

little things make a  
**big impact**

2021 IMPACT REPORT



figurines donated at North Olmsted store

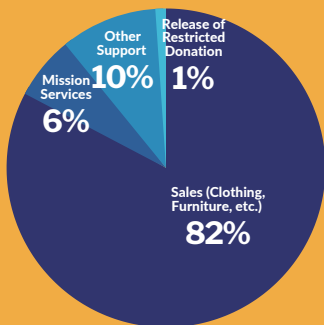
There is a saying, 'it's the little things that matter the most.' Here at Goodwill, it really is the little things that can make the biggest difference in the lives of others. A few books you no longer need, a sweater you don't wear or toys your children have outgrown may be little things around your home, but donating those items can change the course of thousands of lives of people in our community. Little things. Big impact. That's what Goodwill is all about. We take those little things and turn them into big impact. We help train people for better jobs. We help families in need. We support survivors of sexual abuse. We help feed the hungry. We do all these things and much more...all because of those 'little things' you donate to Goodwill. Let's keep that impact growing. Included with this impact report is a donation bag. Please fill it with those 'little things' and donate it at one of our stores or donation centers. Your donation can make a big impact and change lives for **good**.

A handwritten signature in black ink that reads "Anne Rutland". The signature is fluid and cursive, with a large initial "A".

President and CEO



book donated at Massillon store



## community investment

Sales (Clothing, Furniture, etc.)	\$37,316,872
Mission Services	\$ 2,891,919
Other Support	\$ 4,427,625
Temporarily Restricted Donations	\$ (382,724)
Release of Restricted Donations	\$ 484,340
Restricted Investment Value Change	\$ (101,616)
<b>TOTAL COMMUNITY INVESTMENT</b>	<b>\$44,636,416</b>



## return to community

Investment in people	\$21,867,578
Investment in local services and supplies	\$ 8,126,411
Investment in local spaces	\$ 8,370,432
<b>TOTAL RETURN TO THE COMMUNITY</b>	<b>\$38,364,421</b>

toys donated at North Canton store

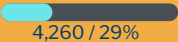


## people served

14,454 TOTAL PEOPLE SERVED  
THROUGH 28 MISSION PROGRAMS



### EMPLOYMENT PROGRAMS



### COMPASS RAPE CRISIS



### PARENTING



### BOOKWORKS



### EMERGENCY VOUCHERS



### GOOD PARTNER



### SOCIAL SERVICES





**SCAN TO LEARN  
ABOUT COMPASS**

Pour a cup of coffee in a happy mug that you found at a local Goodwill store. That small purchase helped to support thousands of survivors. For 25 years, COMPASS has served as a rape crisis center for individuals in Stark, Tuscarawas and Carroll Counties. This Goodwill program provides 24 hour a day crisis hotline services, prevention programming, legal advocacy and more. Those vital services are supported by donations and sales in Goodwill retail stores.



mug donated at Chardon store



basket donated at Weirton store

Little things can bring about big impact. This basket was donated and sold at one of Goodwill's retail stores. This little basket helped to fund mission programs that supported Jeanne. Jeanne was a Goodwill participant and worked with Goodwill team members to learn valuable job skills and land her first job.



**SCAN TO LEARN  
JEANNE'S STORY**



# 18 million pounds

Thanks for helping to save the earth! Donations to Goodwill help keep items from area landfills. Shopping at Goodwill helps lessen water and carbon footprints. Now more than ever, Goodwill provides a safer and more environmentally friendly option for donors and shoppers. Last year, Goodwill diverted more than 18 million pounds of goods from area landfills.



It's estimated that the average American throws out 60-80 pounds of used clothing each year. Choosing to donate those clothes reduces waste significantly.



Items not sold in Goodwill stores can be sold in the Goodwill outlet, and then sold through an aftermarket program, ensuring every effort is made to keep products from local landfills.



One cotton shirt requires more than 700 gallons of water to produce, the environmental impact of fast fashion should not be taken lightly. Shopping at Goodwill lessens the impact on the environment.



globe donated at Uniontown donation center

## STORES

North Olmsted  
23100 Lorain Rd. Suite 1  
North Olmsted, OH  
44070

Snow Road  
14690 Snow Rd.  
Brook Park, OH 44142

Middleburg Heights  
6880 Unit 1 Pearl Rd.  
Middleburg Heights, OH  
44130

Strongsville  
16160 Pearl Rd.  
Strongsville, OH 44136

Westlake Bookstore &  
Donation Center  
30655 Detroit Road  
Westlake, OH 44145

Garfield  
12650 A Rockside Rd.  
Cleveland, OH 44125

Cleveland - Lee &  
Harvard  
4071 Lee Rd. Suite 110  
Cleveland, OH 44128

University Heights  
13908 Cedar Road  
Cleveland, OH 44118

Mayfield Heights  
6605 Mayfield Road  
Mayfield Heights, OH  
44124

Eastlake  
33459 Vine St.  
Eastlake, OH 44095

Painesville Township  
2175 Mentor Ave.  
Painesville, OH 44077

Chardon  
425 Water St.  
Chardon, OH 44024

Jackson Township  
7257 Fulton Dr. NW  
Canton, OH 44718

Massillon  
2745 Indian River Rd.  
SW  
Massillon, OH 44646

Jackson Township -  
Outlet  
4379 Whipple Ave. NW  
Canton, OH 44718

West Tuscarawas  
4510 W. Tuscarawas St.  
Canton, OH 44708

North Canton  
1230 North Main St.  
North Canton, OH  
44720

Route 62  
2630 Atlantic Blvd.  
Canton, OH 44705

Alliance  
12501 State St. NE  
Alliance, OH 44601

New Philadelphia  
260 Bluebell Dr.  
New Philadelphia, OH  
44663

Carrollton  
709 Canton Rd. NW  
Carrollton, OH 44615

Wintersville  
103 Main St.  
Wintersville, OH  
43953

Weirton  
306 Penco Rd.  
Weirton, WV 26062

## DONATION CENTERS

Landerwood Plaza  
30850 Pinetree Road  
Pepper Pike, OH  
44124

Lyndhurst  
5400 Mayfield Rd.  
Lyndhurst, OH 44124

North Royalton  
6068 Royalton Road  
North Royalton, OH  
44133

Uniontown  
13038 Cleveland Ave.  
NW Suite B  
Uniontown, OH  
44685

North Canton  
Warehouse  
4101 Shuffel St NW  
Suite 103  
North Canton, OH  
44720

Acme - Hillsdale  
2905 Whipple Ave.  
Canton, OH 44708

Easton Street  
2605 Easton Street  
NE  
Canton, OH 44721

The Ken Weber  
Community  
Campus at Goodwill  
408 Ninth St SW  
Canton, OH 44707



piggy bank donated  
at Eastlake store



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