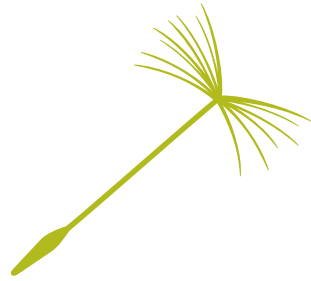




Industries of Greater Cleveland and East Central Ohio, Inc.

2013 ANNUAL REPORT



Our vision is for a community where all people have the opportunity to improve their lives, build employment skills and become the best version of themselves.

Imagine the possibilities...



Thank you.

This annual report was made possible by the generosity of our 2013 Report to the Community Breakfast sponsors:

BERENGARIA DEVELOPMENT
TIMKEN COMPANY CHARITABLE TRUST
DAY KETTERER LTD.
DIEBOLD, INC.
EMPLOYERS HEALTH
LEONARD INSURANCE SERVICES
PNC BANK
HALL, KISTLER & COMPANY LLP
ALPHA OFFICE PRODUCTS

BOARD OF DIRECTORS (2013)

Officers

Jill McQueen (Chairman), *Day Ketterer Ltd.*
Gregory Luntz (First Vice-Chair), *Luntz Services Corporation*
William Bryan (Second Vice-Chair), *The Timken Company*
Kenneth Douglas (Treasurer), *Bruner-Cox, LLP*
Richard Martindale (Secretary), *Leonard Insurance Services*

Directors

Maureen Ater, *The Repository*
Timothy Beauch, *Aultman Hospital*
John Brannen, *Day Ketterer Ltd.*
William Bryan, *The Timken Company*
Robert Cicek, *Charles R. Jelm Charitable Foundation*
Eric Crump, *The Timken Company*
Gordon East, *Gordon & Sons Logistics Consulting*
Michael Eberhart, *Hall, Kistler & Company LLP*
Marge Jentes, *Tuscarawas Society for Children*
William Maddox, *Maddox Consulting*
Richard Martindale, *Leonard Insurance Services*
Marcas Miles, *Employers Health*
Robert Morlan, *FirstMerit Bank*
Dennis Ritzel, *Darone Financial Services, Inc.*
Larry Smerglia, *UBS Financial Services, Inc.*
Mark Thurin, *Thurin Furniture Repair*

Dear Friends,

When someone turns to Goodwill for help, we don't see what they can't do; we see the possibilities of what they could do. We consider it our job to help each person we serve become the best version of themselves. In 2013, we helped more than 28,000 individuals realize their fullest potential. That could mean learning to live independently, finding hope that had been lost, or being successful in a career that just months ago seemed unimaginable. And we couldn't do any of this without your help and support. The communities we serve have the most generous people! Thank you for your material donations and purchases at our stores – they truly are making Good Skills possible. Thank you for your financial contributions and for spreading the word that Goodwill does great things for people! You are creating possibilities for tens of thousands –

thank you!

Sincerely,

Jill

Jill McQueen
Chairman of the Board

Ken

Ken Weber
President & CEO



Willie

ACHIEVER OF THE YEAR

“I looked forward to getting up in the morning and going to training at the Goodwill Cleveland facility every day – it was beautiful.”

“Once I got started, I was proud of myself,” said Willie Walker Gibson of his experience at Goodwill in the Computer Training and Employment Programs.

Pride was not a feeling Willie, a recovering addict, was used to experiencing in recent years. “Before I got clean and found Goodwill, life was unbearable; I couldn’t stand myself,” he said. It was after going through therapy and meetings to get and stay clean that Willie turned to the Veterans Administration for job training, and they referred him to Goodwill.

“The Goodwill staff was so patient with me, and showed me so many things on the computer – they gave me Good Skills,” he said with a smile. “I looked forward to getting up in the morning and going to training at the Goodwill Cleveland facility every day – it was beautiful.”

With a newfound understanding of the technology that is now so important to securing employment, Willie was able to learn and progress quickly in the program. He showed a thirst for knowledge and a dedication to doing the hard work.

Willie took the skills and work ethic he gained at Goodwill, and took it a step further: he enrolled in college. While his goal is to work in the hospitality industry, he is currently enjoying his Spanish, Algebra and mostly, his Journalism classes. Most importantly, he sees the possibilities that lie before him in life now.

“My family is so happy, so proud of me, and they are happy with the road I have chosen,” said Willie, adding “They see the light shining in me, and I am not depressed anymore - I want to say ‘thank you’ to Goodwill.”



Ed

GRADUATE OF THE YEAR

“My favorite thing about Big Lots is that they ask me to do anything, and it feels good that I can accomplish it.”

Seeing the possibilities in life can feel *impossible* when every lead ends with a “no thank you.” This was the case for Ed Cundiff, who found himself unemployed after his brother-in-law passed away. Ed had worked as a carpenter for his brother-in-law’s business and didn’t know where to turn when it closed. Many might think this is not an impossible situation, but for Ed, he fought a battle that most don’t – his deafness.

“He had a hard time finding a job; people don’t want to hire a deaf person,” said Ed’s daughter, Tina Cundiff. “I was so grateful when he turned to Goodwill, and they went through all the steps to help him succeed.”

Ed did find hope and possibility in Goodwill. Goodwill staff members worked with him to help him search for a company that would appreciate his abilities.

“It can be done - don’t let your disabilities hold you back,” Tina said, adding that her father couldn’t be happier with his current job.

Ed has been working for Big Lots in Tuscarawas County for two years now, thanks to Goodwill. The store employees alert him that they need him through a pager that vibrates.

“My favorite thing about Big Lots is that they ask me to do anything, and it feels good that I can accomplish it,” Ed signed with a smile on his face.

“I am so proud that he never gave up, and that he found such a great outcome through Goodwill,” said Tina beaming with pride.



Amanda

EDGAR J. HELMS OUTSTANDING ACHIEVER

“Goodwill’s Parenting Program staff didn’t know me, but they were interested in me and my success, which helped me believe I could regain my support system and make it.”

Sometimes it takes someone believing in you before you can believe in yourself. Amanda Rutherford knows the truth behind this statement and the possibilities that are unlocked with a little support.

“I knew how to take care of my kids, but these women at Goodwill’s Parenting Program, they encouraged me and were there for whatever I needed that day,” said Amanda, who found herself needing the program after losing custody of her three children.

How did she get there? After her second child was stillborn, Amanda fell into a deep depression and the father of her children turned to drugs. It was then that he became abusive, and Amanda, lost in the medication prescribed for her depression, became just that - lost.

“I didn’t understand how I got there, but I alienated everyone who cared about me. I didn’t want them to know what was going on,” said Amanda, who even went through Goodwill’s Program with her children’s father, hoping they could work it out together and be reunited as a family.

The program helped make Amanda strong. Strong enough that when they were supposed to regain custody, and she found him using again, she left with nothing and never looked back.

“I called my caseworker and told her the kids couldn’t come home to that situation,” she said. “I worked day and night to get to a place where I could get them back on my own.”

Today, Amanda and her three children live in a nice home, in a nice community, and she is in a serious, healthy relationship with another man.

“Goodwill’s Parenting Program staff didn’t know me, but they were interested in me and my success, which helped me believe I could regain my support system and make it,” she said. “I love my life now, and the possibilities that each day brings.”





Awareness & Commitment

Goodwill's Founder, Edgar J. Helms, began the organization on the belief that we are all people of possibility. Today, YOUR Goodwill still exists on that very foundational belief - the idea that with YOUR support, all things are possible for the people we serve.

There are many ways that YOUR support helps make Good Skills possible. Shopping and donating make a significant impact on our mission, and we encourage and appeal to you to continue to offer this strong support. However, there is another way YOU can make a difference that we have, up until now, focused on much less. How? It is simple. Join the individuals, companies and organizations in this section of our report that have made a financial contribution to Goodwill. Goodwill has the ability to turn more than just clothes into mission at work; financial contributions also are applied to help Goodwill serve the thousands of individuals whose lives we touch each year.

The bottom line is that YOUR financial contributions will help Goodwill continue to show people that it is their ability that counts, and that opens up endless possibilities for them. YOU have the ability to support a mission that puts people to work, provides people with the skills they need to succeed, creates opportunities for personal advancement and more.

Help us make a difference in the lives of many and together we can build a community of individuals who are fulfilling Helms' vision and focusing on the possibilities in their lives.

“It is ability, not disability, that counts.”

EDGAR J.
HELMS,
FOUNDER
OF
GOODWILL
INDUSTRIES



Contributors to Our Cause

Goodwill is committed to increasing awareness around the need for financial contributions and appropriately recognizing individuals who support our mission and work in this way.

Edgar J. Helms Society

Our founder would have whole-heartedly supported and appreciated the generosity of our community members.

Donors who give \$5,000+ annually to Goodwill

Chairman's Circle

Our Board of Directors and Chairman of our Board believe in our mission and the commitment it takes to make Good Skills Possible.

Donors who give \$2,500 to \$4,999 annually to Goodwill

President's Circle

Our President & CEO's passion for Goodwill and the work we do leads the way for providing opportunities for self-sufficiency and independent living for individuals.

Donors who give \$1,000 to \$2,499 annually to Goodwill

Friends of Goodwill

We believe that the friends we make along the way will spread the word of what Goodwill is doing, and together, we will make a difference.

Donors who give \$500 to \$999 annually to Goodwill

Supporters of Goodwill

We appreciate support at any level as a means to impact the lives of many and make Good Skills possible for someone in need of a hand up.

Donors who give up to \$499 annually to Goodwill

2013 FINANCIAL CONTRIBUTORS

Edgar J. Helms Society

Paul and Carol David Foundation
Samuel Fleming Charitable Trust
The Hoover Foundation
Hoover Price Foundation
Charles R. Jelm Charitable Foundation Inc.
McMaster-Carr Supply Company
Raymond & Elizabeth Rieley Armington Fund
Sisters of Charity Foundation of Canton

Chairman's Circle

Berengaria Development
Chesapeake Energy

President's Circle

Applied Industrial Technologies
Mr. & Mrs. Tim & Molly Beauch
Belden Brick Charitable Trust
William H & Jeanne G Belden Philanthropic Fund
Robert R & Gay C Cull Family Foundation
Day Ketterer Ltd.
Diebold, Inc.
Guido & Christine Digeronimo Family Foundation
Mr. & Mrs. Michael Eberhart
Employers Health
Charles Farran Fund
Mr. & Mrs. Dale & Pam Inkley
Interior Graphic Systems
Jewish Community Federation
Ms. Emma Jochum
Kelly & Visconsi Associates, LLC
Leonard Insurance Services
Mr. & Mrs. Gregory & Janet Luntz
Ms. Mattie Maran
Arthur B. McBride, Sr. Family Foundation
Ms. Jill C McQueen
Mr. & Mrs. Greg Slyman
Mr. & Mrs. Larry & Ginny Smerglia
Timken Company Charitable Trust
VIVA
Mr. & Mrs. Ken & Sally Weber



Your donations to Goodwill make Good Skills possible for people right here in our community. *Thank you!*

®

Friends of Goodwill

Mr. John H Brannen
Hall, Kistler & Company LLP
Mr. Charles H. Hoover
C.F & R.A Lutz Foundation
Mr. Richard K Martindale
Miller Philanthropic Fund
Ms. Carol Ann Rini
RJ Matthews Co
Questar, Inc.
Mr. & Mrs. Richard Rohn, III
Mr. Charles Seifert

Supporters of Goodwill

Ms. Rebecca Albright
Mr. Robert G Allerton
Mr. Shawn D Anderson
Mr. & Mrs. Patrick & Maureen Ater
Mr. Thomas Baker
Mr. & Mrs. Chad & Dru Barger
Mr. & Mrs. David T. Basso
Ms. Nicole Bebie
Mrs. Beverly Bernatowicz
Mr. Louis Bockius, III
Mr. Scott Brady
Ms. Jodi Britzman
Ms. Cynthia Brown
Bruner-Cox, LLP
Mr. & Mrs. William P Bryan
Ms. Jane P Cable
Mr. Jeff Calvin
Mrs. Jeanne Cavender
CBS Radio
Ms. Brenda Cheezan
Mr. & Mrs. Bob & Marjorie Cicek
Ms. Susan Coker
Ms. Heather Cottrill
Ms. Shirley Curtice
Ms. Barbara R D'Atri
DB Hoops
Mr. & Mrs. Gene & Joann Dechellis Jr.
Mr. & Mrs. Dan & Shirley Dennis
Mr. & Mrs. J. Edward & Janet Diamond
Mr. David J Domer
Mr. Mark Douglass
Mr. Gordon W East
Edwards Business Equipment
Mr. & Mrs. Richard Erickson

Exel, Inc.
Mr. Ralph Fallert
Mr. Jeffrey Fostyk
George & Mickie Fussell
Mr. Lane Gibitz
Ms. Dominique Gilmer
Mr. & Mrs. Jim Gist
Ms. Judy Glennon
Mr. & Mrs. Chris Goldthorpe
Ms. Jean Halverson
Mr. & Mrs. James D Hare
Mrs. Martha Harrington
Ms. Lois Carnes Hartwick
Ms. Linda Heiden
Ms. Brenda Henry
Ms. Betty Hoffer
Ms. Denise Hurst
Mr. Mark A Jackson
Ms. Mary James
Mr. Garnell Jamison
Mr. & Mrs. Gary & Marjorie Jentes
Mr. & Mrs. Robert E Johnson
Mr. & Mrs. Michael Jones
Ms. Karyn R Kail
Mr. & Mrs. Charles & Marilyn W King
Ms. Barbara Kraynik
Mr. & Mrs. Peter Kuhn
Ms. Sharon Kuhn
Mr. George Lasch
Ms. Marlene Lazarus
Leadership Stark County
Ms. Mary Beth Long
*Ms. Martha Klein Lottman
Edward A. & Catherine L. Lozick Foundation
Mr. & Mrs. Robert Luntz
Mr. & Mrs. William Luntz
Mr. William A Maddox
Dr. & Dr. Elbert & Martha Magoon
Ms. Tricia Jo Mahoney
Mr. Marc Manheim
Mr. & Mrs. Roger & Kathleen Mann
Ms. Brenda K Massie
Mr. Daniel Matthews
Mr. & Mrs. Michael & Susan Mayer
The Mcbel Trust
Ms. Pam McCarthy
Mr. Dan McCullough
Ms. Patty M McDiffitt

Mr. & Mrs. Steven N Moore
Mr. & Mrs. Bill Moriarty
Mr. Robert G Morlan
Mr. Donald Morrison
Ms. Tiwatha Murdock
Ms. Paula G. Papadopoulos
Mr. & Mrs. John Patrick & Kimberly Picard
Mr. & Mrs. Gary Pfau
Ms. Loraine Plumley
Mr. & Mrs. Ned & Mary Rimmele
Rockwell Automation
Ms. Laurie K Rowe
Mr. Harvey Schach
Mr. & Mrs. Ryan & Shelle Schnell
Mr. Tom Schroeter
Ms. Kristen C Schrupp
Ms. Patricia Sedello
Ms. Gayle L Sherry
Mr. Harold Shipley
Dr. & Mrs. Kenneth Siloac
Ms. Chelsea M Smith
Mrs. Mary Ann Sponseller
Mr. & Mrs. George Suma
Mr. Ryan Theiss
Mr. & Mrs. Richard & Jean Thomas
Mr. Mark D Thurin
Mrs. Elizabeth Trump
Ms. Bonnie Turner
Mr. Howie Vactor
Dale & Bonita Van Voorhis Family Foundation
Mr. & Mrs. Robert Vignos
Mr. & Mrs. Carl Vogelsang
Dr. & Mrs. Edward & Linda Waldo
Williams and Batchelder, LLP
Ms. Gloria Wright

Thank you

TO ALL OF OUR CONTRIBUTORS!

If you made a financial donation in 2013 and your name has been misspelled or omitted, please call us at (800) 942-3577 Ext. 1030 so we may correct our records.

*Denotes deceased



Goodwill Impact

28,118 people in our community imagined new possibilities for themselves in 2013, using Goodwill's Programs and Services to create better lives today and more promising futures tomorrow.

AEP / 1,037

Active Parenting Now / 32

Career Exploration/Career Counseling / 4

Center for Entrepreneurial Success / 117

Community Employment Opportunities / 68

Community Service/Volunteers / 512

COMPASS / 5,213

Computer Assessment / 24

Computer Training / 198

Computers Again / 581

DD Services / 114

Employment Source / 1,646

Financial Fitness / 288

Home-Based Parenting / 114

Job Coaching Services / 18

Job Development / 247

Job Fair / 3,460

Job Seeking Skills Training / 133

Literacy Services / 39

Parenting Skills Training Class / 178

Parents Anonymous®/RAPP / 104

School Programs / 75

Situational Assessment / 315

Social Services / 7,272

Summer Work Experience (RSC) / 29

Summer Youth / 325

Vocational Evaluation / 102

Vouchers Used / 3,676

VRP 3 / 347

WEP / 1,708

Work Adjustment / 142

Total / 28,118*

*unduplicated

During 2013, Goodwill received **370** referrals for Job Development services. On average, it took Goodwill Mission Services staff **7** days to begin services. Goodwill staff placed **275** individuals in community employment in an average of **37** days. The individuals placed earned an average hourly wage of **\$8.03** and worked an average of **27** hours per week. **Seven** percent reported benefits were available at hire, and **11%** reported benefits were available after 90 days of employment. Goodwill Mission Services staff also helped **3,460** individuals connect with hiring employers at our job fairs!

Goodwill also diverted more than **21,225,486** pounds of donations from landfills and gave away **\$132,759** worth of merchandise to needy families and individuals throughout a 10 county area.



Collaborative Partner OF THE YEAR:

SISTERS OF CHARITY FOUNDATION OF CANTON



**SISTERS *of* CHARITY
FOUNDATION
OF CANTON**

Each year the staff and Board of Goodwill select a Collaborative Partner of the Year. This award gives Goodwill the opportunity to express appreciation to one organization that exemplifies the true meaning of the word “collaboration.” The decision is always difficult, because Goodwill partners with so many worthwhile organizations and groups. However, in 2013, one organization stood out as going above and beyond to collaborate.

The Sisters of Charity Foundation of Canton's ongoing outreach for collaboration with Goodwill Industries and The Community Campus has merited the organization's selection as Goodwill's 2013 Collaborative Partner of the Year.

The Foundation sought out Goodwill to help create efficiencies in the non-profit sector, offered a grant to help our Fund Development staff gain new skills and knowledge, brought several groups through to see the Campus and learn about Goodwill's mission and more. In 2013, The Sisters of Charity partnered on many levels with Goodwill to create possibilities for people and nonprofits – thank you!

Employer OF THE YEAR:
BASEC MANAGEMENT, INC. DBA WENDY'S



Goodwill works with many companies throughout the year to provide training and employment opportunities for our program participants. Each year we recognize one of these companies for believing in our organization and in our people. In 2013, one company stood out as truly recognizing the possibilities in our program participants.

BASEC Management, Inc. DBA Wendy's has been selected as Goodwill's 2013 Employer of the Year for demonstrating outstanding concern for people with disabilities and other special needs and for taking affirmative action in providing opportunities for vocational rehabilitation through Goodwill.

As we congratulate Wendy's, we are issuing a call to like-minded local business owners and people of influence to consider working with Goodwill the next time you have a staffing need. When these needs are met through Goodwill, lives are changed. Consider the possibility!



Community Investment

Sales (Clothing, Furniture, etc.).....	\$20,895,390
Mission Services.....	\$3,877,141
Other Support.....	\$840,645
Temporarily Restricted Donations.....	(\$647,292)
Release of Restricted Donations.....	\$844,853
Total Community Investment.....	\$25,810,737

Return to the Community

Wages.....	\$11,562,588
Payroll Taxes & Benefits.....	\$2,832,610
Total Payroll Expenses.....	\$14,395,198
Supplies & Services Purchased.....	\$5,091,732
Telephone & Postage.....	\$200,667
Occupancy (Rent, Utilities, Insurance).....	\$4,181,254
Total Operating Expenses.....	\$9,473,653
Depreciation Expense.....	\$878,382
Total Return to the Community.....	\$24,747,233

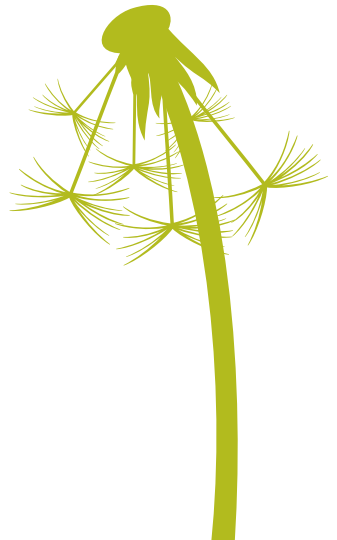
* Financial statement subject to audit by Bober Markey Fedorovich.



Goodwill

Willie

Good Skills



Store LOCATIONS

ALLIANCE

12501 State St NE
330.821.4880

BROOK PARK

14690 Snow Rd
216.862.2700

CANAL FULTON

2254 Locust St
330.854.3453

CANTON

2630 Atlantic Blvd
330.456.8020
&
4510 Tuscarawas St W
330.479.8222

CARROLLTON

709 Canton Rd NW
330.627.9868

CLEVELAND

13719 Lorain Rd
216.252.7780

EASTLAKE

33459 Vine St
440.942.6910

GARFIELD HEIGHTS

12650 A Rockside Rd
216.581.6320

HARTVILLE

864 A West Maple St
330.877.7921

MASSILLON

2745 Indian River Rd SW
330.833.9825

MIDDLEBURG HEIGHTS

6880 Unit 1 Pearl Rd *New!*
440.842.7480

NEW PHILADELPHIA

260 Bluebell Dr NW
330.339.5746

NORTH CANTON

950 & 954 South Main St
330.494.2464

NORTH OLMSTED

23100 Lorain Rd
440.777.4422

PAINESVILLE TOWNSHIP

2175 Mentor Ave *New!*
440.867.2716

SHAKER HEIGHTS

2720 Van Aken Blvd
216.295.5684

WEIRTON, WV

306 Penco Rd
304.723.5595

WINTERSVILLE

103 Main St
740.264.6000

coming soon:

JACKSON TOWNSHIP!

Foxboro Plaza
Summer 2014

ATTENDED DONATION CENTERS

CANTON

2905 Whipple Ave NW (Acme)
&
408 Ninth St SW
&
Jackson Township Recycling
5717 Wales Ave NW

LOUISVILLE

C & B Body & Auto Service
(formerly Sypolt Chervolet)
1704 West Main St

NORTH CANTON

Oakwood Square Shopping Center
&
1540 North Main St (Acme)

MORELAND HILLS

Village Hall
4350 S.O.M. Center Rd

NORTH ROYALTON

6068 Royalton Rd

PARMA

Parmatown (next to Toys R Us)

PEPPER PIKE

Landerwood Plaza (Pinetree Rd.)

ROCKY RIVER

River Plaza (Center Ridge Rd)

MISSION SERVICES OFFICE LOCATIONS*

CANTON (CORPORATE)

408 Ninth St SW
Canton, OH 44707
330.454.9461

CLEVELAND (WEST)

6880 Pearl Rd Unit 1
Middleburg Heights, OH 44130
1.800.942.3577

CLEVELAND (EAST)

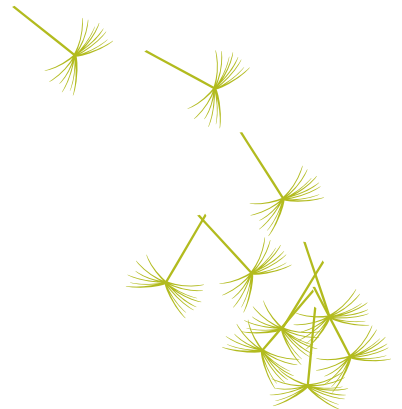
6151 Wilson Mills Rd, Suite 120
Highland Heights, OH 44143
1.800.942.3577

**For a complete list of all Mission
Services office locations, visit:
www.goodwillgoodskills.org*

Our mission is to improve the quality
of life and employment opportunities
for all people.

10 ways to help

1. Make a financial contribution
2. Consider planned giving
3. Donate underused electronics
4. Donate gently used clothing
5. Shop at our stores
6. Attend our annual Fashion Show
7. Hold a donation drive
8. Tour the Community Campus in Canton
9. Tell business owners about the value of Hiring Goodwill program participants
10. Invite three friends to the Report to the Community Breakfast next year!





Industries of Greater Cleveland and East Central Ohio, Inc.

www.goodwillgoodskills.org