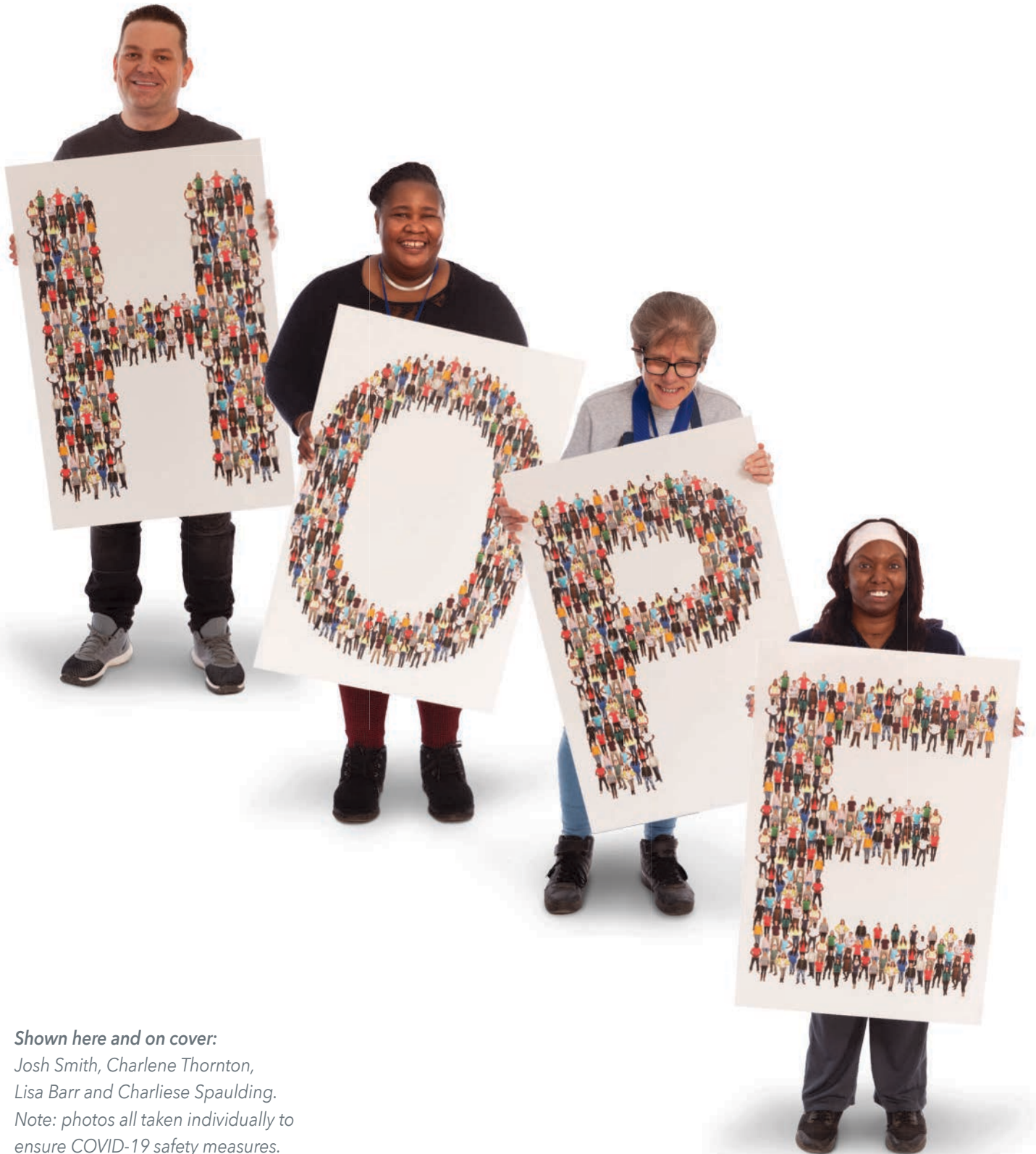




HOPE is an acronym for **H**anging **O**nto **P**ositive **E**xpectations!



Shown here and on cover:

*Josh Smith, Charlene Thornton,
Lisa Barr and Charliese Spaulding.*

*Note: photos all taken individually to
ensure COVID-19 safety measures.*

Hanging together during a year like no other, Goodwill team members were resolutely resilient! As Goodwill's Board and executive leaders, we cannot find enough superlatives to share our sincere appreciation for their flexibility, perseverance and dedication to Goodwill's mission and its safe operations. We know the pandemic and the difficult and uncertain world we all face deeply affected each of us.

Onto the metrics ... almost 10,000 people were served last year as Goodwill fulfilled its mission of helping individuals prepare for, find and retain employment! We made swift adjustments to new work activities and distancing protocols to stay safe and clean and to keep operations open. We expanded our virtual services to continue to assist those in need with job search, resume assistance and pre-employment transition services. We also continued more intensive services when possible for job coaching, work experience and evaluations.

Positively and proudly, Goodwill's team members strove to make a difference each and every day and to be respectful and kind to all! We focus on remaining a welcoming, safe, clean, diverse and inclusive place for all—regardless of a participant's, team member's, customer's, donor's or guest's abilities, race, ethnicity, gender, gender identification, sexual orientation, and/or religious beliefs. We hope that a diverse and accepting culture encouraged here will extend into the communities in which we live and participate.

Expectations for Goodwill's future are high. Even during a challenging year such as 2020, our wonderful community allowed us to continue moving forward and we will be forever thankful. Our generous donors moved from donating a trunk full to a truck full of items, which kept our stores stocked. Our customers continued to show their support through shopping at our retail locations and utilizing our Business Services. Our financial donors supported our operations and services. Then, in late December, the agency was awed and honored to receive the largest grant in its 94-year history—\$5 million from philanthropist MacKenzie Scott.

Goodwill hopes 2021 will be a year of many opportunities! We will have a plan for investing Ms. Scott's gracious gift to the benefit of the communities we serve. Our mission services team will deliver traditional vocational services, youth services, employee development and virtual services. Our Business Services team will expand with new customers through light assembly and industrial sewing projects. Our retail and ecommerce teams will continue to make our shopping and donating experience as safe as possible for all.

Goodwill's **hope** for all is for a safe, peaceful and healthy 2021!

Sincerely,

Chip Clupper

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Susan Hanlon, Ph.D.

2nd Vice Chair

David Bucci

Treasurer

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Secretary

Amanda Barna

*Immediate Past Chair
of the Board*

Nancy Ellis McClenaghan

President & CEO

Dee Dee Collura

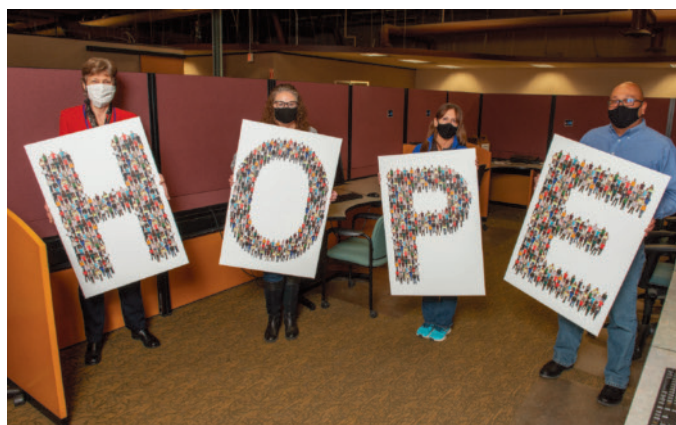
*Vice President,
Retail Operations*

Janet Morrison

*Vice President, Operations
& Logistics*

Gregory H. Morton

*Vice President, Mission
Services & Public Relations*



*Pictured left to right: Nan McClenaghan,
Dee Dee Collura, Janet Morrison and Greg Morton.*

Retail & Business Services Operations: Helping Lift Up Those In Our Community Needing Hands-On Job Training

Retail Work Experience Helps Jessica & Kyle Move From Training to Team Members

We are proud of the growth both Jessica, now a processing trainer, and Kyle, donation attendant, have achieved at our Medina store. We met both as high school students in our work experience program, referred by Opportunities for Ohioans with Disabilities (OOD). Jessica's focus was on learning job tasks and positive customer service skills, while Kyle's main goal was discovering how to stay focused on the task at hand. With coaching support, Jessica's training path led her to gain experience in a daycare setting and earn an associate degree in early childcare education. Although she worked in that field for a time, she was welcomed back to Goodwill as a processor and due to her dependability, patience and being a positive role model she was recently promoted to

her current role as processing trainer. According to Jessica, Goodwill helped her build self-confidence through a supportive environment and feels it is the best job she has ever had. Kyle's training path led him to try three different jobs through the help of Goodwill to find a good fit—manufacturing, janitorial and a donation attendant. He chose to work at Goodwill and says he likes being part of the Medina team and thrives in the fast-paced work environment. Kyle graduated high school in 2020 and is continuing to gain his independence by recently moving out on his own.



Jessica Lewis (left)
processing trainer, Medina Store

Kyle Brady (right)
donation attendant, Medina Store

Retail Operations:

- \$0.89 of every dollar spent in retail funds the mission
- Stores: 14
- Attended Donation Centers: 3
- Outlet
- Boutique
- shopgoodwill.com
- ebay
- eBooks

With safety protocols in place our Retail and Business Services (light assembly and industrial sewing) Operations continued to help 356 people build skills to help them reach their employment goals in 2020. This training provides the opportunity to experience different jobs, refine 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.

Business Services Helps Josh Make A New Beginning

Although Josh did not find his way to Goodwill through a program, he found the support of his coworkers in Business Services was just what he needed to help him start over and make a new beginning. When Josh first joined the workforce many years ago a traumatizing event occurred—he was robbed and injured. While his physical wounds healed, he struggled being in a public setting. When ready, he returned to the workforce in a food delivery position only to witness another traumatizing robbery. This time when Josh was able to return to work he searched for a place that was

known for helping people with disabilities and found Goodwill. Josh interviewed and was hired in 2017 as an on-call assembler in Business Services, in 2019 he was promoted to a full-time position, and in September of 2020 he received another promotion to work in the Industrial Sewing area as a cutter. Finding a supportive work environment is just what Josh needed to help him continue on his road to recovery. Although he still struggles with the memories of the past, he feels safe at work and his coworkers have become an extension of his family. Goodwill is grateful for the dedication Josh puts into his work as well as for the many caring team members it has that have helped Josh and many others who have come through its doors.



Business Services: Certified to ISO 9001:2015

*Joshua Smith
cutter, Service Center*

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

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

George Achieves Goals Through Finding Welding Job In A Safe Environment

In October 2020, George was referred to Goodwill for Job Development by Opportunities for Ohioans with Disabilities (OOD). He was interested in pursuing a job in welding after obtaining his welding certificate in 2009 with the help of OOD. George has prosthetic legs as well as limited use of his hands and felt his previous work environments were unsafe. With help from Goodwill, he began searching for work with safety as the top priority. The Job Developer reached out to one of her community employer contacts, a company that constructs metal wheelchair ramps and other easy installation accessibility features for businesses and homes. George impressed the manager during his interview and aced the welding test! The employer was amazed by George's skill, speed and positive attitude and he was hired in early November 2020! George likes the challenge this job offers and believes it's the perfect fit for him in every way.



George Wilson
welder, local manufacturer

Mission Services: Career/Job Seeker

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

Goodwill's Mission Services team is expanding its reach by providing more virtual services for training, job search and resume assistance while continuing to support intensive services such as job coaching, work experience and evaluations. While many times programming starts at Goodwill, services extend beyond training within agency facilities and is done in collaboration with other service providers.

Sunday Perseveres By Growing Both Life & Work Skills

Sunday came to Goodwill through a program called BOSS, Building Opportunities for Sustained Success, funded by the Summit County Department of Job & Family Services. The program works with youth ages 14-24 to help them grow both work and life skills. All in an effort to create independence. While in the program, Sunday began gaining skills at one of our retail stores, then needed time for the birth of her first child. When she was ready to return, Sunday came back to complete training at our boutique location. She has overcome many personal challenges, including after foster care finding her own home, having her first child, working on obtaining her driver's license and finding employment. She was an excellent participant in the program and was hired at the boutique in January 2021. Now that Sunday is employed, her next goal is purchasing a car and in the future hopes to work on earning her GED.



Mission Services: Individualized

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

Sunday Proctor
sales associate, blue boutique in Akron

Total served in 2020

87 } VOCATIONAL EVALUATIONS,
ASSESSMENTS & ADJUSTMENTS

188 } YOUTH PROGRAMS

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

316 } JOB SKILLS CLASSES,
JOB FAIRS & WORKSHOPS*

446 } JOB PLACEMENTS

157 } JOB COACHING & DEVELOPMENT

1,214 } OTHER SERVICES
[Bus passes, Elizabeth Clark
Emergency Fund gift cards
and Radio Reading]

7,093 } JOB SEARCH ASSISTANCE AND
EMPLOYER SERVICES [Virtual
services, recruitment, screening,
testing, training, outplacement, etc.]

9,669 } TOTAL

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

Dollars redeemed
through Elizabeth Clark
Emergency Fund:

\$55,660

134 Local businesses
served by Goodwill's
Business Services:

Value for 2020 jobs:

**\$5.2
million**

Our mission, by the numbers.

Helping individuals prepare for, find and retain employment.

Hours donated
by volunteers:

6,800

Community



Donations



Generous donors: **298,510**

Tons of clothing and household items donated: **15,696**



Retail Stores



Pounds of computer equipment recycled (Dell Reconnect): **112,743**

Pounds of material recycled & repurposed through salvage: **6,375,677**

Recycle



Outlet Store

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



Customers:

685,897

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:

24,295

Donors

Thank you for Providing Hope & Supporting Goodwill's Mission

Mission Investment

\$5,000,000

MacKenzie Scott

General Operating Fund

\$10,000 +

Anonymous

Eric & Nan McClenaghan

Anne M. Sayre Estate

Synthomer Foundation

\$5,000 - \$9,999

Mary & Dr. George L. Demetros Charitable Trust

Mary Ellen & Joe Hinkle

Novelis Inc.

Charles E. & Mabel M. Ritchie Memorial Foundation

Lloyd L. & Louise K. Smith Foundation

\$1,000 - \$4,999

Hamilton & Beth Amer

AUI

Avaap

Lawrence & Donna Barton

Cynthia Bender & Alexander Clarke

Glenn R. & Alice V. Boggess Memorial Foundation

Brennan Manna Diamond (BMD)

Britton Gallagher

Lisle M. Buckingham Endowment Fund

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Bill & Mary Glaeser

GPD Group

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W3 Wealth Management

The Samuel R. Willis Foundation

\$500 - \$999

Friends & Family of Becky Babcox

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Bober Markey Fedorovich

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Cheryl Watkins

The Clara Weiss Fund

\$0 - \$499

Dr. Raj & Karen Aggarwal

AmazonSmile Foundation

Anonymous

Brett & Deborah Atkinson

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The Blick Center

Pamela L. Buehrle

John Kenneth Butler

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First National Bank

Dora & Jeffery Fisher

Joyce Fox

Jack Friend

Debi Furgerson

Marian Geiser

Mark & Elizabeth Gerberich

Brad Gilbo

Rachel T. Graves

Allan & Roseanne Henderson

Hudson Montessori School

Kimberly D. Huff

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Jobs for Ohio's Graduates

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Elizabeth Kamm

Brenda Kirk

James A. & Rhonda D. Kroeger

Liniform Service

Joseph Manolas, CPA

Marulli Family Charitable Fund

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Jocelyn Mellinger

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Barbara Patterson

Christopher Pennington

Gary Rickel & Karen Krino

SaaS Factory

Judith & Jay Seese

Cherie & Steve Shechter

Gina Shook

Shulan's Jewelers

James Sinko

Tim & Elaine Sisler

Gary Skinner

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Dr. Otto & Helen Steinreich Philanthropic Fund

Jeff Stevenson

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Summit County Children Services

Judges Linda & Thomas Teodosio

Hattie Tracy

United Methodist Women

Greg & Chris Wnoroski

**Elizabeth Clark
Emergency Fund
\$10,000 +**

Generous Goodwill
Shoppers through
Roundup at
the Register

\$500 - \$999

Matt & Dee Dee Collura

\$0 - \$499

Sherry A. Ahern
Mark Bonchu
Stanley Collins
Jerry J. Davis
Joe & Marianne Doman
Sandra Farr
Sharon Finneran
Dee Gillespie
Susan Kaforey
Sarah Lynner
Pershell D. Marshall
Dennis Pratt
Erin Radcliffe
Al Sardelle
Denee Schorle
Sikich, LLP
UBS
Rachel Whitacre
Kara Williams
Tom Wilson
Jo Ann Wise

**The Goodwill Digital
Career Accelerator
\$10,000 +**

Google Resilient
Community Grant

**Ralph Alexander
Scholarship Fund
\$500 - \$999**

Janet & Darren
Morrison

\$0 - \$499

Veronica Boyle
Don Cauley
Erin Grzegorek
Alan Morton
Marsha Royal
Shari Whisler

**The Reverend Carter
Endowment Fund
\$10,000 +**

Albert E. Brion Jr. Estate
Anne M. Sayre Estate

**Service Center Fund
\$0 - \$500**

Dauids Family
Lisa Pickens

**WEYE Radio Reading
\$5,000 - \$9,999**

Kenneth L. Calhoun
Charitable Trust

\$1,000 - \$4,999

Synthomer Foundation

\$0 - \$999

Avaap
Bober Markey Fedorovich
Paul J. Boncaldo
Britton Gallagher
Campbell
Construction Inc.
Fifth Third Bank
Diana L. Garver
Diane Lazzerini
Eileen Leiby
Eric & Nan McClenaghan
Captain Bill & Nancy
Meyer
PNC Financial
Services Group
Jessica Prusak
Roetzel & Andress
Marc Servodio &
Erin Ehrlinspiel

Gina Shook

W3 Wealth Management

**Bus Pass
Assistance Program
\$10,000 +**

United Way of
Summit & Medina

**Youth Employment
Opportunities at
Work (YEOW)
\$10,000+**

CLA Foundation
The Sisler McFawn
Foundation
The Welty Family
Foundation

\$1,000 - \$5,000

Dominion Energy
Charitable Foundation
Harry K. & Emma R.
Fox Charitable
Foundation
Huntington-Akron
Foundation

**Cloth Face Covering
Production Grants
\$10,000 +**

ACRT Services, Inc.
GAR Foundation
United Way of Summit
& Medina

**COVID-19 Relief Grants
\$10,000 +**

Akron Community
Foundation -
Summit County
COVID - 19
Summit DD
Emergency Relief
Grant Program Fund
Ohio Department of
Job & Family Services
Nonprofit Reimbursing
Relief Grant

\$5,000 - \$9,999

Portage County
Neighborhood
Development
Services, Inc. -
Portage County
COVID -19 Small
Business Emergency
Relief Fund

Vintage Collection

Hoover Historical Center
Doug Steidl

In Kind

AUI
BOXit Corporation
Gasser Chair Company
Josh Holdren
Jilly's Music Room
Jobs for Ohio's
Graduates
Masco, Inc./ Portage
Industries, Inc.
Kathleen Milliken
MPG Architects
Cynthia Peeples
Marion Sweeney

**In Memory of
J. Scott Miller**

Chip Clupper
Dora & Jeffery Fisher
Eric & Nan
McClenaghan
Marc & Sharon Merklin
Judith & Jay Seese
Gina Shook

**In Memory of
John Romano**

William & Debra Grubb

**In Memory of
Generose Marks**

Diane Lazzerini

**In Memory of
Andrea Rose Teodosio**

Judges Linda &
Thomas Teodosio

**In Recognition
of Leah Thompson
as an Employee of
Distinction Honoree**

Sikich, LLP



*Due to the generosity of several donors,
our talented sewing team was able to create
more than 50,000 cloth face coverings for
our community.*

Special Thanks To Our Menu & Taste of Vintage Hand-up Appeal Sponsors & Patrons

Sponsors

Diamond

Novelis



Platinum



Gold

Roger Read & Sally Miller

Silver

Britton Gallagher

Mary Ellen & Joe Hinkle

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PNC Financial Services Group

Jeana & Nathan Singleton

W3 Wealth Management

Bronze

Avaap

Bober Markey

Fedorovich

Brennan Manna

Diamond (BMD)

Campbell

Construction Inc.

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Fifth Third Bank

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Meaden & Moore

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Gary Rickel & Karen Krino

Cherie & Steve Shechter

Jeff Stevenson

Media

akronlife

WAKR/WONE/WQMX/WNWW

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

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Avaap

Abdullah Alkhulaiwi

Kimmell Cybersecurity

Amanda Barna

Center for Marketing &
Opinion Research (CMOR)

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PathSight Predictive Science

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Hattie M. Tracy, MSW, LISW-S, LCDCIII, MPA

Coleman Professional Services

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West Point Market

Jerry H. Welty

Retired
Welty Building Company

Mark A. Whitlam

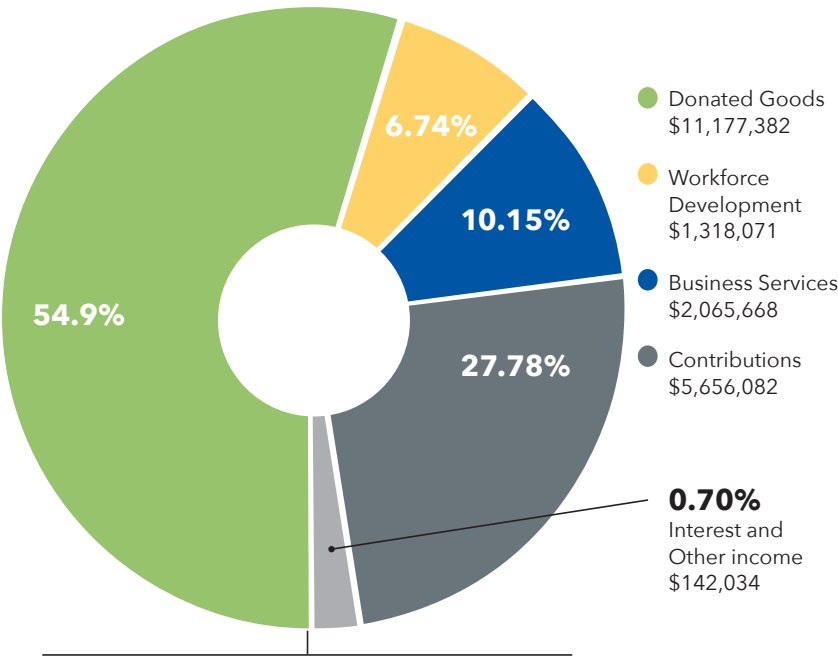
J.C. Whitlam Manufacturing Co.

Steve D. Wilt

CAPTRUST Financial Advisors

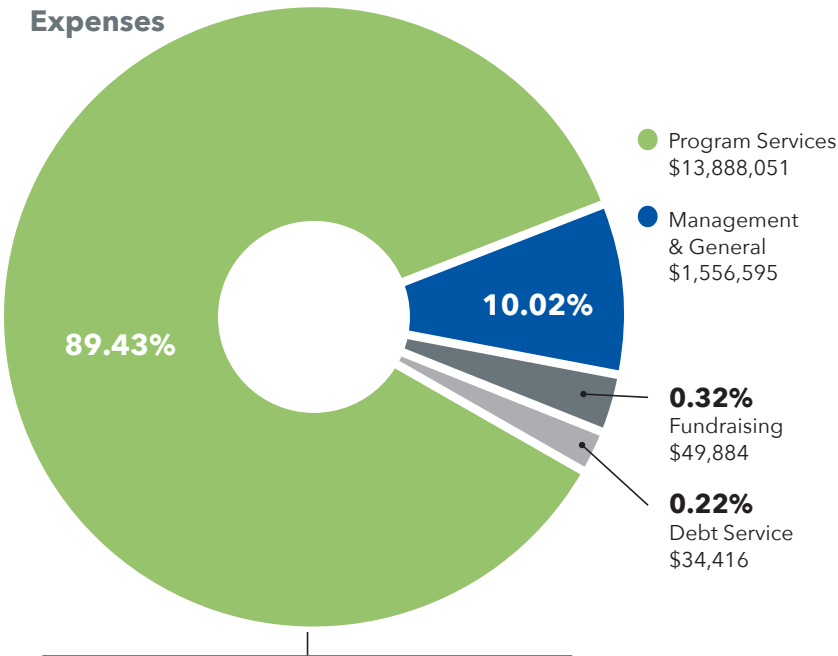
2020 Financials (un-audited)

Support & Revenue



Total Support and Revenue \$20,359,237

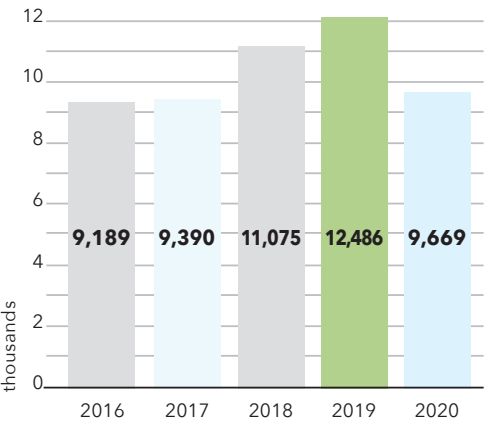
Expenses



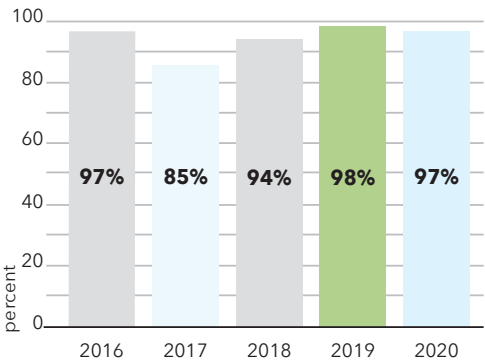
Total Expenses \$15,528,946

Change in Investments	\$620,644
Change in Net Assets	\$5,450,935
Net Assets Beginning 2020	\$12,791,132
Net Assets Ending 2020	\$18,242,067

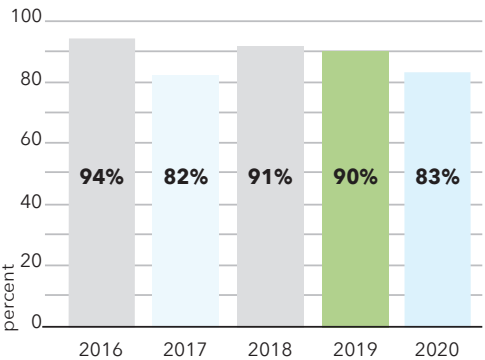
Numbers Served



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. With 2020 being a year where we could not celebrate together, many events did not occur as usual. Following are events we were able to hold virtually:

Celebration of Champions

Although the Annual Meeting occurred virtually, Goodwill honored the achievements of 13 people.



Taste of Vintage

Since our Taste of Vintage gala was unable to occur in 2020, we are grateful to those that donated during our Taste of Vintage Hand-up Appeal, which raised more than \$54,000.

Volunteer Services

Volunteering was limited in 2020 due to the pandemic. Goodwill would like to thank those individuals who spent time helping the agency. These volunteers provided 6,800 hours of service.

Employee of Distinction Luncheon

Goodwill virtually recognized outstanding employees in our community during its 19th Annual Employee of Distinction Awards Program in September of 2020. The event provides

employers a cost-effective way to publicly recognize outstanding employees and 46 employees were nominated for the Employee of Distinction Award.

Congratulations to the 2020 Employee of Distinction Award Winners:

AUI Customer Service Team



Paulette Lewis
customer support specialist, AUI



Mendy Snyder
customer support specialist, AUI

Akron-Canton Regional Foodbank



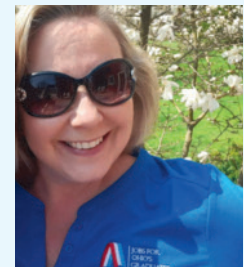
Mario Bob
warehouse supervisor

Brennan Manna Diamond (BMD)



Brandon Boling
docket supervisor

Jobs for Ohio's Graduates



Jen Brenner
business and community outreach

Akron Metropolitan Housing Authority (AMHA)



Jennifer Kollar
lead property manager



Kellie Morehouse
jobs plus program manager

The Blick Center



Karen Noftsinger
developmental therapy supervisor

Akron Public Schools



Maggie Oliver
teacher





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CREATE JOBS.**

Auto Donations 800.826.0980

Donation Pick Up Service

800.989.8428 or 330.786.2576

blue
/ A GOODWILL BOUTIQUE /

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 - 501 South Avenue
Expected opening late spring 2021!

Twinsburg - 10735 Ravenna Rd.

Wadsworth - 170 Great Oaks Trail

Donation Center Only Locations

Akron -

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

Fairlawn -

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

Hudson -

5381 Darrow Rd.
(Behind Regal Cinema
parking lot)

Visit www.goodwillakron.org for all current locations & hours.



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