

ANNUAL REPORT

2017



**DONATE STUFF.
CREATE JOBS.**

Industries of Wayne & Holmes Counties, Inc.

WE ARE NOT JUST A STORE.



A MESSAGE FROM THE PRESIDENT



Dear Friends,

Goodwill is most commonly known for its stores; but many are unaware of just how important our retail and industrial services programs are in fulfilling the mission of our organization. Not only do we offer training and employment services throughout our communities, we also employ over 150 people within our five retail stores, industrial services plant, transportation hub, training center, and administrative offices.

Both donations and industrial subcontract work help people transform their lives, just as we transform gently used donations.

What we don't sell in our stores...we recycle. Last year, we diverted more than 2.4 million pounds of items from landfills that were collected from over 100,000 donors.

We are honored to highlight both Alexis and Maria in our annual report and add them to the many success stories we are proud to be a part of. We hold steadfast to our mission in helping people reach their highest level of independence and success through training and employment related services. We believe when people have the ability to work and support themselves, they experience self-sufficiency and a much-deserved sense of dignity.

In 2017, we were proud to help over 3,500 Wayne and Holmes Counties residents with employment services and we stand committed to help individuals reach their employment goals.

Thank you for your generous support. With your help we will continue to make a positive impact in our communities.

Sincerely,

Judy Dolansky
President & CEO

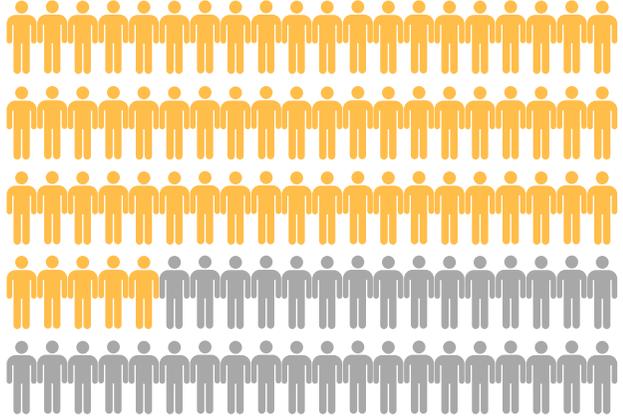
Judy Nelson

WORKFORCE DEVELOPMENT 2017

RETENTION

65%

of program participants maintained their employment for 90 days or more



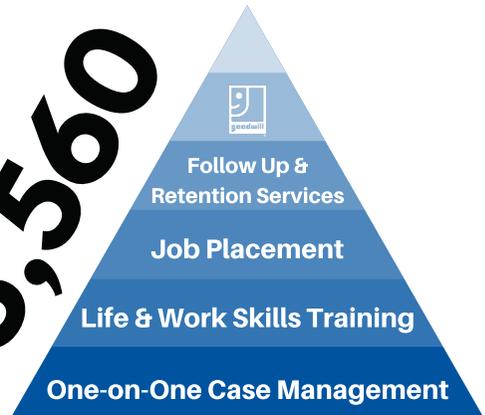
.....\$.....
Average Minimum Wage Earned

INCREASED TO \$9.74 PER HOUR

3,961 TRAINING UNITS DELIVERED

People Served

3,560



PEOPLE PLACED INTO COMPETITIVE EMPLOYMENT

128





MISSION MOMENTS

Dear Staff at Goodwill Industries of Wayne and Holmes Counties,

When I first walked into the lab at OhioMeansJobs in Wooster, I was terrified. I had just lost my home and became a single mother and now I had to figure out how to pick up the broken pieces of my life, obtain my driver's license, and find employment after being out of the workforce for such a long time. I felt powerless and hopeless, not to mention angry at myself for getting into such a mess in the first place. I definitely needed help. That's when it was suggested I enroll in the Goodwill WorkFirst Training Program. I heeded the advice and it was undeniably one of the best decisions I have ever made.



The woman I am today is completely different from the woman I was six months ago. I am no longer a shell of a person that believes I am inferior and worthless. Now, I feel empowered and for the first time in my life, proud of the person I am. This is all thanks to your organization. By providing me with education and job training and connecting me with community resources, I have learned new skills, finally obtained my driver's license, built confidence, and rediscovered myself. Oh, and I got a job too!

Thank you so much for seeing the potential in me when I couldn't see it in myself. I now have hope for a bright future for myself and my son.

Sincerely,

Katie Border

Thank You
Thank You
Thank You

OUR MISSION

TO HELP PEOPLE REACH THEIR
HIGHEST LEVEL OF INDEPENDENCE
AND **SUCCESS** THROUGH TRAINING
AND EMPLOYMENT RELATED
SERVICES

La'Quawn was 19 years old when he started coming to Goodwill. He had no driver's license, no bank account, limited life skills, no job history, and most importantly...no plan. Though not entirely uncommon for a young person to be unsure of where they want their future to go, La'Quawn also lacked motivation and the tools to make long-lasting changes.

"My life changed when I started coming to Goodwill. It changed for the BETTER."



La'Quawn
Goodwill Youth Participant

Now, one year later, La'Quawn feels that before stepping through the doors at the Goodwill Training Center in Wooster, Ohio, he was fearful of adulthood. Life was moving too fast and he didn't want to accept it. At Goodwill, through intensive case management, mentoring, and training, La'Quawn gained the motivation he desired and the skills and tools that he needed to begin his journey on the path to adulthood.

Today, La'Quawn is employed at a reputable automotive sales company, located at the north side of Wooster. He has his driver's license and a brand-new bicycle; he has a bank account and is saving towards his first car; he has motivation and support from his case managers at Goodwill, who continue to work hard each and every day to help with his continued success, and he no longer worries about his future...he looks forward to it.



**Duane
& Navy**
Goodwill Participant

Eighteen years ago, Duane left his career as a TIG Welder. He was a young man, only 35 years old. Duane didn't walk away by choice, instead, he left because he was diagnosed with Retinitis Pigmentosa, leaving him legally blind. The years following were difficult for Duane. He struggled finding and maintaining steady work, he struggled with transportation, divorce, cancer, and addiction. Duane was angry and fought to adapt to his new barriers.

In 2012, Duane began the long and hard road to sobriety. Then, in 2016, he sought help from organizations in his community because he was ready to start living again. Goodwill case managers motivated Duane and gave him the confidence he needed to make a change.

Duane began studying, attending courses, and gaining certifications so that one day he could give back and help others make changes, much like he was doing. At Goodwill, he built a resume and perfected his interviewing skills.

"At one point, I wanted to die. It's never been easy being blind, but because of the help I have been so freely given, I have a job I really love, and I am looking forward to the future."

Today, Duane is a certified recovery coach and peer support specialist at a substance abuse prevention, intervention, and treatment agency in Wooster, Ohio. He spends his workdays supporting individuals in the community who are fighting addiction and he is also researching his options to obtain a degree in chemical dependency counseling. Duane did not let blindness destroy him; Duane did not let cancer destroy him; and Duane certainly did not let addiction destroy him.



Alexis Smith

**Goodwill Industries of Wayne &
Holmes Counties**
2017 Graduate of the Year

2017 GRADUATE OF THE YEAR

Alexis Smith

Goodwill Youth Program

"We've hit rock bottom," explained Alexis on her first day in the program at Goodwill. Alexis and her boyfriend DJ were down on their luck. Neither were employed, they struggled to pay bills, to find childcare, to obtain a reliable vehicle...to make it all work. Alexis and DJ needed support; financially, mentally, and emotionally.

“ I felt like the world's worst parent because I couldn't provide for my baby by myself; I had to get assistance. But it all changed when I walked through your [Goodwill] door.”

During Alexis' short time receiving financial assistance, she was able to maneuver through the most stressful time of her life. With help from her Goodwill case manager and other partner agencies, Alexis was able to obtain a part-time job, childcare, a reliable vehicle, and much needed support while she finished her degree in paralegal studies. DJ worked with tutors and began passing sections of the GED test. Alexis and DJ completed resumes and began improving their interview and business etiquette skills through workshops and other activities.

All of Alexis' hard work paid off. She graduated from Bryant & Stratton College and now works full-time as a paralegal at a law firm in Medina, Ohio. She spends her days working at a job she loves and her evenings with her family. Alexis accomplished her goals and continues to set new ones.

"She did this on her own," explains Amber McVay, Alexis' case manager at Goodwill. "Alexis had the drive and determination...she just needed a voice telling her she could do it, a voice telling her she was worth it."

The New Me Family
Hard Work
Education Desire
Support A Fresh Start



SALVAGED 2,422,058 lbs of UNSOLD/DAMAGED/STAINED TEXTILES



Maria Kelley

Goodwill Industries of Wayne &
Holmes Counties

2017 Employee of the Year



2017 EMPLOYEE OF THE YEAR

Maria Kelley

Wooster Retail

Maria has been working as a processing, quality control staff member at the Wooster retail store for three years. Her main duties are presorting, checking for quality and preparing the items for the sales floor. However, if you ask any of the other employees in the store, they will ALL tell you that she does a little bit of everything. Maria is also, most likely, the professional and friendly voice you hear when you call the Wooster store.

"Every morning, Maria pops into my office and tells me GOOD MORNING. This is the type of person she is. She is always willing to help out, whenever and wherever. I couldn't ask for a better employee...and person," says Laurie Stiles, Store Manager of the Wooster retail store.

Maria feels that working for Goodwill is inspiring. She likes that everyone comes together, works hard, and has fun. She aims to give her best effort, each day, everyday.

“**People motivate me; my family, my friends, people here [Goodwill]...they probably don't realize it, but they inspire me to do my best.**”

"The Wooster Goodwill location is our territory's largest and highest volume store," explains James Carpenter, Vice President of Operations. "The store can only be successful with cooperative, friendly, and conscientious employees. Maria embodies all of the attributes needed for a valuable team member, which in turn leads to a successful store, providing the much needed funds to support Goodwill's mission."

Flexible Passion Honesty
Dedication
Team Player
Inspired Hard Work Training



SHIPPED 15 MILLION PARTS FROM INDUSTRIAL SERVICES



LEADERSHIP

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 Judy Delaney, President | Goodwill Industries

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Community Investment

Sales of Donated Goods	53%	\$3,044,941
Industrial Service Earnings	27%	\$1,544,217
Workforce Development/Services	15%	\$836,975
Other	5%	\$275,068
THE COMMUNITY INVESTMENT	100%	\$5,701,201

Community Return

Wages, Benefits, & Taxes	63%	\$3,608,411
Supplies & Services	13%	\$714,056
Investment in Facilities & Equipment	11%	\$637,599
Facilities & Transportation Expense	9%	\$517,648
Current & Future Investments in Services	4%	\$223,487
THE COMMUNITY RETURN	100%	\$5,701,201



Goodwill® LEADERSHIP TEAM

1st row Executives: Susan Gorman (VP of HR & Mission Services), Judy Delaney (President & CEO), James Carpenter (VP of Operations)
 2nd row Directors: Amanda Perry (Finance), Sherri Clark (Retail), Laura Sanders (Mission), Kim Yost (HR)
 3rd row Directors: Casey McGrady (Marketing), Brett Kerr (Contracts)



RECYCLED 124,438 lbs of E-WASTE

HOW TO GET INVOLVED

WELL SUPPORT

DONATE STUFF

SHOP • HIRE • GIVE

MAKE A REFERRAL • EDUCATE

HOLD A DONATION DRIVE

FOLLOW US ON SOCIAL MEDIA

OUTSOURCE TO INDUSTRIAL SERVICES

THANK YOU

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