

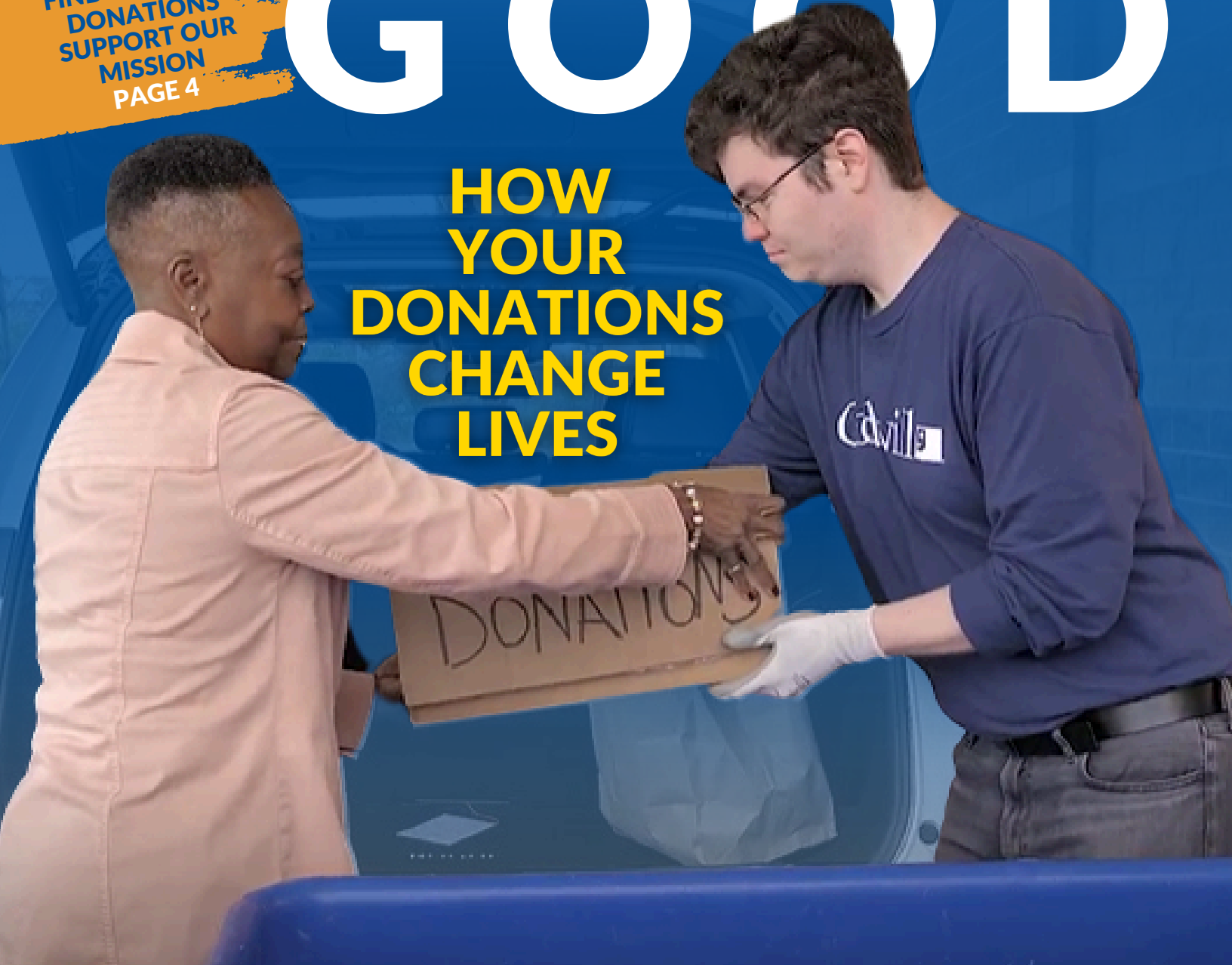
SPRING 2025

# DOING GOOD

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

FIND OUT HOW  
DONATIONS  
SUPPORT OUR  
MISSION  
PAGE 4

HOW  
YOUR  
DONATIONS  
CHANGE  
LIVES



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ISSUE

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# YOU CHANGED A LIFE TODAY. THANK YOU!

A MESSAGE FROM ANNE RICHARDS,  
GOODWILL PRESIDENT AND CEO



**W**hen you think of Goodwill, you might think of our retail stores. Or you might think about that bag of donations floating around in your trunk. But you probably don't think about the people we help or the mission programs we offer. We've been trying to combat that thought process for about as long as we have been around.

It all starts when you shop or donate at our stores. When you donate your unwanted items, we're able to employ people who price the items and stock our shelves, allowing shoppers to find unique items at affordable prices.

When shoppers purchase those items, the funds go directly to help our mission. Pretty cool, huh?

But how does this change lives? Our mission programs help people overcome barriers they face, whether it's difficulty finding a job, struggling to read, healing from trauma, strengthening their family or accessing community-based supports—just to name a few. We are here to help people overcome these barriers and gain independence.

**WHEN YOU SHOP AND DONATE  
AT OUR STORES, YOU'RE  
DIRECTLY HELPING SUPPORT  
OUR 30 VITAL MISSION  
PROGRAMS — PROGRAMS THAT  
HELP PEOPLE RIGHT HERE IN  
YOUR COMMUNITY.**

Our mission programs provide job training and coaching, digital skills training, adult literacy training, rape crisis services, summer youth employment programs, a hot meal site and so much more.

These mission programs truly change the lives of the individuals and their families. This leads to stronger and more vital communities.

If you've been to one of our stores lately, you most likely have heard the saying, "You changed a life today. Thank you!"

Why are you hearing that with every donation and every purchase? Because we want everyone to know the GOOD that Goodwill provides to the community.

*So now when you think of shopping or donating to Goodwill, know that you are truly changing lives.*

Thank you!

President and CEO / [annerichards@goodwillgoodskills.org](mailto: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](http://GoodwillGoodSkills.org/donate)



automated  
giving

Set up a monthly or quarterly automated gift with VP of Marketing & Development 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.



# CONGRATS TO OUR AWARD WINNERS

Every spring, we honor participants in our Southern territory at our Celebrate Excellence Report to the Community Breakfast. Meet this year's participant award winners.



**HOLLY REESE**  
**Graduate of the Year  
Award Winner**

When Holly Reese was introduced to Goodwill, she was dealing with an immense amount of grief from the loss of multiple close family members. Her experience left her anxious and depressed, and she didn't have the confidence or motivation for work.

She knew she needed help, and Goodwill was there to guide her through this time and build up her confidence. Our staff worked with her to bring her out of her shell and get her comfortable working with the public.

She gained confidence, worked through her grief and found motivation to enter the workforce. She now thrives in her role at one of our retail stores.



**ELIJAH LEE**  
**Edgar J. Helms Outstanding  
Achiever Award Winner**

Elijah Lee was introduced to Goodwill through our summer youth employment program. He excelled in the program, learning new skills and acclimating to a work environment.

But when it came time for Elijah to graduate, he wasn't sure what was next.

Our staff worked with him to see what he was interested in and what skills he had to offer. From there, they helped him develop a plan to gain employment.

Elijah knew he loved working with electronics and wanted to be with a company where he was valued and accepted. Together, he found a job where he loves going to work and has been able to make meaningful connections with coworkers.



**JESSICA COTTRILL**  
**Achiever of the Year  
Award Winner**

Jessica Cottrill went through our parenting skills program. When she was introduced to Goodwill for help, she was apprehensive at first and didn't want to do the work.

A lot was riding on this, and she knew she wouldn't be able to keep custody of her daughter if she didn't put in the effort.

Together, we were able to help Jessica have a shift in her mindset. She put in the hard work and truly wanted to learn how to be a better parent for the sake of her daughter.

Jessica proved to herself that she could do it! She learned so much and as a result, she was able to keep custody of her daughter, and now her family is thriving.

To see videos of our three participant award winners, visit [goodwillgoodskills.org/success-stories](https://goodwillgoodskills.org/success-stories)

**GOODWILL TO OPEN  
NEW LOCATIONS  
THIS YEAR**



We're excited to announce that our Goodwill will be expanding this year. We will be opening a new retail store in July in the Gordon Square, Detroit

Shoreway area in Cleveland. Watch for more openings coming soon, including an Attended Donation Center.

# YOU CHANGED A LIFE TODAY. THANK YOU!

Every time you donate to Goodwill, you're helping support our mission program, helping people right here in your community.

Donating to Goodwill feels good. You're emptying your house of items that you no longer want or need.

But the good feeling shouldn't end there. When you donate to Goodwill, you should know that you're also helping change people's lives right in your community.

But how can your unwanted items possibly help change people's lives?

When you donate to Goodwill, your items are organized, valued, priced and put on our store shelves or added to our online shopping sites. Items sold by Goodwill generate the funds to support our mission programs.

Our Goodwill has 30 mission programs, providing job training and coaching, digital skills training, adult literacy training, parenting skills training, rape crisis services, hot meals, summer youth employment programs and so much more to people throughout our 10-county territory.

These vital programs change people's lives. Just last year, we were able to serve 22,056 people through our mission programs.

People like Gavin, who has Autism and was homebound for more than a decade and came to Goodwill for help building his skillset to find a job.

People like Latasia, who wanted to provide a better life for herself and her daughter. Goodwill was able to work with her, build her confidence and find a job that allowed her to make a better wage and be closer to her daughter's daycare.

People like Betty, who has worked with Goodwill twice to find a job—once prior to the onset of COVID-19 and again when the pandemic shuttered her place of work. She was suffering some personal loss as well, and Goodwill worked to develop her job skills and place her in a role in which she excels.

These are just a few examples of how your donations change lives. Just know that the impact is huge, and we thank you for being a part of it.



# A LOOK BACK AT 2024

Our Goodwill was able to make a big impact in 2024. Through our 30 mission programs, we served more than 22,000 people in our 10-county territory.

**22,056**

people served through  
our mission programs

**6**

participants  
awarded and  
honored at our  
annual breakfasts

**1**

new Attended  
Donation  
Center opened

**30** mission programs

**10**

counties served

**830,000+**

donors donated to our  
retail stores and  
donation centers

**10**

counties served

**4**

Mobile Donation  
Centers added to  
our fleet

**1.6  
million+**

unique  
transactions at  
our retail stores

**28,651,170**

pounds diverted from local landfills



## GOODWILL PARTNERS WITH DELL FOR TECH RECYCLING

We're excited to announce that Goodwill has partnered with Dell Technologies. To help address the rising challenges around e-waste, Dell Technologies and Goodwill have partnered to offer Dell Reconnect.

This partnership provides consumers and small businesses with a free and convenient way to recycle their used technology, while helping people in our communities receive skills training and job opportunities.

In addition, it supports the circular economy by

recovering materials from used electronics to make new technology through Dell's closed-loop process.

Drop off any brand of used tech to be responsibly recycled for free and help protect the planet while supporting communities through Goodwill's mission. You can drop off your tech at any of our locations. Find the one nearest you by visiting [goodwillgoodskills.org/find-a-location/](https://goodwillgoodskills.org/find-a-location/).

To learn more about the Dell Reconnect program, visit [dellreconnect.com](https://dellreconnect.com).



## SPRING CLEANING & CAN'T FIT YOUR DONATIONS IN THE TRUNK OF YOUR CAR?



Reserve a Mobile Donation Center for **FREE** for up to a week!

[goodwillgoodskills.org/mobile-donation-center](https://goodwillgoodskills.org/mobile-donation-center)

# DID YOU KNOW OUR BOOKSTORES ACCEPT DONATIONS?

Just because our bookstores are stocked with lots of books, DVDs, CDs and other media doesn't mean that's all we accept in the form of donations.

Our bookstores accept donations of all kinds. You can donate clothing, books and other media, toys, household items, computers, cellphones and other electronics, kitchen items, and all other items you would donate at our retail stores except for large furniture.

There are only a few items we cannot accept at our bookstores and retail stores. Those include tube TVs and monitors, mattresses and sleeper sofas,

drop-side cribs, hazardous materials and fuel, large appliances and pianos and organs.

Donating is easy at each bookstore. Our Westlake store has a donor door to the left of the entrance, where you can drive up with your donations. At our North Canton store, there is a walk-up door for donations and designated donor parking spots. An attendant will come out to help if you park in a designated parking spot.



Our bookstores are open from 10 a.m. to 8 p.m. Monday through Saturday and 10 a.m. to 7 p.m. Sunday. 30655 Detroit Rd., Westlake and 2207 E. Maple St., North Canton.

## GOODWILL NOW OFFERS FUNDRAISER DONATION DRIVES

Goodwill now offers fundraiser donation drives for schools, nonprofits, churches and sports teams! Schedule a drive for up to four hours, Tuesday through Saturday, and turn gently used donations into funds for your organization. It's an easy way to raise money, support Goodwill's mission and promote sustainability. For more information, contact [donations@goodwillgoodskills.org](mailto:donations@goodwillgoodskills.org).



Scan to learn more

22,056



Goodwill mission programs impact thousands of lives each year. In 2024, 22,056 people were served by your Goodwill.

28.6  
million



Last year, 28.6 million pounds of goods were diverted from local landfills last year thanks to material donors to Goodwill.

30



Goodwill has 30 mission programs, helping people in our 10-county footprint.

1.6  
million+



Last year, there were more than 1.6 million unique transactions at our retail stores.

830,000



In 2024, 830,000 donors donated to our retail stores and donation centers.

## BOARD OF DIRECTORS

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