



# 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 Rutkowski*  
President and CEO





Sydnie 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 Sydnie Kitson explore new opportunities, find her passion and succeed.

### **Sydnie Kitson 2018 Graduate of the Year Award Winner**

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

"From the moment Sydnie 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.



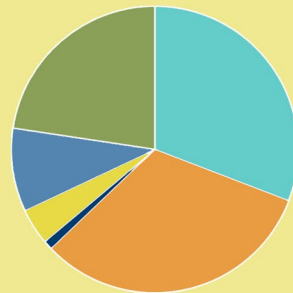
**586,235**  
material  
donors

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.



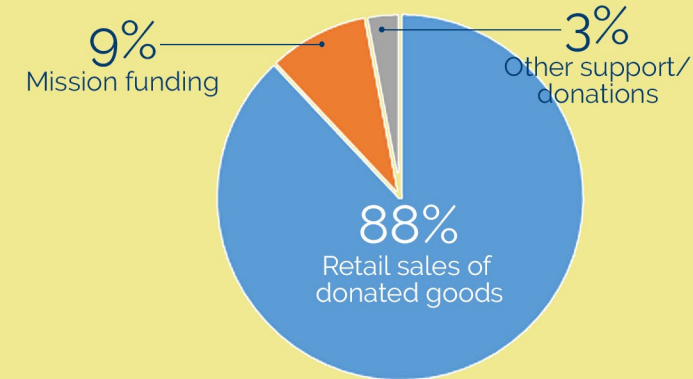
#### people served by mission

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



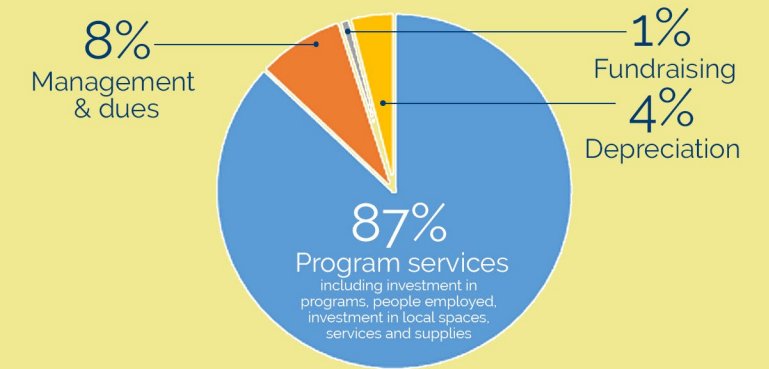
#### community investment



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.

#### EDGAR J. HELMS SOCIETY

*Donors who give \$5,000+ annually*

Anonymous  
Raymond & Elizabeth Rieley Armington Fund 2  
Samuel Fleming Charitable Trust  
Charles R. Jelm Charitable Fund Inc.  
Sisters of Charity Foundation of Canton  
The Timken Company Charitable & Educational Fund  
TimkenSteel  
United Way of Greater Stark County  
USI Insurance

#### CHAIRMAN'S CIRCLE

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

Arts In Stark  
Aultman Hospital  
Berengaria Development  
Guido & Christine DiGeronimo Family Foundation  
Mr. & Mrs. Larry & Ginny Smerglia

#### PRESIDENT'S CIRCLE

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

AssuredServices (Formerly Leonard Insurance Services)  
Mr. & Mrs. Tim & Molly Beauch  
Beese-Fulmer  
Mr. & Mrs. William & Denise Bryan  
Robert R. & Gay C. Cull Family Foundation  
Day Ketterer, Ltd.  
Mr. & Mrs. Michael & Joann Eberhart  
Charles Farran Fund  
The Chuck & Rosemarie Hoover Advised Fund  
Mr. & Mrs. Dale & Pam Inkley  
Ms. Emma Jochum  
Melissa Johnson & Robert Kaz Johnson-Kazar Charitable Foundation  
The Knoch Corporation  
Arthur B. McBride, Sr. Family Foundation

Mrs. Avy Neiningner  
PNC Financial Services  
Republic Services  
Stark State College  
UBS Financial Services, Inc. – Larry L. Smerglia, Senior V.P.  
United Way of Greater Cleveland

#### FRIENDS OF GOODWILL

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

The Paul R. Arena Designated Fund  
Belden Brick Charitable Trust  
William H & Jeanne G Belden Philanthropic Fund  
Mr. Jack Brannen  
The Luke Cleland Family  
Mrs. Leota Hughes  
Mr. & Mrs. William & Nancy Maddox  
RJ Matthews Company  
Miller Philanthropic Fund  
Mr. & Mrs. Bill & Mary Moriarty  
Regent Products  
Mr. David Sagerser  
Sikich LLP  
Star2Star Communications  
Ms. Rene Tausch  
Third Federal Savings and Loan  
Mr. & Mrs. Mark & Jody Thurin  
United Way of Greater Milwaukee & Waukesha County

#### SUPPORTERS OF GOODWILL

*Donors who give up to \$499 annually*

Mr. & Mrs. Robert & Beverly Allerton  
Anderson Oxford, Inc.  
Mr. & Mrs. Patrick & Maureen Ater  
Mr. Thomas Baker  
Ms. Abigail Blanks  
Mr. & Mrs. Chuck & Erin Brehrens  
Mr. Terrence Brennan  
Ms. Jodi Britzman  
Ms. Jacqueline Brown

Mr. Michael Burnett  
Mr. Jeff Calvin  
Ms. JoAnn Clark  
Ms. Quay Compton  
Mr. & Mrs. George & Bonnie Cunningham  
Reverend Richard Davis  
Mr. & Mrs. Raymond & Elise Day  
Mr. & Mrs. Gene & Joann DeChellis  
Chris & Mary Ann Deibel Charitable Fund  
Ms. Gretchen Dennis  
The George H Deuble Foundation  
Dr. Julia Whiteside-de Vos  
Mr. Lee DiGeronimo  
Mr. & Mrs. Richard & Marjory Dillon  
Dr. Albert & Rosie Domingo  
Mr. Ronald Dougherty  
Mr. & Mrs. Kenneth & Janet Douglas  
Mr. John Dykeman  
Mr. & Mrs. Richard & Jean Erickson  
Ms. Cynthia Evanoff  
Mr. Thomas Fox  
Mr. & Mrs. Dennis & Sherry Fulmer  
Gasser Associates  
Ms. Lisa Gavales  
Ms. Jean Gillet  
Mr. Jerry Gillett  
Mr. & Mrs. Jim & Sheri Gist  
Mr. Dan Glessner  
Mr. & Mrs. James & Barb Guest  
Mr. Michael Hagedorn  
Ms. Patricia Halek  
Ms. Irene Hallman  
Mr. & Mrs. Herbert & Lauri M Hammer  
Ms. Barbara Hannah  
Mr. & Mrs. David & Susan Harding  
John & Aggie Haslup Family Fund  
Mr. Nelson Hess  
Ms. Deborah Hill  
Mr. & Mrs. Matthew & Kimberly Hinderegger  
Ms. Gisela Hoffmann  
Ms. Sally Jamieson  
Mr. Garnell Jamison

Ms. Joann Johns  
Mr. & Mrs. Michael & Janet Jones  
Marti Katz  
Mr. Paul Kostyack  
Ms. Mary Rose Kukula  
Mr. & Mrs. Cory & Jill Kwait  
Lamiell Funeral Home Inc  
Jonathan & Leah Lass Charitable Gift Fund  
Mr. Barry Leven  
Mr. Wayne Lippert  
Ms. Mary Beth Long  
Lotte Schreiber-Pinkus Memorial Fund  
Mr. Frank Lovell  
Mr. Melvin Lowe  
Edward A. & Catherine L. Lozick Foundation  
Mr. & Mrs. Albert & Rosemary Lunemann  
Mr. & Mrs. Gregory & Janet Luntz  
Mr. & Mrs. William & Sharon Luntz  
Mr. Lee MacBride  
Mr. Cory Maher  
Mr. & Mrs. David & Jackie Martin  
Mr. & Mrs. Richard & Jamie Martindale  
Massillon Plaque  
Mr. Daniel Matthews  
Ms. Jamie May  
Mrs. Faith McAllister  
Ms. Nan McClenaghan  
Ms. Marie Millard  
Mr. & Mrs. Robert & Becky G Morlan  
Mr. Paul Pangrace  
Mr. & Mrs. James & Patricia Park  
Dr. John Park & Judge Dix- ilene Park  
Mr. Joseph Pasquarella  
Carmen Pescatrice  
Mr. Dennis Poje

# THANK YOU donors

A monetary gift to Goodwill Industries brings meaningful change to our community.

Mr. Robert Prendes  
Pro Floor Design  
Ms. Valerie Propper  
Ms. Alisson Rand  
Mr. & Mrs. Dave and Anne Renkert  
Retail Control Systems  
Mr. & Mrs. John and Allyson Rey  
Ms. Anne Richards  
Mr. & Mrs. Ronald and Carol Richards  
Ms. Kathryn Ann Riley  
Mr. & Mrs. Kenneth and Lucinda Rix  
Mr. & Mrs. Richard & Marisa Rohn  
Mr. Robert Roman  
Mr. Wayne Salamon  
Mr. Robert Salo  
Mr. & Mrs. Denis & Debra Scaia  
Ms. Amy Schaum  
Mr. & Mrs. Ryan and Shelle Schnell  
Mr. & Mrs. Charles & Lauren Seifert  
Mr. & Mrs. Kenneth & Sharon Siloac

Ms. Ann Silverman  
Mr. Calvin Simpson  
Mr. James Snyder  
Mr. & Mrs. Ronald & Susie Sobel  
Ms. Jean Sommer  
Mr. & Mrs. Robert & Betsy Spaulding  
Mr. James Stepanic  
Ms. Audrey Stewart  
Ms. Heather Stoll  
Ms. Mimi Thomas  
Mr. & Mrs. Robert & Jane Vignos  
Mr. & Mrs. Larry and Suzann Wagner  
Ms. Kay Wallace  
Mr. Eric Walton  
Mr. Jack Warning  
Ms. Betsy Wells  
Mr. William Wesley  
Westshore Rotary Foundation  
Mr. Robert Wiess  
Ms. Gina Wilson  
Mr. Seth Wolf  
James A Young Trust



## Report to the Community Breakfast Sponsors



## 2018 Goodwill Leadership

### Board Officers

William Bryan, Chairperson *TimkenSteel Corporation*  
Kenneth Douglas, First Vice Chair *CliftonLarsonAllen*  
Timothy Beauch, Second Vice Chair *Aultman Hospital*  
Larry Smerglia, Treasurer *UBS Financial Services, Inc.*  
Marisa Rohn, Secretary *Stark State College*

### Leadership Team

Anne Richards *President & Chief Executive Officer*  
Craig Chaffinch *Chief Financial Officer*  
Maureen Ater *Vice President of Marketing & Fund Development*  
Mary Moriarty *Vice President of Retail Operations*  
Mark Trew *Vice President of Mission Services*  
Trish Dawson *Director of Human Resources*  
Ellen McCarthy *Director of Human Resources*

### Board of Directors

John Brannen *Day Ketterer, Ltd.*  
Luke Cleland *University Hospitals Health System*  
Michael Eberhart *Independent Consultant*  
Lisa Gavales *Community Volunteer*  
Joann Johns *Community Volunteer*  
Gregory Luntz *NAI Spring*  
William Maddox *Maddox Consulting*  
Richard Martindale *Assured Partners*  
Jill McQueen *Day Ketterer, Ltd.*  
Robert Morlan *Community Volunteer*  
Dennis Ritzel *Darone Financial Services, Inc.*  
Mark D. Thurin *Thurin Furniture Repair*



[www.GoodwillGoodskills.org](http://www.GoodwillGoodskills.org)