

SPRING 2026

DOING

a publication of
Goodwill Industries of
Greater Cleveland
and East Central Ohio

GOOD



**NEW THINGS
HAPPENING AT
GOODWILL!**

**NEW STORES OPENING
+ PLANS TO OPEN
OPPORTUNITY CENTER**

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THIS
ISSUE**

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YOUR DONATIONS CREATE OPPORTUNITIES & CHANGE LIVES

A MESSAGE FROM ANNE RICHARDS,
GOODWILL PRESIDENT AND CEO



When you think of Goodwill, you might picture our stores—or that box of donations you’ve been meaning to drop off. What’s easy to miss is what happens next: your everyday generosity fuels real, measurable change for people and families across our region.

It all truly begins with you.

When you donate items you no longer need, you help create jobs for team members who sort, price, and stock our stores. Those items then find new life with shoppers who love a great deal—and the revenue from those purchases goes right back into Goodwill’s mission work. It’s a simple cycle, but it powers something big: opportunity.

So what does that “opportunity” look like today? It looks like growth—because the need is growing. In 2025, Goodwill served 27,976 individuals through our outreach programs, nearly doubling the number served in 2021, and we expanded from 23 to 31 mission programs in the last five years to meet emerging needs in our communities.

It also looks like collaboration. Our Goodwill Ken Weber Community Campus brings Goodwill and 23 partner organizations together under one roof, welcoming 77,000+ visitors each year and helping neighbors access multiple supports in one place. By sharing space and resources,

partners save an estimated \$33,388 per agency each year—money that can be redirected to services for the people who need them most. That’s what happens when a community invests in working together.

And we’re not standing still. Goodwill is also making a bold \$35 million investment to build a 60,000–80,000 square-foot Opportunity Center in Cleveland’s Central Neighborhood—designed as a one-stop hub connecting residents to career services and essential partner programs. Plans include a technology lab, employment center, resource center, and—developed with resident input—a much-needed grocery store to help address a long-standing food desert.

When you shop or donate at Goodwill, you’re doing more than clearing out a closet or finding something new to you. You’re helping build pathways to stability, skills, and support; you’re helping change lives!

Thank you for being part of the circle of good.

President and CEO / annerichards@goodwillgoodskills.org / 330.445.1000

5 WAYS TO GIVE

TO GOODWILL INDUSTRIES OF GREATER CLEVELAND AND EAST CENTRAL OHIO



mail

Mail your gift to:
Goodwill Industries
408 Ninth St. SW
Canton OH 44707



online

[GoodwillGoodSkills.org/donate](https://www.GoodwillGoodSkills.org/donate)



automated giving

Set up a monthly or quarterly automated gift with VP of Marketing Diane Pilati at 330-617-4734



text

text GOODWILL to 44-321



endowment giving

Establish a sustaining gift through one of Goodwill's endowments, available through the Stark Community Foundation or The Cleveland Foundation.





LET'S CELEBRATE OUR AWARD WINNERS

Each spring, we honor participants in our southern territory at our Celebrate Excellence Community Breakfast. Meet this year's participant award winners.



MELISSA MEISTER
Edgar J. Helms Outstanding Achiever
Award Winner

When Melissa Meister moved from Columbus to be closer to family, she brought with her a strong work history—18 years in a Westerville nursing home as a dietary aide. Still, starting over in a new community meant new routines, new roles, and a big adjustment. Since connecting with Goodwill in 2018 through referrals from Opportunities for Ohioans with Disabilities, Melissa has kept moving forward—determined to find work that truly fit.

In 2019, Melissa began working with a Goodwill employment specialist, focusing on the practical steps that make a job search successful: building a resume, applying for positions, knowing what to wear, and practicing interviews through role-playing. With steady encouragement and coaching, Melissa gained confidence and stayed positive—even while balancing full-time work and continuing to explore new opportunities.

Today, Melissa has been at Windsor Medical Center for about two years as a hospitality aide. She enjoys getting to know residents, helping with daily needs like drinks and water, and supporting the care team by updating residents' whiteboards. Melissa's story reflects what Goodwill is all about: helping people build confidence, finding the right workplace match, and thriving in a role where they're valued.



COREY DAGUE
Graduate of the Year Award Winner

In 2021, Corey Dague was injured in a work-related incident that left him with two herniated discs. After years of recovery—and surgery this past January—he was ready to return to the workforce in a new way. Corey connected with Goodwill through referrals from Opportunities for Ohioans with Disabilities and the Bureau of Workers' Compensation, and in October 2024, he began training with Goodwill.

Corey set out to earn three CompTIA certifications—A+, Network+, and Security+—credentials that typically require paid courses or college-level training. With weekly coaching from Goodwill staff, who encouraged questions and provided steady support, Corey built his skills while also managing ADHD and anxiety. Goodwill helped by providing a quiet space to study, and when personal challenges arose—including his mom's open-heart surgery—the team worked with him so he could pause and keep moving forward.

Corey committed to showing up and putting in the work, and it paid off: He passed all three exams on the first try and completed the certifications in just 14 months. Now fully certified, Corey has stepped into an internship with the Akron Goodwill IT department, gaining hands-on experience in a professional IT environment. His story is a powerful reminder that with determination—and the right support—setbacks can become a starting point for something new.

To see videos of our participant award winners, visit goodwillgoodskills.org/success-stories



A NEW OPPORTUNITY CENTER FOR CLEVELAND'S CENTRAL NEIGHBORHOOD

Your Goodwill is planning a \$35 million Goodwill Opportunity Center at the St. Vincent Health and Healing Hub on the former St. Vincent Charity Hospital site—designed as a 60,000–80,000 square-foot, “one-stop” hub for access, stability, and upward mobility in the Central Neighborhood.

WHY THIS IS A BIG DEAL (AND WHY IT'S NEEDED)

The Central Neighborhood has faced long-term disinvestment and significant economic challenges. The Opportunity Center is intended to help address inequities by expanding access to career services, education, and community resources that strengthen quality of life and economic mobility.

A PROVEN MODEL, BUILT ON COLLABORATION

Goodwill brings more than 15 years of experience operating a successful

community campus model in Canton, where Goodwill and 23 nonprofit partners work under one roof and serve more than 75,000 people annually. The Cleveland Opportunity Center will build on that approach with co-located partners to make services easier to access and more effective.

WHAT YOU'LL FIND INSIDE: SERVICES + SPACE DESIGNED FOR CONNECTION

Alongside Goodwill's employment and workforce programming, partner organizations will provide essential health and social services. The center is planned to include a technology lab, employment center, conference rooms, and a full-scale resource center—creating a welcoming place where opportunity and support come together. Resident input will help guide programming to meet the most urgent needs.

A MUCH-NEEDED COMMUNITY GROCERY STORE

A key component of the Opportunity Center is a much-needed grocery store, developed in direct partnership with residents to address the neighborhood's long-standing food desert and improve access to fresh, affordable groceries.

ECONOMIC IMPACT AND WHAT'S NEXT

The campus is expected to create more than 100 permanent jobs and serve approximately 30,000 residents annually, with additional jobs created during construction. Funding will include New Markets Tax Credits, contributions from donors and Goodwill retail shoppers, and a \$17 million capital campaign. The campaign is expected to launch in June 2026, with groundbreaking anticipated in early 2027.

For more information, reach out to info@goodwillgoodskills.org

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BEYOND THE IMAGINABLE:

WHAT'S NEXT FOR THE GOODWILL KEN WEBER COMMUNITY CAMPUS



FOR 16 YEARS, the Goodwill Ken Weber Community Campus has made it easier for Stark County neighbors to find help in one place—and the need keeps growing. The 80,145 square-foot, three-floor campus is home to Goodwill operations and 23 partner agencies (with a current waiting list for new partners), welcoming 77,000+ visitors each year.

A PROVEN MODEL THAT MULTIPLIES IMPACT

Co-locating services doesn't just improve access—it helps partners stretch resources further. Shared space, utilities, and shared resources (IT, security, reception, custodial, and more) add up to an estimated \$33,388 in annual savings per agency, creating a multi-million-dollar return that can be reinvested into direct services.

Goodwill's own mission impact has climbed steadily over the last five years—from 14,454 individuals served in 2021 to 27,976 in 2025—while expanding from 23 to 31 mission programs and adding new services and collaborations to meet emerging needs.

THE NEXT CHAPTER: A \$5 MILLION MASTER PLAN

To keep pace with demand and strengthen this community asset, the campus has a master plan focused on three priorities: Build Capacity, Increase Accessibility, and Enhance the Community Asset. The projected cost is \$5 million.

BUILD CAPACITY

Planned updates include more space and safeguards for Goodwill's Parenting Program (including private meeting space, an en suite restroom, and an outdoor play area), a redesigned COMPASS Rape Crisis space, and campus-wide technology advancements. Capacity improvements also support partners such as the Stark County Hunger Task Force with an additional 1,200 sq. ft., a new cooler, and more Backpack for Kids space—especially important as 8,000 children remain unserved because of space limits.

INCREASE ACCESSIBILITY

A central, public computer lab is planned to support job searching, digital skills, and document needs. The plan also includes more inclusive design—signage for the hearing-impaired, color-coded wayfinding for those with literacy challenges, and a more comfortable waiting area with kid-friendly space, charging stations, and warming/cooling options.

ENHANCE THE COMMUNITY ASSET

Upgrades will address security needs while keeping the campus welcoming, improve reception visibility for crisis intervention, and tackle critical infrastructure (roof, parking lot, elevator, touchless ADA door entries, and other high-use common areas).

FUNDING: WE'RE WORKING TO RAISE WHAT'S NEEDED

We're actively working to raise the funds to make this plan possible. Of the \$5 million needed, \$983,000 is secured, and the funding strategy includes a \$1 million Goodwill contribution, \$2 million request from the Stark Community Foundation Capital Campaign Committee, and \$1 million in public fundraising to help bring these improvements to life.

For more information, reach out to info@goodwillgoodskills.org

GOODWILL TO OPEN NEW LOCATIONS + REFRESH MULTIPLE STORES THIS YEAR



This year, Goodwill is investing in our retail experience in a big way—opening new locations and refreshing several existing stores with a more modern look. For supporters and shoppers alike, this means even more opportunities to discover great finds, enjoy a smoother shopping trip, and feel proud of the community impact happening behind the scenes.

NEW STORES OPENING THIS YEAR

We're excited to welcome new shopping destinations across our region, including:

- Relocating our Canton Outlet
- Opening a store in Mentor
- Opening a store in the Belden Village area (where our Canton Outlet was previously)

Each new opening helps us better serve our shoppers where they are—bringing the Goodwill experience to more neighborhoods and making it easier to shop, donate, and support our mission.

STORES GETTING REFRESHED AND MODERNIZED

Several longtime Goodwill locations are also getting updates designed to create a brighter, more inviting shopping environment. So far this year, our Perry Township, Winterville and Weirton stores have been refreshed. Later this year, you can expect to see refreshed styles at these stores:

- North Olmsted
- Mayfield Heights
- Painesville Township
- Strongsville

WHAT "REFRESHED" MEANS FOR YOUR SHOPPING EXPERIENCE

While every store is a little different, a refreshed, more modern look is all about making the experience better from start to finish—think a cleaner, more updated feel; improved flow through the store; and a more comfortable, welcoming space to browse. These improvements help shoppers spend less time navigating and more time discovering, whether you're stopping in for a quick visit or treasure-hunting aisle by aisle.

THANK YOU FOR MAKING GROWTH LIKE THIS POSSIBLE

Every donation and every purchase helps power Goodwill—and it also helps us reinvest in the places where our community shops. We can't wait to welcome you into these new and refreshed stores this year.

EXPANDING OUR MISSION: GOODWILL WELCOMES CHILD & ADOLESCENT BEHAVIORAL HEALTH



an affiliate of
Goodwill Industries

In March, Goodwill acquired Child & Adolescent Behavioral Health (C&A)—an important step that expanded how we support individuals and families across our communities. C&A is an \$8 million nonprofit organization

serving youth in Stark County and surrounding counties.

Last year, C&A served approximately 4,000 young people facing mental health challenges. With this acquisition, Goodwill will assume some organizational supports, allowing C&A to grow their impact.

Through the transition, approximately 125 C&A employees joined the Goodwill team, bringing deep expertise and a shared commitment to helping young people and families thrive. Bringing C&A into Goodwill's mission has strengthened both organizations—deepening our impact and allowing us to serve more holistically, recognizing that behavioral health support can be a critical foundation for stability, learning, employment, and long-term success.

WHY FINANCIAL GIFTS MATTER: FUELING GOODWILL'S MISSION— BEYOND THE DONATION BIN

When you think of Goodwill, you may picture the familiar donation drop-offs, thrift stores, and the thrill of finding a great deal. Those are important parts of our story—but they're not the whole story. At the heart of Goodwill is a mission: helping people overcome barriers to employment and independence through education, training, and support. Financial donations are one of the most powerful ways you can help make that mission possible.

TURNING SUPPORT INTO OPPORTUNITY

Every day, individuals in our communities are working to rebuild their lives—after job loss, while living with a disability, after experiencing homelessness, or while navigating other challenges that make finding stable employment harder. Goodwill's mission programs meet people where they are and help them take the next step forward, whether that means:

- Career coaching and job search support
- Skills training and certifications for in-demand jobs
- Digital literacy and computer access
- Resume help, interview preparation, and workplace readiness
- Wraparound supports that reduce barriers to work (such as reliable access to resources and referrals)

These programs are about more than getting a job. They're about building confidence, creating stability, and opening doors to long-term self sufficiency.

WHY FINANCIAL DONATIONS ARE ESSENTIAL

Donated goods and revenue from our stores help sustain Goodwill's work—but financial gifts play a unique and irreplaceable role. Monetary donations provide the flexible, timely support that allows Goodwill to respond to real needs as they arise.

Financial donations help Goodwill:

- **Bridge the gaps.** Not every critical service is fully covered by retail revenue or restricted grants. Financial gifts help ensure participants can access the services they need—when they need them.
- **Expand mission programs.** Your support helps invest in new training opportunities and tools that align with today's workforce, including technology-based learning and credentials that employers value.
- **Strengthen individualized support.** People don't all start in the same place. Some need extra coaching, adaptive services, or additional time and guidance to reach their goals. Financial gifts help Goodwill tailor support so participants aren't left behind.

- **Act quickly in moments of urgency.** When a community experiences disruption—economic shifts, layoffs, or personal crises—financial donations allow Goodwill to step in faster with resources, connections, and career services.

THE REAL IMPACT: CHANGED LIVES

Behind every program is a person with goals, responsibilities, and hope.

A financial gift can help someone access training that leads to a credential. It can support job coaching that helps a participant succeed in an interview. It can help someone build the skills needed to earn a paycheck, support their family, and move forward with dignity.

This is the ripple effect of your generosity: stronger individuals, stronger families, and stronger communities.

A GIFT THAT GOES TO WORK IMMEDIATELY

When you give financially to Goodwill, you're not just contributing to a budget line—you're investing in people. You're helping create pathways to employment for individuals who want to work and are ready to grow, but who may need support to get there.

Thank you for believing in second chances, new beginnings, and the power of work. Your financial support helps turn potential into progress—one person, one job, one changed life at a time.

Consider making a financial gift today to strengthen Goodwill's mission and help open doors to opportunity in our community.



Scan the QR code or email
info@goodwillgoodskills.org
for more information.



1



Your Goodwill acquired a nonprofit organization, Child & Adolescent Behavioral Health, extending our reach to serve people in our community.

29.1
million



Last year, 29.1 million pounds of goods were diverted from local landfills last year thanks to material donors to Goodwill.

27,976



Goodwill mission programs impact thousands of lives each year. In 2025, 27,976 people were served by your Goodwill.

6



Your Goodwill awarded six honorees at our annual Celebrate Excellence Community Breakfast.

31



Goodwill has 31 mission programs, helping people in our 10-county footprint.

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