



GROWING *opportunity*

GOODWILL INDUSTRIES OF GREATER
CLEVELAND AND EAST CENTRAL OHIO
2018 IMPACT REPORT

GROWING *impact*



Goodwill empowers people on their journey to independence through the sale of goods, which supports employment programs and family services.

As Goodwill grows, so does our impact

When I reflect on this past year at Goodwill Industries of Greater Cleveland and East Central Ohio, one word continues to resonate with me...*grow*.

Goodwill has grown its impact in our communities with greater outreach and mission programs. Last year, more than 14,000 individuals were supported by Goodwill programs in the 10 counties we serve.

Our retail operations have continued to grow and develop, with a record year in donations and sales. Retail success offers Goodwill the ability to fund more valuable services and further impact the people we serve.

And, when you read the amazing success stories of the individuals featured in this Impact Report, you will realize that they too have grown....Daniel landing his first job, Alex returning to school and Sydnie learning new skills.

Donors, shoppers, community partners, our staff and participants all play an integral part in the day to day success of Goodwill. Thank you for your support this past year. And, with your help, your Goodwill will continue to grow and make a greater impact!



Anne Rutland
President and CEO



Sydney Kitson was first introduced to Goodwill through the Summer Youth Work Experience program where she and other students explored a variety of careers and job opportunities.

Her interest was piqued and the Jackson High School senior began in Goodwill's Job Development program where she learned job skills and soft skills to help her secure employment.

Goodwill Industries' support helped Sydney Kitson explore new opportunities, find her passion and succeed.

Sydney Kitson 2018 Graduate of the Year Award Winner

Today, you can find Sydney greeting the families and children at a local YMCA where she works as a Child Watch Attendant.

"From the moment Sydney sat down in my office to interview for a position, I liked her," commented YMCA Supervisor Heather Beckley. She was excited, nervous and anxious to make a good impression. As she started answering my questions, I saw a great opportunity for her. I knew that given the chance, the children here at the YMCA could help her grow! Sure enough she has!"

REACHING
new heights





Life wasn't always easy for Alexandria Nelson. The single mother had bounced from job to job, focused on providing for her family but hoping for an opportunity to one day earn her degree and secure better employment.

Goodwill's Dream to Achieve Program provided Alex with the intensive services she needed to succeed.

"Alex set goals for herself and accomplished those goals with hard work," ex-

plained Dream to Achieve Coordinator Matt Phinney. "When she first started the program she felt stagnant in her position and was unsure of what she may be able to do. At times, Alex needed encouragement to let her know that she has the skills, experience, and drive to accomplish her goals."

Alexandria Nelson 2018 Achiever of the Year Award Winner

Today, Alex is accomplishing those goals! She is closer to finishing her degree and was recently hired as an Intake Counselor at a local social service agency.

BECOMING
independent





FINDING success

Growing up on a farm, Daniel wasn't afraid of hard work. Goodwill helped him make the transition to community employment.



Daniel Baltzly **2018 Edgar J. Helms Award Winner**

When Daniel Baltzly was referred to Goodwill in 2015, he had never had a job before. He came to the agency, though, with an infectious smile and a determination to work hard.

Daniel worked closely with Goodwill staff to learn new job skills and improve his customer service. Eventually, Daniel moved into Goodwill's Job Development program where he focused on one goal: gaining employment.

With his confidence boosted, skills honed and ever-positive attitude, Daniel was hired at the Giant Eagle store in New Philadelphia as a Parking Lot Attendant. He soon became one of the hardest working and most well-known employees at the store.

"I love to help people," commented Daniel. "That's a good feeling to have certain people who are regulars and you can help each day."



Mary Moriarty **2018 Ken Weber Servant Leadership Award**

The Ken Weber Servant Leadership Award recognizes one Goodwill employee who has demonstrated tremendous servant leadership with the Goodwill family and has a genuine spirit of dedication, as embodied by Goodwill's past CEO Ken Weber. Recently retired Vice President of Retail Operations Mary Moriarty is the recipient of the 2018 award.

For nearly three decades, Mary Moriarty has been a leader with Goodwill Industries. She has demonstrated the 'servant leader' qualities throughout her career. Mary's passion for serving the Goodwill mission is evident in everything she does: from her acute attention to detail, her commitment to her employees, and her relentless ability to operate successful retail stores. Mary will leave a lasting imprint on Goodwill. "We are all better for having worked under her leadership, and will continue to succeed under the structure that she has provided us for so many years," commented new Vice President of Retail Operations Jennifer McKinney.

Aultman Hospital **2018 Collaborative Partner** **of the Year**

Aultman Hospital has been a constant supporter of Goodwill Industries for much of its 100 year history in the Stark County community. In the past, Aultman Hospital has been a dedicated employer of Goodwill participants and has continuously supported Goodwill programming and initiatives through volunteerism or financial support. Most recently, Aultman Hospital and Goodwill Industries have worked together to serve the needs of sexual assault survivors, through Goodwill's COMPASS program and Aultman's Serenity Program.

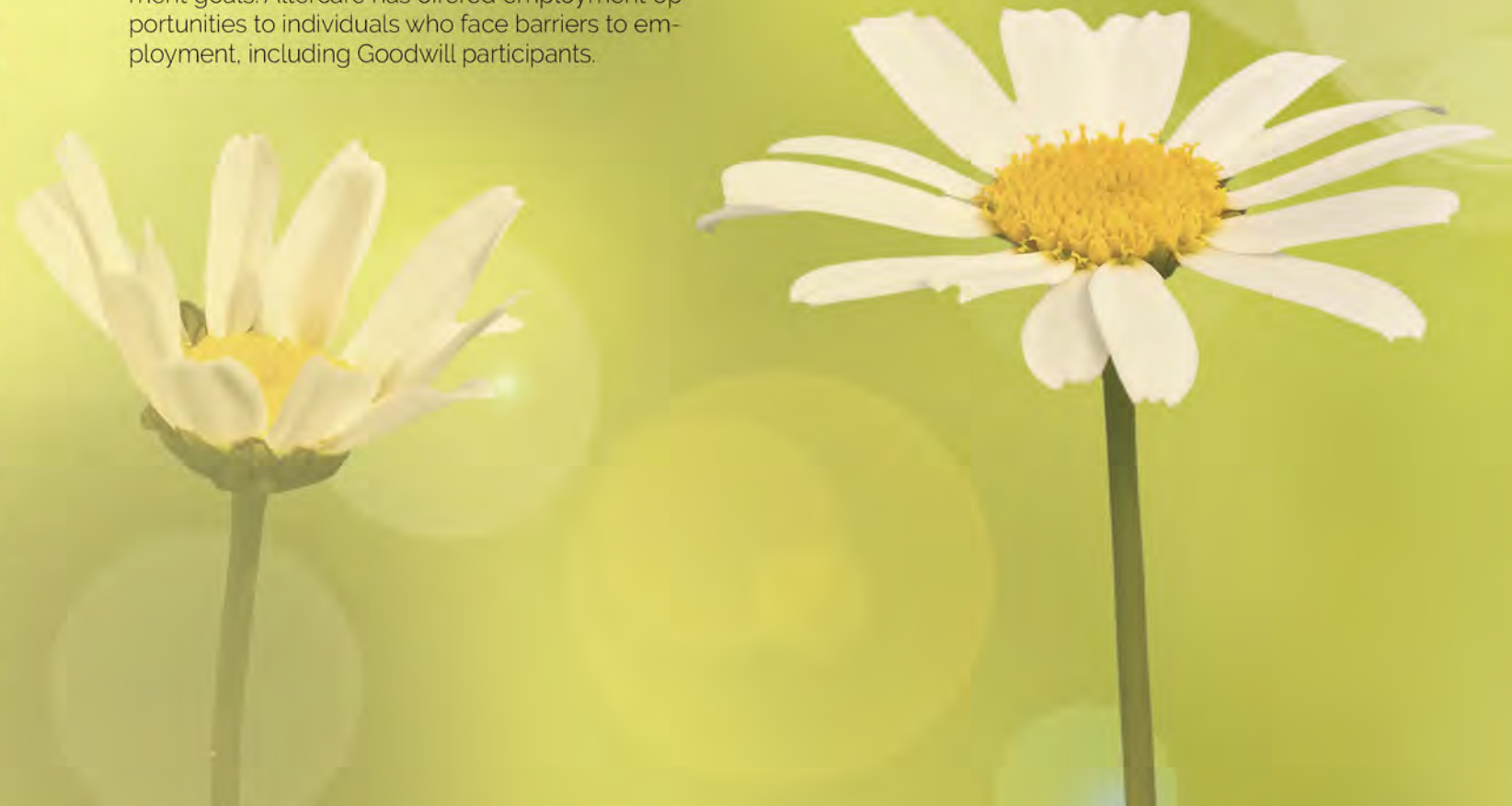
"Aultman's dedication to survivors in our community is unparalleled," said COMPASS Executive Director and nominator Molly MacMath. "We cannot thank the hospital or the staff enough for their support."



Altercare Integrated **Health Services** **2018 Employer of the Year**

Altercare Integrated Health Services is a business that has celebrated and embraced employment opportunities for all people. Started in 1973 by the Schroer family, the long-term health care provider has been a valued community partner of Goodwill Industries.

Altercare has provided vocational services to individuals with barriers to employment and has served as a work site for Goodwill Industries' community based assessment and summer youth employment programs. Through these programs, individuals from the community are able to test their skills in the workplace and begin developing their employment goals. Altercare has offered employment opportunities to individuals who face barriers to employment, including Goodwill participants.





14,518
people served by
mission programs

Goodwill's mission programs touch thousands of lives each year. Employment programs continue to be the largest segment served by Goodwill. Outreach and impact however continue to grow throughout Goodwill's region, with special emphasis on greater Cleveland.

60,000+
welcomed to
Community Campus

In 2018, more than 60,000 people visited The Ken Weber Community Campus at Goodwill. This unique facility, operated by Goodwill, provides shared space and services to more than 20 other non-profit organizations. The Campus provides those in need an opportunity to receive multiple services in just one location.



586,235
material
donors

The community donated a record amount of textiles and housewares in 2018 at Goodwill's 30 store locations and donation centers. Donations are processed and sold in area stores which ultimately serve as a financial support for the agency's mission programs.



12.8 million
pounds diverted from
landfills

Donors and customers to Goodwill are dramatically lessening their impact on the environment by choosing to recycle rather than dispose of these products. Goodwill's stores and extensive salvage program has diverted millions of pounds from local landfills.



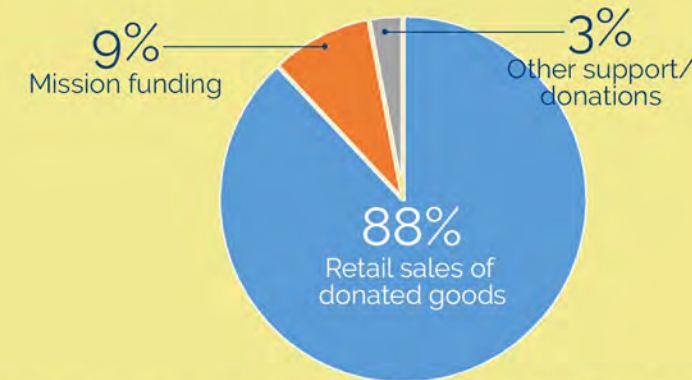
people served by mission

Employment Programs	4,477
COMPASS Sexual Assault	4,649
Parenting Program	149
Social Services	597
Children's Book Program	1,361
Voucher Crisis Services	3,285

32% of Goodwill staff
identify as disabled or
disadvantaged

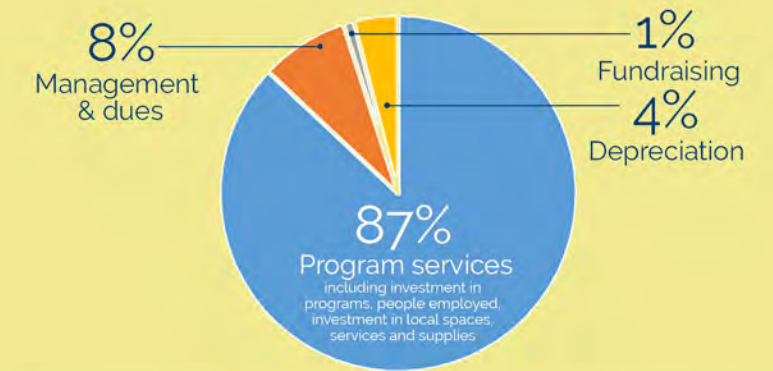


community investment



Sales (clothing, furniture, etc.)	\$ 29,309,608
Mission Funding	\$ 2,919,376
Other Support	\$ 1,284,411
Temporarily Restricted Donations	\$ (280,412)
Release of Restricted Donations	\$ 283,963
Restricted Investment Value Change	\$ (161,932)
Total Community Investment	\$ 33,355,014

return to the community



Investment in People Employed	\$ 18,163,955
Investment in Local Services and Supplies	\$ 7,057,726
Investment in Local Spaces (rent, utilities, insurance)	\$ 7,975,335
Total Return to the Community	\$33,197,016

Finance statement subject to audit by Sikich LLP.





If you made a financial donation in 2018 and your name has been misspelled or omitted, please call 1-800-942-3577 ext. 4734 so we may correct our records.

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