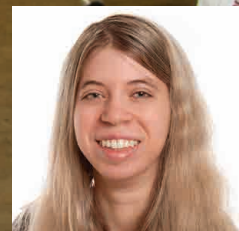




WHY WE DO WHAT WE DO.

**IT'S THE
PEOPLE
WE SERVE**





THE POWER OF WORK.



Our purpose is to help
people overcome
challenges, build skills,
find jobs and grow
their careers.

On cover:

Roy Henderson, mission manager, Service Center

Why We Do What We Do. It's the People We Serve.

The core of our mission is helping people overcome challenges, build skills, find jobs and grow their careers. That's the power of work. It's why we do what we do for people like Bonnie, Paul, Estelle and Alyssa – you will read more on their successes in the following pages. Goodwill was the safe place for them and thousands of others with barriers to employment.

In 2019 we served 12,486 people through record program growth from expanded virtual services around job search and resume assistance while continuing to support intensive services such as job coaching, work experience and evaluations. All is made possible through the delivery of sewing or assembly services to area businesses or through generous donations from over 444,700 individuals whose treasures were shopped by 948,610 Goodwill customers. The \$111,863 in round-ups by those shoppers as well as financial gifts from other donors, funded thousands of shopping gift cards and bus passes for community members in crisis, as well as providing other key services. Further, community volunteers donated 21,423 hours in Radio Reading or operating areas. We are very grateful for all our donors, shoppers, customers and volunteers!

It's Team Members Working Together - Mission Services, Retail & Business Services

Each of our 466 employees supports the mission of helping individuals prepare for, find and retain employment in their own way. This too is why we do what we do. In our retail stores, team members help mentor youth and work experience program participants through hands-on job training. In Business Services, they help program participants build skills in light assembly and packaging. Mission Services team members support a person's specific need to build skills, gain work experience, receive job search assistance, emergency assistance with clothing or housewares, bus passes and more.

Building Brighter Futures - It's Why You Support Goodwill

Thank you for helping us provide a hand up to people through the power of work. Your shopping, donating and community support build better futures for people in our region. It's helping people with barriers grow, contribute, feel significant and connect with others to fulfill those critical human needs we all have. We could not do what we do without you – thank you for the generous support!

Sincerely,

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Retail & Business Services Operations: Building Brighter Futures With Training

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, 291 people used our Retail and Business Services (light assembly and industrial sewing) Operations to build skills to help them reach their employment goals. Our Service Center as well as combined Waterloo retail store and Outlet location houses the majority of our work experience programs and is celebrating its 20th anniversary in 2020. At this and other locations 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.

Bonnie Learns to Read, Belong and Feel Like a Success Through Work

Bonnie, currently in our Work Experience Program at the Ontario location, has come a long way in building her skills after spending most of her childhood and adult life in an institution. When she came to Goodwill, Bonnie did not know how to read or write and she needed support to deal with social interactions, gain independence and develop a sense of belonging. Before long, Bonnie had begun to express herself with good humor and surprisingly assertive, yet kind behavior. Her case manager provided tools to help her learn to read and even incorporated Bonnie's work experience coworkers to assist during class. Soon everyone at our Ontario location was involved in helping Bonnie. Now she can read, she belongs and feels like a success. Bonnie has learned that anything can happen with a little help from your friends and a compassionate case manager. Although still building toward employment out in the community, everyone is proud of her achievements to date.

Work Experience Helps Paul Find Right Employment Fit

After years of working seasonal positions, Paul came to Goodwill's Work Experience program in January 2018 for help in building his social skills while looking for a position out in the community. After a few months in the program, Paul found a position. He was doing well with the work and was there about nine months; however, he was let go after his first review with one of the reasons being he was too quiet. Frustrated with his situation, Paul came back to Goodwill's Work Experience program where his training occurred in the Business Services area. His work impressed the assembly manager so much he asked if Paul would apply for an open position. Mission Services helped him apply and prepare for the interview. He was hired in March 2019! Paul is doing a great job and has an excellent work ethic. Now that he has found the right employment fit he is happier, has a smile on his face every day and is a great addition to the Business Services team - making him more social than he has ever been.



**" WITH HELP FROM A
COMPASSIONATE CASE
MANAGER...**

**I CAN NOW READ AND
FEEL LIKE I BELONG."**



BONNIE Tompkins

participant in Work Experience Program at Ontario Store

**" AFTER YEARS OF WORKING
SEASONAL POSITIONS,
GOODWILL HELPED ME FIND
THE RIGHT
EMPLOYMENT FIT."**



PAUL Konic

assembler at Service Center

Mission Services: Helping People Overcome Challenges, Build Skills, Find Jobs & Grow Careers

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 expanding its reach by providing more virtual services around job search and resume assistance while continuing to support intensive services such as job coaching, work experience and evaluations. Whatever level of service needed, Goodwill is a safe place for those with barriers to employment build skills, gain work experience, receive job search assistance and more. While many times programming starts at Goodwill, services extend beyond training within agency facilities and is done in collaboration with other service providers.

Estelle Finds Supportive Employer During Health Challenge

Although Estelle was dealing with cancer and other medical conditions – she wanted to work. She came to Goodwill for help in finding a position that she could excel in and would work with her monthly medical treatments. She wasn't sure if she would ever be able to work because of her stamina, but she wanted to try. Estelle worked with a job placement specialist to complete an assessment to determine her skills, interests, needs and wants in a career environment. Her job placement specialist then used that information to help Estelle search for opportunities. In March 2019 Estelle interviewed and was hired at a local retail company! Estelle's employer is amazed by her work ethic as well as raves about her positive attitude and ability to make a customer smile even if they are having a bad day. Estelle's employer also supports her in her fight against cancer and allows her the time needed for her monthly treatments. Estelle has never been happier and appreciates Goodwill's help in finding the right job for her based on her skills.

Alyssa Proud of Growth Learned Through Work in Self-advocacy & Maturity

Alyssa began working with Goodwill while she was in high school, referred by Opportunities for Ohioans with Disabilities. Her first program was Summer Youth where she worked at a dog boarding facility and then additional time spent in a Goodwill retail store. After this program she tried several different jobs to help her find the right one for her. Upon graduation, Alyssa was ready to go out and work in the community with communication and transportation as barriers she needed to overcome. After working a couple other jobs, Alyssa found and accepted her current position in June 2019 as a dietary aide at a senior living community. To help her become comfortable in her new role, she received job training/coaching services to assist with her job duties. She is still doing well in her role and on a personal note has obtained her driver's license, purchased her own cell phone and is building up her savings. She is very proud of the progress she has made in maturity and self-advocacy through the power of work. Her communication skills have greatly improved too and soon she will be able to provide her own transportation.

**"GOODWILL HELPED
FIND A POSITION I
COULD EXCEL IN
AND WOULD WORK WITH MY
MONTHLY MEDICAL TREATMENTS."**



ESTELLE Scarberry
team member at local retailer

**"PROUD OF MATURITY &
SELF-ADVOCACY LEARNED
THROUGH THE
POWER OF WORK."**



ALYSSA Meyer
dietary aide at a senior living community

Total served in 2019

98 } VOCATIONAL EVALUATIONS,
ASSESSMENTS & ADJUSTMENTS

103 } YOUTH PROGRAMS

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

68 } JOB SKILLS CLASSES,
JOB FAIRS & WORKSHOPS*

420 } JOB PLACEMENTS

72 } JOB COACHING

2,330 } OTHER SERVICES
[Bus passes, Elizabeth Clark
Emergency Fund gift cards
and Radio Reading]

9,207 } JOB SEARCH ASSISTANCE AND
EMPLOYER SERVICES [Recruitment,
virtual services, screening, testing,
training, outplacement, etc.]

12,486 } TOTAL

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

Dollars redeemed
through Elizabeth Clark
Emergency Fund:

\$98,806

126 Local businesses
served by Goodwill's
Business Services:

Value for 2019 jobs:

**\$6
million**

Our mission, by the numbers.

Helping individuals prepare for, find and retain employment.

Hours donated
by volunteers:

21,423

Community



Donations



Generous donors: **444,789**

Tons of clothing and household items donated: **23,488**



Retail Stores



Pounds of computer equipment recycled (Dell Reconnect): **200,058**

Pounds of material recycled through salvage: **8,585,687**

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:

78,965

Recycle



Outlet Store

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



Customers:

948,610

Donors

Thank you for Supporting Goodwill's Mission

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\$5,000 - \$9,999

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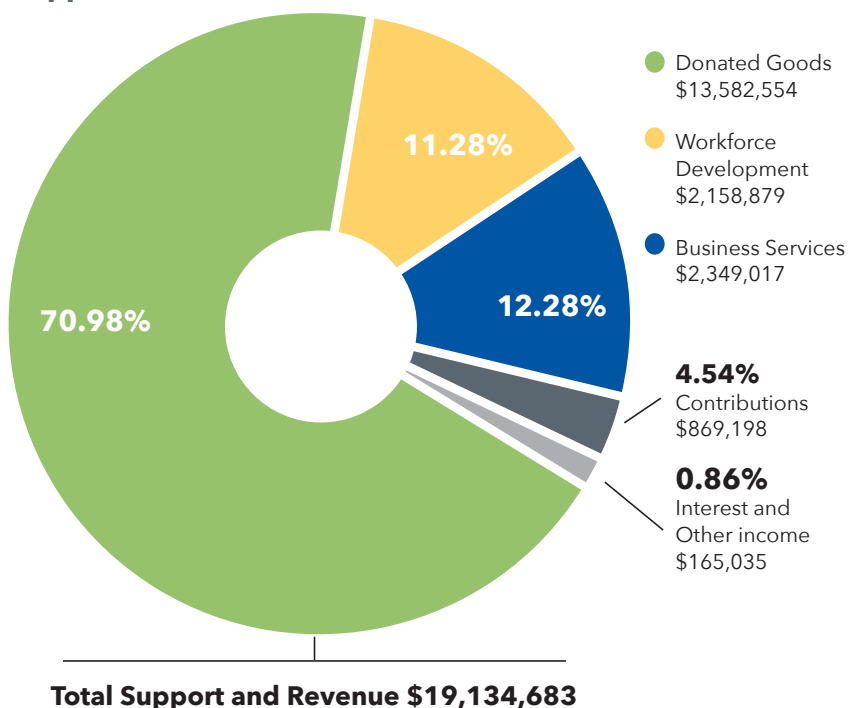
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Steve D. Wilt

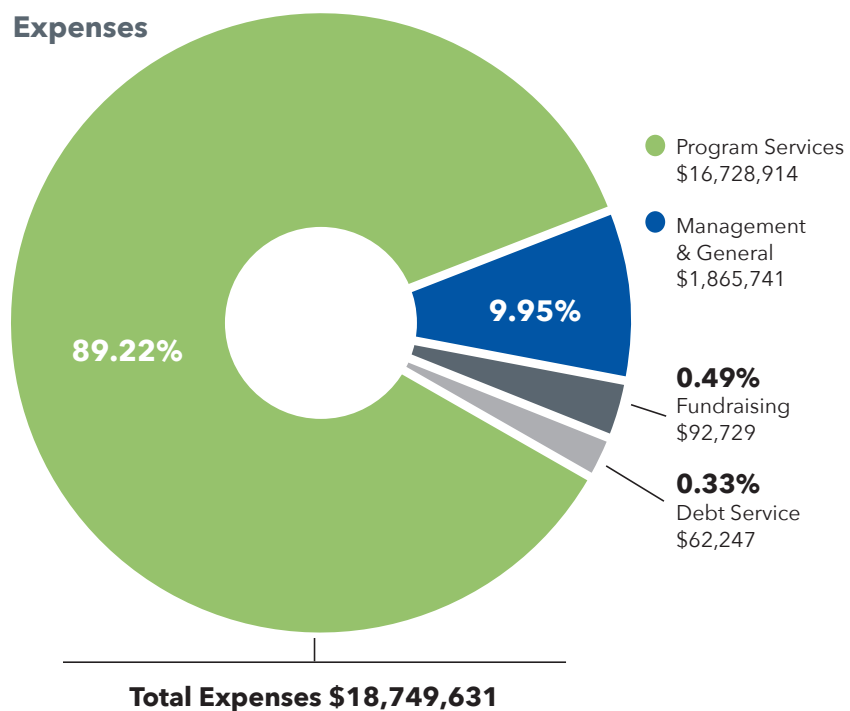
CAPTRUST Financial Advisors

2019 Financials (un-audited)

Support & Revenue

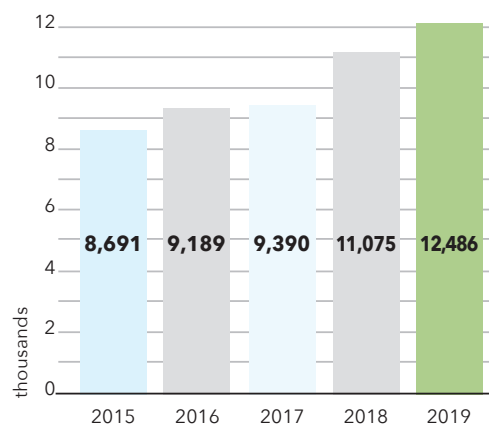


Expenses

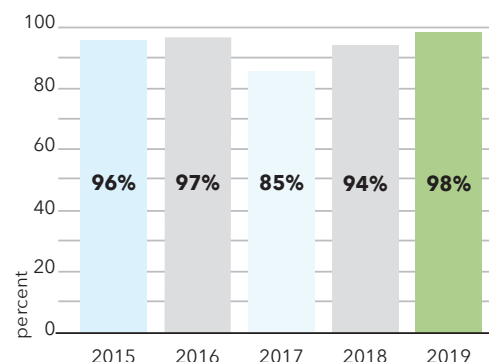


Change in Investments	\$1,231,375
Change in Net Assets	\$1,616,427
Net Assets Beginning 2019	\$11,177,460
Net Assets Ending 2019	\$12,793,887

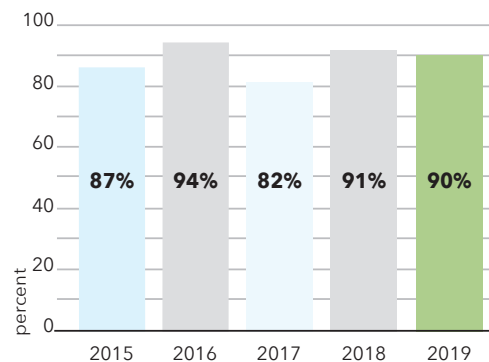
Numbers Served



Placement Rate



90-Day Retention Rate



Events and Volunteer Services

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

Annual Meeting and Celebration of Champions

During the Annual Meeting and Celebration of Champions event, Goodwill shares its service numbers with the community and honors program champions. In 2019 the event was attended by nearly 150 individuals and honored the achievements of 12 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, a curated corner and fashion meet up with local fashion & thrifting influencers.

Employee of Distinction Luncheon

In 2019, 69 outstanding employees from 27 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 Kim and Chas Schreckenberger, helped raise more than \$80,000 at the 14th annual Taste of Vintage gala fundraiser. The event was attended by nearly 500 guests and honored Kim and Chas’ 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 1940s to 1980s 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 scouting troops, that spent time helping the agency. These volunteers provided 21,423 hours of service.



Top: Celebration of Champions Honorees, front row left to right: Stanley Frankart, Wayne Rabb, Nautica Sanders and Michelle Dunbar. Next row left to right: Fred McClellan, Loretta Borries, Lisa Barr and Jesse Shorter, Jr. Back row left to right: Jose Rentas and Dalontay Upchurch.

Middle: Congratulations to Employee of Distinction top award winners, front row left to right: Beatrice Flett, Jennifer Case, Sally Dean and Mike Smeltz. Back row left to right: Victoria Broeker, Maggie Wooten, Neil Burt, Laura Walker and Chad Kelly.

Bottom: Honorees Kim & Chas Schreckenberger at Taste of Vintage.

2020 Event Calendar

- Celebration of Champions:..... May 7
- Goodwill Week: May 3-9
- Employee of Distinction Luncheon: September 9
- Taste of Vintage: November 5



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Akron - 335 S. Main St.

Outlet Store

Akron - 570 E. Waterloo Rd.

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)



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