



Everyone has a story.



Everyone has a story.



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In 2015, Goodwill served 8,691 people – each with their own unique story. It's a story that does not just revolve around Goodwill's mission of helping individuals prepare for, find and retain employment. More importantly, it's a special success story that includes the pride and joy of receiving a paycheck, supporting one's family and building confidence, self-esteem and independence.

These individuals served are the driving force behind the cycle of Goodwill. Where does it start? With you - generous donors and shoppers, who truly are job creators. That support from both donations and shopping allows Goodwill to provide services such as:

- Career exploration and advising
- Resume and interview preparation
- Skill identification and training
- Work experience opportunities
- Job placement, job search assistance, coaching and development services

It's Why We Have The Cycle of Goodwill

Providing these services to each of the unique individuals served is why Goodwill has retail stores that sell donated goods. It is why Goodwill offers Contract Services, such as light assembly and industrial sewing. And why it delivers employer services such as recruitment, screening and testing. It's all a part of the cycle of Goodwill.

Your support is sincerely appreciated! The agency looks forward to welcoming you in the coming year - as a customer, donor or volunteer. Thank you for assisting Goodwill in bringing its mission to life - helping individuals prepare for, find and retain employment.



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Providing Opportunities Through Retail & Contract Services

Retail Operations

- \$0.88 of every dollar spent in retail funds the mission
- Stores: 14
- Attended Donation Centers: 5
- Outlet
- Boutiques: 2
- shopgoodwill.com
- eBooks

Contract Services

Certified to ISO 9001:2008

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

When shopping at Goodwill or utilizing Contract Services, you are providing individuals in the Work Experience training programs valuable opportunities to build their work skills. On a daily basis, program participants assist with donation processing, hanging clothes, light assembly and material handling, all while building work skills for future employment in the community.

Last year the agency had 222 individuals participate in its Work Experience program. While in the program, each participant is assigned a case manager and mentor to help them reach their full potential through work, life and interpersonal skills training. Individuals like Charliese Spaulding and Joan Hinkle came to Goodwill to build work experience, skills and independence.

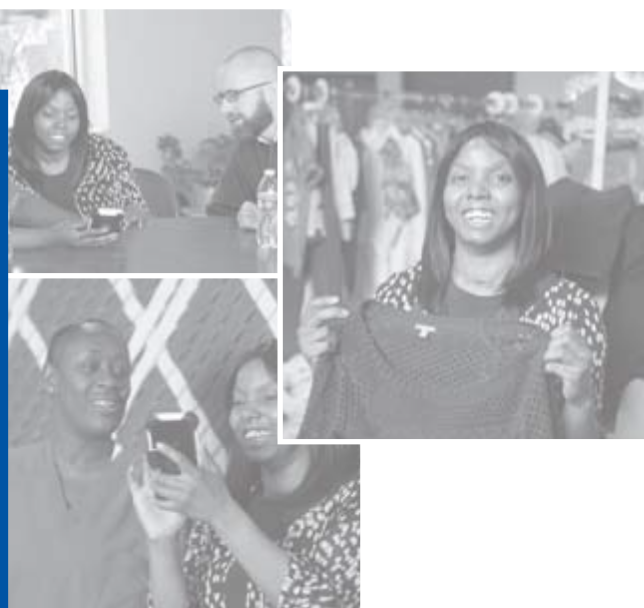
Charliese Spaulding Improving Soft Skills and Independence

While in high school, Charliese suffered a traumatic brain injury. For two years she was in a wheelchair and unable to walk. Being a strong-willed individual, when doctors told her she would never walk again, she became more determined than ever to get back on her feet and prove them wrong. Recovering from this tragedy led Charliese to Goodwill's Work Experience program. In the program, she has gained work skills, independence and soft skills to deal with the frustration of injuries that have left her non-verbal. She credits her training with helping her become a better listener, teaching her how to follow instructions and helping her gain independence for herself and children. Last year Charliese was hired as a processor at the Waterloo Road store and is now mentoring other program participants. She is very proud of being hired at Goodwill and transitioning from the Work Experience program. As Charliese continues to grow and progress in her career, she is also pursuing her GED.

Joan Hinkle Successfully Focusing and Staying on Task

Joan is cooperative, funny and knows much about movies! She was born at a time when Asperger's was unknown to clinicians and before schools willingly accepted such students. Her parents consulted multiple professionals for a diagnosis and way forward. Joan ultimately gained access to school and earned a diploma. In her twenties, Joan worked briefly at Goodwill and some other agencies without completing the required programs. Last year she came to Goodwill's Work Experience program to learn how to stay on task and focus on her assigned jobs so, one day, she will gain employment out in the community. While working in the Contract Services area, Joan has learned to take her work training at Goodwill seriously. She knows what the expectations are and successfully stays on task, meeting her goal at 100 percent each day. Joan has blossomed from positive mentoring and the consistency of staff in communicating expectations. She better understands now what it means to earn a paycheck in today's market. Joan certainly gives her work training at Goodwill all she can.





Charliese Spaulding
Processor, Waterloo Store



Joan Hinkle
Participant in Work Experience Program



Extending Mission Services to Help Build and Strengthen the Community

Mission Services

Career/Job Seeker

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

Business/Employer

- Recruiting
- Applicant Screening
- Pre-employment Testing

Individualized

- Assessments & Adjustments
- Evaluations for Individuals with Visual Impairments
- Job Coaching, Placement and Retention
- Work Experience
- Youth Programs

Community



Job Training



While many times programming starts at Goodwill, services extend beyond training within agency facilities and is done in collaboration with other service providers. Goodwill provides many career services from advising and evaluations to determining skills/interests, and from resume and interview preparation to more intensive services for individuals with disabilities, at-risk youth and others facing challenges to finding employment. The agency even provides support to local businesses/employers in terms of recruiting, applicant screening and skill assessments.

Individuals like Jewell Whitmore and Selena Rodriguez are building skills and finding employment with assistance from Goodwill.

Jewell Whitmore Finds New Career Through Support and Job Assessment

Jewell was homebound for more than five years as she dealt with multiple major life changes. As she began to re-enter society, she felt her social skills were lacking and found communicating with others challenging. Jewell, a mom of two daughters, realized how much she was missing out on life last summer. Her youngest came home all excited to tell her she hit her first homerun and Jewell missed it. That was the day she decided to do whatever it took to change. Jewell was introduced to Goodwill for job assessment services. Her first assessment was at Goodwill and then she went on to a community-based assessment at Lifeworx in Ashland, Ohio. On the first day of the assessment, Jewell was unsure she would even make it through the door. Goodwill's job coach encouraged and provided her support along the way. She was welcomed with open arms and acceptance at Lifeworx, where she now works as the Assistant Director. Because of Lifeworx and Goodwill, Jewell is improving every day on her social skills, has formed some great relationships and is growing every day. She is happy to now have a job with an amazing boss who supports her 100 percent, believes in her and her potential as well as encourages her every step of the way.

Selena Rodriguez Achieves Personal Goals with Ability to Earn a Paycheck

As a senior at Akron Alternative Academy, Selena Rodriguez came to Goodwill in early 2015 through its Youth Employment Opportunities to Work (YEOW) program. The program is designed for youth living in foster care or at-risk due to family or academic problems. YEOW provides opportunities to better ensure success in life through career exploration and self-sufficiency training. Selena was an excellent participant in the program and was always willing to complete any tasks that were assigned to her. After participating in the program, Selena was hired as a part-time sales associate at Goodwill's Midway store. Since becoming an employee, she has achieved two personal goals that she had set: obtaining her driver's license and purchasing her first car. She plans to graduate in the summer of 2016 and begin attending college in the fall.

Jewell Whitmore
Assistant Director, Lifeworx



Selena Rodriguez
Sales Associate, Midway Store

Total served in 2015

216 } VOCATIONAL EVALUATIONS,
ASSESSMENTS & ADJUSTMENTS

146 } YOUTH PROGRAMS

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

375 } JOB SKILLS CLASSES,
JOB FAIRS & WORKSHOPS*

327 } JOB PLACEMENT SERVICES

5,128 } JOB SEARCH ASSISTANCE
AND JOB COACHING

2,172 } OTHER SERVICES
[Bus passes, Elizabeth Clark
Emergency Fund gift cards
and Radio Reading]

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

8,691 } TOTAL

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

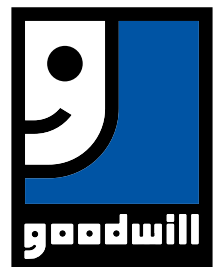
Dollars redeemed
through Elizabeth Clark
Emergency Fund:

\$129,928

76 Local businesses
served by Goodwill's
Contract Services:

Value for 2015 jobs:

**\$5.4
million**



Our mission, by the numbers.

Helping individuals prepare for, find and retain employment.

Hours donated
by volunteers:

30,552

Community



Donations

Generous donors:

467,933

Tons of clothing and
household items donated:

24,654



Retail Stores



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:

147,162

Pounds of computer equipment
recycled (Dell Reconnect):

395,197

Pounds of material recycled
through salvage:

8,624,000

Recycle



Outlet Store

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



Retail and online
program shoppers:

957,781

Donors

Thank you for Supporting Goodwill's Mission

General Operating Fund | \$10,000 +

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\$5,000 - \$9,999

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\$1,000 - \$4,999

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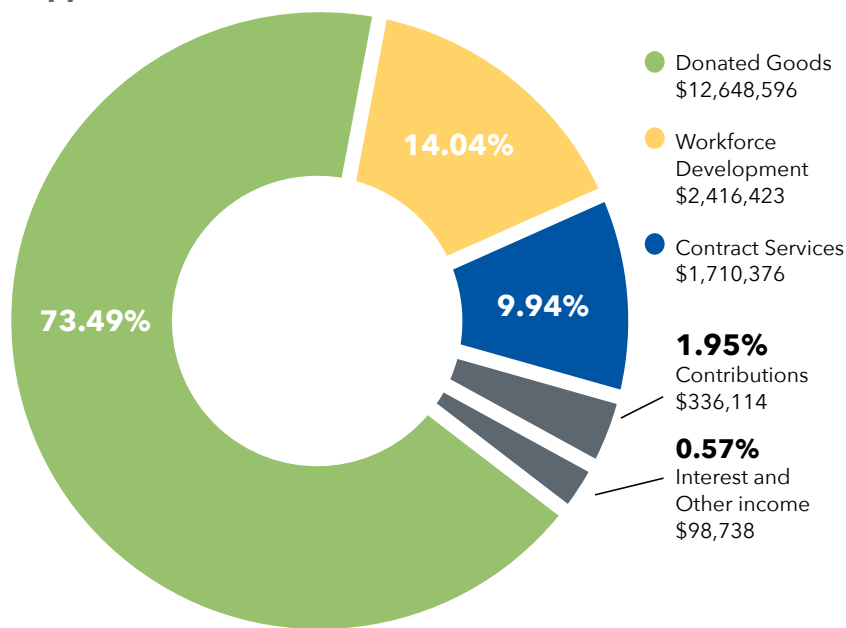
2015 Menu Sponsors

Thank you to the following sponsors for supporting all Goodwill's events throughout 2015.

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- FirstMerit Bank
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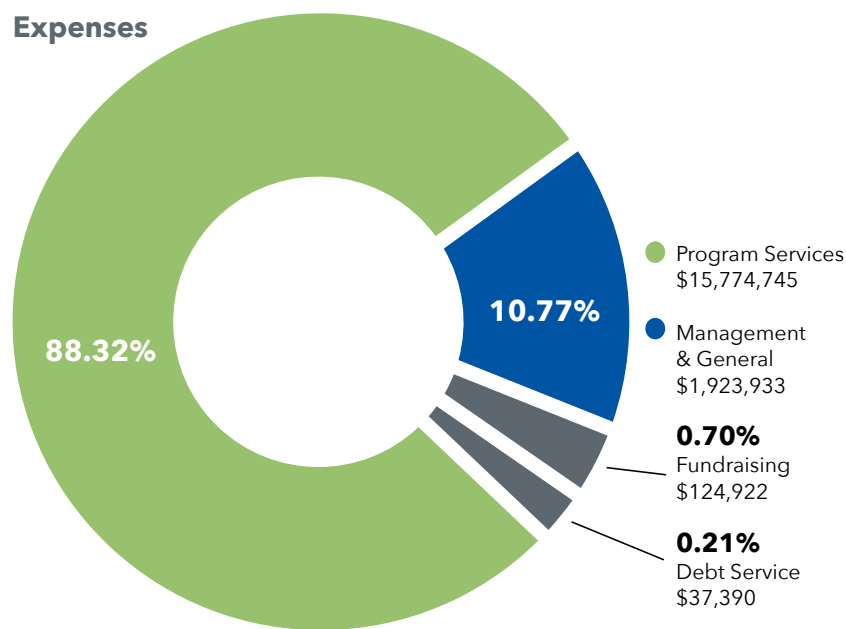
2015 Financials (un-audited)

Support & Revenue



Total Support and Revenue \$17,210,247

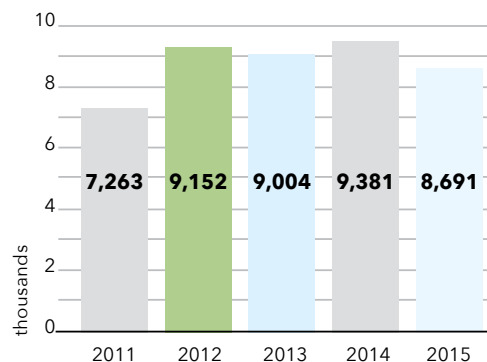
Expenses



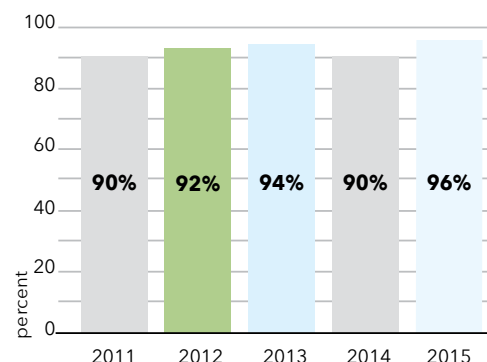
Total Expenses \$17,860,990

Change in Investments	\$301,616
Change in Net Assets	\$952,359
Net Assets Beginning 2015	\$13,791,014
Net Assets Ending 2015	\$12,838,655

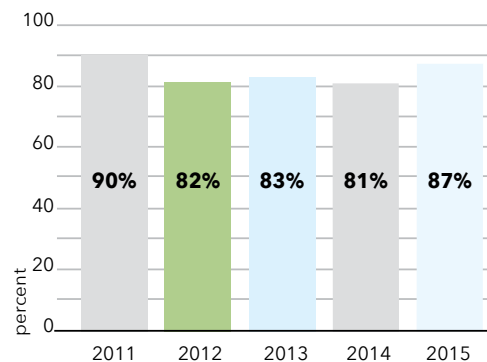
Numbers Served



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 and Celebration of Champions

During the Annual Meeting and Celebration of Champions event, Goodwill shares its service numbers with the community and honors program champions. In 2015 the event was attended by nearly 200 individuals and honored the achievements of 12 individuals.

Goodwill Week

The first full week in May is officially called Goodwill Week to help raise awareness of Goodwill's mission. Last year nearly 100 individuals participated in events including a Report to Community Breakfast & Agency Tour, special Customer Loyalty Days, Thrift Night Out event and other agency tours/store events.

Employee of Distinction Luncheon

In 2015, 66 outstanding employees from 33 area organizations were recognized at the Employee of Distinction Awards Luncheon. The event provides employers 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 individuals with the highest average rankings.

Taste of Vintage

Honorary Event Chairs, George and Beth Sherwood, helped Goodwill raise nearly \$90,000 at its 10th annual Taste of Vintage gala fundraiser. The event was attended by more than 500 guests and honored the philanthropic efforts of James and Julie Merklin in the greater Akron community. During the event, guests enjoy food tastings offered by a variety of restaurants and specialty businesses, silent and live auctions, as well as a showcase of fashions from the 1940s to 1990s from Goodwill's Vintage Collection.

Volunteer Services

Goodwill would like to thank the hundreds of individuals and groups, including many area colleges, universities, high schools, church groups as well as Boy and Girl Scouts, that spent time helping the agency. These volunteers provided 30,552 hours of service.



Top: Celebration of Champion honorees after Annual Meeting. Front row, left to right: Leah Davis, Stephanie Depew, Elizabeth Willis, Ebony Smith and James Esson. Back row, left to right: Shaun Dunn, Tim Evans, Stephen Beckett and Tom Kalka.

Middle: Employee of Distinction Award Winners. Seated left to right: Janice Jones, Community Support Services, Inc.; India Jenkins, Fifth Third Bank; John Chandler, Wyant Woods Healthcare Center. Standing left to right: Candace Talty, Community Support Services, Inc.; Colleen Lozano, BCG & Company; and Liam Murray, Hattie Larlham/Hattie's Gardens.

Bottom: James and Julie Merklin at Taste of Vintage.

2016 Event Calendar

Annual Meeting and Celebration of Champions: March 31

Event Chairs: Dr. Pleas R. Chambers III and Andrea Chambers

Goodwill Week: May 2 - 7

Employee of Distinction Luncheon: September 7

Event Chair: Todd Caruthers

Taste of Vintage: November 3



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Akron - 570 E. Waterloo Rd.

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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 - 15 Midway Plaza

Twinsburg - 10735 Ravenna Rd.

Wadsworth - 170 Great Oaks Trail

Donation Center Only Locations

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

Coventry TWP - 3235 Manchester Rd.
(Acme plaza parking lot)

Ellet - 2420 Wedgewood Dr.
(Acme parking lot)



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