



2022



IMPACT REPORT

Goodwill 

Industries of Greater Cleveland & East Central Ohio, Inc.

GOODWILLGOODSKILLS.ORG

YOU
CHANGED
A LIFE
TODAY.
THANK
YOU!



IN 2024, YOUR
DONATIONS
CHANGED THE LIVES
OF **22,056 PEOPLE** IN
YOUR COMMUNITY.

YOU CHANGED A LIFE TODAY. THANK YOU!

It's more than just a motto we share at the register—it's a truth we carry in everything we do at Goodwill Industries of Greater Cleveland and East Central Ohio. And we want you to feel it.

Every time you shop or donate, you're doing more than clearing out your closet or scoring a great deal. You're giving someone a second chance. A fresh start. A path forward.

Because of you, Goodwill offers 30 mission programs right here in our local communities. That means ...

- A single mom can train for a new job and provide for her family.
- A survivor of assault can find support, safety and healing.
- A neighbor facing hunger can get food on their table.
- Someone who just wants a fair shot at life can finally get it.

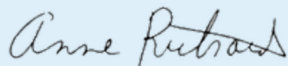
You make this possible.

Your donated clothing, household items and other goods directly fuel these life-changing programs. When you choose to give to Goodwill, you're not just decluttering—you're creating jobs, supporting families and helping your community thrive. Every item matters.

Every donation makes an impact.

Thank you for being part of something bigger. Together, we can keep changing lives for good.

With gratitude,



Anne Richards
President and CEO



2024 HIGHLIGHTS

22,056

people served through
our mission programs

////////////////////////////////////

6

participants
awarded and
honored at
our annual
breakfasts

////////////////////////////////////

30 mission programs

////////////////////////////////////

1

new Attended
Donation
Center opened

////////////////////////////////////

1.6million+

unique transactions at
our retail stores

////////////////////////////////////

830,000+

donors donated to our
retail stores and
donation centers

////////////////////////////////////

10

counties served

////////////////////////////////////

4

Mobile Donation
Centers added to
our fleet

////////////////////////////////////

28,651,170

pounds diverted from
local landfills



SUSTAINABILITY

Doing all we can to keep items out of landfills



In 2024, our Goodwill was able to keep 28,651,170 pounds of items out of local landfills through our thrift store sales, repurposing, recycling and reuse.

That's the equivalent weight of about 7,000 cars, which equals about 19 cars per day throughout the year.



The weight of 19 cars per day diverted from landfills

SUSTAINABILITY





MASON SLUSARZ

Graduate of the Year

Mason Slusarz's journey with Goodwill began in 2021, when he joined our Summer Youth Employment Program. At that time, Mason was learning how to navigate the world of work, facing barriers that many young people encounter. But with the support and guidance of our team, Mason was able to gain confidence and adjust to a new work environment.

Just two years later, Mason returned to Goodwill with a new goal—he wanted to see if he could become a cashier. His commitment to learning and growth led him to complete a two-week assessment at our Middleburg Heights store, where he impressed everyone with his performance. This success opened the door to our Job Development Program, where Mason worked on refining his resume, improving his interview skills and building confidence.

While initially shy, Mason's hard work paid off when he secured a job at the Strongsville store.

Today, he loves coming to work each day, working alongside his supportive coworkers at Goodwill.



PATRISHA ANDERSON

Edgar J. Helms outstanding achiever of the year

After nearly a year of unemployment, Patrisha Anderson felt stuck. The loss of several close family members had left her grieving, and her confidence in her job skills had faded. She knew something needed to change—so she turned to Goodwill.

With the guidance of a dedicated job coach, Patrisha began to rebuild both her skillset and her self-esteem. Step by step, she regained the motivation she had lost and started to believe in her potential again.

Her persistence paid off. Patrisha landed a front desk role at the Glidden House—a position she proudly calls her “second home.” “If I hadn’t found Goodwill,” she said, “I’d probably still be looking for a job.”

Today, she's not just employed—she's empowered.



GAVIN GORSKI

Achiever of the year

When Gavin Gorski first came to Goodwill, he had spent a decade housebound because of the challenges of living with autism. He was referred to us by Opportunities for Ohioans with Disabilities.

With the help of an employment specialist, Gavin worked on building job skills, identifying his personal goals and gaining confidence. He quickly adapted to different tasks, approaching each with a sense of play—often referring to the work as "making it a game."

One task he particularly enjoyed was stocking shelves, a job that sparked his interest in entering the workforce.

When the time came to apply, Gavin set his sights on Marc's in North Canton as a stocker—and, to no one's surprise, he was hired.

The transition from being socially isolated to having regular work and meaningful connections was life changing. Gavin is now thriving, happy in his job and cherishing the relationships he has formed with his coworkers.



BETTY THOMPSON

Graduate of the year

Betty Thompson first came to Goodwill looking for a job. She was placed at a local laundromat, but when COVID hit, the business shut down, and Betty found herself back at square one. Referred again to Goodwill by the West Virginia Division of Rehabilitation Services, Betty was determined to find new opportunities, despite the challenges life had thrown her way.

During this time, Betty also faced personal losses, but she never let them hold her back. With the support of an employment specialist, Betty explored where she could find fulfillment and joy in her work. Eager to learn, she discovered that sorting clothing was a perfect fit for her skills and interests.

As Betty's training came to an end, her passion for the job was clear. She wanted to continue working at Goodwill, and when a sorter position opened up, Betty applied. It was no surprise to anyone that she landed the role and transitioned seamlessly from training to employment.

Today, Betty is thriving as a sorter at Goodwill. Her unwavering determination and motivation make her a natural at the job.



DIGITAL SKILLS TRAINING ON THE GO

In 2024, we unveiled our Mobile Tech Learning Lab, which brings digital skills training to the communities where it's needed most.

The trailer is outfitted with six computer stations and has a temperature-regulated interior. The trailer is positioned outside of our stores on a rotational basis with instructors on-site to offer digital skills training to employees and community members within our 10-county territory.

Topics covered include:

- Basic Computer Skills
- Email Assistance
- Internet Safety
- Navigating Smart Phones & Devices
- Microsoft Office
- + More



Your donations to local Goodwill stores are the first part of the **cycle of success**. Those donations support Goodwill's mission programs, providing people in our communities with support in the form of job coaching and training, digital skills training, parenting skills training, rape crisis services, adult literacy training, hot meals, summer youth employment programs, social services and more.

MISSION

More than just a thrift store & donation center

People know Goodwill for our retail stores, but we're so much more than that. Behind the scenes, our mission team is helping thousands of people in our communities each year. Scan the QR code to learn about all of the programs we have to offer.





JACKSON ATTENDED DONATION CENTER NOW OPEN

In early November, we opened a new attended donation center in Jackson Township. Our donation centers are a primary source of goods for our retail stores. At these centers, we accept donations of gently used clothing, common household items such as dishes, small appliances, home décor items, books, movies, games and toys.

“Donations are our lifeblood at Goodwill,” explained VP of Marketing and Development Diane Pilati. “Donation Centers like this provide much needed material for our area stores. Sales from those stores go directly back into the local community through our mission work. We are excited to open a donation center at such a convenient location in Jackson Township.”

The new center is located at 4140 Portage St. NW, located at the southwest corner of Portage St. and Whipple Ave.



15 YEARS OF GOODWILL KEN WEBER COMMUNITY CAMPUS

The Goodwill Ken Weber Community Campus celebrated its 15th anniversary with an open house in October. The event honored the campus's 15 years dedicated to serving Canton through key partnerships and providing vital resources to the community.

Located on the southwest corner of downtown Canton, the Goodwill Ken Weber Community Campus is much more than a typical office building. The facility lives and breathes hope, faith and possibility. The campus is home to a multitude of organizations reaching out into the community to touch the lives of those in need. Named after the former Goodwill President and CEO Ken Weber who first introduced the campus idea, the facility welcomes more than 60,000 visitors each year.

The gathering featured a welcome from Anne Richards, Goodwill's President and CEO, followed by remarks from community leaders and nonprofit partners, highlighting the campus's impact over the last 15 years.

The anniversary open house allowed guests to take guided tours of the campus and visit with campus partners.

CELEBRATING CAMPUS



2024

THANKS FOR CHANGING LIVES.

RETAIL STORES

CUYAHOGA COUNTY

North Olmsted
23100 Lorain Rd.
North Olmsted, OH

Snow Road

14690 Snow Rd.
Brook Park, OH

Middleburg Heights

6880 Unit 1 Pearl Rd.
Middleburg Heights, OH

Strongsville

16160 Pearl Rd.
Strongsville, OH

Garfield Heights

5774 Transportation Blvd.
Garfield Heights, OH

University Heights

Cedar Center South Shopping Center
13908 Cedar Rd.
Cleveland, OH

Mayfield Heights

6605 Mayfield Rd.
Mayfield Heights, OH

LAKE COUNTY

Willowick
30040 Lake Shore Blvd.
Willowick, OH

Painesville Township

2175 Mentor Ave.
Painesville, OH

GEAUGA COUNTY

Chardon
425 Water St.
Chardon, OH

Tanglewood Square Computer Store & Donation Center

8575 Tanglewood Square #F-3
Chagrin Falls, OH

STARK COUNTY

Jackson Twp.
7257 Fulton Dr. NW
Canton, OH

Massillon

2745 Indian River Rd. SW
Massillon, OH

North Canton

1230 N Main St.
North Canton, OH

Perry Town Center - Perry Twp./Canton

5139 Tuscarawas St. W
Canton, OH

Route 62 - Canton

2630 Atlantic Blvd.
Canton, OH

Alliance

12501 State St. NE
Alliance, OH

TUSCARAWAS COUNTY

New Philadelphia
260 Bluebell Dr.
New Philadelphia, OH

CARROLL COUNTY

Carrollton
709 Canton Rd. NW
Carrollton, OH

JEFFERSON COUNTY

Wintersville
103 Main St.
Wintersville, OH

HANCOCK COUNTY

Weirton
306 Penco Rd.
Weirton, WV

BOOKSTORES

Westlake Bookstore & Donation Center

30655 Detroit Rd.
Westlake, OH

North Canton Bookstore & Donation Center

2207 E Maple St.
North Canton, OH

OUTLETS

Jackson Twp - Outlet Store

4379 Whipple Ave. NW
Canton, OH

Cleveland Outlet & Opportunity Center

17903 St Clair Ave.
Cleveland, OH

DONATION CENTERS

Acme - Hillsdale Donation Center

2905 Whipple Ave.
Canton, OH

Goodwill Ken Weber Community Campus

408 Ninth St. SW
Canton, OH

Lyndhurst Donation Center

5400 Mayfield Rd.
Lyndhurst, OH

Massillon Donation Center

2102 Lincoln Way E
Massillon, OH

Jackson Twp. Donation Center

4140 Portage St. NW
North Canton, OH

Shuffel Donation Center

4101 Shuffel St. NW, Suite 103
North Canton, OH

North Royalton Donation Center

6068 Royalton Rd.
North Royalton, OH

Landerwood Plaza Donation Center

30850 Pinetree Rd.
Pepper Pike, OH

Uniontown Donation Center

13038 Cleveland Ave. NW
Suite B
Uniontown, OH

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