



Helping people,
the planet
& prosperity



Sustainability:

Helping People, The Planet & Prosperity

Local Goodwill organizations have been environmentally and socially responsible, adhering to the triple bottom line of people, planet and prosperity since before the term existed. Goodwill was founded on these sustainability principles, starting in the late 1890s, when Reverend Edgar J. Helms began finding salvageable materials to provide to individuals and families in need.

In 1902 Goodwill Industries was officially born, and the focus was still on salvaging materials, but Reverend Helms learned that those he was serving wanted a hand up, not a hand out, so he began repairing and then reselling the goods collected. In turn, this meant less waste to landfills as well as taking care of the community, creating jobs and generating revenue to support the mission – again addressing all three aspects of people, planet and prosperity (*source: Susanne Fredericks, Sustainability Specialist, Goodwill Industries International, Roots of Sustainability blog post dated Jan. 16, 2018*).

Helping People Prepare For, Find & Retain Employment

At the heart of Goodwill Industries of Akron's mission is helping people – last year 11,075 received services ranging from intensive such as job coaching, work experience and evaluations to more virtual such as job search and resume assistance. Whatever level of services needed, the agency strives to be a safe place for those with barriers to employment build skills, gain work experience, receive job search assistance, emergency assistance with clothing or housewares, bus passes and more.

Helping The Planet

Whether you're shopping at or donating to Goodwill, you're giving stuff a new life and keeping the planet a bit greener. The agency is grateful to the 457,697 donors that provided treasures and the 941,171 shoppers that made purchases! Goodwill uses those treasures as efficiently as it can either through selling in stores or recycling as much as possible – in fact 8,491,088 pounds of material were recycled, including 212,302 pounds of computer equipment through the Dell Reconnect program.

Creating Prosperity

By donating and shopping, you're helping create jobs, train people, strengthen families as well as reduce the negative impact on the planet – this is the cycle of Goodwill. Thank you to the generous donors, shoppers, Goodwill team members and the community for its support in 2018.

Sincerely,

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Retail & Business Services Operations: Helping People Grow Work Skills

Retail Operations

- \$0.89 of every dollar spent in retail funds the mission
- Stores: 14
- Attended Donation Centers: 5
- Outlet
- Boutique
- shopgoodwill.com
- eBooks

Business Services

Certified to ISO 9001:2015

- Assembly
- Collating
- Die-cutting
- Industrial Sewing
- Quality Control/Inspection
- Heat Shrinking
- Packaging
- Kitting
- De-manufacturing
- Heat Sealing
- Sorting
- Labeling
- Prototyping
- Purchasing
- Logistics

Last year, 311 people used our Retail and Business Services (light assembly and industrial sewing) Operations to build skills to help them reach their employment goals. Goodwill provides a variety of assessments, adjustments and evaluations to determine a person's vocational training potential and then helps to develop realistic employment goals. People can have the opportunity to experience different jobs, refine their skills and adjust behaviors in various work environments to help identify the appropriate type of future community employment. Our goal is to provide people the skills they need to find competitive employment, including at Goodwill's own locations.

Nautica Taking Control of Her Life

Nautica, along with 25 other youth, participated in a Comprehensive Case Management Employment program in 2018 funded by Summit County Department of Job and Family Services. The program works with youth ages 18 - 24 to help them grow both work and life skills. Before coming to Goodwill, life for Nautica was difficult with being homeless and not having any work experience. Nautica never let her situation stop her from having a positive attitude and working hard. She was determined to take control of her life. During training, Nautica had perfect attendance and actively engaged in her classes. She absorbed the knowledge she learned and turned every experience she gained into power to keep her moving forward. After a few months, Nautica was officially hired as a processor at our Midway store. She now lives independently and is working on earning her GED.

Wayne Building Skills for Competitive Employment

Wayne participates in Goodwill's Work Experience program to prepare for competitive employment in the community. While in the program, his goal is to improve his social/communication skills and sharpen work skills. Wayne clearly demonstrates his skills in Business Services' light assembly area, particularly with tasks that involve fine motor skills and multiple steps. He is a dedicated and hard worker, very meticulous about meeting quality standards and rarely misses a day of work. Wayne keeps a positive can-do attitude and he is a fun-loving guy who likes to socialize with his coworkers, laugh and dance when the time is right. Wayne is interested in expanding his boundaries and trying new jobs. He recently completed a community work assessment at a local retailer with more to come as his confidence grows.



**Nautica
Sanders**
Processor, Midway Store



**Wayne
Rabb**

Participant in
Work Experience at
Waterloo Service Center

Mission Services: Providing a Hand Up Through the Power of Work

Mission Services

Career/Job Seeker

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

Business/Employer

- Recruiting
- Applicant Screening
- Pre-employment Testing

Individualized

- Assessments & Adjustments
- Vocational Evaluations
- Job Coaching, Placement and Retention
- Work Experience
- Youth Programs

Community



Job Training



Goodwill's Mission Services team is providing a hand up for people through the power of work. The team provides many career services from advising and evaluations to determining skills/interests, and from resume and interview preparation to more intensive services for individuals with disabilities, at-risk youth and others facing challenges to finding employment. The agency even provides support to local businesses/employers in terms of recruiting, applicant screening and skill assessments. While many times programs start at Goodwill, services extend beyond training within agency facilities and is done in collaboration with other service providers.

Jesse Finds Work Solution to Meet Mobility Challenges

Jesse was referred to Goodwill by Opportunities for Ohioans with Disabilities Bureau of Vocational Rehabilitation for help searching for a work-at-home position. Jesse, a disabled veteran, was injured at the age of 19. His injuries continued to plague him and he was limited by transportation challenges making a work-at-home position necessary. An opportunity with a popular home shopping network came up in January 2018. Goodwill helped Jesse prepare for the interview and get the equipment needed to continue on in the very precise employment process. In May, Jesse was hired as a part-time customer service representative for the network. The position was the answer to his mobility challenges and allows him the flexibility to attend his medical appointments. Jesse has completed the needed training with his employer to proceed to the next level at work, providing the opportunity for more hours if he chooses.

Dalontay Building Leadership, Organizational & Customer Service Skills

Dalontay came to Goodwill as a student in the Youth Employment Opportunities to Work (YEOW) program in August 2018. The program is designed for youth living in foster care or at-risk due to family or academic problems, and provides opportunities for career exploration and self-sufficiency training. During his training, Dalontay focused on gaining work experience as well as developing his leadership, customer service and organizational skills. He tried many jobs throughout the agency from housekeeping to retail positions, each one building onto his skill set. He was always focused and did such a great job, Dalontay was recently hired as a donation attendant at the State Road store where he works part-time while he determines next steps in his career journey.

Jesse Shorter, Jr.

Customer Service
Representative



Dalontay Upchurch

Donation Attendant,
State Road Store

Total served in 2018

122 } VOCATIONAL EVALUATIONS,
ASSESSMENTS & ADJUSTMENTS

76 } YOUTH PROGRAMS

235 } WORK EXPERIENCE
[Training within Goodwill's Retail
and Business Services operations]

180 } JOB SKILLS CLASSES,
JOB FAIRS & WORKSHOPS*

493 } JOB PLACEMENTS

22 } JOB COACHING

2,003 } OTHER SERVICES
[Bus passes, Elizabeth Clark
Emergency Fund gift cards
and Radio Reading]

7,944 } JOB SEARCH ASSISTANCE AND
EMPLOYER SERVICES [Recruitment,
virtual services, screening, testing,
training, outplacement, etc.]

11,075 } TOTAL

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

Dollars redeemed
through Elizabeth Clark
Emergency Fund:

\$73,868

117 Local businesses
served by Goodwill's
Business Services:

Value for 2018 jobs:

**\$6.5
million**

Our mission, by the numbers.

Helping individuals prepare for, find and retain employment.

Hours donated
by volunteers:

21,751

Community



Donations



Generous donors: **457,697**

Tons of clothing
and household
items donated: **24,139**



Retail Stores



Pounds of computer
equipment recycled
(Dell Reconnect): **212,302**

Pounds of material
recycled through
salvage: **8,491,088**

Job Training



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

\$0.89

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

84,068

Recycle



Outlet Store

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



Customers:

941,171

Donors

Thank you for Supporting Goodwill's Mission

General Operating Fund | \$10,000 +

Anonymous
Eric & Nan McClenaghan

\$5,000 - \$9,999

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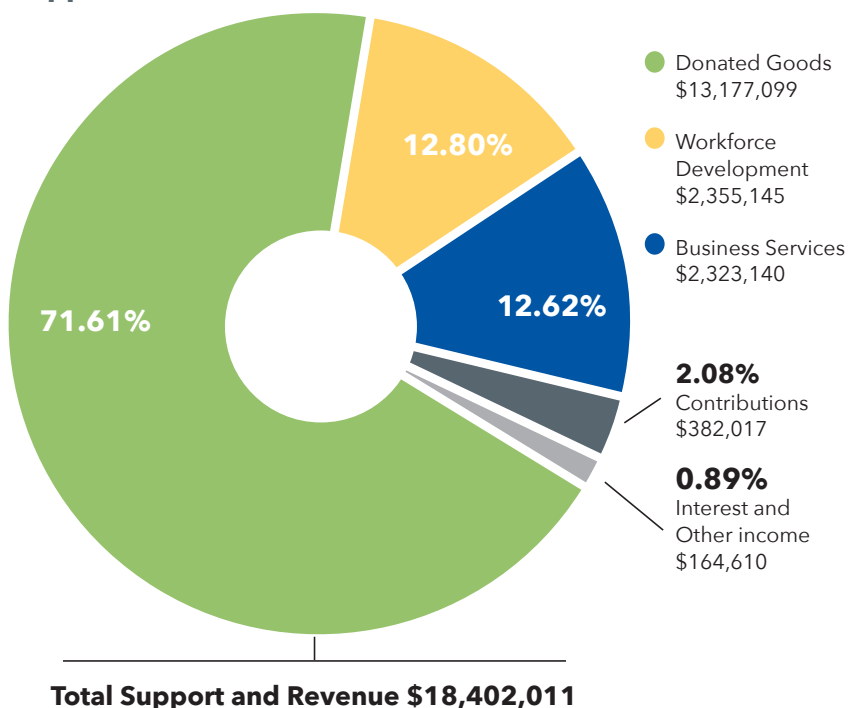
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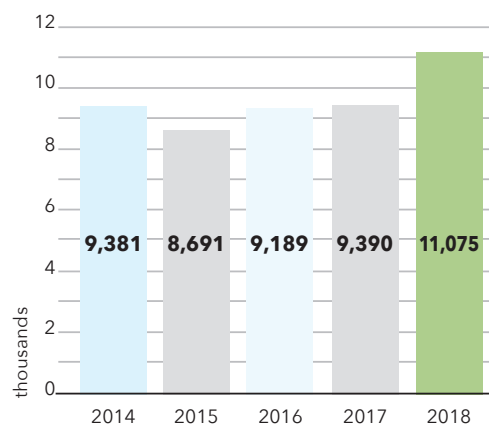
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2018 Financials (un-audited)

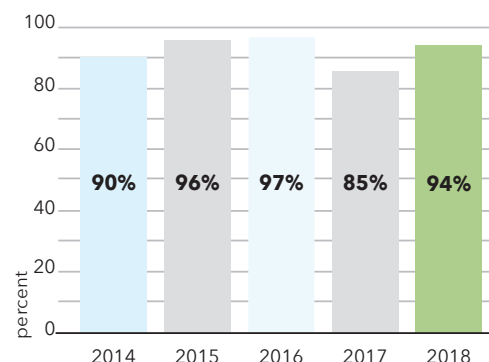
Support & Revenue



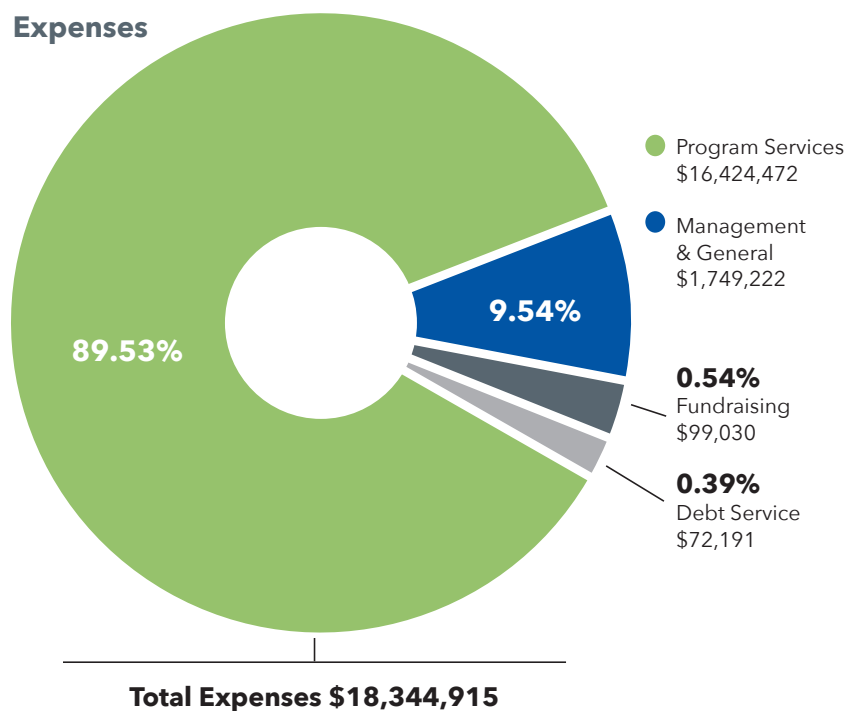
Numbers Served



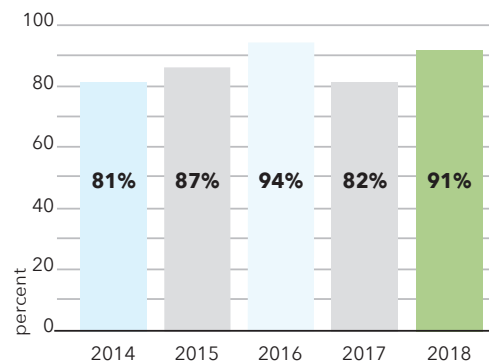
Placement Rate



Expenses



90-Day Retention Rate



Change in Investments	(\$645,260)
Change in Net Assets	(\$588,164)
Net Assets Beginning 2018	\$11,742,324
Net Assets Ending 2018	\$11,154,160

Events and Volunteer Services

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

Annual Meeting and Celebration of Champions

During the Annual Meeting and Celebration of Champions event, Goodwill shares its service numbers with the community and honors program champions. In 2018 the event was attended by nearly 200 individuals and honored the achievements of 20 people.

Goodwill Week

The first full week in May is officially called Goodwill Week to help raise awareness of Goodwill’s mission. People enjoyed in our stores special customer appreciation sales, craft events and workshops such as closet organization and how to distress jeans.

Employee of Distinction Luncheon

In 2018, 55 outstanding employees from 28 area organizations were recognized at the Employee of Distinction Awards Luncheon. The event provides employers a cost-effective way to publicly recognize outstanding employees. Nominations for the Employee of Distinction Award are reviewed based on quality of work, dedication to the business, and extraordinary efforts with the honor going to the top individuals with the highest average rankings.

Taste of Vintage

Honorees George and Beth Sherwood helped raise more than \$98,000 at the 13th annual Taste of Vintage gala fundraiser. The event was attended by more than 500 guests and honored George and Beth’s philanthropic efforts in the greater Akron community. During the event, guests enjoyed food tastings offered by a variety of restaurants and specialty businesses, silent and live auctions, as well as a showcase of fashions from the early 1900s to 1990s from Goodwill’s Vintage Collection.

Volunteer Services

Goodwill would like to thank the hundreds of individuals and groups, including many area companies, colleges, universities, high schools, church groups as well as Boy and Girl Scouts, that spent time helping the agency. These volunteers provided 21,751 hours of service.



2019 Event Calendar

Annual Meeting and Celebration
of Champions: March 28

Goodwill Week: May 5-11

Employee of Distinction Luncheon:September 4

Taste of Vintage:November 7

Top: Celebration of Champion honorees after the Annual Meeting. Seated left to right: Mark Ohmit, Lisa Fernandez, Alyssa Barnett, Hannah Davis, Stacy Fuson and Denisha Jackson. Standing in second row left to right: Kevin Rerko, Rick Moloney, Nicole Bryant and Cheryl Logan. Back row left to right: Jonathan Olenzak, Thomas Kantorowski and Brandon Foley.

Middle: Congratulations to the 2018 Employee of Distinction Award Winners. Front row left to right: Jennifer Wicks, Mary Blatnik and Maureen Flynn. Back row left to right: Ted Scott and William Kelly, PhD

Bottom: Honorees George and Beth Sherwood at Taste of Vintage.



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Akron - 335 S. Main St.

Outlet Store

Akron - 1400 S. Arlington St.

Retail Stores/Donation Centers

Akron - 570 E. Waterloo Rd.

Ashland - 1611 Claremont Ave.

Brunswick - 1733 Pearl Rd.

Cuyahoga Falls - 1725 State Rd.

Kent/Ravenna - 2528 State Route 59

Lakemore - 1500 Canton Rd.

Mansfield/LexMall - 1280 Lexington Ave.

Medina - 3500 Medina Rd.

Northfield - 10333 Northfield Rd.

Ontario - 2154 W. Fourth St.

Streetsboro - 1703 State Route 303

Tallmadge - 75 Midway Plaza

Twinsburg - 10735 Ravenna Rd.

Wadsworth - 170 Great Oaks Trail

Donation Center Only Locations

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

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

Ellet - 2420 Wedgewood Dr.
(Acme parking lot)

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

Hudson - 5381 Darrow Rd.
(Behind the Regal Cinema parking lot)



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

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