



2012 Annual Report

Celebrating 85  
years of teamwork.



#### Retail Stores/Donation Center Locations

Akron – 570 E. Waterloo Road  
 \*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  
 Twinsburg – 10735 Ravenna Road  
 Wadsworth – 170 Great Oaks Trail

#### Store Hours:

Monday–Saturday 9 a.m. – 9 p.m.  
 and Sunday 10 a.m. – 6 p.m.

\*Monday-Saturday 8 a.m.-8 p.m.  
 and Sunday 10 a.m.- 6 p.m.

#### Auto Donations

Call 1.800.549.2580

#### Estate Pickup

Call 1.800.989.8428

#### 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 (Grace Church)  
 Mansfield – 1280 Lexington Avenue



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

Follow Us:



Certified to  
ISO 9001 : 2008



Design: David Flynn Design Photography: Brent V Media,  
 Moments by Cole Photography





Founded

1927



1950

The pressure of growth demanded larger facilities and with the aid of gifts from large and small industries in the community, together with special individual contributions, the building at 36 S. College Street was acquired.



1970

Heartening community support was received following a devastating series of fires. Restoration of the fire-damaged areas was well under way, and a Business Rehabilitation Fund drive was begun.



1990

Goodwill opened the Employment Resource Center at 105 E. Market Street. The Coventry Plaza store opened, and the Medina store moved to larger quarters. The first annual fundraising event – Haute Goodwill – was held in conjunction with the Kent State University School of Fashion Design to rave reviews.



2012

The Agency celebrated 85 years of helping individuals prepare for, find and retain employment.

For 85 years, helping individuals prepare for, find and retain employment.

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

1940

Goodwill Industries of Akron continued to serve the handicapped persons of the Akron area with employment opportunities. During World War II, with the cooperation of the Labor Department of the Firestone Tire and Rubber Company and Firestone Local #7, Goodwill Industries obtained its first sub-contract from local industries.



1960

The store building at 185 E. Mill Street was dedicated. In the same year, the Rev. Kenneth L. Downing retired and Rev. David P. Boldt came from Goodwill Industries of Zanesville to become the Executive Director of Goodwill Industries of Akron.



1980

Goodwill efforts at developing a government contract through the National Industries for the Severely Handicapped were rewarded with a contract with the US Navy to manufacture women's utility work slacks (blue jeans) for Navy women. Project Workable was nominated by Ohio Governor Celeste for a National Presidential Award, and the Work Services program was one of the top 8 agencies in the J.M. Foundations "Pursuit of Excellence" program.



2000

The corporate headquarters moved to its new location at 570 E. Waterloo Road. The Board of Trustees engaged Hodge, Cramer & Associates, a consulting firm, to begin preparations for a capital campaign.









## Mission Services

### Vicki Prussak

Wellness Coach and member of the Board of Directors of Goodwill



Today, Vicki Prussak is a Certified Worksite Wellness Program Manager/Certified Wellness Coach, entrepreneur and proud member of the Board of Directors of Goodwill. Her journey with Goodwill has been an evolution, beginning in 1979. The Bureau of Vocational Rehabilitation Services referred Vicki, 19 years old after leaving Interval Brotherhood Home. Reflecting on the evolution, Vicki shares how significant a role Goodwill played in her life and others.

Vicki was unprepared for work and sought career guidance from Goodwill. Upon participating in the Goodwill vocational assessment, a review of her aptitudes and interests indicated she had significant artistic abilities. The Graphic Arts industry was the industry selected and the beginning of a long and successful career. Starting as an artist and press operator for a small print shop, Vicki worked her way up the management ladder for local corporations such as Revco D.S., Sterling Jewelers, and TTI Floor Care.

In 2006, Vicki began traveling to Ecuador. Two-week vacations away from the daily grind and stress of corporate life caused Vicki to pause and review her life once again. Twenty plus years of deadlines and compressed production schedules had taken its toll on the serenity of her life. As Visual Marketing Manager for TTI Floor Care, branded vacuums Dirt Devil and Hoover, burnout was evident. As much as she loved her marketing career, something had to change. Vicki needed more purpose to her life.

In 2007, Vicki began studies to become a Wellness Coach. She was excited at the thought of making a major career change. Her own health was important to her and she knew a change was necessary but her fear stopped her in her tracks. As fate would have, 2009 TTI Floor Care went through several major downsizings. Vicki and the department she managed did not make the final cut. She knew what this meant and was so happy at the new opportunity before her. Because of the cuts, Vicki returned to Goodwill's Employment Resource Center\* by way of The Job Center. In order to improve her skills to today's graphic design standards Vicki attended classes for website design. Because of receiving training, Vicki attended a round table discussion with local business presidents and Senator Sherrod Brown on job creation. During the meeting, Vicki spoke of her previous experience with Goodwill and the importance of preparing people for

employment. It was at this point that Senator Brown suggested, "Vicki and Nan McClenaghan should work together. She could be a great advocate for Goodwill participants and customers it serves."

While touring Goodwill, Vicki learned of Goodwill's WEYE Seeing Eye Radio Reading Service. WEYE radio volunteers read current newspapers, periodicals, and publications to the seeing impaired. Vicki's mother had recently lost the ability to read the newspaper due to a lifetime of eye issues. She purchased a radio for her that day! Radio Reading volunteers like Vicki make a difference to her mother and many others each day.

Besides being an active member of the Board, she also serves on the Mission Services Committee. In 2012, Goodwill collaborated with Interval Brotherhood Home. Vicki visited IBH as a Goodwill representative because of her history as a youth with IBH. She shared her experience and success of both programs at the resident lunch she attended with current IBH residents.

The evolution of Vicki's career would not be what it is today had the beginning career education not included Goodwill. The education Vicki received, in 1979, was the first step to gaining her higher education, and continued career growth. Self-sufficiency built self-confidence and self-esteem, all traits that lead to a happy and productive life.

Today, the positive energy and strong belief in self-responsibility, Vicki's value of knowledge through education and vast amount of life experience give her a unique ability to inspire and motivate, through speaking, coaching, products and programming. Her desire to make a difference makes her a perfect choice to market the benefits of wellness to any company or individual that she interacts.

\* Funded by: The Summit County Department of Job & Family Services and United Way of Summit County

## Employment Resource Center

### Richter Healthcare Consultants

Consulting Management Services



Richter Healthcare Consultants is a CPA accounting and consulting firm providing Revenue Cycle Management services to healthcare providers nationwide. The Job Center and Richter Healthcare Consultants began working together in the Fall of 2011 and this partnership resulted in two successful placements. With the advent of The Job Center's Demand Recruitment model, this relationship intensified and during the next several months Richter Healthcare Consultants hired a total of seven additional referrals

through their work with The Job Center. Due to Richter's difficulty in finding job seekers that had all of the technical skills needed to be successful on the job, Richter Healthcare Consultants was approved to receive a wage reimbursement for providing on the job training to individuals under the Workforce Investment Act (WIA). This partnership resulted in a win-win outcome for Richter Healthcare Consultants and for the unemployed individuals who developed new skills along with a career path for the future.



Pictured above: The ERC Team

### Terri McGuckin

Trainee



Due to downsizing, Terri was laid off in April 2012 from a healthcare services company where she had been a Finance Assistant. Terri, a Military Veteran, began her search for a new job, but without much success until in early July when she sent a resume in response to a recruitment event initiated by The Job Center staff (Comprised of Job Center Partners and Employment Resource Center staff\*) for Richter Healthcare Consultants. The event started with 3600 emails being sent to job seekers with related skills over a five county area. The Job Center Representatives reviewed each resume and conducted phone interviews with the most qualified candidates, of which Terri was among those selected. Her resume was referred to Richter Healthcare Consultants and she was interviewed. While Terri had some healthcare and accounting knowledge, she lacked billing experience, which was a key component of the open position. Utilizing the Workforce Investment Act (WIA) funded On the Job Training program, Terri received training by Richter Healthcare Consultants' staff on the technical skills she lacked and her wage was reimbursed under the OJT program. With her training, Terri's on her way to a new, successful career.

\* Funded by: The Summit County Department of Job & Family Services and United Way of Summit County

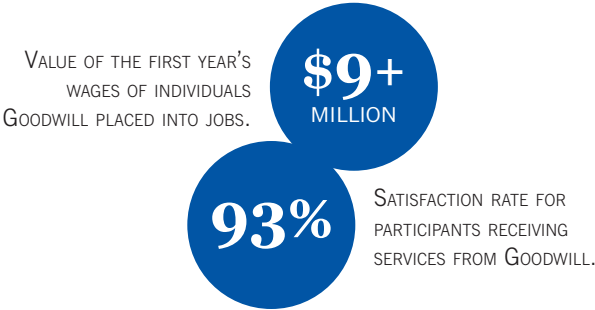


# Vocational Services

Michael Daugherty  
Achiever of the Year



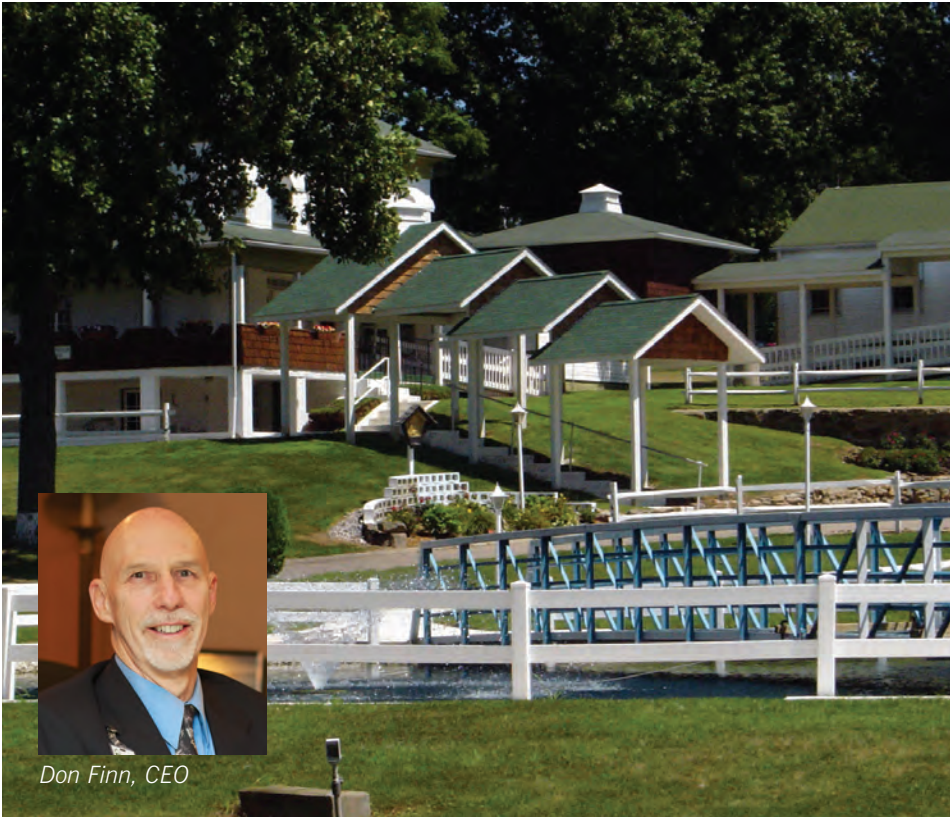
Michael was referred to Goodwill Vocational Services in early 2012 to assist him in obtaining his vocational goal to work in a maintenance department. With assistance from his Job Placement Specialist, Michael obtained an interview for a maintenance department position with Wal-Mart in Medina. Michael aced his interview and was hired. Working with his Job Coach during the first weeks for assistance with the computer testing and learning new job tasks, Michael quickly mastered his job tasks and was able to work independently. He works 28 hours a week, states that he “loves his job” and “enjoys going to work each day”. Michael has won the distinguished employee of the month award for his work. His success in reaching his vocational goal is a tribute to his determination and persistence.



# Community Partners

Interval Brotherhood Home  
A residential treatment center for substance abuse and addition

Goodwill began its partnership with Interval Brotherhood Home in January of 2012 when IBH agreed to facilitate its first of four Community Based Assessments. During the initial meeting, IBH shared its interest in adding job search skills into their client's treatment period. Goodwill agreed to teach classes such as, Resume Writing, Interview Preparation, and Know Your Skills at the IBH campus to groups of 5-12 individuals on a bi-weekly basis. By mid-year, IBH staff began to bring clients to Goodwill for tours and to learn about programs such as Vocational Evaluation, Facility Based Assessment, and Job Development. Following their treatment programs, several of these IBH clients were referred to and have successfully completed programs at Goodwill. Interval Brotherhood Home and Goodwill maintain an ongoing dialogue on ways to continue to improve on its partnership to better prepare individuals for community employment following upon completion of an IBH treatment program.



Don Finn, CEO

Precise Services  
A vocational program offering commercial janitorial and lawn care services.



Precise Services has been instrumental in providing employment opportunities to participants who have a desire to work in the commercial Janitorial and Lawn Care field. Located within the Rehab Center, Precise Services believes that all persons have the right to live in dignity and to be responsible for their own welfare and destiny. Precise Services hires individuals on their own

and in cooperation with other service providers serving the vocational needs of Richland and Ashland counties.

Precise Services' Manager, Barb Moore, has worked with the Goodwill staff to hire and assist individuals to reach a successful vocational outcome. Focusing on an individual's abilities and willing to make accommodations for physical impairments, Precise Services has been partnering with Goodwill for the past several years and has hired a total of three individuals. The agency was one of 21 employers represented at the first Goodwill Ashland Job Fair 2012. Manager Barb Moore has stated she was very pleased to be a part of the Job Fair and received applications from many qualified candidates.

Pictured above: The Vocational Services Team

# Celebration of Champions

- |                    |                |
|--------------------|----------------|
| Bob Banar          | Terry McGuckin |
| Dennis Chance      | Leonard Miller |
| Pamela Connell     | Vicki Prussak  |
| Michael Daugherty  | Nick Schultz   |
| Shalonda Frederick | Scott Stemple  |
| Brian Harless      | John Thompson  |
| Kerry McEntire     |                |

# Community Partners

- Interval Brotherhood Home
- Precise Services
- Richter Healthcare Consultants
- Jo-Ann Fabric and Craft Stores
- Murdock Industrial Inc.



Contract Services

**Murdock Industrial Inc.**  
Market leader in industrial, construction, medical, MRO and OEM support



A leader in industrial, construction, medical, MRO and OEM support. Goodwill Industries of Akron (GIA) has had a long-standing relationship with Murdock Industrial Inc. going back for several decades. Murdock began as a vendor, providing GIA with industrial supplies, but is now a partner with Goodwill's Contract Services Division. With GIA Certification to ISO 9001:2008, Murdock Industrial Inc. was able to outsource an assembly job to Goodwill's Contract Services Division helping it to provide a valuable work opportunity for participants practicing their work skills, and adding additional resources to its bottom line.

*It's not just Goodwill. It's good business.*



56

PARTICIPANTS WORKED WITHIN THE DIVISION TO GAIN REAL WORK EXPERIENCE



8,094,000  
POUNDS

OF MATERIAL  
RECYCLED THROUGH  
SALVAGE PROGRAMS

OF COMPUTER  
EQUIPMENT  
RECYCLED THROUGH  
DELL RECONNECT

426,094  
POUNDS



OF DONATIONS COLLECTED

20,240  
TONS

67

LOCAL BUSINESSES UTILIZED  
ASSEMBLY & SEWING SERVICES





# Retail Operations

**Jo-Ann Fabric and Craft Stores®**  
*The nation's largest specialty retailer of fabrics and one of the largest specialty retailers of crafts*



994,412  
SHOPPERS

SUPPORTED GOODWILL RETAIL  
STORES & ONLINE PROGRAMS

A special thank you to Jo-Ann Fabric and Craft Stores for their generous gift of donated goods to Goodwill's Taste of Vintage fundraiser. This donation allowed Goodwill to focus on high quality centerpieces, auction packages and decorations, without additional expense. The donation also helped raise a record fundraising amount at the event, which goes towards Goodwill's mission and services. Jo-Ann Fabric and Craft Stores has been a partner for retail store donations and, an attended donation site for many years. Goodwill thanks them for their continued support as a Community Partner!



87¢

OF EVERY DOLLAR SPENT  
IN RETAIL FUNDS EMPLOYMENT  
& TRAINING PROGRAMS

- ✓ 13 RETAIL STORES
- ✓ 5 ATTENDED DONATION CENTERS (ADC)
- ✓ 1 OUTLET STORE
- ✓ 1 SHOPGOODWILL.COM



PARTICIPANTS WORKED WITHIN  
RETAIL OPERATIONS GAINING  
REAL WORK EXPERIENCE

312





## Public Relations & Outreach

[www.goodwillakron.org](http://www.goodwillakron.org)



## Employee of Distinction Luncheon



September is Workforce Services Month, and to celebrate, Goodwill honors exemplary employees who have been nominated by their employers at the Employee of Distinction Luncheon. The event is an avenue designed to make it efficient and cost effective for local employers to honor someone who makes a difference in their company and is an employee of distinction among their co-workers. In 2012, there were 44 honorees recognized and 5 received the "Employee of Distinction Award."



## Taste of Vintage

Goodwill's Taste of Vintage celebrated its seventh annual, and most successful, fundraising gala to date. The evening included gourmet tasting stations, a large silent auction with generous donations from supportive area businesses, an exciting live auction and a fabulous vintage fashion show

with over 40 models showing off "Red Hot Vintage". The 2012 event was led by Honorary Event Chairs, Mark and Susan Whitlam, special recognition of Don and Cindy Misheff for their work in the community and Emceed by Sue Wilson and Tim Daugherty of Rubber City Radio Group.







General Operating fund

\$10,000 +

Anonymous  
Lucy & Emily Beasley  
Charitable Trust

\$5,000 - \$9,999

Lloyd L. & Louise K. Smith  
Foundation  
Eric & Nan McClenaghan

\$1,000 - \$4,999

Lawrence and Donna Barton  
Bridgestone Americas Tire  
Operations  
BCG & Company  
Bober Markey Fedorovich  
Lisle M. Buckingham  
Endowment Fund of Akron  
Community Foundation  
Mary S. and David C. Corbin  
Foundation  
Ernest & Young, LLP  
Fifth Third Bank  
First Energy Corp.  
FirstMerit Bank  
William and Mary Glaeser

Fred S. Hatherill Trust  
Meaden & Moore  
W. Paul Mills and Thora J. Mills  
Memorial Foundation  
Donald T. and Cynthia K. Misheff  
R.C. and Katharine M. Musson  
Charitable Foundation  
Omnova Solutions, Inc.  
Charles E. & Mabel M. Ritchie  
Memorial Foundation  
Roetzel & Andress  
SS&G  
The Millennial Group  
W3 Wealth Management, LLC  
Angela Dawn Wells PE LEED AP  
Jerry H. Welty  
Welty Building Company, Ltd.  
White Hat Management

\$500 - \$999

Glenn R. & Alice V. Boggess  
Memorial Foundation  
Jeffrey J. Casto  
Charter One Bank  
Children's Hospital Medical  
Center of Akron

City Scrap & Salvage  
Franklin Graphics  
GPD Group  
Jackie and Greg McDermott  
& Family  
The Laura R. & Lucian Q.  
Moffitt Foundation  
Myers Lawn and Garden  
Gary L. Rickel  
S. C. Thomas & Associates, CPA  
Kim and Chas Schreckenberger  
Donald L. Smith  
The Clara Weiss Fund  
Well . . . Now, LLC  
J.C. Whitlam Manufacturing Co.

\$0 - \$499

Pauline Adams  
Akron Aeros  
Akron General  
Akron Metropolitan Housing  
Authority  
Akron Public Schools  
Akron Urban League  
E. X. Alaniz  
Joan Andreoli

Dr. Stavros P. Androulakakis  
Anonymous  
AtNetPlus, Inc.  
Pedro Barnes  
Brenda Baum  
Andrew and Margie Becker  
Clarence E. and Mary J. Belknap  
Richard D. Bell  
Jeanine P. Black  
Grace E. Boldt  
Veronica Boyle  
Libert and Madeline Bozzelli  
Chris and Michael Brauning  
Jennifer L. Buchanan  
Pamela Lyn Buehrie  
James and Denise Bunnell  
Edward P. Calame  
CB Richard Ellis

Ronald Cerosky  
Melinda C. Chase  
Kevin Cherry  
Chestnut Baptist Church  
Child Guidance and  
Family Solutions  
City of Ravenna  
Jayne R. Cole  
Community Legal Aid Services  
Community Support Services  
County of Summit ADM Board  
County of Summit DD Board  
County of Summit Dept.  
of Job & Family Services  
Sharon and Terry Dalton  
Betty Dalton  
Elizabeth S. Davis  
Edward and Sandra Delaria

426,094  
DONORS

GAVE THEIR GENTLY USED  
CLOTHING & HOUSEHOLD GOODS

Donna Donaldson  
Jason R. Downey  
Elizabeth A. Edmiston  
Sally I. Eisenmann  
Evans Insurance Agency, Inc.  
Ella M. Everhard Public Library  
Patricia K. Farrell-Jenney  
George M. Finkes  
Jennifer Fiocca  
Charles Flagg  
Christine Fontaine  
Julius Franklin  
Debra C. Furgerson  
John F. Gainer  
Goodrich Corporation  
Richard Gordon  
Rachel T. Graves  
Great Trail Council BSA  
Erin Grzegorek  
Jeffrey F. Hale  
Dr. Susan and William Hanlon  
Jeanine M. Harvey  
Jill Anisa Hendricks  
Nancy A. Herchler  
Zachary C. Hill  
Virginia A. Hill  
Joe and Mary Ellen Hinkle  
Kelsey Lynn Holcomb  
James Horvath  
Antoinette Howard  
Kelly J. Hunter  
Heather Hydel  
David F. Hymes  
Julieann Ivasku  
J.O.G. our WAY  
John Z. January  
Andrew R. Johnston  
Gladys G. Jones  
Susan Kaforey  
Susan Kapela  
Dr. and Mrs C. William Keck  
John E. Keeney  
Kathleen Kellett  
KeyBank Foundation  
Danielle J. Kimmell  
Brett L. Kimmell  
Douglas L. Klein  
Dr. Mary Beth Kluge  
Laura Kohn  
Anna R. Kovalycsik  
Jim and Rhonda Kroeger  
Dr. A. W. Gerhard Kunze  
Megan Lanham  
Marilyn Larson  
Karen Lefton  
Aimee Linderholm  
Margaret B. Long  
Kerry Macomber

Rebecca Malich  
John Malivuk  
Sue E. Manges  
Mature Services, Inc.  
Kelley M. Mauthe  
Angela M. McCann  
Cindy McKeever  
James E. Merklin  
Laura Mervine  
Tracie Miller  
Gerry L. Millings  
John and Tina Mogen  
Janet L. Morrison  
Alan Morton  
Greg and Kimberly Morton  
Angela M. Neeley  
C. Allen and Mary Anne Nichols  
Northhampton Rotary Club  
Adam O'Donnell  
Lisa A. Osterhage  
David Oyster  
Marcella K. Pace  
Barry Parker  
Lori Parks  
W. Stuver Parry  
Robert Gregory Pelle  
Carolyn Pizuto  
Portage County Board of DD  
Jessica Prusak  
Fran Ransom  
Larry A. Rapsard  
Thomas J. Raymond  
Louise H. Reinhoehl  
Brian W. Richardson  
Gary L. Rickel  
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Charles K. Schmalix Jr.  
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Mrs. Anne Schwarz  
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George and Beth Sherwood  
Madison Shimberg  
Gina J. Shook  
Jill Hinig Skapin  
Cheryl Smith  
Sherry Smith  
Chris Snyder  
St. Luke Lutheran Community -  
Portage Lakes  
Phil Stauffer  
Cynthia A. Steeves  
Sarah K. Stem  
Stephen L. Strayer  
Summa Health System

Summit Moving & Storage c/o  
Charles R. Ault, Sr.  
Summit County Children Services  
Summit Workforce Solutions  
Barry and Heather Thoman  
Tiffany Todd  
Larry and Lori Uhl

United Methodist Women of First  
United Methodist Church  
United Way of Medina County  
United Way of Summit County  
John Vansil  
Paul Verderico  
West Point Market

Marcia R. Weyrick  
Thomas D. Whitacre  
Anita A. Wilkins  
Frank and Esther Williamson  
Thomas C. Woodruff  
Asuama Yeboah-Amankwah  
George G. Zembar Jr.





Donations continued

**Elizabeth Clark  
Emergency Fund**  
BJ's Charitable Foundation  
Glenn R. & Alice V. Boggess Memorial Foundation  
Kenneth L. Calhoun Charitable Trust, KeyBank, Trustee  
The Henry V. & Frances W. Christenson Foundation  
Mary and Dr. George L. Demetros Charitable Trust  
Dominion Foundation  
Shelly Forte  
Robert O. & Annmaae Orr Family Foundation  
Robert and Carolyn Rees  
The Sisler McFawn Foundation  
The Welty Family Foundation  
Witan Community Projects Fund

**Ralph Alexander  
Scholarship Fund**  
Kelley Bush  
Joseph and Marianne Doman  
Janet Morrison  
Alan Morton

**Service Center Fund**  
Jerry John Davis

**Vintage Collection**  
Tracy Keenan  
K.I.S.S. Quilt Guild  
Laura Miller

**WEYE Radio Reading**  
Brad Alvord  
Anonymous  
Gina Ardillo  
Bob and Susan Berk  
Timothy Binkley  
Denise Bracken  
Kenneth L. Calhoun Charitable Trust, KeyBank, Trustee

Sharma Carris  
Bill Cocain  
Kathy DeBarr  
Brenda Eich  
Ernst & Young Foundation  
Ralph Filaseta  
Mark and Elizabeth Gerberich  
Benjamin Arthur Harris, Jr.  
Kristina Housley  
Bonnie Hughes  
JAH Foundation  
Melissa Johnson  
Cheryl Kuckwa  
Michael Marz  
Keith and Kimberly McFarlane  
Julie Moldvay  
Greg and Kimberly Morton  
George and Amy Murray  
Omnova Solutions Foundation  
Julie Pasternak  
Joe Restivo  
Beverly Sherrard  
Sandra Thomas  
James and Sandra Troxell  
The ValMark Securities Global Gift Fund  
Leo and Mary Ann Walter  
J.C. Whitlam Manufacturing Co.

**Youth Employment  
to Work**  
KeyBank Foundation

**In-Kind**  
7750ml  
African Safari Wildlife Park  
Akron Aeros  
Akron Art Museum  
Akron Beacon Journal  
Akron Racers Women's Professional Fastpitch Softball Team  
Akron Symphony  
Akronlife Magazine  
Albrecht, Inc.

Amazone Family Entertainment Center  
Apple American Group  
Bee4me  
Beverly's Invitations & Stationery  
Boston Mills/Brandywine Ski Resorts  
Chris and Michael Brauning  
Chris Brauning - Independent Miche  
Bravo!  
Brent V Photography  
Cabot Vermont  
Cakebread Cellars  
Canton Ballet  
Carlton Massage Therapy LLC  
Civic Theater  
Doug Chevolet  
Chick-fil-A Montrose  
Cleveland Botanical Garden  
Cleveland Browns  
Cleveland Indians  
Cleveland Metroparks Zoo  
Connecting Touch Therapy and Wellness Center, Inc.  
Cuyahoga Valley Scenic Railroad  
Downtown Akron Partnership  
Fleming's Prime Steakhouse & Wine Bar  
Fun 'n' Stuff  
Funny Stop Comedy Club  
Gardner Pie Company  
Goodwill Retail Stores  
Goodwill Team  
Goodyear Summit Mall  
Great Harvest Bread Company  
Great Lakes Brewing Company  
Greater Akron Chamber  
G. Bertrand Harper  
House of Hunan  
Jo-Ann Fabric and Craft Stores  
Margaret Jordan  
Wayne W. Kaipainen  
Kalahari Resorts, Sandusky  
Kiralay Fencing Academy  
Lia Sophia - Sandra Conley

Little City Caterers  
Little Tikes  
Lucia's...The Salon  
Lucky Shoes Inc. / New Balance  
Luigi's  
MAPS Air Museum  
Mayatux  
Eric and Nan McClenaghan  
Metro Parks, serving Summit County  
METRO Regional Transit Authority  
The Misheff Family  
Moments by Cole Photography  
National First Ladies' Library  
NIKE, Inc.  
Ohio Wine Producers Association  
Lynn Parmentier  
Pearl Coffee Company  
R&R Truck Sales, Inc.  
Reutter's Roost B&B  
Gary L. Rickel and Karen Krino  
Rinky Dink Family Fun Center  
Robert J. - Events & Catering  
Rock Fresh  
Rubber City Radio Group  
Saffron Patch of Akron  
Sam's Club, Cuyahoga Falls  
Pat Sargent  
SASWMA  
Schumacher's Restaurant in Quaker Square at the University of Akron  
Serene Bliss Massage  
Shaw JCC of Akron  
Sheraton Suites Akron/ Cuyahoga Falls

TOTALING \$73,000 DISTRIBUTED  
THROUGH THE ELIZABETH  
CLARK EMERGENCY FUND TO  
INDIVIDUALS AND FAMILIES IN CRISIS.

920  
GIFT  
CARDS



In Memoriam

**Mary Rebecca Babcox**  
*Honorary Director, Goodwill Industries Board of Directors*



Mary Rebecca Babcox (1951-2012), affectionately known as Becky, joined the Board of Directors of Goodwill in 1986. Over the next two decades she served several more terms as a Director and accepted leadership roles on the Fund Development & Marketing Committee and the Taste of Vintage advisory committee. Becky was selfless with her time and Goodwill was honored to have benefited from her unwavering support of its mission. Goodwill and its team members are especially grateful for her trust and faith in them to care for the wonderful family treasures she donated to the Vintage Clothing Collection. Becky will truly be missed.

*Travel in peace dear friend.*

**In memory of Becky**  
Hamilton Spaulding Amer  
American Car Care Centers  
Babcox  
Julie M. Barnett  
Jeffrey H. and Sheila C. Berlin  
Peter W. and Denise L. Bowler  
Broadleaf Partners, LLC  
Dr. Virginia Buckles  
Donna M. Cipollone  
Jan Conger  
John F. Creamer  
John and Betty Dalton  
Mr. and Mrs. James K. Devoe  
Engine Builders Association  
Brenda Moubray, Steve Foster,  
Craig Berteau, Kristina Baldrige  
and the Wealth Management  
Services Division of  
FirstMerit Bank  
The Flando Family  
Paul A. Frank, Jr.  
Goodson Manufacturing  
Company  
John M. Guran  
Joyce K. Hamaker  
Douglas and Myriam Haslinger  
J. Michael Hochschwender  
Peter Laub  
Maximum Marketing  
Services, Inc.  
Lisa Meech  
Melling Tool Company  
Motor & Equipment Manufacturers  
Association (MEMA),  
Automotive Aftermarket  
Suppliers Association (AASA)  
and Motor & Equipment  
Remanufacturers Association  
(MERA)  
Regina L. and James P. Merle  
Michael W. and Marcia M.  
Neundorfer  
Steven and Elizabeth Oakland  
Edgardo Ortiz  
Barbara J. Peterson  
Charles and Nancy Pilliod  
Vicky Poulsen  
S.B. International, Inc.  
Steve and Cherie Shechter  
The Shippy Family  
Sinipoli Brothers Construction  
The Smithers Group  
Star Printing Company, Inc.  
Mr. and Mrs. Ken Stewart  
Robert and Mary Jo Sundwick  
William (Kip) Tobin, Jr.  
Gale, Linda and Lindy Urda  
John Washbish, Jon Owens and  
The Alliance  
Anita Zippert  
**In memory of  
Lew L. Ludwig**  
Jane D. Reece  
**In memory of  
Dr. Harold Schwarz**  
H. M. Schwarz Family





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  
Asuama Yeboah-Amankwah  
Aaron S. Berke  
Jeanine P. Black  
Richard Bromley  
James Bunnell  
Pleas R. Chambers III  
Terrence Dalton  
Joseph P. Doman, Jr.  
William Glaeser  
Scott Hallam, PMP  
Susan Hanlon, PhD  
Margaret D. Jordan, J.D. M.S.  
Kurt R. Kappa  
Danielle J. Kimmell, CPA  
Douglas Klein, CPA, EA

Dr. Mary Beth Kluge  
Karen C. Lefton, Esq.  
Kerry Macomber  
Kurt A. Minson  
Alisa Moore  
Shelby D. Morgan  
C. Allen Nichols  
Victoria Prussak, CWPM, CWC, ACE  
Gary L. Rickel  
Kim Schreckenberger  
Jean Shanholtz  
George K. Sherwood  
Jill Hinig Skapin  
Jeff Stevenson  
Barry E. Thoman, CPA  
Brent R. Thompson, CPA, MT  
Larry Uhl

Honorary Board Directors

Becky Babcox (1951-2012)  
Parker Berry II, CIC  
Edward P. Calame  
James M. Dannemiller, CPA  
Dorothy O. Jackson  
John January  
Dan Marchetta Sr.  
Jackie McDermott  
Patrick A. McGrath  
James E. Merklin, CPA, CFE  
Angela M. Neeley, MBA  
Patrick J. Oaks  
Carolyn Pizzuto  
Charles Schreckenberger, AIA  
Steven B. Shechter

John L. Shulan  
Raymond E. Stankard  
Sarah K. Stem  
Stephen L. Strayer  
Michael A. Sweeney, Esq.  
Russell Vernon  
Jerry Welty  
Mark A. Whitlam  
Stephen D. Wilt



Message from Leadership

**G**oodwill serving Summit, Portage, Medina, Ashland and Richland Counties celebrated 85 years of teamwork in 2012 by serving over 9,100 individuals!

**O**perating three very large small businesses – Mission Services, Contract Services and Donated Goods Retail – Goodwill put 87 cents of every dollar earned into helping individuals prepare for, find and retain employment!

**T**hankful for over 20 tons of treasure donated by over 426,000 donors, Retail Operations sorted and presented those items to over 1 million shoppers – continuing a century old mantra of a hand up, not a handout!

**E**arning the trust of its sewing and assembly customers with its ISO certification, Contract Services, like Retail, provided funding for the mission and real world work experience for program participants - not charity, but a chance!

**A**chieving a 93% satisfaction level for program services and an 82% retention rate for placements, Mission Services tapped into \$42,000 scholarship funds to serve funded participants and issued \$73,000 of store vouchers to those in crisis – making a difference every day!

**M**ISSION MOMENTS open every Board and staff meeting -368 program participants gaining over 132,000 hours of work experience and 328 placements whose first year’s wages will combine to yield over \$9 million - the POWER of work!

GO TEAM  
into 2013 and beyond!

Barry

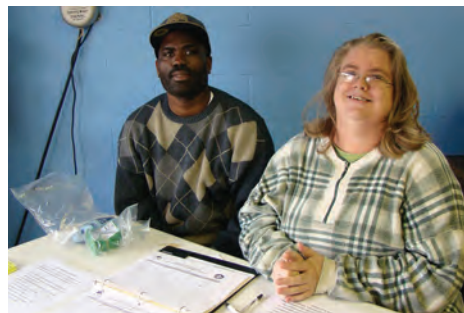
Barry E. Thoman, CPA, Chairman of the Board  
C. Allen Nichols, 1st Vice Chairman  
Gary L. Rickel, 2nd Vice Chairman  
Brent R. Thompson, CPA, MT, Treasurer  
Margaret D. Jordan, J.D. M.S., Secretary  
Shelby D. Morgan, Immediate Past Chair

Nan

Nancy Ellis McClenaghan, President & CEO  
Pedro Barnes, VP/Retail Operations  
Janet Morrison, VP/Contract & Logistics Services  
Gregory H. Morton, VP/Mission Services & Public Relations  
Timothy H. Sisler, Advisory Chief Financial Officer



Volunteer Services, Training & Outreach



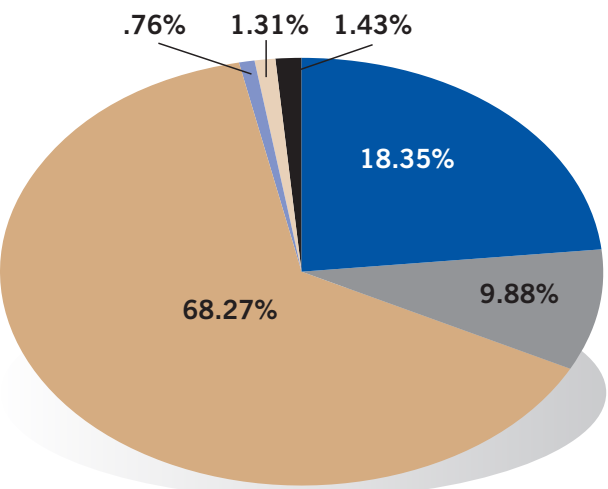
25,995 HOURS WERE DONATED BY GENEROUS VOLUNTEERS



Performance Metrics

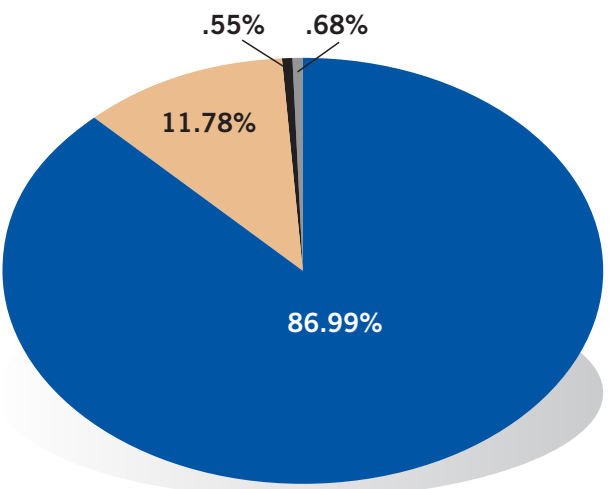
2012 FINANCIALS (UN-AUDITED)

Support and Revenue



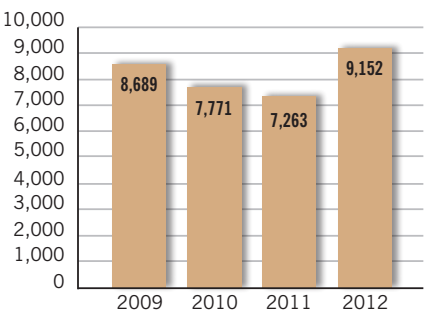
Workforce Development	\$ 3,299,762
Contract Services	1,776,548
Donated Goods	12,279,562
United Way of Summit County	136,440
Interest and Other Income	235,497
Contributions	257,366
<b>Total Support &amp; Revenue</b>	<b>\$ 17,985,175</b>

Expenses

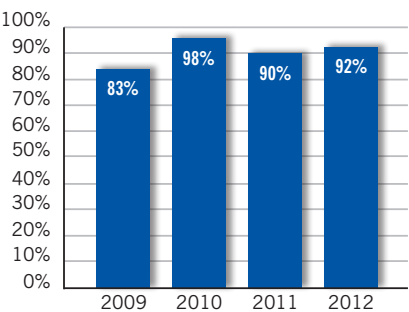


Program Services	\$ 14,597,707
Management & General	\$ 1,977,646
Fundraising	\$ 114,546
Debt Service	\$ 91,668
<b>Total Expenses</b>	<b>\$ 16,781,567</b>
Change in Investments	\$ 651,460
<b>Change in Net Assets</b>	<b>\$ 1,855,068</b>
Net Assets, Beginning of Year 2012	\$ 9,427,088
Net Assets, Ending of Year 2012	\$ 11,282,156

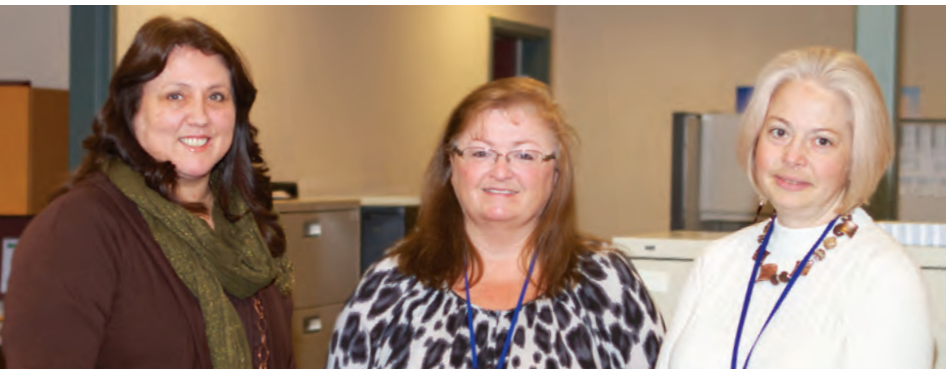
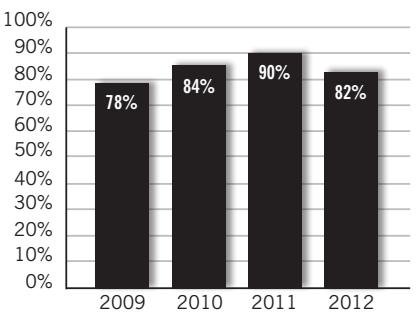
Numbers Served



Placement Rate



90-Day Retention Rate



Pictured above: Members of the Accounting Team

