

SUMMER 2024

# DOING GOOD

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

THEIR  
INSPIRING  
STORIES  
PAGE 4

Carlos Elder



Betty Thompson



Gavin Gorski



## CELEBRATING SUCCESS

REPORT TO THE COMMUNITY BREAKFAST HONOREES

**MISSION:  
NUMBER OF  
PEOPLE SERVED**  
PAGE 3

**EXCITING,  
UPCOMING  
INNOVATIONS**  
PAGE 6

**DONATING  
MADE EASIER**  
PAGE 7

# 100% LOCAL 100% NOT-FOR-PROFIT

A MESSAGE FROM ANNE RICHARDS,  
GOODWILL PRESIDENT AND CEO



There's a common misconception out there about Goodwill. Many people believe it's a large for-profit corporation run by a millionaire.

That's simply not true.

Goodwill Industries International supports a network of more than 150 local Goodwill organizations.

Each local Goodwill is a 501(c)(3) nonprofit organization with its own CEO, retail stores and mission programming. Your local Goodwill — Goodwill of Greater Cleveland and East Central Ohio — covers 10 counties within Ohio and West Virginia, and offers 30 vital mission programs within this territory.

I, Anne Richards, am the CEO of this bustling nonprofit organization, and I can assure you, the rumors that have been circulating online for years about Goodwill are not true. For those curious about the finances of an organization as big as your local Goodwill, you can find our 990s online.

**YOUR LOCAL GOODWILL —  
GOODWILL OF GREATER CLEVELAND  
AND EAST CENTRAL OHIO — COVERS  
10 COUNTIES WITHIN OHIO AND WEST  
VIRGINIA, AND OFFERS 30 VITAL  
MISSION PROGRAMS WITHIN THIS  
TERRITORY.**

As a nonprofit, our financial information is available to the public.

Now onto the good part — what happens to the funds generated in our stores?

I'm glad you asked!

The money generated from our retail stores, bookstores and outlet stores is used to fund our mission programs. These programs provide adult literacy training, rape crisis services, job training, digital skills training, parenting skills programming, hot meals and SO MUCH MORE to people right here in our community.

As of the end of June, 9,239 local people — your neighbors — have been served by your local Goodwill so far this year.

It all starts with your donations. They're the lifeblood of our stores. Your donations stock our shelves, giving our customers items to buy that fund our programming, helping transform people's lives. It's all part of Goodwill's Cycle of Success — helping people who need a hand up, not a handout.

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.



#

OF PEOPLE  
SERVED

AS OF THE END OF JUNE, OUR  
MISSION PROGRAMS HAVE SERVED  
A TOTAL OF 9,239 PEOPLE THIS YEAR



2,778

Employment  
Programs

290

Emergency  
vouchers

391

Social  
Services

77

Good  
Partner

4,050

COMPASS  
Rape Crisis

104

Parenting program



694

BookWorks

**SAVE THE DATE:**

Power of Work Community Breakfast

**OCTOBER 31**

Goodwill's annual Power of Work Breakfast will be held Thursday, October 31. The annual event allows Goodwill to honor the success of our participants and recognize the outstanding work of area businesses and community leaders in the greater Cleveland area.

This year's event will be at Embassy Suites by Hilton Cleveland Rockside. Doors will open and breakfast buffet will be served at 7:30 a.m. The program will begin promptly at 8 a.m.

Visit [goodwillgoodskills.org/breakfast](http://goodwillgoodskills.org/breakfast) to learn more and register.

SCAN TO  
LEARN MORE**NEW  
GOODWILL  
BOARD  
MEMBERS**

Goodwill Industries of Greater Cleveland and East Central Ohio, Inc. has appointed three new members to its Board of Directors: Andrew W. Feucht, Maya Holtz Groys and Michele L. Heberling, Ph.D., LPCC-S. Exiting from their roles on the Board were: Luke Cleland, Tiffany Evans and Dr. Stacy Feiner. Cleland will remain on the Board but will no longer be the Board Chair. Many thanks to our outgoing members!



**Andrew W. Feucht**  
Weston and Associates, LLC



**Maya Holtz Groys**  
Mandel Jewish  
Community Center



**Michele L. Heberling, Ph.D.,  
LPCC-S**  
CommQuest Services, Inc.



# CELEBRATING SUCCESS

We celebrated the accomplishments of Goodwill Participants Betty Thompson, Carlos Elder and Gavin Gorski at our annual Report to the Community Breakfast in May.



## BETTY THOMPSON GRADUATE OF THE YEAR

Betty Thompson is the 2023 Graduate of the Year Award winner. Betty is a sorter at the Weirton Goodwill store.

She came to Goodwill years ago for help finding a job. She was assigned a position at a laundromat, but it shut down during COVID, so she was referred to Goodwill again by the West Virginia Division of Rehabilitation Services for help finding a job.

Betty worked with Employment Specialist Kelley Beam to assess where she would be the happiest. Kelley described Betty as an eager learner, and found the best job for Betty was sorting.

When Betty's training ended, she enjoyed the work so much that she wanted to apply for a position as a sorter with Goodwill. Betty was a natural fit and landed the job. She had a smooth transition from training to working.

Betty is a motivated and determined individual. She won't let anything stand in her way of doing a good job.



## CARLOS ELDER EDGAR J. HELMS OUTSTANDING ACHIEVER OF THE YEAR



## GAVIN GORSKI

### ACHIEVER OF THE YEAR

Gavin Gorski is the 2023 Achiever of the Year Award winner. Gavin came to Goodwill through a referral from Opportunities for Ohioans with Disabilities for a community-based assessment.

He has Autism and had been housebound for a decade. Gavin worked with Employment Specialist Marguerite Hoover to develop his job skills and figure out what goals he wanted to achieve.

Gavin caught on quickly to the different jobs he was presented with and had fun with all of them, "making them a game," as he says. He enjoyed stocking, so when he was ready to apply for a job, he applied at Marc's in North Canton as a stocker, and he got the job.

His life changed dramatically from being completely out of the social scene to having variety in his life. He is happy at his job and loving the connections he has with his coworkers and the community.

Carlos Elder is the 2023 Edgar J. Helms Outstanding Achiever of the Year Award winner. When he was 12, he suffered two gunshot wounds to the head and remained in a coma for six weeks.

He was referred to Goodwill from Opportunities for Ohioans with Disabilities to look for a job. His barriers were mostly physical, limiting him from using his hands to type.

Carlos worked with Employment Specialist Stacie Ady to look for a job. He joked that she was his assistant because he mainly needed help typing when applying for jobs.

Carlos found a job of interest at Walmart and with Stacie's help, he applied for the job and got it.

In his role, Carlos investigates fraud cases and sends them to other departments to be investigated further. He works from home and works hands free, using speech software to run the programs on the computer.

In his 10 months in this role, he already has received two raises and keeps proving he can do more than what people might think he's capable of based on his disabilities.

SEE THEIR  
SUCCESS  
STORY  
VIDEOS

SCAN ME



## THANKS TO OUR SPONSORS



### REPORT TO THE COMMUNITY BREAKFAST

Our annual Report to the Community Breakfast was generously sponsored by the Pro Football Hall of Fame; Mutual of America; Metallus; Assured Partners; Westfield Bank; Fully Promoted; Krugliak, Wilkins, Griffiths & Dougherty Co., L.P.A.; The M. Conley Co., and Spartan Chemical Co., Inc.



# EXCITING, UPCOMING INNOVATIONS

DONATION STATION TO PROVIDE AUTOMATED WAY TO DONATE; MOBILE TECH LEARNING LAB TO PROVIDE DIGITAL SKILLS TRAINING ON THE GO

Goodwill's Donation Station is almost ready to be unveiled. The Donation Station offers a new, automated way to donate items to Goodwill and support our mission.

"The Donation Station provides another way for donors to provide items and support our mission programs," Goodwill's Chief Operating Officer Mark Trew said. "At Goodwill, we're always trying to find new and innovative ways to receive material donations. The automated Donation Station allows us to use new technology to provide another sustainable, convenient way to donate."

Automated, you say? That's right! A Goodwill staff member will virtually assist you with your donation experience.

The Donation Station features a garage door, camera and labeled bins with directions for a seamless donation. And it's all run using solar power.

Press the button on the camera, and a Goodwill staff member will greet you and raise the garage door, allowing donors to step into the station and donate items. There will be bins for clothing and other soft items, hard items such as toys and houseware items, plus a place for larger donations at the back.

If you'd like a receipt, there is a place to scan a QR code and get your receipt online. Once you leave, the staff member will remotely close the garage door.

Keep your eyes out for the Donation Station across our territory. We'd like to say a special thanks to Weston and Associates, LLC, for donating the container we've repurposed into the Donation Station.

AT GOODWILL, WE'RE ALWAYS TRYING TO FIND NEW AND INNOVATIVE WAYS TO RECEIVE MATERIAL DONATIONS.

Another upcoming unveiling is our Mobile Tech Learning Lab, which will provide digital skills training on the go.

The trailer is outfitted with six computer

stations and has a temperature-regulated interior.

"The Mobile Tech Learning Lab will provide much-needed digital skills training to the 10-county region our Goodwill serves," Trew said. "The fact that the trailer is mobile allows us to serve even more people and get them

the training they need where they are."

The plan is for the trailer to be 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.



## GOODWILL OFFERS BACK-TO-SCHOOL SAVINGS

Back-to-school shopping can be quite expensive. From shoes, shirts, hoodies and jeans to backpacks, pencils, notebooks and all the necessary tech gadgets, the bill can rack up fast.

This year, think of Goodwill when it's time to pack the backpacks.

You can find clothes for every age. Whether you're sending your little one to kindergarten or your teen is starting their senior year, you can find all you need at Goodwill for a fraction of the price of big-box stores.

And save even more during Ohio and West Virginia's tax-free events. Ohio will offer tax-free purchases **Tuesday, July 30 through Thursday, August 8** for clothing, shoes, backpacks and school supplies. West Virginia's tax-free event is **Friday, August 2 through Monday, August 5**.



# DONATING MADE EASIER:

Reserve our FREE Mobile Donation Center for up to a week

Looking for ways to declutter your home or office? Support Goodwill's 30 local mission programs by donating via our Mobile Donation Centers. It doesn't get any easier than this!

Goodwill's Mobile Donation Center program provides a donation trailer FREE to donors, and offers a convenient way to donate a large amount of materials. The program is available to residents, businesses and neighborhoods in our 10-county footprint.

- 1** Contact Goodwill at [donations@goodwillgoodskills.org](mailto:donations@goodwillgoodskills.org) to request the Mobile Donation Center trailer. Goodwill will work with you to find the best days to deliver and pick up the trailer.
- 2** Goodwill parks the trailer at your home or business for up to a week at no cost.
- 3** Fill the trailer with boxes, furniture or other household goods you would like to donate.
- 4** Goodwill picks up the trailer and delivers your donations to an area store.



## URGENT NEEDS: Clothing and household items

Your closet, cupboards and storage unit are more powerful than you think.

Currently, all Goodwill stores are experiencing a shortage of donations, especially clothing and household goods, such as kitchen wares, small appliances, pots and pans, home decor and knickknacks. These items ultimately support a comprehensive network of outreach programs that help thousands in our community.

The "Cycle of Success" is Goodwill's way of describing how goods are donated, then sold. Funds then support our 30 vital mission programs.

Individuals throughout the community are encouraged to gather unused items and donate those items at a Goodwill store or donation center. Schools, businesses and places of worship are also encouraged to run donation drives with their constituents during this time of need. **For information on hosting a donation drive, email [donations@goodwillgoodskills.org](mailto:donations@goodwillgoodskills.org)**



## COMMUNITY RECYCLE DAY A BIG SUCCESS

Goodwill held its third annual Community Recycle Day on June 1 at Stark State College. During the three-hour event, we were able to fill 14 gaylords with donations from the community. We received clothing, housewares and lots of tech gear. Many of our workers volunteered to help make this event such a success. A big thank you to the Stark, Tusc, Wayne Solid Waste District for sponsoring the event. The Jackson Lions Club, Stark County Hunger Task Force, Stark County Sheriff's Department, Jackson Police Department and Go Shred were also part of the event, offering different services.

9,239



Goodwill mission programs impact thousands of lives each year. As of June 2024, 9,239 people have been served by your Goodwill.

25  
million



More than 25 million pounds of goods were diverted from local landfills last year thanks to material donors to Goodwill.

6  
awards



Six Goodwill participants and community partners were honored at Goodwill's community breakfast in May. The event was hosted by the Pro Football Hall of Fame.

26



Your Goodwill has 26 stores located throughout our region in Ohio and West Virginia.

81  
pounds



The average American throws away about 81 pounds of clothes every year.

## BOARD OF DIRECTORS

**Katie Spahnne**, Chair, Westfield Bank  
**Taylor Schauer**, Treasurer, Schauer Group, Inc.

**Marcie Finney**, Vice Chair, Cleveland Cord Blood Center

**Cleo Lucas**, Secretary, Retired

**Luke Cleland**, University Hospitals Health System

**Alisha Davidson**, Aultman Hospital

**Jennifer Earles**, TimkenSteel Corporation

**Andrew W. Feucht**, Weston and Associates, LLC

**Maya Holtz Groys**, Mandel Jewish Community Center

**Michele L. Heberling**, CommQuest Service Inc.

**David C. Henkel**, Hirtle, Callaghan & Co.

**Greg Luntz**, NAI Spring

**Shana Marbury**, Cuyahoga Community College

**Ron Plazek**, Swagelok

**Carrie Rosenfelt**, Huntington National Bank

**Debjani Roy**, Social Security Administration

**Edward F. Smith**, Brouse McDowell