

Goodwill Industries

of Erie, Huron, Ottawa and Sandusky Counties, Inc.



Building Independence

2010 Annual Report

“Our mission is to provide quality, customized employment services that enable persons with disabilities and disadvantaging conditions to achieve their highest levels of personal, social, and economic independence.”

www.goodwillsandusky.org



Goodwill Industries

of Erie, Huron, Ottawa and Sandusky Counties, Inc.

At Goodwill Industries of Erie, Huron, Ottawa and Sandusky Counties, Inc., we are building independence one brick at a time. Through our programs and services the individuals we serve are provided with the tools they need to enter the workforce and forge the skills that encourage empowerment.

While the economic downturn continued in 2010, we were able to make valuable gains thanks to efforts in our various departments.

We continued our Retail Services initiative to optimize space on the sales floor and in the production areas. This helped to create a more pleasurable shopping experience and streamlined our production work flow. These efforts had a positive effect as our retail operations had a great year and increased revenue, customers and donors.

Our Business Services Division, encompassing contract, recycling and data entry services, continued to diversify the products and services offered. We remained flexible and able to adapt to new and existing clients' needs in order to ensure we were earning and keeping contracts.

Goodwill's Workforce Development Division faced a decrease in community job placement options, but an increased workload in our Business Services led to more employment opportunities right here at Goodwill. We also restructured and added programs to make them more relevant for the workforce of today.

While we are the second smallest Goodwill territory in the nation, support from our community enabled us to be ranked #2 in the nation for donations per capita. Being a partner agency of the United Way of Sandusky County and the United Way of Erie County continued to be a great experience, enabling us to provide additional opportunities for the people we serve.

I would like to extend a heart-felt thank-you to all our supporters throughout Erie, Huron, Ottawa and Sandusky counties and with your help we can look forward to another great year in 2011!

Sincerely,

Robert M. Talcott, Jr.
President & CEO



Workforce Development

Building independence is like building a house: You have to start with a foundation. Our programs are designed

to assist individuals with disabilities or disadvantaging conditions to prepare for, obtain and retain employment. Goodwill believes all people are capable of work and the self-worth and self-esteem created by employment are a right of all individuals.

By gaining additional contract work in 2010 our Business Services Division created the opportunity to provide work and training skills for more individuals with disabling and disadvantaging conditions.

Our Workforce Development Division, with grant assistance from the Wightman-Wieber Foundation, was able to increase the size of our Day Habilitation program and double the number of employees.

The Sandusky/Erie County Community Foundation was essential in strengthening our vocational programs, providing grant monies for the purchase of workbooks and training materials.

The Ohio Benefit Bank, Erie County United Way and Citizens Bank teamed up with Goodwill to provide local residents free tax clinics. We also established a relationship with the Sandusky County Reentry Task Force program, which works to assist ex-offenders in successfully reintegrating into the community.

As the skills necessary to be successful in the workplace change, we adapted some of our existing programs and developed new ones to keep up with the needs of employers in today's workforce. Whether technological skills, life skills or work skills – we have a program for that!



Workforce Development Highlights

- \$664,197 in gross revenues
- 1,055 services provided
- 499 clients served

Teaching Technology

Mark Stratton

Program instructor

In today's job market, basic technology skills are a necessity. One of our goals at Goodwill is to prepare people who need training with basic computer, office, e-mail and Web skills to successfully compete in the job market. We offer a variety of materials to help with training, ranging from interactive DVDs to online courses through GCFLearnFree.org (Goodwill Community Foundation) operated on behalf of GCF by Goodwill Industries of Eastern North Carolina, Inc., as well as full-time staff to assist students. Our training is structured to allow students to learn at their own pace while setting goals to accomplish their specific needs. We also believe that all people should be given access to the resources they need to help them achieve these goals regardless of their circumstances.





Quentin Laurenti

Quentin Laurenti is not a machine, but with the amount of production he does, he may be confused with one. Quentin works in the Day Hab Department at our Sandusky Manufacturing Center, and work, does he ever!

In 2010 Quentin broke his own record for the number of parts produced in a single day with over 4,000 and was named the November Associate of the Month!

When he comes in, Quentin starts working immediately. He's always willing to try any job and is quick to lend others a helping hand.

Moreover, not only is he focused and productive as a worker, but he also is very upbeat and positive. Quentin is an example for all of us and we are glad to have him as part of our Goodwill.



Business Services

Despite the struggling Ohio economy in 2010, we were able to expand our Business Services areas at our Fremont and Sandusky production facilities. The successful implementation of a new job with ACH/Ford created revenue of \$175,500 for the last eight months of 2010. This opportunity created 33 jobs for employees with various developmental disabilities.

We greatly expanded our recycling efforts in various areas, including rags, shoes, books, metals, computers, plastic and corrugated cardboard. These programs generated \$353,675 in revenue and at the same time saved almost 2.5 million pounds of material from going into landfills!

We extended our commitment and flexibility to meet the needs of our customers by successfully implementing an inventory management system and began implementation of a new packaging project with the potential of nearly 6 million assemblies annually.

Business Services Highlights

- **\$1,511,019 in gross revenues**
- **175 employees**
- **11 contract partners**

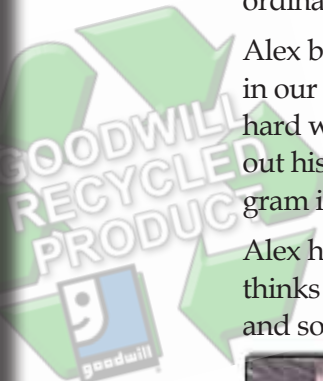
Product Development

We increased our revenue and kept material out of landfills by creating our own Goodwill Recycled Products. We introduced three new products in 2010: firestarters, hangers and decorative fences, which repurpose previously discarded materials.

We group hangers together and package them at our Sandusky facility and sell them in our stores.

We take used and unsold candles, melt them down and mix with sawdust to create firestarters. These are sold in our stores and have been distributed to local campgrounds.

In our Business Services Division, we receive parts in crates and after the parts are taken out, we put the crates to good use. We take sections of a crate, cut a decorative arch in the top and hinge three together to create a folding fence. These fences are great for gardens, crafts and general decorations and have become a favorite at our stores.



Alex Webb's story is one of triumph. Born in 1989 at Firelands Hospital, Alex began life with several health problems that may have stopped an ordinary man, but Alex is no ordinary man.

Alex began his Goodwill journey as a participant in our Day Habilitation program. Through the hard work and effort that he has shown throughout his life, he became a supervisor in the program in which he was once a participant.

Alex has overcome multiple obstacles and thinks of himself as enabled, not disabled, and so do we!



Alex Webb

Retail Services



Shopping helps...

Our retail operation had a strong and successful year, increasing customer counts by 21,337 and donors by 8,315. Our sales were up \$250,000 with help from expanded Bellevue and Norwalk stores along with a new location for our Port Clinton store.

We also increased our number of donation boxes and conducted donation drives with many area organizations, which helped to offset the increasing competition for donations. We introduced recycled products in our stores and expanded our new goods purchasing program.

The increased revenue helped to support our expanded Workforce Development programs and to add offices in our Norwalk and Port Clinton stores for Workforce Development staff.



Retail Services Highlights

- **\$3,711,427 in gross revenues**
- **1 Retail store relocated**
- **2 Retail stores expanded**

E-Commerce

In 2010 we continued our e-commerce efforts with www.shopgoodwill.com and our book program. We list books on a variety of Websites and unique and valuable items on shopgoodwill.com. The plan calls for maximizing revenue to fund our employment programs for persons experiencing disabling and disadvantaging conditions.

With e-commerce evolving and coming to the forefront of U.S. retail sales, we plan on initiating an even broader program to capitalize on this opportunity.

Volunteers

Volunteering is great for the soul and we are lucky enough to partner with several groups, agencies and organizations in our area to further our mission. Whether donation drives, special events or acts of kindness, collaborations with the Girl Scouts (*pictured below*), Teen Leadership Corps, Elder-Beerman, Hanes,



Big Brothers/Big Sisters, The Sandusky/Erie County Community Foundation, The Wightman-Weiber Foundation, area schools and others in our community led to an increased awareness of Goodwill and our mission.

These partnerships are vital not only for donations, they also provide an important outlet for us to tell the community exactly what we do. Through tours of our facilities, members of the community get to see our mission first hand, and it has had an immediate and profound impact on all that participate.



Recycling & Salvage

Recycling 101 with Mark...

Mark Harper has been with Goodwill for almost a decade. In his time here he has seen the recycling efforts increase and expand to include items that previously were not able to be recycled. In addition to developing new products like our firestarters, we also have continued to expand items we recycle. Books, hats, shoes, purses, belts, clothing, metal and computers are some of the items we recycle or reuse. Our Reconnect program, in partnership with computer manufacturer Dell, Inc., has kept over 227,005 lbs. of e-waste from our local landfills and over 96 million pounds worldwide (the equivalent of 31,558 Toyota Priuses!). Not only does this generate revenue for our training programs for persons with disabilities and disadvantaging conditions, it is a great way to help reduce the stress on our environment (and keeps Mark busy!).



Recycling/Salvage Highlights

- \$353,675 in gross revenues
- 3 recycled products created
- 2,489,023 lbs. of materials recycled



Charlie Grahl



We would like to thank our Board of Trustees for their support and leadership. It is dedicated individuals such as these that make Goodwill a world-class organization.

Thank you.

2010 Board of Trustees

Thank you for your service!

OFFICERS

Carl Anderson, Chair- Legal Aid of Western Ohio
Jean King, Vice Chair- Huron County ADAMHS Board
Faith Denslow, Secretary- Sandusky City Schools
Rich Finneran, Treasurer- Citizens Banking Co.

TRUSTEES

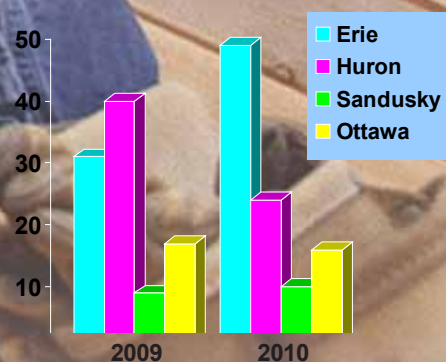
Mike Adelman- WKFM/WLKR Broadcasting
John W. Bauer- RE/MAX Quality Realty
Nancy Beach- North Coast Cancer Foundation
Mike Berger- Whirlpool Corporation (retired)
Cindy Bilby- Sandusky County Department of Job and Family Services
Gus Corso- Corso's Flower & Garden Center
Darryl Edge- Sandusky Post Commander, Ohio Highway Patrol
John A. Feick- Feick Contractors, Inc.
Sharon Mastroianni- Superintendent, EHOVE Career Center
Ann Marie Muehlhauser- Cedar Point
Marian Schild- Schild's IGA

By the numbers...

Major Disabilities Served

DISABILITY	2009	2010
Orthopedic	14%	14%
Mental Illness	9%	11%
Mental Retardation	12%	19%
Learning Disability	4%	4%
Other Medical	10%	13%
Autism	1%	4%

Services Provided by County



Major Disadvantaging Conditions Served

CONDITION	2009	2010
Dislocated Worker	27%	10%
No Significant Work History	9%	13%
Welfare Recipient	3%	4%
At-Risk Youth	4%	4%
Receiving Food Stamps	5%	9%
Offender/ Ex-Offender	4%	7%
Advanced Age	7%	10%

Major Referral Sources





94¢
of every dollar we receive goes back to support our mission.



Our mission is to provide quality, customized employment services that enable persons with disabilities and disadvantaging conditions to achieve their highest levels of personal, social, and economic independence.

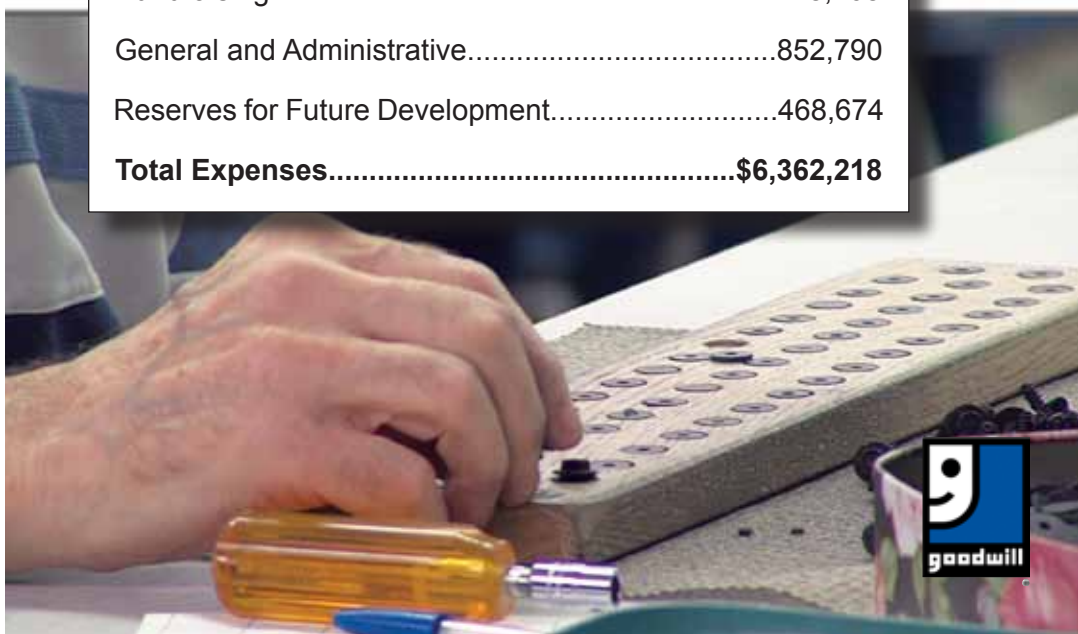
Goodwill Industries of Erie, Huron, Ottawa and Sandusky Counties, Inc.

Revenue and Support

Retail Services	\$3,711,427
Commercial Services.....	1,511,019
Workforce Development.....	664,197
Recycling/Salvage.....	353,675
Contributions and Bequests.....	5,475
Erie and Sandusky Co. United Way Allocations	31,147
Grants.....	15,940
Special Events	45,085
Investments and Other Income.....	24,253
Total Revenue.....	\$6,362,218

Expenses

Retail Services.....	\$2,561,633
Commercial Services.....	1,530,868
Workforce Development.....	557,880
Recycling/Salvage.....	173,358
Transportation.....	188,907
Fundraising.....	28,108
General and Administrative.....	852,790
Reserves for Future Development.....	468,674
Total Expenses.....	\$6,362,218



Goodwill Industries
of Erie, Huron, Ottawa and Sandusky Counties, Inc.

Building Independence

We would like to say thank-you to the more than 113,000 donors, 315,500 shoppers, 175 contributors, businesses, organizations and foundations that made 2010 such a great year at Goodwill. Your purchases, donations and contributions made it possible for Goodwill to serve over 615 local residents experiencing disabling and disadvantaging conditions in 2010 alone. It is because of support like this that Goodwill can continue to help build the foundation for independence through our employment programs. Thank you!



Thank You!



ACCREDITATION

Community Employment Services
(Job Development, Job Support, Job-Site Training)
Employee Development Services
Organizational Employment Services



www.goodwillsandusky.org



Partner Agency
United Way of Erie County
United Way of Sandusky County

Goodwill Industries

of Erie, Huron, Ottawa and Sandusky Counties, Inc.

Retail Stores & Donation Centers

Bellevue

855 W. Main St.

419-483-2244

Fremont

1040 Oak Harbor Road

419-355-1579

Huron

422 Cleveland Rd. E.

419-433-7542

Norwalk

295 Milan Ave.

419-668-4205

Port Clinton

205 S.E. Catawba Rd.

419-734-6042

Sandusky

924 E. Perkins Ave.

419-625-2910

Willard

108 Blossom Centre

419-935-4048

Work Centers

Fremont Plant

1597 Pontiac Avenue

(419) 334-7566

(419) 334-8671 Fax

Sandusky Plant

419 W. Market St.

(419) 625-4744

(419) 625-4692 Fax

Drop Box Locations

Toft's Dairy - 3717 Venice Rd.

Sandusky, OH 44870

Miller's Market - 505 W. Maple St.

Clyde, OH 43410

Hoague's Market - 855 Kilbourne St.

Bellevue, OH 44811

Bassett's Market - 228 W. Main St.

Bellevue, OH 44811

Kroger - 2028 E. Harbor Rd.

Port Clinton, OH 43452

Community Market - 147 Maple St.

Port Clinton, OH 43452

Community IGA - 229 W. Water St.

Oak Harbor, OH 43449

Bassett's Market - 3994 E. Harbor Rd.

Port Clinton, OH 43452

Castalia Market - 507 N. Washington St.

Castalia, OH 44824

IGA Market - 104 N. Broadway St.

Green Springs, OH 44836

Marathon Station - 101 E. Main St.

Berlin Heights, OH 44814

Bayside Tavern - 3330 Lima-Sandusky Rd.

Sandusky, OH 44870

Bayview Police Station - 2321 Martins Point Rd.

Sandusky, OH 44870

Danbury Twp - 5972 E. Port Clinton Eastern Rd.

Marblehead, OH 43440

Water Treatment Facility - 13317 Riley Rd.

Milan, OH 44846

Central Erie Supply - 4320 W. Mason Rd.

Sandusky, OH 44870

**Providing job training for individuals with disabilities and
disadvantaging conditions since 1973.**



goodwill

www.goodwillsandusky.org



Partner Agency
United Way of Erie County
United Way of Sandusky County



ACCREDITATION

Community Employment Services
(Job Development, Job Support, Job-Site Training)
Employee Development Services
Organizational Employment Services