

THE STORY
BEYOND
THE STUFF



2019
IMPACT
REPORT
Goodwill



GAVE A **FRESH**
START TO A
FAMILY

HELPED SOMEONE
LAND THEIR
DREAM JOB

We all have stuff.

Stuff that doesn't fit.
Stuff that we don't use anymore.
Stuff that our kids have outgrown.

**What if that stuff could change
lives and communities?**



At Goodwill, millions of pounds of donated items reach our stores each year thanks to the generosity of donors in our community. And, like Goodwill has for more than 100 years, we sell those clothes and housewares through our network of retail stores.

It's what happens next that is really the core of what Goodwill is all about, though. Thousands of lives are changed for the better through Goodwill's outreach programs. People with disabilities and other barriers to employment are provided training and placement. Families are strengthened through programming and social services. And, basic needs are met in our community.

It's not just 'stuff' to us...it's what stronger communities are built on and it's what has changed the lives of more than 16,000 people in the last year alone.

ANNE RICHARDS
President & CEO

2019 Goodwill Leadership

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FIRST VICE CHAIR

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SECOND VICE CHAIR

Larry Smerglia, UBS Financial Services, Inc.
TREASURER

Joann Johns, Community Volunteer
SECRETARY

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William Bryan, TimkenSteel Corporation

Luke Cleland, University Hospitals Health System

Michael Eberhart, Independent Consultant

Lisa Gavales, Community Volunteer

Matthew Long, UBS Financial Services, Inc.

Gregory Luntz, NAI Spring

William Maddox, Maddox Consulting

Richard Martindale, Assured Partners

Jill McQueen, Arnold & Schafer, Ltd.

Robert Morlan, Community Volunteer

Dennis Ritzel, Darone Financial Services, Inc.

Katie Spahnie, Midwest Industrial Supply, Inc.

Mark D. Thurin, Thurin Furniture Repair

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Jennifer McKinney,
VICE PRESIDENT OF RETAIL OPERATIONS

Mark Trew,
VICE PRESIDENT OF MISSION SERVICES

Ellen McCarthy,
DIRECTOR OF HUMAN RESOURCES



HELPED TO
FIND WORK
FOR A VETERAN

Thank you, donors. Your monetary gift to Goodwill Industries brings **meaningful change** to our community.

THANK YOU

EDGAR J. HELMS SOCIETY

DONORS WHO GIVE \$5,000+ ANNUALLY

Anonymous
Raymond and Elizabeth Rieley
Armington Fund
The Bang Family Charitable Trust
Scott and Carol Booth Charitable Fund
George L. Deal Philanthropic Fund
Samuel Fleming Charitable Trust
George and Margaret Gotschall
Memorial Fund
The Chuck and Rosemarie Hoover
Advised Fund
Harley C. and Mary Hoover Price
Foundation
The Huntington Foundation
Charles R. Jelm Charitable Fund Inc.
Gerry and Sally Planchard Charitable
Fund
Sisters of Charity Foundation of Canton
Stark Community Foundation
United Way of Greater Stark County
USI Insurance

PRESIDENT'S CIRCLE

DONORS WHO GIVE \$1,000 TO \$2,499 ANNUALLY

A. Altman Company
AssuredServices
Aultman Hospital
Beese-Fulmer
Luke and Nicole Cleland
CliftonLarsonAllen
Robert R. and Gay C. Cull Family Foundation
Guido and Christine DiGeronimo
Family Foundation
Charles Farran Fund
Dale and Pam Inkley
Emma Jochum
Melissa Johnson and Robert Kaz
Johnson-Kazar Charitable Foundation

William and Nancy Maddox
Arthur B. McBride, Sr. Family Foundation
Jill McQueen
PNC Financial Services Group
Larry and Ginny Smerglia
Third Federal Bank
The Timken Company Charitable
and Educational Fund
UBS Financial Services, Inc. –
Larry L. Smerglia, Senior V.P.
United Way of Greater Cleveland

FRIENDS OF GOODWILL

DONORS WHO GIVE \$500 TO \$999 ANNUALLY

The Paul R. Arena Designated Fund
Aveni Chardon Ltd
Belden Brick Charitable Trust
William H and Jeanne G Belden
Philanthropic Fund
Jack Brannen
The Canton Repository
Epcon Lane
Fully Promoted of Canton
Lisa Gavales
Gregory and Janet Luntz
Chalmer F. and Ruth A. Lutz
Foundation Fund
JD and Suzette Matthews
RJ Matthews Company
Ronald and Patricia Miller
Philanthropic Fund
NAI Spring
Regent Products
David Sagerser
Sikich LLP
United Way of Greater Milwaukee and
Waukesha County

SUPPORTERS OF GOODWILL

DONORS WHO GIVE UP TO \$499 ANNUALLY

Jon Adland
Christopher and Stacie Ady
Alpha Office Products
Robert and Beverly Allerton
Patrick and Maureen Ater
Brenda Basso
Timothy and Molly Beauch
Terrence Brennan
Kelly Bonacci
William and Denise Bryan
James and Cynthia Camp
Gary and Betty Carper
Michael Caskey
Central Vacuum
Chapel Hill Retirement Community
Child and Adolescent Behavioral Health
JoAnn Clark
Zachary Clifton
Joni Close
Julian and Nicole Curet
Gene and Joann DeChellis
Chris and Mary Ann Deibel Charitable
Fund
Gretchen Dennis
Dana DeSantis
Dr. Albert and Rosie Domingo
Ronald Dougherty
Kenneth and Janet Douglas
John Dykeman
Edwards Business Equipment
Chris and Stacey Fallot
Robert Fay
Jane Feltes
Frank Fleischer
Harry Foehringer
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Kathleen Freshour
Dennis and Sherry Fulmer
George and Mickie Fussell
Daniel and Katie Gauze
Ronald and Adele Gelb
Jean Gillet
Jerry Gillett
Jim and Sheri Gist
Tim and Darcie Goodman
Goodman Real Estate Services
Group LLC
Leona Gordan

Irene Hallman
Haltec Corporation
David and Susan
Harding
Barbara Hannah
Jeff Herman
Deborah Hill
Matthew and Kimberly Hinderegger
Leota Hughes
IRCC Women's Ministry
Sally Jamieson
Garnell Jamison
Joann Johns
Michael and Janet Jones
Thomas Kiko
Barbara Lahey
Lamiell Funeral Home Inc
Jonathan and Leah Lass Charitable
Gift Fund
Legacy Construction
Robert and Susan Lenigar
Matthew Long
Lotte Schreiber-Pinkus Memorial Fund
Melvin Lowe
Edward A. and Catherine L. Lozick
Foundation
William and Sharon Luntz
Alexander Mardis
Marulli Family Charitable Fund
Daniel and Paula Mastroianni
James May
Nan McClenaghan
Faith McAllister
Ann McCabe
Jennifer McKinney
Steve and Rebecca Moore
Mutual of America
PC's for People
Carmen Pescatrice
John Picard
J.M. Pinder
Jim Porter
Robert Prendes
Reddy Equipment, Inc
Anne Richards
Stephen and Carol Risaliti
Richard and Marisa Rohn
Robert Roman
David Ross
Wayne Salamon
Denis and Debra Scaia
Douglas and Amy Schiefer
Logan Scott

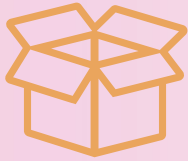
SUPPORTED SURVIVOR OF
SEXUAL ABUSE

Melissa Shelton
Harold Shipley
Kenneth and Sharon Siloac
Calvin Simpson
William and Diana Smith
James and Constance Smith
Ronald and Susie Sobel
James Stepanic
John and Lorraine Summer
Jeff Tacina
Mimi Thomas
Thurin Furniture
Mark and Jodi Thurin
Michelle Tokos
Michelle Tomallo
Mark and Melissa Trew
United Way of Greater Philadelphia
and Southern New Jersey
United Way of Tuscarawas County
Utz Quality Foods, LLC
Jane Vignos
Patty Wackerly
Jack Warning
Curt and Stephanie Werren
Gail Selick Wittmuss

**This list does not include
names of those who
purchased tickets
or registrations
for events.*



BY THE NUMBERS



598,835

TOTAL MATERIAL DONORS

The number of material donors continued to grow last year at Goodwill's 34 store locations and donations centers. Donations are processed and sold at Goodwill's local network of stores to provide financial support to the agency's outreach programs.



11,147,900

POUNDS DIVERTED FROM LANDFILLS

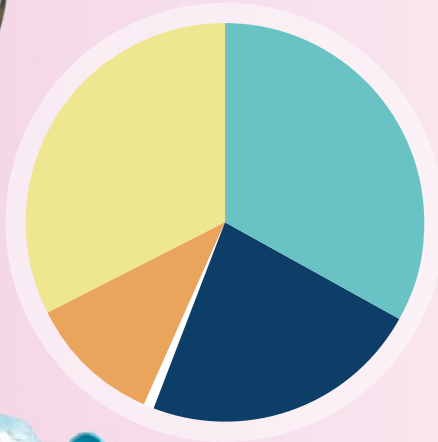
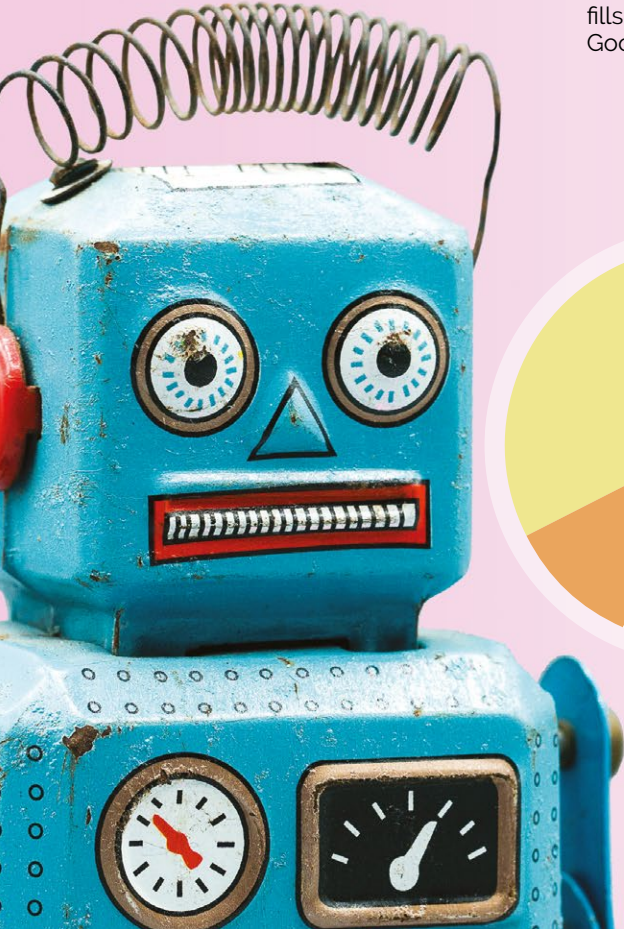
Goodwill continues to provide an environmentally friendly way to divert clothing, textiles and housewares from area landfills. In 2019, more than 11 million pounds of material was diverted from area landfills because of area donors and the local Goodwill system.



65,000+

WELCOMED TO COMMUNITY CAMPUS

The Ken Weber Community Campus at Goodwill served as a key outreach for Goodwill. Last year, more than 65,000 people were welcomed to the facility. The Campus provides shared space for 24 different non-profit organizations, including Goodwill. In 2019, expanded walk-in days and hours responded to the growing need for services in the community.



16,783

TOTAL PEOPLE SERVED IN 2019

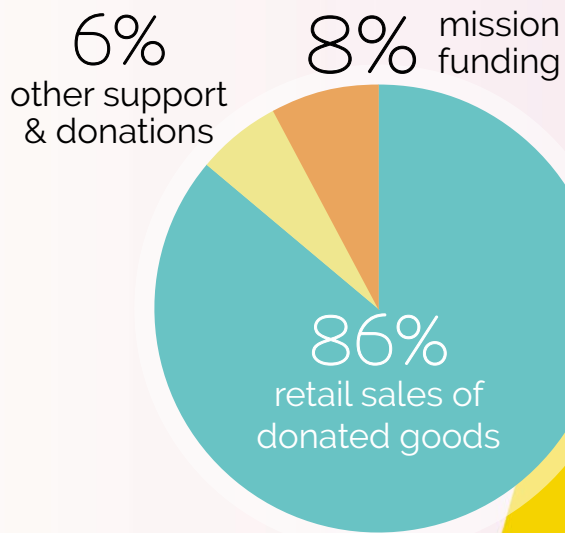
Goodwill mission programs impact thousands of lives each year. Last year, the number of people served in the greater Cleveland area more than doubled as outreach programs continue to grow in that region and throughout the 10 counties served. People served by mission

● Employment & Social Services Programs	5,584
● COMPASS Sexual Assault	3,799
● Parenting Program	133
● Children's Book Program	1,830
● Voucher Crisis Services	5,437

34% of Goodwill staff identify as disabled or disadvantaged

FINANCIALS

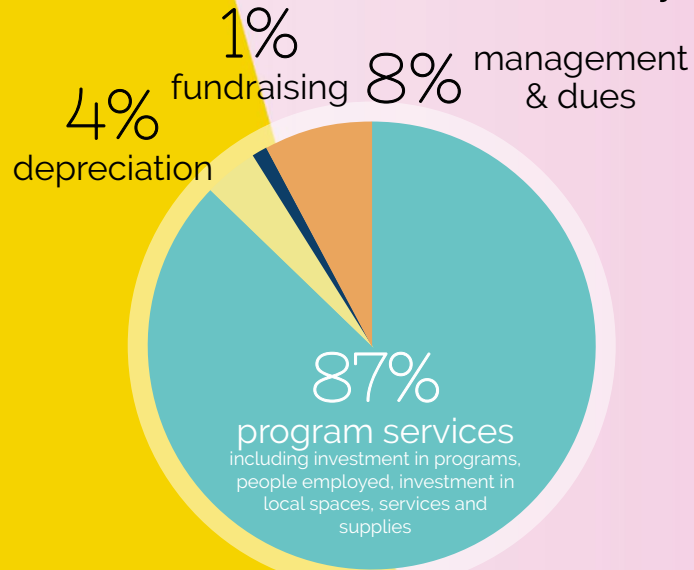
community investment



Sales (clothing, furniture, etc.)	\$ 30,404,666
Mission Funding	\$ 2,883,802
Other Support	\$ 1,680,210
Temporarily Restricted Donations	\$ (257,101)
Release of Restricted Donations	\$ 283,368
Restricted Investment Value Change	\$ 168,105

Total Community Investment **\$ 35,163,050**

return to the community



Investment in People Employed	\$ 19,612,262
Investment in Local Services & Supplies	\$ 7,677,961
Investment in Local Spaces (rent, utilities insurance)	\$ 7,615,740

Total Return to the Community **\$ 34,905,963**

TAUGHT BASIC
**DIGITAL &
COMPUTER
SKILLS**

WAYS TO DONATE TO Goodwill

Material donations

Donate your clothing, housewares, vehicles and financial gifts conveniently and safely with Goodwill, and change a life...for good!

Sustainable gifts

Setup a sustaining gift schedule via Goodwill's online giving page. As a Goodwill sustained donor, you provide ongoing support that is automatically charged to your credit card each month.

Endowment

Goodwill has endowment funds with the Cleveland Foundation and Stark Community Foundation. Making a contribution to these funds provides support to Goodwill for long-term growth and future expansion of its mission.

Planned giving

Leave a legacy of hope by incorporating charitable gifts into your overall financial and estate plans.

- Naming Goodwill in your will.
- Giving Goodwill an insurance gift.
- Declaring Goodwill as beneficiary of a 401(k), 403(b) or IRA plan.
- Create a Charitable Remainder Trust.

You can also make a gift directly to Goodwill by calling 1-800-942-3577.



goodwillgoodskills.com

