little things make a big impact

2021 IMPACT REPORT

Goodwill Industries of Greater Cleveland & East Central Ohio, Inc.

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.

Anne Rubsard
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)  
**TOTAL COMMUNITY INVESTMENT** $44,636,416

**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  
**TOTAL RETURN TO THE COMMUNITY** $38,364,421
14,454 TOTAL PEOPLE SERVED THROUGH 28 MISSION PROGRAMS

- **Employment Programs**: 4,260 / 29%
- **Parenting**: 139 / 1%
- **Emergency Vouchers**: 3,925 / 27%
- **Social Services**: 366 / 3%
- **Compass Rape Crisis**: 4,103 / 28%
- **Bookworks**: 1,594 / 11%
- **Good Partner**: 67 / 0.005%
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.
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.
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.
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