

2010 ANNUAL REPORT MAKING A DIFFERENCE



Our mission is to help individuals prepare for, find and retain employment



Out for a walk on the beach a man noticed a young girl picking up starfish and throwing them into the ocean. A storm the night before had stranded hundreds of starfish on the shore and the girl was trying to return them to water before they perished. The man said to the young girl, “with so many starfish, how can you hope to make a difference?” The girl reached down, picked up another starfish and flung it into the ocean. She turned to the man and said, “I made a difference to that one!”

The starfish story has been making a difference in Goodwill's new hire orientation for many years. Team members are given a small star medallion on a key chain with the words "making a difference." They are asked to try to make a positive difference every day in the lives of service participants, customers, donors, volunteers and colleagues.

2010 was another year of uncertainty for us all. Halfway through the year, Goodwill had to swiftly respond to some very troubling financial results. It made significant administrative adjustments while focusing upon maintaining its participant, customer and donor service, as well as safety and compliance in its operations. Its team members responded with all hands on deck. By year end, Goodwill was righting the ship and its operations finished just under break even. Overall, Goodwill met its annual service and outreach goals. The economic impact of Goodwill's 2010 placements is valued at nearly \$21 million dollars - the value of one year's wages of those placed in 2010.

We look forward to a stronger financial year in 2011. In the meantime, we invite you to review this report and its celebration of the volunteers and business lines of Goodwill - making a difference every day in Summit, Portage, Medina, Ashland and Richland Counties.

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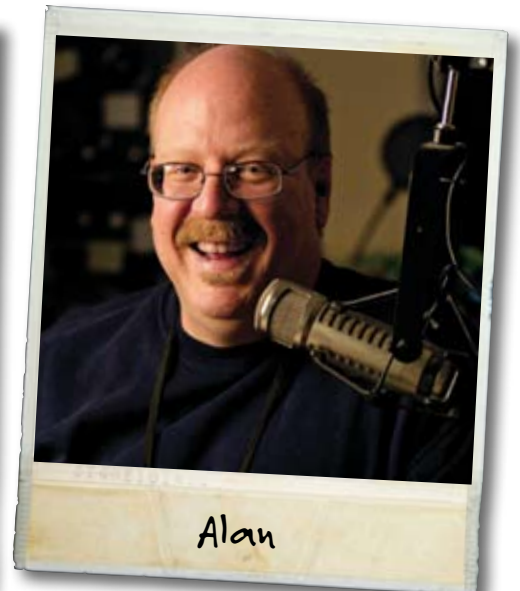
VOLUNTEER VOICES MAKING A DIFFERENCE



Dan



Thomas



Alan

Volunteer, Dan Tonelli's service with WEYE Radio Reading program started as a rehabilitation effort after an illness that had affected his brain. During his treatment, Dan had to admit something he had hidden for most of his life - "I was unable to read. The social worker that was helping me with the brain issues also found a way to teach me to read. She steered me to the reading service as a way to further develop my reading skills by reading out loud. So, what ended up being a service to others started out as a way to help myself. I am proud to be a volunteer reader at WEYE and am grateful to Goodwill Industries of Akron for providing a home for this important service."

Volunteer, Thomas Kantorowski helps out at WEYE Radio Reading program. "It's such a pleasure to discover my gift and ability to read out loud, articles of news and importance, knowing that someone out in the community can be entertained, and be brought up-to-date on current affairs. When I leave Goodwill's WEYE Radio, after a session, I am so up-beat that I really believe that this activity releases endorphins that make my day! It's very rewarding and healthy."

"When I started my broadcast "career" in the early 1990's, little did I realize how much volunteering my time and talent would mean to me down the road. At first, it was for the experience I could list on my resume. It then turned into an experience that I truly enjoyed, as I hope my listeners do as well." **Volunteer, Alan Cash**





Pictured left to right: Natasha Gaj, Kim King, Hanna Rembiesa, Erin King, Natalie Miller, and Annabelle Gaj

GOOD TURN DAY GIRL SCOUT VOLUNTEERS MAKING A DIFFERENCE

Girl Scout Troop leader, Kim King and her troop of 6th and 7th grade girls understand the importance of making a difference. Good Turn Day was one of their “Year of Service” projects for the month of November. She asked each girl how they felt their experiences have made a difference in their lives. These are some of the responses:

- ★ “It made me feel good to do my community service in the area that I live. I felt humbled helping people less fortunate than myself. It opened my eyes to how lucky I am,”
- ★ “The way we helped Goodwill may be a small thing, but it can make a big impact on other people. This affected me because now I realize what you can do to help your community.”
- ★ “It helps other people who can’t afford new clothes. Volunteering will help make things easier for them.”
- ★ “Our community service has made many people’s lives happier and I feel that every little thing we do is going to change the way people live. If we can do more, we could change the world.”
- ★ “It made me realize how fortunate I am and seeing the gratitude for our work really made me feel appreciated! I’ll be happy to go back and help again!”

Kim said, “My co-leader, Candy, and I have been their leaders since they were in the 2nd and 3rd grades. We marvel at how the girls are growing up into wonderful young women by not only the fun we have, but by the work we do.



Girl Scouts have provided us with opportunities for service, and we especially appreciate Goodwill for providing some of these opportunities to help others. Thank you, Goodwill!”

410,070 Generous donors gave their gently used clothing and household goods to Goodwill.

SCOUT VOLUNTEERS MAKING A DIFFERENCE



1st. row Quintan Perry, Dylon Monroe, Timmy Perry, Stephen Adkins, and Noah Moore
2nd. row Jaylin Hester-Selander, Matthew Adkins, Isaac Samodell, and Adam Moore
3rd. row Mrs. Moore, Travis Adkins and Mr. David Samodell

★ Joel "Good opportunity to learn about giving back to the community." (Not Pictured)



Jaylin Hester-Selander



Quintan Perry



Adam Moore



Timmy Perry



Noah Moore



Kristina

STUDENT VOLUNTEERS MAKING A DIFFERENCE

Kent State University's Wright Hall resident, Kristina Decker, a Psychology student said, "I love that the residence halls on campus get involved in giving back to the community and still do it in a way that is fun for everyone involved. It's great to know that the hours you contribute to service makes a big difference for the lives of those in our community. I would without a doubt recommend that all students take advantage of this awesome opportunity to experience personal growth through community service." Anna Riegelsberger, Michael Klements, Daniel Doughman, Kristine Castro, and Valerie Lattin, also from Kent State University's Wright Hall, volunteered their time at Goodwill Industries of Akron's Kent/Ravenna retail store.





BIBLIOPHILE VOLUNTEERS MAKING A DIFFERENCE

Dean Keller, former Curator of Special Collections at the Kent State University Libraries, started volunteering at our Kent/Ravenna retail store in May 2008 after a fellow Northern Ohio Bibliophilic Society member told him Goodwill needed help with sorting the donated books. Dean says, “I get great satisfaction in seeing a young mother select some very good books for her children, see general readers pick out fiction and nonfiction titles for pleasure reading, or see others look for books of special interest such as Bibles or other books of a religious nature, cookbooks, how-to books, and countless more. This volunteer opportunity has proved to be personally satisfying for I do believe, even in my small way, I am providing service of some value to many people.”



MATURE SERVICES VOLUNTEERS MAKING A DIFFERENCE

Stephanie Svetina - “The Employment Resource Center (ERC)* has proven to be a good match for me. As a former nurse and pharmacy technician, I have had the privilege of helping people get through some rough days. Here at the ERC, I can continue to do so in a new arena. I had not fully realized the difference it can make in someone’s day simply to be greeted cheerfully and to be treated with respect and dignity, which I try to do with everyone who comes through the door here. One of the highlights of my time here was the day two men waiting in line at a busy time said to me, “I can’t tell you how nice it is to see someone who actually enjoys their job. I just had to tell you that.” “It makes me feel good about myself and the place I work to hear that The Job Center and I have been able to make a positive difference in people’s lives, no matter how small it may seem to me.”

Gwendolyn Hawkins - “Working for the ERC as a Mature Service Trainee provides a wide range of training. We are the first person to offer help to anyone entering the building. We learn to work with the public, give proper directions, answer multi-line phones, paging, make appointments, and many other duties. All of these responsibilities are the type of training which will help us to find gainful employment. We are also permitted to use the Resource Room to do our job searching as well. Working for Goodwill’s ERC is certainly very beneficial.”

Selina Smith - “Mature Services has given me an opportunity through their job training program to learn more about filing,

answering the phones correctly and giving our customers a sense of care. Working for the ERC has definitely been a positively rewarding, educational and fun experience.”

Carolyn Jones - “I do enjoy working at the ERC. Being here has made me realize that I can still function in the workplace.”

Carol Kekel - “As a senior needing a job for additional income, I applied to Mature Services to help me find work. They sent me to the ERC for training. Goodwill assigned me to the front desk as a receptionist where I learned a lot. My supervisors and co-workers are friendly and helpful. The income saved a crisis situation in my life and I can continue to look for work in the Resource Room. All things being considered, it is a great place to work.”

Harriet Neloms (*not pictured*) - “Working here for Goodwill Industries of Akron’s Employment Resource Center, has been beneficial to me. I’ve learned how to sharpen my people skills by answering phones, filing, and directing people to the right department.”

*The Employment Resource Center provides a link to training, education and employment opportunities in one customer-friendly system which brings potential job seekers and potential employers together. A variety of services are available to individuals and local employers. All ERC services are funded by the Summit County Department of Job and Family Services or the Medina County Office of Workforce Development.



Pictured from left to right: Stephanie Svetina, Gwendolyn Hawkins, Selina Smith, Carolyn Jones, and Carol Kekel
Harriet Neloms (not pictured)

EMPLOYMENT PLACEMENT SERVICES MAKING A DIFFERENCE

Joan Bayura met with one of Goodwill's Training Case Managers, funded by the Medina County Office of Workforce Development. She wanted to obtain an aircraft mechanics license. She was working as a dishwasher and bussing tables making \$6.85 per hour. Through Goodwill's assessment process, it indicated she had the ability to be successful as an aircraft mechanic. After talking with her parents, who were very supportive and committed to Joan's success, she was placed at a school in Youngstown, Ohio.

Joan was the first female to be accepted in the program and she was determined to do well. She became more determined as several male students had to drop out. She kept in contact with her Case Manager and as she neared graduation she told him she was thrilled to find out she was nominated by her peers for the Chuck Johnson award, which honors the student who was most helpful with class projects and class work. Joan won the award and was

proud of being the first woman to graduate as a licensed aircraft mechanic and to receive the Chuck Johnson award.

Joan made the dean's list, was the first female to start and complete the program, and received an immediate job offer from an airline company in Cleveland. She started at \$16.00 per hour with full benefits. Also, upon completion of any additional company sponsored training, she will receive a fifty cent per hour increase and she plans to take all of the additional training offered.

She later came into the Medina County One Stop to proudly show her license and "thanked" the staff for helping her attain her dream!





EMPLOYMENT PLACEMENT SERVICES MAKING A DIFFERENCE

Zac had participated in Project SEARCH - an unpaid work program available through his high school. Project SEARCH is a workforce development partnership between Summa Health System and the Six District Educational Compact, which allowed him to work at Summa Akron City Hospital to learn transferable job skills. While in that program, Zac had the opportunity to work in the hospital's various departments, including laundry. After doing well during the school program, and when a part-time position opened, Zac applied for the position. Even though Zac did a great job as a Project Search trainee, the laundry department was unsure of how Zac would work independently. Zac was referred to Goodwill's Vocational Services* in October 2010 from the Bureau of Vocational Rehabilitation for a Job Try Out. A Job Try Out would give Zac the opportunity to demonstrate his skills and to practice working without assistance from a Summa employee. This program offered through Goodwill would also give Zac the opportunity to earn a paycheck while Summa and Zac decided if the job was the "right fit" for both of them.

Even though Zac had packed carts of clean linen during Project SEARCH, he had to learn how to pack more carts than he was responsible for during his school program; how to deliver them on 4 different routes to over 40 locations in the hospital; and to work 8 hour days for the first time in his life. During the Job Try Out, Zac worked with a Job Coach from Goodwill to help him learn these job tasks and provide Zac with feedback on ways he could increase his speed, as his pace was slower than his co-workers.

After several weeks of the Job Try Out, Summa decided to hire Zac on as a permanent part-time employee. The Goodwill Job Coach continued to work with Zac, and with time, he displayed more confidence in his ability to do the job; learned additional job tasks; and became comfortable with his co-workers. However, Zac still struggled to pack his carts within his shift. Zac's supervisor made an accommodation by switching the supplies around in the laundry room to reduce the amount of walking back and forth to and from his cart, and the Job Coach worked with Zac on the new procedures which the supervisor created and almost immediately Zac increased his speed!

One day, when talking about pay day, Zac commented on his paycheck "I can't believe how much money I won!" Zac was reminded that he *earned the paycheck* through his hard work. When asked what he was going to spend his money on, Zac stated, "Whatever I want to!"

Zac reached his 90th day of employment with Summa Akron City Hospital in mid-February. His supervisor reported that she is very pleased with Zac's work and feels his co-workers enjoy having him on staff.

*Goodwill's Vocational Services division assists individuals with disabilities in identifying job goals, learning work skills, trying out different kinds of jobs and getting a job in the community. Through services such as testing, assessment, adjustment, placement and coaching, individuals are becoming successful and productive members of society.

In addition to serving people in employment endeavors, Goodwill utilizes the Contract Services Division, Retail Stores and administrative offices as work sites for individuals who are learning. Goodwill also works with companies in the community to allow individuals to try out jobs with the hope of future placement.

EVENTS MAKING A DIFFERENCE



September is Workforce Services Month, and to celebrate, Goodwill helps honor stellar individuals who have been nominated by local employers at the Employee of Distinction Luncheon. The event is designed to make it easy and cost effective for employers to honor someone who makes a difference in their company and is an employee of distinction among their co-workers.

Front (L to R): Jeanine Black, Courtney Deal, and Kelly Palazzo
Back (L to R): Deborah Chaddock Brown (keynote speaker), Ray Horner (MC), Alexander Spear. Not pictured: Carolyn S. Waite

Goodwill's 2010 events promoted awareness of the agency's mission of helping individuals prepare for, find and retain employment. Each May, during Goodwill Industries Week, the agency celebrates program participants, employers and community partners who are true "champions" helping to make Goodwill's mission a reality. Celebration of Champions in 2011 will honor the following individuals and companies for their dedication in 2010:

Participants

Joan Bayura
Zac Brittain
Tina Nottmagel

Employers

Scott Charles Laundromats
Commut Air
Consolidus
CVS/Pharmacy
Hybrid Heating and Cooling
Sandridge Food Corp
The Reserves Network
Valley Mitsubishi

Community Partners

County of Summit
Developmental
Disabilities Board
Richland NewHope



Goodwill's Signature Fundraiser, Taste of Vintage, celebrated its fifth year November 2010. The event included a sampling of gourmet specialties from local restaurants, exciting live and silent auction items from supportive area businesses, and a fabulous vintage fashion show featuring 35 influential women of the community.



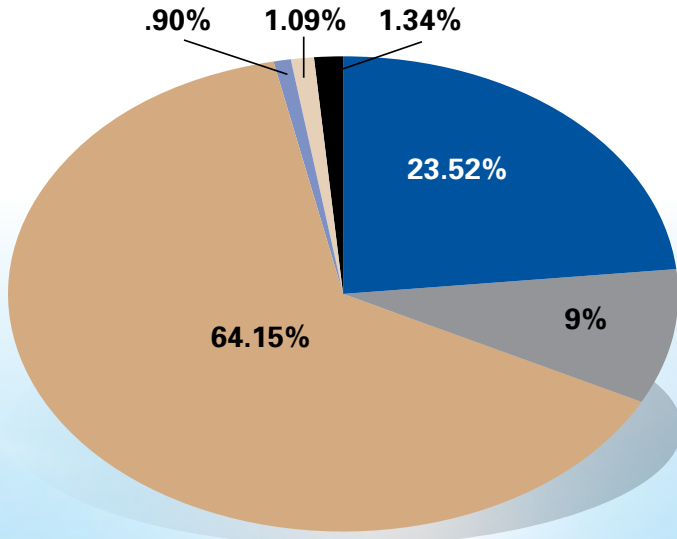
Participating Restaurants and Caterers in 2010:

Akron Woman's City Club
Great Harvest Bread Co.
Hattie's Cafe
House of Hunan
Little City Caterers
Pearl Coffee Company
Robert J. - Events & Catering
The Stew Pot Kitchen
The Tangier
University Dining Services
at the University of Akron
West Point Market
West Side Bakery

PERFORMANCE METRICS MAKING A DIFFERENCE

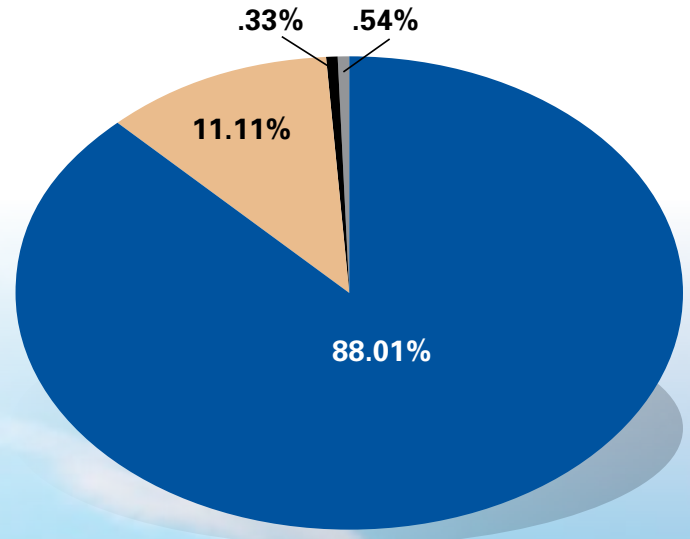
2010 FINANCIALS (UN-AUDITED)

Support and Revenue



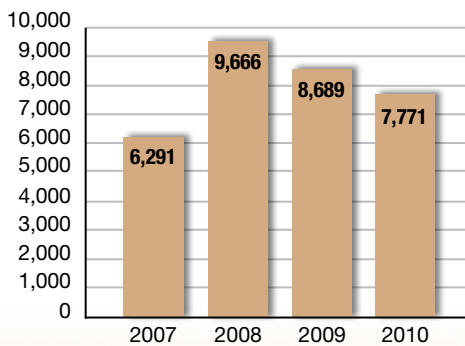
Workforce Development	\$ 3,703,033
Contract Services	1,418,238
Donated Goods	10,100,788
United Way of Summit County	142,336
Interest and Other Income	171,110
Contributions	211,206
Total Support & Revenue	\$ 15,746,711

Expenses

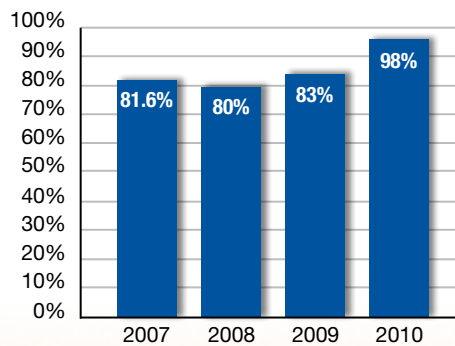


Program Services	\$ 13,932,213
Management & General	\$ 1,759,245
Fundraising	\$ 85,854
Debt Service	\$ 52,495
Total Expenses	\$ 15,829,807
Change in Investments	\$ 618,851
Change in Net Assets	\$ 535,755
Net Assets, Beginning of Year 2010	\$ 8,481,697
Net Assets, Ending of Year 2010	\$ 9,017,452

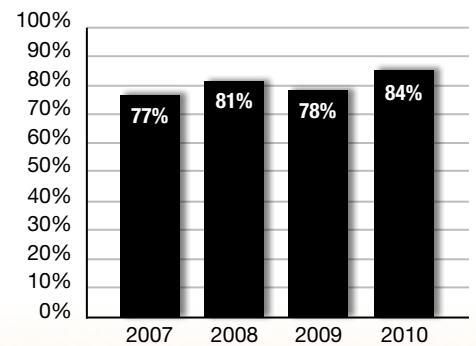
Numbers Served



Placement Rate



90-Day Retention Rate



Workforce Development

Nearly \$21 Million - Value of the first year's wages of 723 individuals Goodwill placed into jobs.

Retail Division

96,542 Hours worked by participants in Goodwill's Retail Division, gaining valuable skills and an enhanced feeling of confidence and self-worth.

Contract Division

47 Local businesses worked with Goodwill's Contract Services Division for assembly, packaging, sewing and other needs.

Volunteer Service

243% increase in volunteer hours compared to 2009's volunteer hours.

Giving Back

681 Voucher cards distributed through the Elizabeth Clark Emergency Fund to individuals and families in crisis.

2010 DONORS AND MEMORIAL GIFTS MAKING A DIFFERENCE

DONORS

356th Fighter Group
 Aaron's Northern Operations
 Acme Fresh Markets
 Raj Aggarwal
 Aparajit Ahmed
 Akron Area Society for Human
 Resource Management
 Akron Art Museum
 Akron Civic Theater
 Akron Downtown Partnership
 Akron Life & Leisure Magazine
 Akron Racers
 Akron Symphony
 Akron Woman's City Club
 Alan Jackson Fan Club
 Asuama Yeboah-Amankwah
 American Council of the Blind
 American Muscle
 Anonymous
 Apple American Group
 Applebee's
 Pedro Barnes
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 Bert Harper
 Beverly's Invitations & Stationery
 BFG Federal Credit Union
 BGS Associates
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 BJ's Wholesale Club
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 Bober Markey Fedorovich
 Glenn R. and Alice V. Boggess
 Memorial Foundation
 Boston Mills/Brandywine
 Ski Resorts
 Jim Bouplon
 Veronica Boyle
 Chris & Michael Brauning
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 American Tire, LLC
 Denise L. Buccigross
 Jennifer L. Buchanan
 Lisle M. Buckingham
 Endowment Foundation
 Buehler's
 Pamela Lyn Buehrie
 Bunker Hill Golf Course
 Jim & Denise Bunnell
 Elmer Burkheimer
 Kelley Bush

Cabot Vermont Cheese
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 Kenneth L. Calhoun
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 Cambridge Home Health Care
 Canton Ballet Company
 Cargill Corporation
 Clarence F. Carlson
 Carmen's Cookie Basket
 Ron Cerosky
 Andrea Chambers
 Pleas R. Chambers III
 Gregory Chandler
 Charter One
 Chestnut Street Baptist Church
 Chi Chi Rodriguez Management
 Group, Inc.
 Chick-fil-A of Chapel Hill
 Child Guidance & Family
 Solutions
 Children's Hospital Employee Fund
 The Henry V. & Francis W.
 Christenson Foundation
 Church Women United of Akron
 Civic Theater
 Cleveland Metroparks Zoo
 Jayne R. Cole
 Karen Conrad
 The Mary S. and David C. Corbin
 Foundation
 Estelle Crawford
 Terrence B. & Sharon B. Dalton
 Michael & Kathleen d'Amico
 James M. Dannemiller
 Michelle Davids
 Elizabeth S. Davis
 Akron Alumnae Chapter of
 Delta Gamma Fraternity
 Deluxe Corporation
 Mary and Dr. George L.
 Demetrios Charitable Trust
 George Diffenbaugh
 Joseph & Marianne Doman
 Dominion Foundation
 Jason Downey
 Dr. Jim Lewis
 Anthony L. Dunne & Helene
 Reilly Dunne
 E.J. Thomas Performing Arts Hall
 Elizabeth A. Edmiston
 Brenda Eich
 Vaughan Evans
 Eleanore Fall
 Lori Fick
 Fifth Third Bank
 John T. Finan
 George M. Finkes
 Firestone Complete Auto Care

First Merit Bank
 FirstEnergy Corp.
 Hazel E. Fisher
 Christine Fontaine
 Shelly Forte
 Sandy Frommeyer
 Fun-N-Stuff
 Debra Furgerson
 Jean F. Gadd
 John F. Gainer
 Beth Galambos
 Gardner Pie Company
 Giant Eagle-Waterloo Road
 William E. & Mary T. Glaeser
 Goodrich Corporation
 The Goodyear Tire & Rubber
 Company
 GPD Associates
 Leon R. Graf
 Great Harvest Bread Co.
 Great Lakes Brewing Company
 Annunciation Greek Orthodox
 Church
 Scott Hallam
 Doris Hambrick
 Fred S. Hatherill Trust
 Hattie's Café & Bakery
 Jane Headley Family Trust
 Hal Headley Trust
 Pamela Henry
 Michael & Sheila Hicks
 High Rollers Entertainment LLC
 Zachary C. Hill
 Virginia A. Hill
 S. Joseph & Mary Ellen Hinkle
 Home Depot
 House of Hunan
 House of Plants Florist
 Heather Hydel
 David F. Hymes
 Icon Sports Management, LLC
 Jackson National Life Insurance Co.
 JAH Foundation
 J. C. Whitlam Manufacturing
 Company
 Fred W. & Mary E. Johnson
 Gladys G. Jones
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 James & Rhonda Kroeger
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 Margaret Lazzerini
 Sherry Levering
 Philip Levy
 Rachel Lewis
 LifeCenter Plus Health and
 Fitness Club
 Little City Caterers
 Margaret & Barth Long
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 Center, Inc.
 Malley's Chocolate
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 Family
 Mark McGinn
 Cindy McKeever
 McNemer Realty Holdings, LLC
 Meaden & Moore, Ltd.
 Medina Charity Club
 Karen Merkle
 James E. & Julie M. Merklin
 Audrey W. Merle
 Laura Mervine
 Metro Parks Serving Summit
 County
 Metro Regional Transit Authority
 Bob & Melinda Meyer
 Miche & Me
 Evelyn Milhoan
 The Millennial Group
 Laura Miller
 Tracie Miller
 W. Paul Mills and Thora J. Mills
 Memorial Foundation
 Mr. & Mrs. Donald T. Misheff
 The Laura R. & Lucian Q. Moffitt
 Foundation
 Mogen Real Estate Company
 Julie Moldvay
 Moments by Cole Photography
 Shelby D. & Mary M. Morgan

Janet Morrison
 Alan Morton
 Greg Morton
 Judith A. Mosser
 Much More Music
 Mud Run Golf Course
 The R.C. and Katharine M.
 Musson Charitable Foundation
 NAPA North Coast Ohio
 National First Ladies' Library
 Angela M. Neeley
 R.J. Nemer
 Hong Nguyen
 MaryAnne & C. Allen Nichols
 Cathy Nicholson
 Nike Inc.
 Richard E. Norris
 North Akron Savings Bank
 Northfield Park
 Oak Associates, Ltd.
 Ohio Wine Producers Association
 Fred Ohnmeiss
 OMNOVA Solutions, Inc.
 OMNOVA Solutions Foundation
 Robert O. & Annamae Orr Family
 Foundation
 Gertrude F. Orr Trust Advised Fund
 Marcella K. Pace
 Pam's Posies
 Barry Parker
 Barbara J. Patterson
 Matt Pattyson
 Pearl Coffee Company
 Petitti's Garden Center
 PGA Tour, Inc.
 Pizza Hut
 Carolyn Pizzuto
 PNC Bank
 Portage Country Club
 The Portage Foundation
 Victoria Prussak
 Linda D. Pursley
 Raintree Country Club Inc.
 David R. Rastetter
 Thomas J. Raymond
 Reilly's Originals
 Louise Reinhoehl
 Richard Petty Museum
 Aaron Richardson
 Gary L. Rickel
 Marianne Riggenschach
 Rinky Dink Family Fun Center
 Charles E. & Mabel M. Ritchie
 Memorial Foundation
 Ritzman Pharmacies, Inc
 Robert J. - Events & Catering
 Roderick Linton Belfance, LLP
 Roetzel & Andress

Richard Rollins
 RP Fitness
 Rubber City Radio Group
 Ruby Tuesday
 S. C. Thomas & Associates, CPA
 Sam's Club - Cuyahoga Falls
 Albert B. Sardelle
 Heather Schaefer
 Kim Schaefer
 Charles K. Schmalix
 Kim Schreckenberger
 Philip M. Schuchter
 Second to None
 Charles Seeley
 Fran Seymour
 Thomas W. Sharkey
 Shaw JCC Akron
 Steven B. Shechter & Cherie A.
 Morris Shechter
 The Sheraton Inn & Suites -
 Cuyahoga Falls
 Beverly Sherrard
 Shulan's Jewelers
 Sign-A-Rama of Macedonia
 Silver Lake Country Club
 The Sisler McFawn Foundation
 Lloyd L. & Louise K. Smith
 Foundation
 SS&G Financial
 Stan Hywet
 Phil Stauffer
 Dr. Otto & Helen Steinreich
 Philanthropic Fund
 Sarah K. Stem
 Janice Stephenson
 Sterling Jewelers, Inc.
 Jeff & Pam Stevenson
 Valarie K. Still
 Jean Stout
 Stephen L. Strayer
 Summa Health System
 Summit County Historical
 Society
 Summit Testing & Inspection Co.
 Charles Tennant
 The Peanut Shoppe
 The Stew Pot Kitchen
 The Tangier
 Barry & Heather Thoman
 Brent R. Thompson
 Joe Thompson
 Tia Johnson - Silpada Designs
 Today's Business Products
 Tiffany Todd
 Mark S. Travagianti
 UBS
 United Disability Services
 United Methodist Women

University Dining Services at
 The University of Akron
 The University of Akron Athletics
 United Way of Greater Cleveland
 United Way of Summit County-
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 The Welty Family Foundation
 West Point Market
 West Side Bakery
 Western Reserve Historical
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 White Hat Management
 Mark Whitlam
 Anita A. Wilkins
 Janet Wilson
 Mary & Ray Winders
 WITAN
 Thomas C. Woodruff
 Written Communications Radio
 Service, Inc.
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MEMORIAL GIFTS

In Memory of Mike Tilden
 Cathey Debord & Family

In Memory of Paul E. Weimer
 George & Pat Baird
 Colleen Denholm & Chris Meyer
 Mr. & Mrs. Carl Dimengo
 Mrs. E. Marie Kline
 George & Phyllis Knepper
 Robert J. McCann, Jr.
 Ms. Susan Minich
 Mrs. Anne Schwarz
 William & Bettie Taylor



QUALITY GOODS AND SERVICES **MAKING A DIFFERENCE**



In 2010 Goodwill Industries of Akron's Contract Services Division, re-achieved its ISO 9001:2008 certification. This international mark of quality served its 47 business customers well!

"It's not just Goodwill. It's good business." Contracts Services' tag line describes how it can be a business' outsourcing solution for projects in assembly, packaging, collation and mailing, die-cutting, de-manufacturing, sorting, inspection, rework and industrial sewing.

In the past year, Contract Services manufactured over 10,000 safety vests for a multitude of private customers and public entities. The Division continues as a Community Rehabilitation Program vendor for the State of Ohio and it facilitated 26,888 hours of workforce training for Goodwill's program participants. Like Goodwill's Retail Stores, the Contract Services' net results help fund Goodwill's employment and training programs.

Goodwill's double bottom line - entrepreneurial margin to support the mission of helping individuals prepare for, find and retain employment - has been making a difference in Summit, Portage, Medina, Ashland and Richland Counties for over 84 years!



Workforce Development

7,771 Individuals given a hand-up.

Retail Division

10,251 Tons of clothing and household items donated to Goodwill.

Contract Division

3,808 Tons of material Goodwill recycled through its salvage programs.

Volunteer Service

44,305 Hours donated by generous volunteers. This service value is \$327,857 at minimum wage.

Giving Back

\$49,636 Dollars distributed through the Elizabeth Clark Emergency Fund to individuals and families in crisis.

2011 EVENTS

Goodwill Week & Celebration of Champions

May 1 - 7, 2011

Employee of Distinction Luncheon

Wednesday, September 7, 2011

6th Annual Taste of Vintage

Thursday, November 17, 2011

Through these events, Goodwill raises awareness of mission services and shares success stories of program participants who achieved their employment goals.



570 East Waterloo Road • Akron, OH 44319
Tel: 330.724.6995 • Toll Free: 800.989.8428
www.goodwillakron.org

Retail Stores/ Donation Center Locations

Akron - 570 E. Waterloo Road
Ashland - 1611 Claremont Avenue
Brunswick - 1733 Pearl Road
Cuyahoga Falls - 1725 State Road
Kent/Ravenna - 2528 St. Route 59
Lakemore - 1500 Canton Road
Medina - 3500 Medina Road
Mansfield - 2154 W. Fourth Street
Northfield - 10211 Northfield Road
Streetsboro - 9278 Market Square Drive
Tallmadge - 15 Midway Plaza
Wadsworth - 170 Great Oaks Trail

*Store Hours: Monday-Saturday
9 a.m. - 9 p.m. and Sunday 10 p.m. - 6 p.m.*

Auto Outlet - Donations/Sales

Akron Auto Outlet - 2381 Manchester Rd.
*Auto Outlet Hours: Monday-Saturday
9 a.m. - 5 p.m. and Sunday 12 p.m. - 5 p.m.*

Donation Center Only Locations

Ellet - 2420 Wedgewood Drive
(Acme Parking Lot)
Hudson - 5381 Darrow Road
(Jo-Ann Stores, Inc.)
Coventry Township - 3235 Manchester Road
(Acme Parking Lot)
Fairlawn - 565 S. Cleveland-Massillon Road
(St. Luke's Anglican Church)
Mansfield - 1280 Lexington Avenue



Bring your unwanted technology, any brand, any condition, to Goodwill. With the DELL RECONNECT partnership, we'll refurbish or recycle the equipment, benefiting our community by putting people to work.



ISO Certified
9001:2008



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