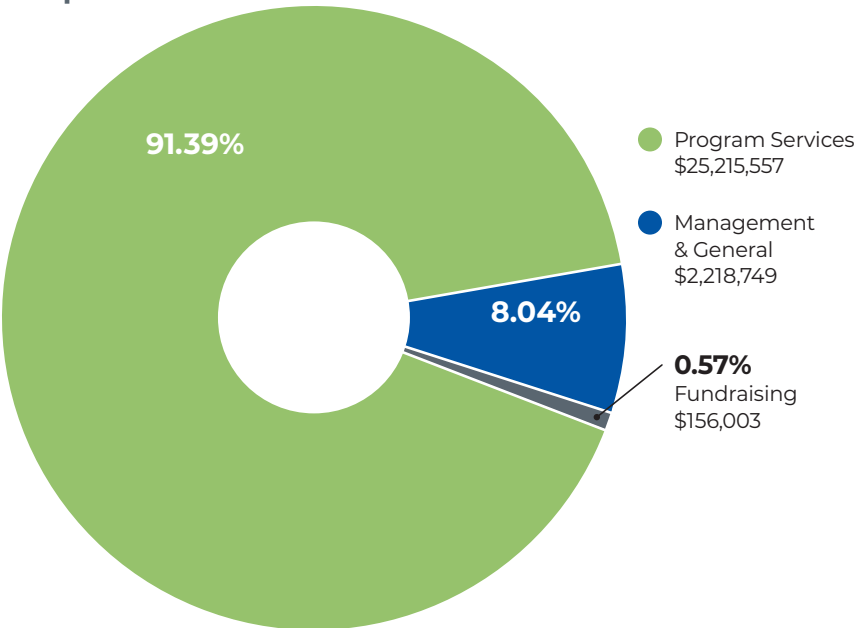
2023 Financials (un-audited)

Support & Revenue



Total Support and Revenue \$27,858,388

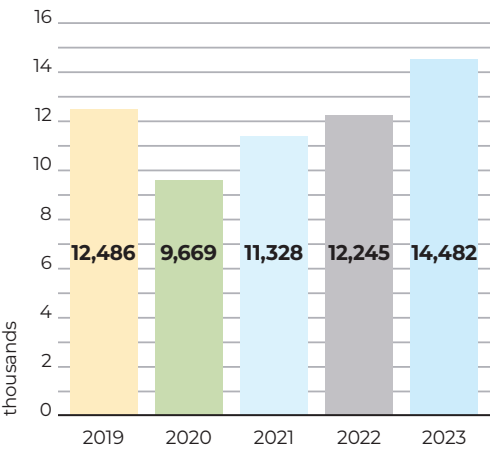
Expenses



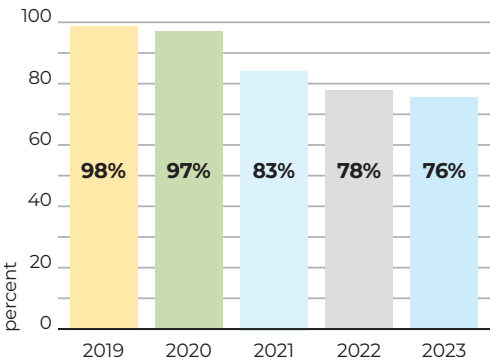
Total Expenses \$27,590,309

Change in Investments	\$ 916,641
Change in Net Assets	\$ 1,222,374
Net Assets Beginning (2022 audited)	\$ 18,902,764
Net Assets Ending 2023 (unaudited)	\$ 20,125,138

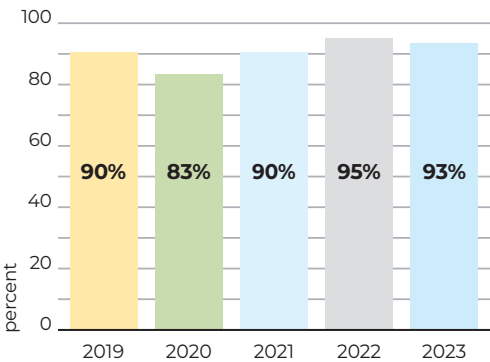
Numbers Served



Placement Rate



90-Day Retention Rate



Events and Volunteer Services

Each year Goodwill has a set of key events to educate, support and raise funds for its mission. The key events include:

Annual Meeting & Celebration of Champions

During the virtual Annual Meeting and Celebration of Champions event, Goodwill shares its service numbers and honors program champions. In 2023, we honored the achievements of seven people.

Celebration of Champion Honorees



Andrew DeCamp



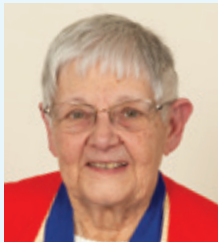
Gary Donner



David Kizzee



Ethan Lumley



Lion Ann Miller



Paige Riggs



Connor Vanderneut

Taste of Vintage

Honoree Danielle J. Kimmell helped Goodwill raise more than \$125,000 at its 17th Taste of Vintage gala fundraiser. The event was attended by over 450 guests and paid tribute to the community leadership efforts of Danielle J. Kimmell in the greater Akron area. During the event, guests enjoyed a sampling of gourmet foods from John S. Knight Center, silent and live auctions, and a showcase of fashions from the 1950s to 1990s from Goodwill's Vintage Collection.



Danielle J. Kimmell

Volunteer Services

Goodwill would like to thank the hundreds of volunteers and groups that spent time helping the agency. These volunteers provided 4,843 hours of service.

Employee of Distinction

In 2023, 52 outstanding employees were recognized at the 22nd Employee of Distinction event. The event provides employers with a cost-effective way to publicly recognize outstanding employees. Nominations for the Employee of Distinction Award are reviewed based on quality of work, dedication to the business and extraordinary efforts with the honor going to the top nominations with the highest average rankings. Congratulations to the 2023 Employee of Distinction Award winners.



Stachia Lawson
The Blick Center



Toby Liechty-Clifford
Akron Public Schools



Amy Marsteller
Akron Metropolitan
Housing Authority



Charlotte Morris
The Blick Center



Kimberly Skelley
Hattie Larlham



**DONATE STUFF.
CREATE JOBS.**

Auto Donations 800-549-2580

Donation Pick Up Service

800-989-8428 or 330-786-2576

blue
/ A GOODWILL® BOUTIQUE /

Copley – 3900 Medina Road

Outlet

Akron – 570 E. Waterloo Rd.

Retail Stores/Donation Centers

Akron – 570 E. Waterloo Rd.

Ashland – 1611 Claremont Ave.

Brunswick – 1733 Pearl Rd.

Cuyahoga Falls – 1725 State Rd.

Kent/Ravenna – 2528 State Route 59

Lakemore – 1500 Canton Rd.

Mansfield/LexMall – 1280 Lexington Ave.

Medina – 3500 Medina Rd.

Northfield – 10333 Northfield Rd.

Ontario – 2154 W. Fourth St.

Streetsboro – 1703 State Route 303

Tallmadge – 501 South Avenue

Twinsburg – 10735 Ravenna Rd.

Wadsworth – 170 Great Oaks Trail

Donation Center Only Locations

Akron –

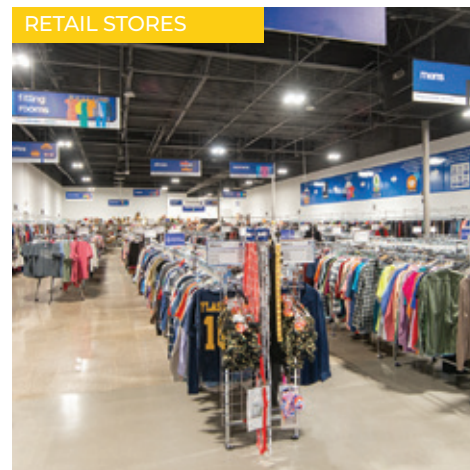
420 South Hawkins Ave.
(Saint Sebastian Parish,
Byrider Hall lot)

Fairlawn –

565 S. Cleveland Massillon Rd.
(Grace Church parking lot)
temporarily not open

Hudson –

5381 Darrow Rd.
(Behind Regal Cinema
parking lot)



570 East Waterloo Road • Akron, OH 44319

Tel: 330.724.6995 • Toll Free: 800.989.8428 • www.goodwillakron.org

Follow Us:



Design: David Flynn Design • **Photography:** Lee Spencer Photography



Certified to
ISO 9001 : 2015

