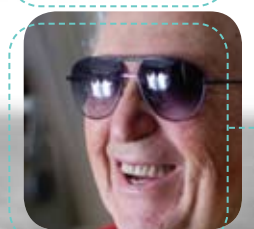
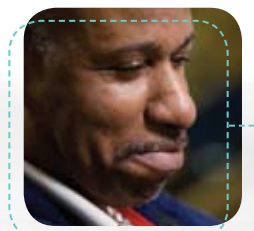




COMMON THREADS THE 2009 ANNUAL REPORT



Hi, I'm
Hiran

I put custom

here's a thread that binds all of us together. Pull one end of the thread, the strain is felt all down the line."
 — Rosamund Marshall

Can you remember the pride and empowerment of your first paycheck?

Attainment of self-sufficiency has been interfaced into Goodwill's service for over a century!

Only think of Goodwill as a place to take your gently used clothing?

Thank you for your generous donations that connect individuals to opportunities to work!

Maybe in need of some high quality home goods at a cost effective price?

Goodwill shoppers find new bargains each day in diverse community work experience sites!

Managing a local business? Looking for a cost effective partner to meet the deadline?

Goodwill's Contract Services is ISO 9001:2008 certified and is so (and sew) ready to help!

Out of work and unsure of your next steps?

Workforce Development professionals can help you create a pattern for your future!

Need to hire staff quickly?

Employer Services Representatives can help you weave together a cost effective plan!

Think your work skills are outdated for today's job market?

Helping you match your skills to the local labor market's need is a Goodwill forte!

Have no place to take that outdated computer or printer?

Link up with Dell's Reconnect program - free - at any Goodwill donation site!

Reading is your passion and you're looking for a way to connect with others?

Radio Reading volunteers invite you to help bridge the gap for those who cannot see!

Every week it seems the kids have outgrown another set of clothing?

Goodwill's Retail Shops can help keep them in style and your check book in the black!

Auto not being used but you know it can help someone else?

A gift of your vehicle to Goodwill's Auto Outlet makes a material difference in someone's life!

Did you know Goodwill served almost 8,700 individuals in 2009?

Commitment to offering participants a hand up to a better life is stitched into Goodwill's culture!

Surprised that Goodwill is so much more than a store?

Schedule a tour for Goodwill's Service Center to learn how we turn jeans into jobs every day!

William Glaeser

Chairman, Board of Directors

Nancy Ellis McClenaghan

President & CEO





It all begins with a donation...



“Giving clothes and toys I don’t use to charity helps lots of people.”

–Julianne Green, Goodwill donor with her mom Georgianne



D

onating her children’s outgrown clothing and shoes to Goodwill is a perfect solution to her family’s overflowing closets and drawers. “It’s so convenient. There is an attended donation center right by my home, so I can just drive up and donate. No hassles.”

In 2009, a total of 394,270 people donated items including furniture, household goods, books, electronics, toys and clothing. This could not have been accomplished without the support of not only donors, but also the businesses and agencies who partner with Goodwill to allow the use of their property.

Georgianne and her family not only donate clothing, but also well-thumbed books, out-of-season home décor, extra supplies from school projects, and much more. For some people, these items might be stored away or thrown away, but Georgianne doesn’t see the logic in that. “Why throw it away when you can donate it for a good cause?”

Even a donation as basic as a pair of jeans can help someone find a job. As items are donated to Goodwill, they are sold in Retail Stores, where sales help to fund employment and training programs to put people to work in our community.

"I tell everyone about Goodwill!"

– Karen Lewis, avid Goodwill shopper



It all started with a purse. "I had been using the same purse for years, and my friends started taunting me about my old purse. So, I went to a thrift store looking for a bargain. That's how I found Goodwill," said Karen Lewis.

Karen just kept coming back to the stores, finding treasures to wear and to furnish her home. A wool cape, martini glasses, a leather jacket, a pig-shaped lamp, a bracelet. She started giving away her Goodwill finds as gifts. "It's really good stuff." In 2009, a total of 865,016 retail shoppers like Karen supported Goodwill's mission while at the same time discovering the value of our stores.

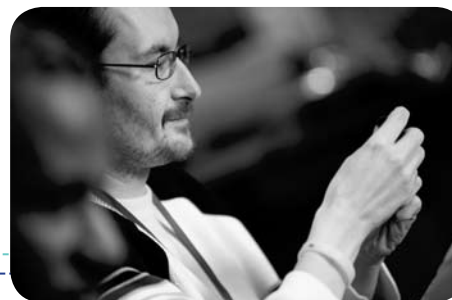
The merchandise is not the only reason Karen shops at Goodwill. Once, while in the check-out line, she was digging through her purse trying to find her Goodwill coupon. Another shopper walked up to the register and put down a \$10 bill. "This should cover your coupon," he said. Ever since, Karen makes a point to share her coupons with other customers and "convert" friends into Goodwill shoppers. "I'm paying it forward."

Through the collaborative efforts of 11 retail stores, six attended donation sites, an outlet store, auto lot and Shopgoodwill.com, Goodwill is able to further its mission of helping individuals prepare for, find and retain employment. Program participants also work in Goodwill stores and Contract Services Division to learn new skills. "I appreciate seeing them working in the store. I can see that they are working really hard. I'm a fan of Goodwill because of what I find and because they are putting people to work."





"I'm learning a lot of different jobs to get more experience." – Tony Petak, Goodwill program participant working in the Contract Services Division



Charles Williamson began practicing his work skills in the Goodwill Contract Services Division in November 2009. "I'm learning to get along with my co-workers and how to clock in and clock out." Tony Petak, who also works in the division, will tell you about a similar experience. "People are friendly here. I am trying new things and learning people skills." Both Charles and Tony have ambitions to find competitive work in the community. Charles would like to be employed as a janitor, and Tony is working toward a position where he could work with animals.

In 2009, Goodwill program participants practiced their work skills on projects within the Contract Services Division, totaling over 27,800 hours. With a commitment to customer service, quality products, cost savings and timely production, the division maintains contracts with many locally based businesses like GOJO Industries, Inc.

GOJO is the leading global producer and marketer of skin health and hygiene solutions for away-from-home settings. Based in Akron, Ohio with facilities in North America, South America, Europe and Asia, the company's portfolio includes hand cleaning, hand washing, hand sanitizing and skin care formulas under the GOJO®, PURELL® and PROVON® brand names. Since 2005, GOJO has been a loyal Goodwill customer, providing program participants with packaging and assembly projects to help them learn new work skills. Participants like Charles and Tony count out 24 retractables for each package and seal them for shipping. As a result, the GOJO products are finished on-time and on-budget, and the revenue earned is used to support Goodwill's mission of helping individuals prepare for, find and retain employment.

ISO Certified
9001:2008

"It's not just Goodwill. It's good business." Goodwill Contracts Services provides a local outsourcing solution paired with a skilled and efficient workforce to complete projects in assembling, packaging, collation and mailing, die-cutting, de-manufacturing, sorting, inspection, re-work, and industrial sewing. The Goodwill Retail Stores and these business-to-business services are just a couple of the ways Goodwill funds its employment and training programs.

"I got 'Associate of the Month' twice."

– Hiram Parks, placed by Goodwill
Vocational Services in 2009



H

iram Parks came to Goodwill because he needed assistance finding a job. For six years, he had been employed at a department store that was soon closing. Hiram immediately sought out assistance with finding a new job where he could thrive.

The economy was tough, and employers were tightening their belts. But with the assistance of a Goodwill Job Developer, Hiram was able to locate a new job in April 2009 at the Home Depot working part-time. His first hurdle to overcome was the training process, as The Home Depot requires all employees to take web-based computer courses and instructor-led courses before they can start working. Hiram had never used a computer before, so a Goodwill Job Coach worked with him to learn basic computer skills and to understand the testing material. Finally, after passing all of his tests on the first try, Hiram was able to go to work as a cart attendant.

It was evident that Hiram was good at his job right from the beginning. Although the Goodwill Job Coach provided some moral support and ensured that he had the basic knowledge of what his job entailed, Hiram hit the ground running. Toward the end of coaching, he had already earned a merit badge, which is a task that is not easy to do. By his 90th day of employment in June, he had been named "Associate of the Month" and again earned that title in December. Several managers reported that Hiram is a wonderful employee and that The Home Depot is pleased to have him. Most important, Hiram is happy to have found another job in which he can succeed.

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.



Hi, I'm
Har

put customers **FIRST**



More. More doing.™



“Don’t be afraid to try something new – no matter what your age.”

– Barbara Short, placed by Goodwill in 2007 and still on the job



A

fter 31 years driving a forklift and loading trailers in a factory, Barbara Short lost her job as part of a mass layoff. “It was my comfort zone. My husband always said, ‘You’re never going to leave that place unless they shut the doors.’ Funny, I never thought it would happen,” said Barb.

Her employer referred her to the Employment Resource Center (ERC), located at The Job Center* in Akron, which provides free services – including vocational assessment/career counseling, job readiness, and job search workshops – for anyone seeking a new or better job. Barb completed an assessment and decided it was time for a new career as a Medical Assistant. She applied for and obtained funding for her training at Portage Lakes Career Center, where she attended courses and tested for certification in Phlebotomy and Medical Assisting.

The next step was to find a job. Working through her Goodwill case manager, she learned about a position with Radiant Research, a clinical research and development company that conducts drug development studies. After just her first interview, she was hired part-time to work one-on-one with participants in the research studies, taking blood and testing samples. Since beginning her position in June 2007, Barb is now working more hours and has found a new home with Radiant Research, doing what she loves.

Barb would tell anyone who faced a situation like hers, “Don’t let fear consume you, and don’t be afraid to try something new – no matter what your age. I went for it, and I couldn’t be in a better place.”

*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.

“I volunteer at Goodwill because I get job experience and have fun doing it.”

– Rachel Koudelka, volunteer at the Brunswick Goodwill Store since April 2009



Rachel Koudelka was looking for something fun and educational that would get her out of the house while she looks for a better job. Two days every week, she hangs clothes on the sale floor and helps customers with questions, gaining the retail experience she needs plus extra exercise walking throughout the store. The management and staff truly appreciate her help at the Brunswick Store.

Rachel is just one of the many committed and involved volunteers that have contributed to the agency’s many successes in 2009. Each volunteer – whether a student, a Scout, or a Board member – plays an important role as an ambassador helping to “spread Goodwill.”

The members of Goodwill’s Board of Directors willingly gave their time and talent in support of the agency’s management team, and helped to raise awareness and increase financial support for Goodwill programs and services. Including special projects like the United Way Day of Action and annual Good Turn Day with local Boy Scouts and Girl Scouts, Goodwill volunteers donated 10,917 hours of their time in 2009 to help Goodwill fulfill its mission. More than 50 additional volunteers joined the Goodwill family beginning in September 2009 as Goodwill’s WEYE Seeing Eye Radio commenced services.

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Brenda Baum, *Executive Office Manager*

Sean M. Joyce, CPA, *Chief Financial Officer*

Nancy Ellis McClenaghan, *President*

Phillip Stauffer, *VP Retail Operations*

Valarie Still, *VP Employee and Public Relations*

Yvette Watkins, *VP Workforce Development*





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 Pleas R. Chambers III, *Second Vice Chair*
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 Carolyn Pizzuto, *Secretary*

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 Michael A. Sweeney
 Russell Vernon
 Jerry Welty

"That's my eyesight."

– Chuck Cucuzza, daily listener to radio reading services since 1976



C

huck Cucuzza and his wife Anna used to spend many hours at Goodwill finding treasures on their date nights. He even cleaned and repaired furniture for fellow Goodwill shoppers. Chuck was also an accomplished, self-taught musician, playing the guitar and the accordion. But then an unfortunate series of mishaps with corrective eye surgery left him completely blind.

It's hard to fathom a world you cannot connect with until you are unable to connect with it. Though his life had changed dramatically, Chuck was committed to continuing doing many of the things he loved – including playing music. For 48 years, he taught classes in guitar and woodworking at the Akron Blind Center. Another class he instructed was aptly named “Hodgepodge,” which featured a variety of topics and speakers from local organizations, including at one time, Goodwill.

Every evening, Chuck listens to the old-time radio shows on WEYE, which he claims are “the theatre of the mind.” In 2009, the assets of the Written Communications Radio Service (WCRS) were sold to Goodwill, and WEYE Seeing Eye Radio of Goodwill Industries of Akron was created. The radio station offers a means for delivery of vital information to individuals with visual and other physical impairments.

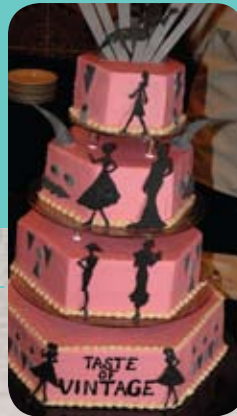
Ask Chuck how he feels about the radio reading service, and he will charm you with stories of how it has enriched his and others' lives. “That’s my eyesight.” When Chuck heard that WCRS would be transferring its assets to Goodwill Industries, his first thought was that “two beautiful organizations were coming together.” “It seems as though it was meant to be.”



"It was great to support a charity that supported me. Through college, I shopped for affordable clothing at Goodwill. This was my way of giving back."

– Lauri Molnar, Taste of Vintage model

In its fourth year, Taste of Vintage, Goodwill's signature fundraiser, included a sampling of gourmet specialties from local restaurants, varied live and silent auction items from area businesses, and a runway vintage fashion show featuring over 30 influential women of the community.



Participating Restaurants and Caterers in 2009:

Akron Woman's City Club
Catering by Mark DiFeo
Great Harvest Bread Co.
Hattie's Café
House of Hunan
Mavis Winkle's
Mustard Seed Market & Café

Pearl Coffee Company
Robert J. Events & Catering
The Tangier
University Dining Services at
The University of Akron
West Point Market

Goodwill's 2009 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 2010 will honor the following individuals and companies for their dedication in 2009:

Participants

Charles Dawes
Nancy Eisenhart
Kristina Gorsuch
Scott Hoovler
Lora McPherson
Hiram Parks
Angel Seamon
David Welfley
2 youth participants

Employers

AVI Foodsystems, Inc.
Country Pointe & Subacute Center
Giant Eagle, Barberton
Marc's
PlusOne Communications
Proto Machine & Manufacturing
Southwest General, Brunswick

Community Partners

Ashland Evening Lions Club
GOJO Industries, Inc.
Senior Employment Center,
a Division of Mature Services



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.



2010 EVENTS

Goodwill Week & Celebration of Champions

May 2-8, 2010

Employee of Distinction Luncheon

Wednesday, September 8, 2010

5th Annual Taste of Vintage

Thursday, November 18, 2010

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

2009 DONORS and MEMORIAL GIFTS

DONORS

John Ackerman
 Thomas Adams
 Raj Aggarwal
 AirTran
 Akron Aeros
 Akron Area Society for Human
 Resource Management
 Akron Art Museum
 Akron Racers
 Akron Summit County Federation
 of Womens Clubs
 Akron Symphony
 Akron Women's City Club
 Akron Zoo
 Alan Jackson Fan Club
 Asuama Yeboah-Amakwah
 Amber
 AMER Insurance
 American Red Cross
 Anonymous
 Apple American Group
 ASW Global
 Ault Bros.-Summit Moving &
 Storage
 The Tom and Mary Babcox
 Family Foundation
 Becky Babcox
 Pedro Barnes
 Larry and Donna Barton
 Brenda & Larry Baum
 BCG & Company
 Beasley Charitable Trust
 Andrew and Margie Becker
 Clarence Belknap
 Susan & Robert C. Berk
 Best Buy - Chapel Hill

Beverly's Invitations & Stationery
 BGS Associates
 Kara Bhakuni
 Tim Binkley & Michelle Grimm
 BJ's Wholesale Club
 Bober, Markey, Fedorovich
 Glenn R. and Alice V. Boggess
 Memorial Foundation
 Grace E. Boldt
 Mark Bonchu
 Borders Books – Howe Rd.
 Jim Bouplon
 Brian Boykin
 John F. Brainerd II
 Braun & Steidl Architects
 Michael & Chris Brauning
 Bridgestone Americas Trust Fund
 Richard Bromley
 Jennifer L. Buchanan
 Lisle M. Buckingham Endowment
 Fund
 Pamela Lyn Buehrle
 Heather Bujorian
 Bunker Hill Golf Course
 Edward Burns
 Richard S. Burutsa
 Kelley Bush
 Ernest L. Calhoun
 Cambridge Home Health Care
 Canton Ballet Company
 Cargill Corporation
 Clarence F. Carlson
 Marian J. Carpenter
 Catering by Mark DiFeo
 Central Graphics
 Ron Cerosky
 CF Bank
 Pleas Ray Chambers

Charter One
 Chestnut Street Baptist Church
 Chi Chi Rodriguez Management
 Group, Inc.
 Chick-fil-A Macedonia
 Beth Chonko
 The Henry V. and Frances W.
 Christenson Foundation
 Civic Theater
 Cleveland Indians
 Cleveland Metroparks Zoo
 Cleveland Orchestra
 Janet Coburn
 Coleman Professional Services
 Connecting Touch
 Karen Conrad
 Jan Cook
 The Mary S. & David C. Corbin
 Foundation
 Moyra Culbertson
 John & Betty Dalton
 Terrence Dalton
 Michael F. d'Amico
 James M. Dannemiller
 Michelle Davids
 Elizabeth Davis
 David L. Davis
 Deluxe Corporation
 Mary and Dr. George L.
 Demetros Charitable Trust
 Dietz Falls Florists
 George Diffenbaugh
 Joseph & Marianne Doman
 Dominion Foundation
 John Donofrio
 Philip Dorfman
 Jessica Dorvinen
 Downtown Akron Partnership

Dr. Pepper Snapple Group
 Jean Drongoski
 Don Drumm Studio
 Anthony Lee Dunn
 E.J. Thomas Performing Arts Hall
 Elizabeth A. Edmiston
 Eleanore Fall
 Family and Community Services
 Tom Farmer
 Fifth Third Bank
 George M. Finkes
 First United Methodist Church
 Hazel Fisher
 Flemings Steak House
 Sandy Frommeyer
 Debra Furgerson
 Jean F. Gadd
 Aya Gal
 Beth Galambos
 Gardner Pie Co.
 Errol Gerberich
 Lindsay Gierhart
 William E. and Mary T. Glaeser
 Goodrich Corporation
 The Goodyear Tire & Rubber
 Company
 Leon R. Graf
 Marjorie Grafton
 Great Harvest Bread Co.
 Barbara A. Groh
 Jeffrey and Barbara Hale
 Patricia J. Hallick
 Hallrich Incorporated
 Dr. Susan C. Hanlon
 Fred S. Hatherill Trust
 Hattie's Café
 Silvia Hauber
 Hal Healdey Trust

Jane Healdey Trust
 Allan Henderson
 Leianne Heppner
 Nancy Herchler
 Leigh Herington
 Paul Herrera
 Virginia A. Hill
 S. Joseph and Mary Ellen Hinkle
 Holiday Inn Akron West
 House of Hunan
 Betty J. Imperio
 In Flight Ballroom Dance
 J.C. Whitlam Manufacturing
 Company
 John January
 Timothy and Cathy Jones
 Carmella A. Jones
 Gladys G. Jones
 Vicki L. Jones
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 Kimball Consulting, LLC
 Danielle Kimmel
 Cal & Pat King
 Kim Kirklin
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 Dr. Robert & Ms. Diane Kleinman
 Koly & Co.
 Sherri Kravec
 Amy Krebs
 James & Rhonda Kroeger
 Sandra L. Laktash

Stena Lambert, Lia Sophia
 Consultant
 Gerald Larson
 Laser Quest
 Arthur Lendon
 Bonnie & Jeff Levine
 Rachel Lewis
 LifeCenter Plus Health and
 Fitness Center
 Magdalene Lipski
 Margaret Lloyd
 Margaret Long
 Lucille Ball - Desi Arnaz Center,
 Inc.
 Heather Luley
 Mahogany Run Golf Course
 St. Thomas
 Malley's Chocolates
 Thom Mandel
 Dan Marchetta Trust
 Marketing Solutions, Inc.
 Joseph M. Marulli Jr.
 Margaret Mascio Medzie
 Massage Envy
 Kelley Mauthe
 Mavis Winkle's
 Nan & Eric McClenaghan
 Jackie & Greg McDermott &
 Family
 McKay Insurance
 Cindy McKeever
 McMaster-Carr Supply Company
 McNemer Realty Holdings, LLC
 Meaden & Moore
 Lois Meager
 Sue Menges
 Karen Merkle
 James E. and Julie M. Merklin
 Audrey Merle
 Laura Mervine
 Metro Parks Serving Summit
 County
 Bob Meyer

Microsoft
 Evelyn Milhoan
 The Millennial Group
 Gina Miller
 W. Paul Mills and Thora J. Mills
 Memorial Foundation
 Mr. and Mrs. Donald T. Misheff
 The Laura R. & Lucian Q. Moffitt
 Foundation
 Mogen Real Estate Co.
 Julie Moldvay
 Shelby & Mary Morgan
 Stephen Morgan
 Janet Morrison
 Alan Morton
 Greg Morton
 The R.C. and Katharine Musson
 Foundation
 Mustard Seed Market & Café
 National City
 National First Ladies' Library
 National Inventors Hall of Fame
 Angela Neeley
 Marian Nemer
 C. Allen Nichols
 Nike
 Northfield Park
 Patrick J. Oaks
 Ohio Wine Producers Association
 OMNOVA Solutions Foundation
 OMNOVA Solutions, Inc.
 Gertrude F. Orr Trust Advised
 Fund
 Ann Otto
 Outback Steakhouse
 P.F. Chang's
 Marcella Pace
 Barry Parker
 Barbara Patterson
 Pearl Coffee Company
 Judi Pegher
 Darryl R. Pellegrino
 Kendra Philon

Carolyn Pizzuto
 Pro Football Hall of Fame
 Raintree Country Club Inc.
 David R. Rastetter
 Thomas J. Raymond
 Louise Reinoehl
 Nancy Rhinehart
 Richard Petty Museum
 Aaron Richardson
 Charles E. & Mabel M. Richie
 Memorial Foundation
 Gary L. Rickel
 Marianne Riggerbach
 Rinky Dink Family Fun Center
 Ritzman Pharmacies, Inc.
 Riverfront Ballroom & Latin
 Dance Center
 Robert J. Events & Catering
 Roetzel & Andress
 Jim Rollins
 Rubber City Radio Group
 Rustic Hills Country Club
 The John W. Juanita E. Sanders
 Foundation
 Sarah's Vineyard
 Al Sardelle
 Paul S. Scarpitti
 Philip M. Schuchter
 Heather Schworm
 SeibertKeck
 Fran Seymour
 Thomas Sharkey
 Steven Shechter
 Shulan's Jewelers
 Jeff Sibley
 Sign-A-Rama Macedonia
 Silver Spirits
 The Sisler McFawn Foundation
 Edie Smith
 Robert M. Smith
 Lloyd L. & Louise K. Smith
 Foundation
 Vicky Spencer

SS&G Financial
 Phil Stauffer
 Sarah Stem
 Jeff & Pam Stevenson
 Valarie K. & Jeffrey N. Still
 Elinore Marsh Stormer
 Stephen L. Strayer
 Summa Wellness Institute
 Summit County Historical Society
 India Surgeon
 Michael A. Sweeney Esq.
 The Tangier
 The Children's Museum
 The Peanut Shop
 Barry & Heather Thoman
 Elaine Thomas
 Sandra Thomas
 Brent R. Thompson
 Tiffany Todd
 James and Sandra Troxell
 Larry Uhl
 United Airlines
 United Methodist Women
 United Way of Medina County
 United Way of Summit County
 University Dining Services
 Kathy Vadoros
 Lindsay Vadoros
 Tiffany Vadoros
 Vanguard Optical Import Inc.
 John Vansil
 Paul Verderico
 Russel Vernon
 Viking Vineyards and Winery
 Alan L. Waddingham Jr.
 Michael A. Waggoner
 Dee Wagner
 Jacquie Walker
 Wal-Mart
 Walt Disney World Co.
 Yvette A. Watkins
 Weathervane Playhouse
 Clara Weiss Fund

Jerry H. Welty
 Welty Building Company Ltd.
 The Welty Family Foundation
 West Point Market
 Mark and Susan Whitlam
 Cecelia Williams
 Frank Williamson
 Gertrude Wilms
 Janet Wilson
 Kristen Joy Wilson
 Keith & Michelle Wiseman
 Stephanie Wolfe
 Thomas C. Woodruff
 Nicholas S. Xeros
 Mary Yoder
 Jennifer Zuravel

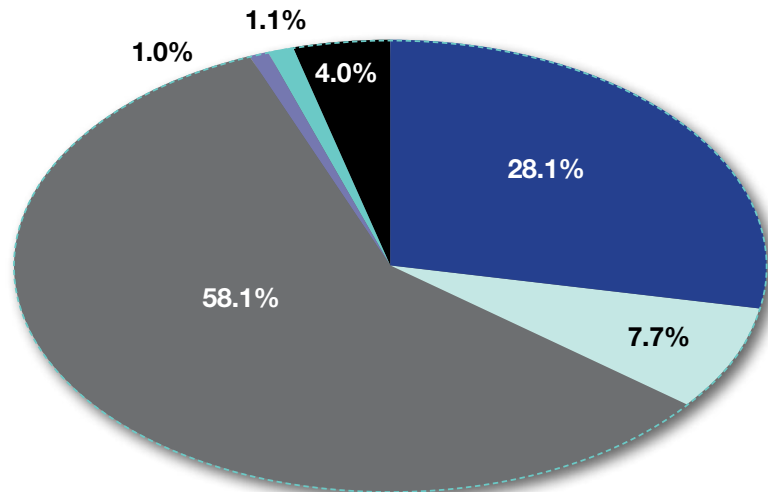
MEMORIAL GIFTS

*In Memory of David Kluge
 and Carol Major*
 Mary Beth Kluge

In Memory of George Kovalycsik
 Anna R. Kovalycsik

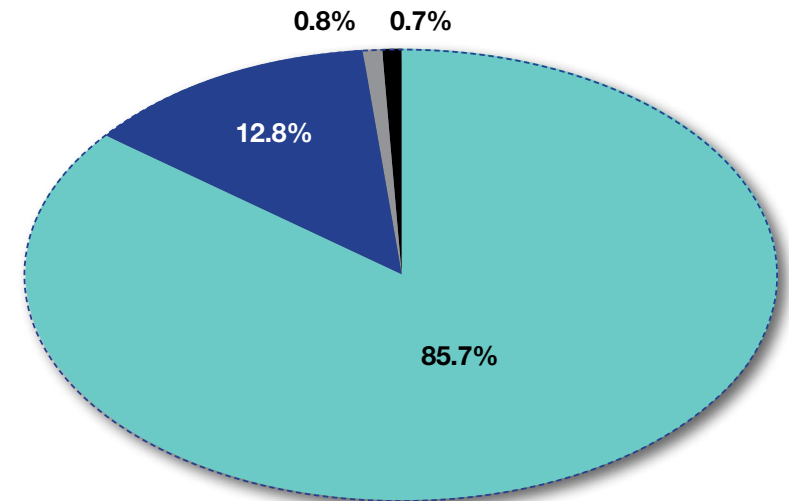
In Memory of Michael Tilden
 Dale and Rose Curry
 Chester E. Danforth
 Thomas and Diane Debord
 Earl and Donna Hatfield
 Sean and Terese Joyce
 JoAnn and Joel Mowrey
 Joseph and Lisa Rotunda
 Mr. and Mrs. David P. Walker
 Michael Walker
 Pat and Jeanette Walker

2009 FINANCIALS (UN-AUDITED)



Support & Revenue

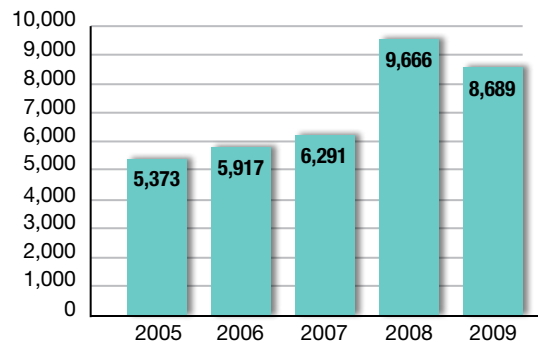
■ Workforce Development	\$	4,526,455
■ Contract Services	\$	1,242,684
■ Donated Goods	\$	9,356,597
■ United Way of Summit County	\$	157,969
■ Interest and Other Income	\$	173,423
■ Contributions	\$	637,423
Total Support & Revenue	\$	16,094,551



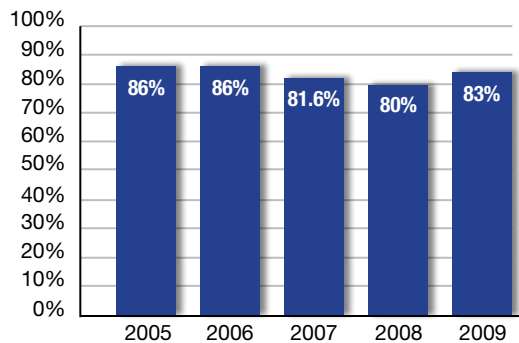
Expenses

■ Program Services	\$	13,732,379
■ Management & General	\$	2,043,963
■ Fundraising	\$	106,153
■ Debt Service	\$	135,351
Total Expenses	\$	16,017,846
Change in Investments	\$	824,199
Change in Net Assets	\$	900,904
Net Assets, Beginning of Year 2009	\$	7,580,793
Net Assets, Ending of Year 2009	\$	8,481,697

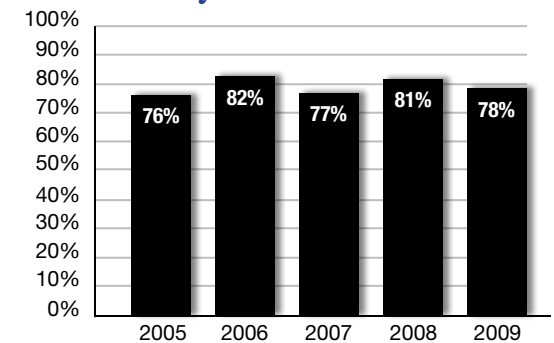
Numbers Served



Placement Rate



90-Day Retention Rate



GOODWILL BY THE NUMBERS 2009

83

Years that Goodwill has been in the business of meeting the needs of job seekers.

8,689

Individuals given a hand-up.

83%

Placement rate, meaning that Goodwill placed 83 out of every 100 people looking for work into jobs.

870

Individuals Goodwill placed into jobs.

78%

Retention rate, meaning that 78 out of every 100 individuals Goodwill placed into jobs were still on the job after 90 days.

\$16 Million

Value of the first year's wages of individuals Goodwill placed into jobs.

94%

Satisfaction rate for participants receiving services from Goodwill.

385

Program participants worked within Goodwill's Retail Operations and Contract Services business lines.

116,472

Hours worked by participants in Goodwill's business lines, gaining valuable skills and an enhanced feeling of confidence and self-worth.

440,000

Pounds of computer equipment recycled through the Dell Reconnect program.

6,700,000

Pounds of material Goodwill recycled through its salvage programs.

867

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

\$50,564

Dollars distributed through the Elizabeth Clark Emergency Fund to individuals and families in crisis.

55

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

394,270

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

865,016

Shoppers supported Goodwill's mission by making purchases at Goodwill Stores.

8,378

Tons of clothing and household items donated to Goodwill.

10,917

Hours donated by generous volunteers.

86

Cents from every dollar spent at Goodwill Stores funds employment and training services for people in Summit, Portage, Medina, Ashland and Richland Counties.



Goodwill's online auction site allows shoppers to search for unusual and valuable Goodwill merchandise from home.

Shopgoodwill.com features unique items from Goodwill locations all over the nation. All revenue generated from Goodwill Akron items sold is used to support the agency's mission.



Retail Stores/ Donation Center Locations

Akron/Outlet
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

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 Road

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)

Green
1800 Raber Road
(The Chapel, Green Campus)

Mansfield
1280 Lexington Avenue

About the Auto Outlet

The Auto Outlet accepts donations of cars, trucks, motorcycles, campers, trailers, recreational vehicles, and boats. All vehicles donated are resold at the Auto Outlet and the revenue generated by the sale of donated vehicles helps support Goodwill's mission of helping individuals prepare for, find and retain employment in Summit, Portage, Medina, Ashland and Richland Counties.



Goodwill Auto Outlet
2381 Manchester Road, Akron, Ohio 44314
330-786-0284
www.goodwillakronauto.com