



## 2013 Annual Report

What's Your Mission?

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**DONATE STUFF.  
CREATE JOBS.**

# What's Your Mission?



Everyone knows the Goodwill “Smiling G” Logo. This 2013 Annual Report is designed to help you match faces, names and ... smiles to Goodwill’s mission of helping individuals prepare for, find and retain employment in Summit, Portage, Medina, Ashland and Richland Counties.

In the following pages, Goodwill proudly shares its key 2013 achievements - serving more than 9,000 individuals, placing more than 489 individuals in positions, growing Mission Services 266% in Ashland and Richland Counties, achieving an 11th consecutive CARF recertification (33 years) and its 3rd certification to ISO 9001:2008.

All these things and so much more were made possible by the power of a smile.

## SMILE . . .

*It costs nothing but creates much.*

*It enriches those who receive without impoverishing those who give.*

*It happens in a flash and the memory of it sometimes lasts forever.*

*None are so rich they can get along without it and none are so poor but are richer for its benefits.*

*It creates happiness in the home, fosters goodwill in a business and is the countersign of friends.*

*It is rest to the weary, daylight to the discouraged, sunshine to the sad, and nature’s best antidote for trouble.*

*Yet it cannot be bought, borrowed or stolen, for it is something that is of no earthly value to anyone until it is given away.*

*And if in the course of the day some of your friends should be too tired to give you a smile, why not give them one of yours?*

*For nobody needs a smile so much as those who have none left to give . . . SMILE!*

*– Author Unknown*

Thank you for smiling on Goodwill. Thank you for donating, shopping, procuring services or volunteering. Your smile makes a positive difference each and every day!

Sincerely,

**Barry E. Thoman, CPA**

*Chairman of the Board*

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*1st Vice Chair*

**Gary L. Rickel**

*2nd Vice Chair*

**Margaret D. Jordan, J.D. M.S.**

*Secretary*

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*Treasurer*

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*President & CEO*

**Pedro Barnes**

*Vice President, Retail Operations*

**Janet Morrison**

*Vice President, Contract & Logistics Services*

**Gregory H. Morton**

*Vice President, Mission Services & Public Relations*

**Timothy H. Sisler**

*Advisory Chief Financial Officer*

“Now I have  
choices on the  
direction to take  
my future.”

.....



“With the skills  
I have learned,  
I can reach my  
full potential.”



“I have the ability  
to earn a wage  
and improve the  
quality of my life.”

.....



“Having a job  
helps me build  
confidence, self-  
esteem and  
independence.”







## Mission Services

### Helping Individuals Rise Above Barriers to Employment

Mission Services is at the heart of Goodwill. The group facilitates and provides employment, job training and other community-based programs for individuals with disabilities and others facing challenges to finding employment. The Mission Services team believes work creates the economic energy that builds strong families and communities as well as helps build self-confidence, friendships and independence. Everyone deserves to have those things in life and Goodwill provides that chance through the following services:

- Vocational evaluations to identify job interests, abilities and aptitudes
- Pre-employment testing to determine the skill level and performance match to a variety of occupations
- Youth employment opportunities designed to give at-risk and foster care youth a chance to participate in self-sufficiency and employment programs to better ensure success in life
- Skills training in resume preparation, completion of applications and interviewing
- Work experience programs
- Job coaching support

The agency is proud of all the accomplishments of the individuals it serves and believes their stories can provide inspiration to others in similar situations. This year Goodwill recognized 13 individuals for their achievements in 2013 at its Annual Meeting and Celebration of Champions event. The hope is to help all participants gain the confidence, courage and determination needed to move them forward on their journey in life. In addition the event recognized businesses that have partnered with Goodwill to provide skills training opportunities, hired Goodwill graduates, or used the agency's services to help recruit qualified applicants.

#### Meet Douglas Dawson

When Douglas came to Goodwill he was homeless and working temporary positions. As he went through the line at a local food kitchen he reached out for help. The volunteer at the food kitchen was familiar with Goodwill's services and referred him to the agency for job search assistance. Douglas was interested in any type of employment in order to obtain a stable job and income. He had the barrier of a criminal background that included a period of time spent in prison. With the assistance of Goodwill's job placement services, Douglas was contacted by a cleaning company for an interview, and shortly after was offered a job. With dedication and hard work at his new job, along with a strong support team, Douglas was able to persevere and overcome his barriers.

## Meet Eva Stephenson

When Eva was referred to Goodwill she described herself as being as low as a woman could go in life. She had no place to live, had not worked since 1989, did not graduate from high school and had lived with an abusive husband for more than 30 years. Due to Eva's circumstances, it was imperative that she find housing and employment as soon as possible. She worked with Goodwill to build a resume, fill out job applications as well as learn interviewing and job search skills. Eva found a job last year with a cleaning company and now has her own place to live. While still building her skill sets, she is well on her way to leading a more stable life.



## Community Collaboration

Many times an individual with a barrier to finding employment is also dealing with a multitude of issues. This is why Goodwill creates strong partnerships in the communities it serves. On a regular basis the agency works closely with other non-profits, local city and state government agencies and many businesses across Summit, Portage, Medina, Ashland and Richland Counties.

For example, this past year Goodwill collaborated with agencies in Richland, Crawford and Ashland Counties to host an Employment Expo on Sept. 19, 2013. Approximately 55 employers participated in the expo that was attended by more than 200 job seekers. Prior to the expo, job seekers were offered a series of job search classes in order to make the best

impression on employers participating in the job fair. In planning, Goodwill met on a monthly basis with a team of individuals from agencies in Richland, Crawford and Ashland Counties. Each agency brought their area of expertise to this collaborative event and it was such a success, plans are in the works for the 2014 Employment Expo.

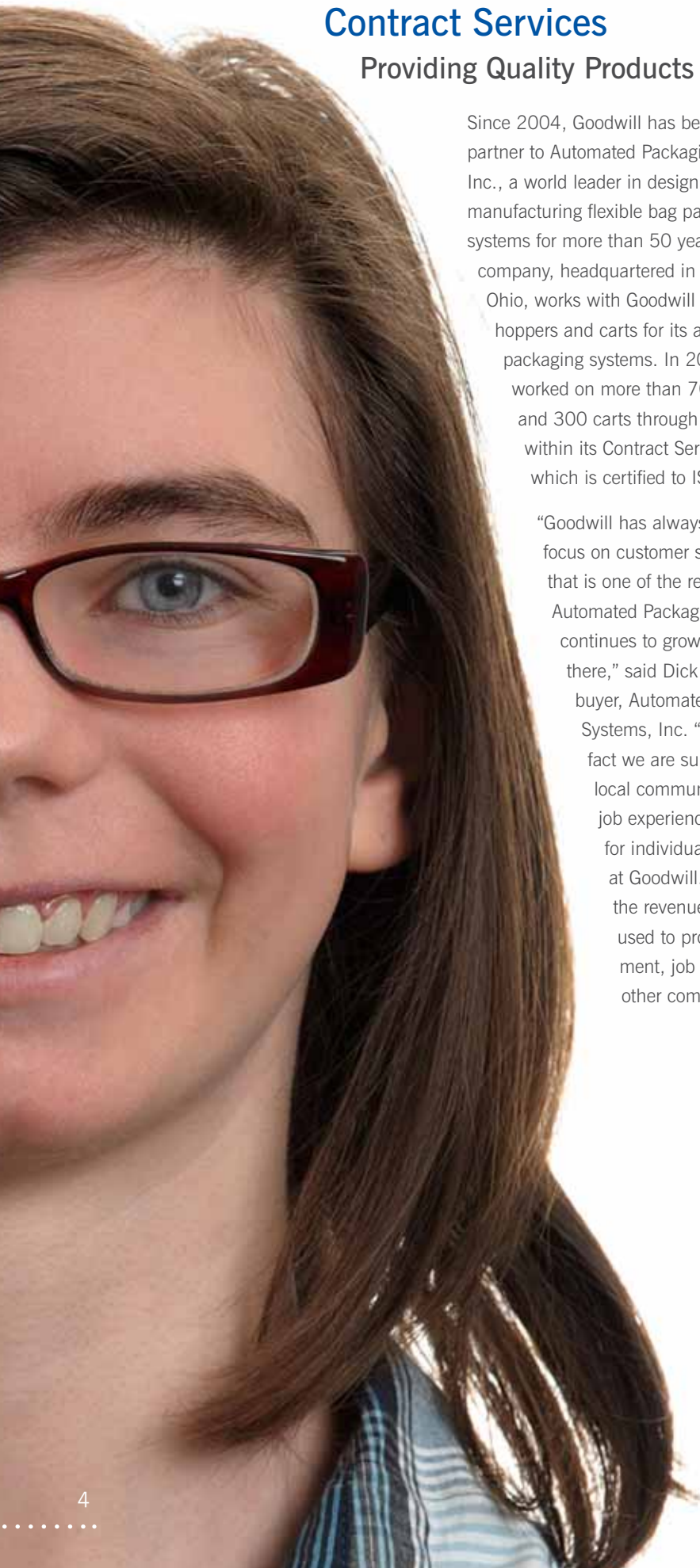


## Celebration of Champion Honorees

- Douglas Dawson
- Eric Edwards
- Stacy Fuson
- Larry Grant
- Amy Johnson
- Alec Lopano
- Darren Lynn
- Anthony Petak
- Violet Ramunni
- Cassandra Robertson
- Monica Schnitzler
- Jennifer Seman
- Eva Stephenson

## Community Partner Honorees

- Automated Packaging Systems, Inc.
- Community Collaboration on Employment Expo in Richland, Crawford and Ashland Counties:
  - \* Jonnie Barnes  
Richland County Job and Family Services/OhioMeansJobs Richland County
  - \* Lori Bedson (Team Leader)  
Richland County Job and Family Services/OhioMeansJobs Richland County
  - \* Lisa Brown  
Richland County Job and Family Services/  
OhioMeansJobs Richland County
  - \* Larry Corn (Team Leader)  
Workforce Specialist, East Region 3 (Medina, Summit, Ashland, Wayne and Holmes Counties)
  - \* Rich Pate  
Ashland - Pump House Ministries
  - \* Patty Sheppard  
Ashland County Job and Family Services
- Parsec Enterprises



## Contract Services

### Providing Quality Products and Services as well as Work Experience

Since 2004, Goodwill has been a valued partner to Automated Packaging Systems, Inc., a world leader in designing and manufacturing flexible bag packaging systems for more than 50 years. The company, headquartered in Streetsboro, Ohio, works with Goodwill to make custom hoppers and carts for its automated packaging systems. In 2013, Goodwill worked on more than 700 hoppers and 300 carts through the teamwork within its Contract Services group, which is certified to ISO 9001:2008.

“Goodwill has always had a strong focus on customer satisfaction and that is one of the reasons why Automated Packaging Systems continues to grow its business there,” said Dick Waterman, buyer, Automated Packaging Systems, Inc. “We like the fact we are supporting the local community by providing job experience opportunities for individuals in training at Goodwill. In addition, the revenue it earns is used to provide employment, job training and other community-based

programs for individuals with disabilities as well as others facing challenges to finding employment.”

The Contract Services group, comprised of the Assembly and Sewing departments, works currently with 63 customers – and the list is growing from firms in the automotive industry, consumer products, government agencies and many others. Not only can the team customize a solution to fulfill needs in assembly, collating, die-cutting, sewing, packaging and more, but builds work skills in program participants, preparing them for jobs in the community. Typically the group has between 40 to 50 individuals in training each day. When working with the Contract Services group, customers receive quality products and services as well as invest in supporting job growth in the community.

#### Contract Services

#### Certified to ISO 9001:2008

- Assembly
- Collating
- Die-cutting
- Sewing
- Heat Shrinking
- Packaging
- Kitting
- De-manufacturing
- Re-work
- Sorting
- Labeling
- Prototyping





*Malinda Mason, program participant, packaging a hopper for Automated Packaging Systems, Inc.*



*Program participants from Contract Services and Retail operations as well as Goodwill case managers and mentors.*





## Retail Operations

### Turning Generous Donations into Job Search Support

Throughout the year more than one million shoppers visited Goodwill's retail stores and [shopgoodwill.com](http://shopgoodwill.com); and of every dollar spent, \$0.88 funds the mission to help individuals prepare for, find and retain employment.

The generous donations Goodwill receives from the community allow it to provide customers quality items at affordable prices. The rewarding part of shopping and donating is the investment in the community it provides. For example, each store serves as a training site for Goodwill's work experience program. On a daily basis program participants assist with daily operations such as donation processing and hanging clothes while they build valuable work skills for future community employment. In addition, a job search station is available in each of the retail stores, offering free Internet access for job seekers during store hours.

Whether shopping or donating to Goodwill, you are helping people in the community find jobs.

### Retail's Participation in Junior League of Akron's Designer ShowHouse 2013

The Designer ShowHouse is a Junior League tradition and Goodwill was proud to have participated in decorating the master bedroom for the 2013 event. The room design had a Havana/Key West flavor using a unique mix of furnishings from Goodwill's retail stores and donation centers. In addition, different materials, colors and textures were used to create a relaxing bedroom retreat.

The team from Goodwill that designed the room included: Heather Hydel, Shannon Bernard, Chris Brauning, Don Cauley, Dee Gillespie, Dan Goodhart, Aimee Linderholm, Jocelyn Mellinger, Jessica Prusak and Ashley Ward.





A woman with dark hair and glasses, wearing a dark grey long-sleeved shirt and a blue Goodwill vest, is smiling and reaching up to adjust clear plastic hangers on a metal rack. The racks are filled with many more hangers, some of which have small blue tags attached. In the foreground, a wooden bin contains several items of clothing, including a pair of blue jeans and a yellow shirt. The background shows more racks of hangers, creating a sense of a large inventory of clothing.

## Retail Operations

- \$0.88 of every dollar spent in retail funds Goodwill's mission
- Stores: 13
- Attended Donation Centers: 6
- Outlet Store
- [shopgoodwill.com](http://shopgoodwill.com)
- eBooks

# Goodwill's mission, by the numbers

Helping individuals prepare for, find and retain employment.

Serving Summit, Portage, Medina, Ashland and Richland Counties.

## Total served in 2013

**918** } VOCATIONAL EVALUATIONS,  
ASSESSMENTS & ADJUSTMENTS

**198** } YOUTH PROGRAMS

**247** } WORK EXPERIENCE  
[Training within Goodwill's Retail  
and Contract Services operations]

**3,017** } JOB SKILLS CLASSES  
& WORKSHOPS\*

**3,025** } JOB FAIRS

**489** } JOB PLACEMENT SERVICES

**30** } JOB SEARCH ASSISTANCE  
AND JOB COACHING

**700** } OTHER SERVICES  
[Bus passes, Elizabeth Clark Emergency  
Fund gift cards and Radio Reading]

**380** } EMPLOYER SERVICES  
[Recruitment, screening, testing,  
training, outplacement, etc.]

**9,004**

\* Some services are partially funded by the Summit  
County Department of Job & Family Services and  
United Way of Summit County

Dollars distributed  
through Elizabeth Clark  
Emergency Fund:

**\$89,828**

**63** Local businesses  
served by Goodwill's  
Contract Services:

Value for 2013 jobs:

**\$11.8  
million**





Hours donated  
by volunteers:

**31,785**

## Community



## Donations

Generous donors:

**434,911**

Tons of clothing and  
household items donated:

**20,711**



## Retail Stores



## Outlet Store

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



Retail and online  
program shoppers:

**1,000,074**

## Recycle



Pounds of computer equipment  
recycled (Dell Reconnect):

**433,940**

Pounds of material recycled  
through salvage:

**7,662,000**

## Job Training

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

**\$0.88**

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

**141,874**

# Donors

## Thank you for Supporting Goodwill's Mission

### General Operating Fund

#### \$10,000 +

Anonymous  
Lucy & Emily Beasley  
Charitable Trust

#### \$5,000 – \$9,999

Lloyd L. & Louise K. Smith  
Foundation

#### \$1,000 – \$4,999

Lawrence and Donna Barton  
BCG & Company/  
BCG Systems  
Bober Markey Fedorovich  
Bridgestone Americas  
Tire Operations  
Lisle M. Buckingham  
Endowment Fund  
Mary S. and David C.  
Corbin Foundation  
Fifth Third Bank  
FirstMerit Bank  
William and Mary Glaeser  
Fred S. Hatherill Trust  
JAH Foundation  
Morris B. Jobe and  
Maxine G. Jobe Trust  
Kurt Lutz  
Eric and Nan McClenaghan  
Meaden & Moore, Ltd.  
The Millennial Group, LLC  
The Laura R. & Lucian Q.  
Moffitt Foundation  
R.C. and Katharine M.  
Musson Charitable  
Foundation  
National Machine Co.  
Oak Associates, Ltd.  
OMNOVA Solutions, Inc.  
Charles E. & Mabel M.  
Ritchie Memorial  
Foundation  
Roetzel & Andress  
Jean C. Schroeder  
Signet Development, Ltd.  
SS&G Financial Services, Inc.  
W3 Wealth  
Management, LLC  
Welty Building Company, LLC  
White Hat Management  
Samuel Reese Willis  
Foundation  
  
**\$500 – \$999**  
ABC Therapy, Ltd.  
Akron Children's Hospital  
Akron General Health  
System

Asuama and Ebony  
Yeboah-Amankwah  
Amer Insurance  
Glenn R. & Alice V. Boggess  
Memorial Foundation  
City Scrap & Salvage  
Clara Weiss Fund  
Karen and George W.  
Daverio, Jr.  
GPD Group  
Dr. Susan C. Hanlon  
J.C. Whitlam Manufacturing  
Company  
Margaret McBride  
Jackie and Greg McDermott  
& Family  
W. Paul Mills and Thora J.  
Mills Memorial Foundation  
Greg and Kimberly Morton  
Myers Industries Lawn and  
Garden Group  
Charles and Therese Peter  
Thomas J. Raymond  
Roger and Judy Read  
Joe Saporito  
Chas, Kim, Sarah and  
Zachary Schreckenberger  
Tim & Elaine Sisler  
Summa Health System  
S.C. Thomas &  
Associates, CPA  
Well...Now, LLC  
Angela Dawn Wells  
Chad Welty  
Jerry H. Welty  
Mark and Sue Whitlam

#### \$0 – \$499

Pauline Adams  
Dr. Raj Aggarwal  
Akron Bar Association  
Akron Public Schools  
Stavros P. Androulakakis  
Anonymous  
Don Baker  
Pamela S. Ballinger  
Pedro Barnes  
James Barsella  
Kelley Behrens  
Clarence and Mary Belknap  
Richard D. Bell  
Marilyn Bender  
Aaron Berke  
Jeanine Black  
Kevin Blakely  
Grace E. Boldt

Paul & Diana Bonardi  
Cheryl Bowers  
Veronica Boyle  
Denise Bracken  
Chris and Michael Brauning  
Ann and David Brennan  
Kimberly Bricker  
Thomas R. Briggie  
Rick and Linda Brouse  
James M. Brown  
Pamela Lyn Buehrie  
Robert Burns  
Jeffrey W. Byrd  
Edward P. Calame  
Pattie Campbell  
Mario Caponi  
Jeffrey J. Casto  
Paul Catania  
Donald Alan Cauley  
Brenda S. Cavanaugh  
Ron Cerosky  
Kevin Cherry  
Chestnut Street Baptist  
Church  
Child Guidance & Family  
Solutions  
Bill Cocain  
Community Support Services  
Regina G. Conti  
County of Summit ADM  
Board  
County of Summit Board  
of DD  
County of Summit Dept.  
of Job & Family Services  
Cheryl J. Crabtree  
Betty and John Dalton  
Terry and Sharon Dalton  
Michelle and Brian Davids  
Elizabeth Davis  
Bruce DeBarr  
Susan DeCarlo  
Michael L. Deiwert  
Joseph and Marianne  
Doman  
Donna Donaldson  
Mario Donatelli  
Anthony and Helene Dunne  
Elizabeth Edmiston  
Edwin Shaw Rehabilitation  
Institute Dobkins Center  
Brenda Eich  
Sandra Farr  
Patricia K. Farrell-Jenny  
George M. Finkes  
Jennifer Fiocca

Charles W. Flagg  
Christine Fontaine  
Lee Framer  
Julius Franklin  
Shalonda L. Frederick  
Debi Furgerson  
Jean F. Gadd  
Marian Geiser  
Thomas and Geraldine R.  
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George and Dottie Janes  
John and Karen January  
Cheryl Ann Jelinek  
Gizelle Jones  
Julie and Mike Moldvay  
Susan Kaforey  
Susan Kapela  
Ardith M. Keck  
John E. Keeney  
Kathleen Kellett  
KeyBank Foundation  
Kenn Kim  
Danielle J. Kimmell  
Brett L. Kimmell  
Douglas L. Klein  
Michael and Cathy Klein  
Dr. Mary Beth Kluge  
Anna Kovalycsik  
Jim and Rhonda Kroeger  
Cheryl Lynn Kukwa  
Sandra L. Laktash  
Megen Lanham  
Eileen Leiby  
Debra Mae Lemke  
Alice Lewis  
Aimee Linderholm  
Michael Lupica  
Kerry A. Macomber  
Sue Manges

Jerod R. Marker  
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Patrick A. McGrath  
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Margaret Medzie  
Jocelyn Mellinger  
James Merklin  
Laura Mervine  
J.J. Mesko-Kimmich  
Tracie Miller  
Gerry Millings  
John and Tina Mogen  
Janet Morrison  
Judy Moyer  
Angela M. Neeley  
Linda Nice  
Mary Anne and C. Allen  
Nichols  
Richard Nunez  
Adam O'Donnell  
Rita O'Neill  
Lisa A. Osterhage  
Marcella Pace  
Jan Panella  
Victoria Paris  
W. Stuver Parry  
Barbara Patterson  
Robert Gregory Pelle  
Pauline Person  
Judy Pier  
Beth Piglia  
Michele Pitman  
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Developmental Disabilities  
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Vicki Prusak  
Matthew D. Quirk  
Fran Ransom  
Larry A. Rapsard  
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Karen Krino  
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Albert B. Sardelle, Jr.  
Charles K. Schmalix, Jr.  
Philip M. Schuchter  
Dana Schultz  
John Shannon



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 Larie Shaw  
 Steve and Cherie Shechter  
 Gina J. Shook  
 Jill Hinig Skapin  
 Donald L. Smith  
 Sheryl Smith  
 Jim Smith  
 Mary Steenrod  
 Sarah K. Stem  
 Daniel P. Steuer  
 Stephen L. Strayer  
 Summit County Executive  
 Russell M. Pry  
 Summit Workforce Solutions  
 Courtney Leigh Svoboda  
 Danyelle Sweitzer  
 Barry and Heather Thoman  
 Brent Thompson  
 Walter Tietzki  
 James D. and Sandra L. Troxell  
 Teri L. Turrentine  
 UBS, Inc.  
 United Methodist Women  
 Linda Urda  
 Maureen Van Duser  
 Paul Verderico  
 Russ Vernon  
 Maria Waller  
 Cheryl L. Watkins  
 Dave Welty  
 Thomas D. Whitacre  
 Kimberly Wiandt  
 Gail Wild  
 Frank and Esther Williamson  
 Thomas C. Woodruff  
 Karen Wright  
 George G. Zembar, Jr.

#### **Elizabeth Clark Emergency Fund**

BJ's Charitable Foundation  
 The Henry V. & Frances W.  
 Christenson Foundation  
 Mary and Dr. George L.  
 Demetros Charitable Trust  
 Joseph and Marianne  
 Doman  
 The Dominion Foundation  
 Robert O. & Annamae Orr  
 Family Foundation  
 Steve and Cherie Shechter  
 The Sisler McFawn  
 Foundation

The Welty Family Foundation  
 WITAN  
 Proceeds from the Employee  
 of Distinction Luncheon  
 Generous individuals from  
 the community

#### **Ralph Alexander Scholarship Fund**

Kelley Bush  
 Janet Morrison  
 Alan Morton

#### **Rev Carter Endowment Fund**

Bob and Susan Berk

#### **Service Center Fund**

Jerry J. Davis  
 Michael A. Eny

#### **Vintage Collection**

Canton Woman's Club, Inc.  
 Tracy Keenan  
 Laura Miller

#### **WEYE Radio Reading**

Timothy Binkley  
 Paul J. Boncaldo  
 Kenneth L. Calhoun  
 Charitable Trust  
 Benjamin A. Harris, Jr.  
 JAH Foundation  
 Captain Bill and Nancy  
 Meyer

#### **Youth Employment Opportunities to Work**

KeyBank Foundation

#### **In-Kind**

The 356th Fighter Group  
 Akron Art Museum  
 Akron Colonial Florist, Inc.  
 Akron Heat Professional  
 Basketball Team  
 Akron Life Magazine  
 Akron Racers Women's  
 Professional Fastpitch  
 Softball Team  
 Akron RubberDucks  
 Akron Symphony  
 Akron Zoo  
 Allen Marketing  
 Asuama Yeboah-Amankwah  
 Anonymous  
 Apple American Group  
 Arrowhead Golf Club  
 Stephanie Ballinger  
 BCG & Company

Beverly's Invitations &  
 Stationery  
 Boy Scouts of America,  
 Great Trail Council, Camp  
 Manatoc, Peninsula, Ohio  
 Chris and Michael Brauning  
 Brennan, Manna &  
 Diamond, LLC  
 Britton Gallagher  
 Bunker Hill Golf Course  
 by Jeff Winer  
 Cabot Creamery Cooperative  
 The Cake Lady  
 Callatis Spa  
 Canton Ballet  
 Danielle and Jeff Cantrell  
 Carrie Stranger Dog  
 Grooming at Booney  
 and Pooch  
 Chick-fil-A Montrose  
 The Children's Museum  
 of Cleveland  
 The Cleveland Browns  
 Cleveland Botanical Garden  
 Cleveland Metroparks Zoo  
 Cleveland Orchestra/  
 Severance Hall  
 Connecting Touch Therapy  
 and Wellness Center, Inc.  
 Cortland Banks  
 Deer Pass Golf Course  
 Don Pablo's  
 Downtown Akron Partnership  
 Falling Waters Spa  
 Funny Stop Comedy Club  
 Gardner Pie Company  
 Gavin Scott Salon & Spa  
 Good Time Entertainment  
 Goodwill Retail Stores  
 Goodwill Team  
 The Goodyear Tire &  
 Rubber Company  
 G. Bertrand Harper  
 International Soap Box Derby  
 Jo-Ann Fabric and Craft  
 Stores  
 Gizelle Jones  
 Margaret Jordan  
 Wayne Kaipainen  
 Kalahari Resorts, Sandusky  
 Ken Stewart's Grille  
 Kent State University  
 Danielle J. Kimmell  
 Kiraly Fencing Academy  
 Mary Beth Kluge  
 Little Tikes  
 Little City Grill

Lucia's ... the salon on main  
 Lucky Shoes Inc./  
 New Balance  
 Lucy Desi Center for Comedy  
 Luigi's Italian Restaurant  
 Kurt Lutz  
 MAPS Air Museum  
 Mayatux  
 Eric and Nan McClenaghan  
 J.J. Mesko-Kimmich  
 Metro Parks serving Summit  
 County  
 METRO Regional Transit  
 Authority  
 Microsoft  
 Myers Industries Lawn &  
 Garden Group  
 The National First Ladies  
 Library  
 C. Allen Nichols  
 NIKE, Inc.  
 NSK Industries  
 Adam O'Donnell and  
 Patricia Cantrell  
 Ohio Wine Producers  
 Association  
 Papa Joe's  
 Vicki Paris  
 The Peanut Shoppe  
 Pearl Coffee Company  
 Pine Lakes Golf Club  
 Pita Pit  
 Portage Country Club  
 Vicki Prussak  
 Reserve Psychological  
 Consultants, Inc.  
 ReWorks  
 Gary L. Rickel and Karen  
 Krino  
 Rinky Dink Family Fun  
 Center  
 Robert J. - Events & Catering  
 Rockin Robin's Amazone  
 Family Entertainment  
 Center  
 Roetzel & Andress  
 Sacks Thrift Avenue

Saffron Patch in the Valley  
 Pat Sargent  
 Kim Schreckenberger  
 Tadd Schwarz  
 Jean Shanholtz  
 Shaw JCC of Akron  
 Sheraton Suites Akron/  
 Cuyahoga Falls  
 George and Beth Sherwood  
 Shulan's Fairlawn Jewelers  
 Silver Lake Country Club  
 Stan Hywet Hall and  
 Gardens  
 Jeff and Renee Starr  
 Sterling Jewelers, Inc.  
 Jeff Stevenson - Campbell  
 Construction  
 Kevin D. Strickland, Sr.  
 The Studio Chic  
 Summit County Historical  
 Society  
 Sushi on the Roll  
 Tallmadge Chamber of  
 Commerce  
 The Bakery at Hattie's Café  
 The Valley Café  
 The Wilds  
 Barry and Heather Thoman  
 T-Mobile  
 TTI Floorcare  
 The University of Akron  
 University Catering at  
 The University of Akron  
 Russ Vernon  
 Vitamix  
 Wal-Mart of Fairlawn  
 Walt Disney World Co.  
 Weathervane Community  
 Playhouse  
 West Point Market  
 Western Reserve Historical  
 Society  
 The Western Reserve School  
 of Cooking  
 Westfield Bank  
 Woodland at Robinson

#### **In Memory of**

Lynda A. Ramsey	<i>Charles A. Barragato &amp; Co. LLP Hermann, Cahn &amp; Schneider, LLP Levy Holm Pellegrino &amp; Drath LLP</i>
Robert & JoAnn Ellis	<i>Nan and Eric McClenaghan R.J. and Laura Nemer James D. and Sandra L. Troxell</i>
Patricia Ann Gough	<i>Beverly Sherrard</i>

# 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

**Dr. Raj Aggarwal, CFA**  
University of Akron

**Asuama Yeboah-Amankwah**  
Myers Industries  
Lawn & Garden Group

**Aaron S. Berke**  
Vorys, Sater, Seymour &  
Pease, LLP

**Geoffrey Belz**  
GOJO® Industries, Inc.

**Jeanine P. Black**  
Bober Markey Fedorovich

**Richard Bromley, Retired**  
United Airlines

**Dr. Pleas R. Chambers III**  
Brown Mackie College

**Terrence Dalton**  
Community Support Services, Inc.

**Joseph P. Doman Jr.**  
UBS Financial

**William Glaeser, Retired**  
Northeastern Educational  
Television of Ohio, Inc.

**Gizelle Jones, LISW-S**  
Jewish Family Service

**Margaret D. Jordan, J.D. M.S.**  
SS&G Financial Services

**Danielle J. Kimmell, CPA**  
Bober Markey Fedorovich

**Douglas Klein, CPA, EA**  
SS&G Financial Services

**Dr. Mary Beth Kluge, Retired**  
Akron Public Schools

**Karen C. Lefton, Esq.**  
The Lefton Group, LLC

**Kurt Lutz**  
Westfield Bank

**Kerry Macomber**  
The City of Ravenna

**Alisa Moore**  
FirstMerit Bank, N.A

**Shelby D. Morgan**  
W3 Wealth Management, LLC

**C. Allen Nichols**  
Akron Bar Association

**Adam O'Donnell**  
The Goodyear Tire & Rubber Company

**Victoria A. Paris**  
Signet Enterprises, LLC

**Victoria Prussak, CWPM, CWC, ACE**  
Well...Now, LLC

**Belinda M. Richardson, M.A.**  
Cuyahoga Community College

**Gary L. Rickel**  
CB Richard Ellis, Inc.

**Kim Schreckenberger**  
Braun & Steidl Architects

**Harold M. Schwarz III**  
Stark & Knoll Co., L.P.A.

**Jean Shanholtz, Retired**  
County of Summit Executive's Dept.  
of Finance/Budget Purchasing

**George K. Sherwood, Retired**  
B.F. Goodrich Corporation

**Jill Hinig Skapin**  
Summit County Executive  
Russell M. Pry's Office

**Tia Stathopoulos**  
Community Volunteer Leader

**Jeff Stevenson**  
Campbell Construction

**Kevin D. Strickland, Sr.**  
Akron Heat

**Barry E. Thoman, CPA**  
Meaden & Moore, Ltd.

**Brent R. Thompson, CPA, MT**  
Meaden & Moore, Ltd.

## Honorary Board Directors

**Becky Babcox (1951-2012)**  
Babcox Publications

**Parker Berry II, CIC**  
Seibert-Keck Insurance

**James Bunnell**  
Austin Tape & Label

**Edward P. Calame, Retired**  
First National Bank

**James M. Dannemiller, CPA**  
SS&G Financial Services

**Susan Hanlon, PhD**  
University of Akron

**Dorothy O. Jackson, Retired**  
City of Akron

**John January**  
Mogen Real Estate Company

**Dan Marchetta, Sr., Retired**  
Marchetta Construction Company

**Jackie McDermott**  
Alcatel-Lucent University

**Patrick A. McGrath, Retired**  
Catholic Social Services

**James E. Merklin, CPA, CFE**  
Bober Markey Fedorovich

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**Stephen L. Strayer**  
PNC Bank

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Brouse McDowell

**Larry Uhl**  
West Point Market

**Russell Vernon, Retired**  
West Point Market

**Jerry H. Welty, Retired**  
Welty Building Corporation

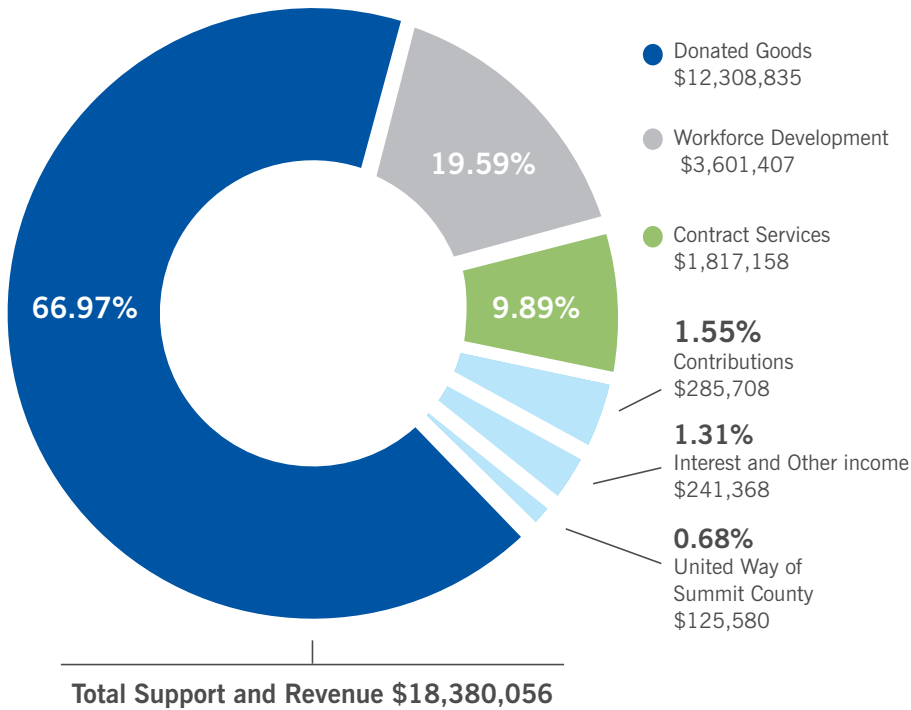
**Mark A. Whitlam**  
J.C. Whitlam Manufacturing Co.

**Steven D. Wilt**  
CAPTRUST Financial Advisors

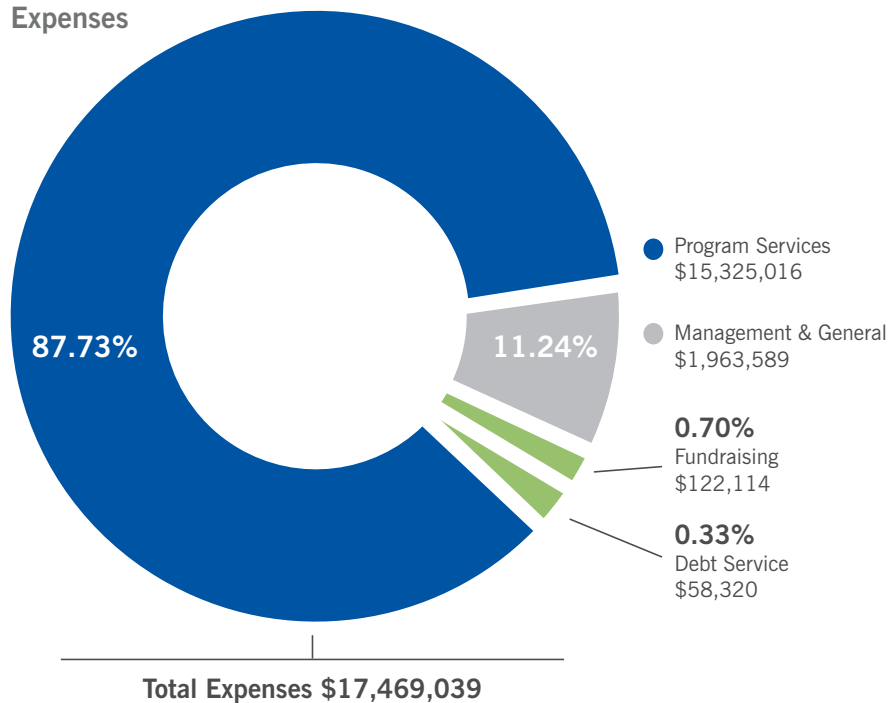


# 2013 Financials (*un-audited*)

## Support & Revenue

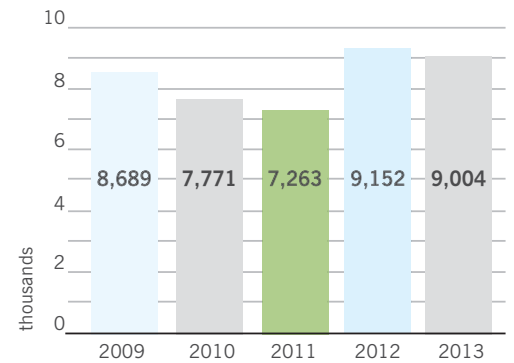


## Expenses

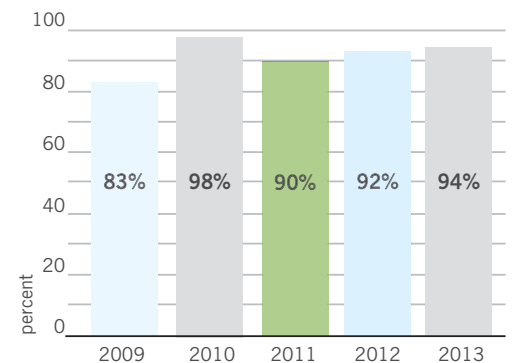


Change in Investments .....	\$817,226
Change in Net Assets .....	\$1,728,243
Net Assets Beginning 2013 .....	\$11,282,156
Net Assets Ending 2013 .....	\$13,010,399

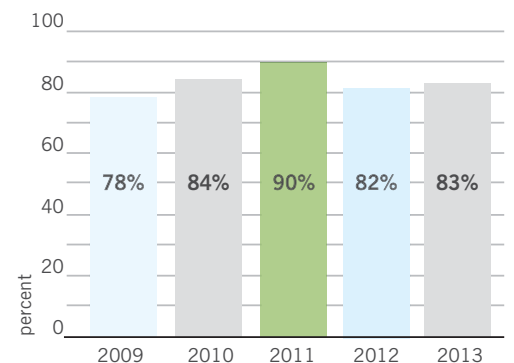
## Numbers Served



## Placement Rate



## 90-Day Retention Rate



# Events and Volunteer Services

## Outreach to Support the Mission

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

### Goodwill Week

A week is set aside each year to help educate the public on Goodwill's mission, including tours and special events. Last year more than 100 tours were provided at its headquarters.

### Employee of Distinction Luncheon

The elements most often missing from an employer's compensation package are recognition and appreciation. Goodwill offers this luncheon to area employers as an opportunity to give their stellar employees the recognition and appreciation deserved. Every honoree is acknowledged at the event, listed in the commemorative program, and in the running to be named one of the top five Employees of Distinction. Last year, with the

help of Co-chairs Randy Katz of City Scrap & Salvage and Mary Ann Roach of Bridgestone Americas Tire Operations, 51 outstanding employees from 25 area companies were recognized. The top winners included:

**Aretha (AJ) Brown**, *cognitive enhancement therapy administrator*  
*Community Support Services, Inc.*

**Steve Case**, *senior clinical consultant - co-occurring disorders*  
*Child Guidance & Family Solutions*

**Rodd T. Coker**, *vice president business development/community engagement*  
*White Hat Management*

**Diane Harold**, *senior coordinator/finance systems/info technology*  
*Bridgestone Americas Tire Operations*

**Lamonte Wilborn**, *laborer*  
*City Scrap & Salvage*

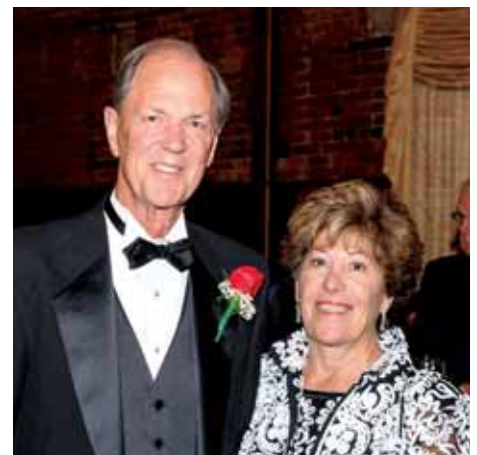
### Taste of Vintage

In 2013 Goodwill's gala fundraiser, led by Honorary Event Chairs George and Beth Sherwood, raised more than \$65,000. Nearly 600 guests attended the event full of food tastings offered by a variety of restaurants and specialty businesses, silent and live auctions, as well as an outstanding showcase of fashions from Goodwill's Vintage Collection. In addition, Jerry H. Welty's philanthropic efforts in the greater Akron community were honored along with a special dedication to Rebecca Babcox (1951 – 2012) for making a difference through outstanding service to Goodwill's fund development and marketing programs. The agency couldn't have achieved this success without the help of its many sponsors, restaurants/specialty businesses, models and volunteers.



Above: Shown from left, are: (front row) Steve Case, Rodd Coker and Aretha Brown; (second row) Lamonte Wilborn, event emcee Ray Horner and Diane Harold.

Above right: Samantha Bricker Right: Jerry Welty and Maria Waller







*Taste of Vintage guests during live auction*

## Volunteer Services

Goodwill would like to thank the 2,483 volunteers that spent time helping at its facilities throughout 2013. They provided the agency 31,785 hours of service. The volunteers included many area colleges, universities, high schools, church groups and other individuals. In addition, the agency would like to make special mention of its Good Turn Day volunteers from the Boy and Girl Scouts. During the two Good Turn Days in March and November, the scouts provided more than 145,000 pounds of donations.



*Girl Scouts on Good Turn Day in November*

## 2013 Menu Sponsors

Thank you to the following sponsors that supported all of Goodwill's events throughout 2013.

- BCG & Company/BCG Systems
- Bober Markey Fedorovich
- Eric & Nan McClenaghan
- Fifth Third Bank
- FirstMerit Bank
- Meaden & Moore
- Roetzel & Andress
- The Rubber City Radio Group, Inc.
- W3 Wealth Management, LLC
- White Hat Management

## 2014 Event Calendar

**Scouts on the Move:**  
**March 22 - April 19**

**Annual Meeting and Celebration of Champions: March 27**  
Event Chairs: Kim and Chas Schreckenberger

**Goodwill Week: May 5 – 10**

**Employee of Distinction Luncheon: September 3**  
Event Co-chairs: Mary Ann Roach and Maureen Van Duser

**Good Turn Day: November 1**

**Taste of Vintage: November 20**  
Honorary Event Chairs: George and Beth Sherwood

# Estate Pickup Service

Creating More Options for Donors



In 2013 Goodwill launched its Estate Pickup Service for Summit, Portage and Medina Counties. While still in the early stages of growth, it had nearly 60 pickups totaling 60,000 pounds of treasures from private individuals, businesses, organizations and community events.

The service requires two rooms, or a minimum of ten pieces of furniture, and a large quantity of gently-used bagged or boxed household goods or clothing. The Estate Pickup Service is an ideal solution for families during transitional times such as:

- Downsizing into a smaller home or condo
- Transitioning to a retirement community, assisted living or nursing home

- Passing of a loved one
- Remaining items from an estate sale
- Caretaker making room to accommodate an individual moving into their home

In addition to this service, Goodwill accepts donations of cars, trucks, motorcycles, campers, trailers, recreational vehicles and boats. For more information visit the website at [www.goodwillakron.org](http://www.goodwillakron.org) or for Estate Pickups call 800-989-8428 and vehicle donations call 800-826-0980. These services provide additional options for donors to support Goodwill's mission to help individuals, like those shown on the facing page, prepare for, find and retain employment.







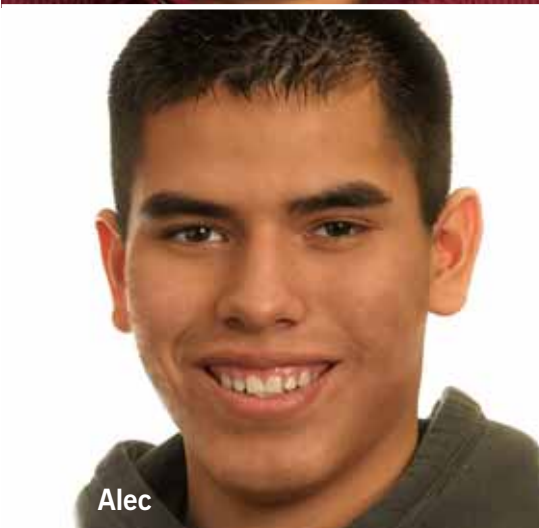
Larry



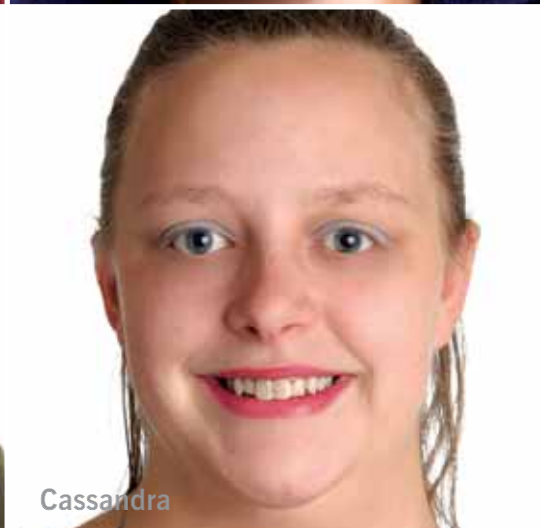
Amy



Douglas



Alec



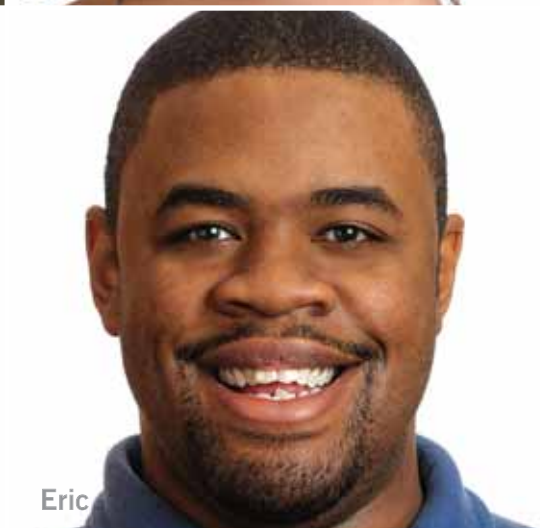
Cassandra



Anthony



Jennifer



Eric



Eva



Stacy



Darren



Violet



## Retail Stores/ Donation Center Locations

**Akron** – 570 E. Waterloo Rd.

**Akron Outlet Store** – 570 E. Waterloo Rd.

**Ashland** – 1611 Claremont Ave.

**Brunswick** – 1733 Pearl Rd., Ste. 101

**Cuyahoga Falls** – 1725 State Rd.

**Kent/Ravenna** – 2528 State Route 59

**Lakemore** – 1500 Canton Rd.

**Mansfield/Ontario** – 2154 W. Fourth St.

**Medina** – 3500 Medina Rd.

**Northfield** – 10333 Northfield Rd., Ste. 6

**Streetsboro** – 9278 Market Square Dr.

**Tallmadge** – 15 Midway Plaza

**Twinsburg** – 10735 Ravenna Rd.

**Wadsworth** – 170 Great Oaks Trail

## Store Hours:

Monday – Saturday: 9 a.m. – 9 p.m.

Sunday: 10 a.m. – 6 p.m.

## Donation Center Only Locations

**Akron** – 420 South Hawkins Ave.  
(Saint Sebastian Parish,  
Byrider Hall parking lot)

**Coventry Township** – 3235 Manchester Rd.  
(Acme parking lot)

**Ellet** – 2420 Wedgewood Dr.  
(Acme parking lot)

**Fairlawn** – 565 S. Cleveland-Massillon Rd.  
(Grace Church parking lot)

**Hudson** – 5381 Darrow Rd.  
(Behind Regal Cinema)

**Mansfield** – 1280 Lexington Ave.

## Auto Donations

800.826.0980

## Estate Pickup Service

800.989.8428



570 East Waterloo Road  
Akron, OH 44319  
Tel: 330.724.6995  
Toll Free: 800.989.8428  
[www.goodwillakron.org](http://www.goodwillakron.org)

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CREATE JOBS.**



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Photography: Lee Spencer