

Goodwill

Erie, Huron, Ottawa and Sandusky Counties



Goodwill



Good People

2011 Annual Report

The mission of Goodwill Industries of Erie, Huron, Ottawa and Sandusky Counties 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.



Dear friends,

As I look back on 2011, the word that consistently comes to mind is "growth." Expansion and enhancement were realized in all three major divisions of Goodwill Industries of Erie, Huron, Ottawa and Sandusky Counties. We have begun to put people, infrastructure, and services in place to effectively meet the growing needs for employment and job training in our service area.

Most of you are aware of Ohio's high unemployment rates in recent times. Did you know that individuals with disabilities are almost twice as likely to be unemployed? In 2011, the call to action was more compelling than ever to provide opportunities and assistance for those experiencing barriers to employment. Based on our strategic business and community partnerships, as well as efforts of Goodwill staff, the number of employment services we provided increased 18% compared to the year before.

Goodwill Industries' retail and manufacturing divisions generated historical levels of funding to these mission-driven programs and services. This year, we expanded our Huron store to better serve the community and opened a retail training center in downtown Sandusky. The Sandusky store on Perkins Avenue became our first store to reach \$1 million in sales.

Our Fremont and Sandusky manufacturing facilities continued to grow at a record pace and assembled over 31 million parts. The Day Habilitation program at the Sandusky plant grew to 35 employees who assembled over 6 million components for a local automobile manufacturer.

Overall growth of our business operations resulted in jobs for over 300 individuals in nine Goodwill Industries' facilities in the four county area, with more than 70% of our employees experiencing a disability or disadvantaging condition.

We sincerely thank each of our community partners, donors, volunteers, Board members and staff for making 2011 one of our agency's best years ever. With your support, we look forward to continued growth in 2012.

Best regards,



Eric Kochendoerfer

Good friends



President and CEO Eric Kochendoerfer and Day Habilitation program employee Mike Riggle cheer on Goodwill employees at Special Olympics bowling league event.

Goodwill Industries Day
Habilitation program
employees and staff support
the annual campaigns of
the United Way of Erie
County and United Way of
Sandusky County.



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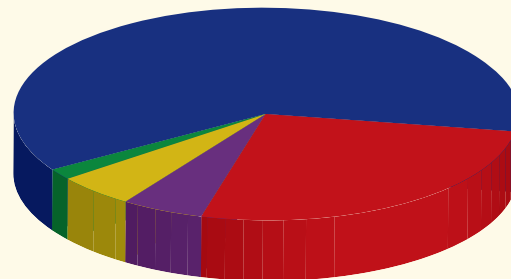
*Erie County Economic
Development Corporation*

In 2011 Goodwill Industries directed 95% of
revenue to mission-based services and programs.

Revenue

Retail Operations	\$5,653,232
Commercial Services	\$2,440,040
Workforce Development	\$489,281
Recycling	\$452,995
Other:	\$141,447

*Donations and special events
United Way Support
Grants
Investments and Other Income*



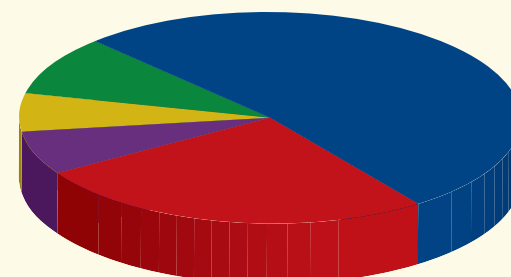
Total Revenue

\$9,175,999

Expenses

Retail Operations	\$4,795,202
Commercial Services	\$2,370,522
Workforce Development	\$636,980
Restricted for Mission Development	\$530,790
Other:	\$842,505

*Recycling
Transportation
Fundraising
General and Administrative*



Total Expenses

\$9,175,999

Workforce Development

Goodwill's Workforce Development programs are at the core of our mission. We provide a broad range of training, education and community services to support individuals in overcoming employment barriers.

Services include job coaching, job development, placement and retention, career assessments, community-based assessments, work adjustment, occupational and other vocational skills training.

Goodwill seeks partnerships with local businesses to support our Workforce Development programs. Businesses receive "free labor" in exchange for providing a Goodwill client the opportunity to transition back into the workplace.

The employer evaluates the client's work performance to determine if the employee may be considered for hire, and if so, the employer may also be eligible for federal tax credits for hiring the Goodwill client.

2011 Workforce Development

- 1,228 employment related services provided
- 510 program participants
- 15 community business partners
- 26 job placements
- 94% of program participants self-reported they were happy with the services provided
- CARF accredited in Organizational Employment, Employee Development and Community Employment Services

Good work



Quilter Karen Asman

A Quilter's Quest

When circumstances required Ottawa County resident Karen Asman to change career paths, she was introduced to Goodwill's job developer Carla Ontko through a referral from the Ohio Bureau of Vocational Rehabilitation. Karen was a part time quilter who dreamed of expanding her business into a full time venture. With Carla's help, Karen learned to streamline her business, to find funding to purchase new equipment, and to build a network of other quilting business contacts. The updated equipment freed up more of Karen's time, and she was able to focus on other aspects of business development. With each step of the process, Karen acquired more self-confidence, making the transition from a part time dreamer to a full time believer in herself. Karen and Carla were invited to Goodwill Industries International's annual conference in Washington, D.C. to share her success story. There, they spoke before Congress to advocate for the reauthorization of federal funding for employment programs such as Goodwill.

Goodwill Industries of Erie, Huron, Ottawa and Sandusky Counties gratefully acknowledges the following individuals for their generous contributions of time, talent and treasure.



Sandusky Plant employees Odell Grady (36 years) and Millie Valentin (34 years) hold top spots for longest tenure at Goodwill Industries. Shown here (center) with Leon Cross, Vice President of Operations.

Employee Years of Service (in 5 year increments)

5 YEARS

Maria Acosta
Amy Avers
Deborah Babione
Eric Baker
Erma Beebe
Elza Bleckinger
Cynthia Bowers
Adam Boyd
Tamara Brant
Troy Brock
Catherine Burdue
James Casperson
Norma Chapman
Carol Connors
Lester Connors
Patricia Day
Joshua Escobedo
Sarah Farr
Maria Gardner
Shari Garner
Rodger Gillespie
Carrie Grocott
Harley Harman

Mark Harper
Pamela Hartle
Kimberly Hergesheimer
Daniel Hofacker
Melferd Hook
Emma Horan
Max Houseman
Susan Jackson
Ben Johnson
Stephanie Klepper
Anthony Knight
Eric Kochendoerfer
Denna Koser
Sarah Leeper
Carlos Levario
Robin Little
Yolanda Lopez
Heather Love
Patrick Lynch
David McCullough
Darnell McDonald
Donald Nadeau
Connie Naus
Richard Nickoli

Myra Ohm
Donald Platte, Jr.
Carol Polta
Marcelino Ramirez
Nicole Rinebold
Manuel Romo
Carolyn Ross
Linda Reunion
Jeremy Schaeffer
William Schaeffer
Charles Seidel
Harry Seltzer
Michael Sewell
Melony Shortridge
Deborah Smith
Kevin Smith
Joanne Smola
Charles Smoot
Rose Snyder
Scott Sovinski
Roger Stallard
Steven Sturbaum
Joseph Sturgeon
Steven Timmerman

Becky Vanmeter
Kaila Voight
Kimberly Voight-Jensen
Brendan Wagner
Nathaniel Walker
Patrick Warin
Christina Weaver
Kellen Wellington
James Widman
Thomas Woods
Adam Zahs

10 YEARS

Leon Cross
Robert Dean
Loretta Gates
Mary Harper
Linda Hasselbach
Elzie Jenkins
James Jividen
Gary Kinn
Anthony Kuzma
Mark Pollard
Lynda Souslin

Edward Walker
Astarte Webb
Errol Zimmerman

15 YEARS

Shawn Blausey
Jeffrey Ferguson
Marlis Rock
Robert Talcott, Jr.

20 YEARS

Patty Stowers

25 YEARS

Charles Grahl
Van Bish

30+ YEARS

Milagro Valentin
Odell Grady



Many thanks and best wishes for a happy and healthy retirement to Bob Talcott, retiring as President and CEO in 2011 after 19 years of service.

2011 Donors

Mike and Melodie Adelman
Don Alexander
Carl and Karen Anderson
Anonymous
AOA Products, LLC
Autogate
Barnes Wendling CPAs
Bassett's Market
John and Barbara Bauer
Robert Beausch
Robert and Gabriele Beck
Bellevue Retail, LLC
Don Berkey
Buckeye Cable System
Janet Clark

Citizens Banking Company
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David Nissen
Norwalk Lions Club
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Paramount Health Group
Ruth Parker
Jeff and Deb Reed
RE/MAX Realty
RS Business Machines
Bill and Shirley Rodwancy
Tracy St. Clair
Sandusky 250-Perkins, LLC
Sandusky Lions Club
Dave and Marian Schild
UAW Local 913
Vermilion Country Club
David Voelker
Gregory Wanchick



Sandusky Lions Club donates a state-of-the-art computer magnifier for Emma Horan, an employee in the Data Entry Program.



With proceeds from vehicle and boat donations, a new Goodwill van was purchased in 2011. The van is widely used for donation pick-ups, facility maintenance and commercial services.

2011 Grants

Good partners

Funding from local foundations improved health, safety, and accessibility for Goodwill employees and clients.

Randolph J. and Estelle M. Dorn Foundation

For adjustable height tables for Day Habilitation area

Frost-Parker Foundation

For adjustable height tables for Day Habilitation area

KeyBank Foundation

For lift to transport employees in wheelchairs

Mylander Foundation

For a security camera system at the Sandusky Plant

Ottawa County Community Foundation

For an AED at the Port Clinton Store

Sandusky County Community Foundation

For expanding the parking lot at the Fremont Plant

Sandusky/Erie County Community Foundation

For new seating for Day Habilitation area

SECCF Youth Advisory Council

For an ergonomic chair for Data Entry area

Sam and Rose Stein Foundation

For flu shots for uninsured and underinsured employees

Michelle Wightman-Karrie Wieber Foundation

For a security camera system at the Sandusky Store

Commercial Services

Since 1973, Goodwill Industries has provided employment and job skills training for people with disabilities and those experiencing disadvantaging conditions in Erie, Huron, Ottawa and Sandusky Counties. We employ 300 individuals, with approximately 70% classified as disabled or disadvantaged.

Despite these challenges, our workforce is highly productive. Our Commercial Services division assembled more than 31 million components this year for area manufacturers. The quality of our work has earned Goodwill a "preferred supplier" status, and we have implemented a number of "lean" manufacturing principles that keeps us very competitive in the marketplace.

Goodwill's business services encompass commercial and residential lawn care, janitorial services, data entry, Medicaid billing, mailing, warehousing, manufacturing, assembly, machine operation, recycling, and other specialized services.

Additionally, through our Workforce Development program, we offer job coaching and job placement for Goodwill clients who are placed in competitive employment in the community. In 2011, 18 individuals were placed in area businesses. Participating businesses are eligible for Work Opportunity Tax Credits when they hire a Goodwill client.

2011 Commercial Services

- \$2,440,040 in gross revenues
- 16 community business partners
- 175 individuals employed in Commercial Services
- 4.5 million pounds of potential waste diverted from local landfills



Fremont Plant assemblers



Alex Webb 2011 Associate of the Year

Like many teens in our area, Alex Webb worked at Cedar Point during the summer. Following graduation from Sandusky High School, Alex started his first full time job at Goodwill in 2009. Alex was born with a medical condition that inhibits his ability to swallow. After numerous surgeries and therapy, in 2008 at age 19, he began to swallow food through his mouth without a feeding tube for the first time. For the first time, he was able to speak. He began working at Goodwill in the Day Habilitation program, where employees learn work skills such as responsibility, attendance, task completion, problem solving, social interaction, major skill development, and safety. The Day Habilitation program employs about 35 individuals with disabilities and offers a closely supervised work setting. Alex began as an assembler and was promoted to a quality supervisor in 2011. Day Habilitation Program Manager Libby Boros reports that "Alex is eager to learn. He has wonderful people skills and is a great role model for achieving success through perseverance and hard work." In 2011, Alex was honored as Goodwill's Associate of the Year.

To learn more about Alex's life, scan this image with your smartphone, or visit: www.youtube.com keyword(s) alex webb goodwill*



**Barcode scanner required, available in your app store*

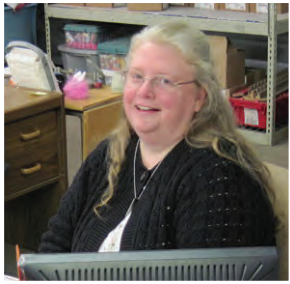
Recycling

Goodwill accepts donations of clothing, shoes, household goods, computers, books and furniture. If these items do not sell in a Goodwill store, the items are recycled. We recycle as much as possible including the containers, boxes and skids the items are stored in when they arrive at Goodwill. Used books are sold through e-commerce. Donated computers are recycled through the Dell ReConnect program.

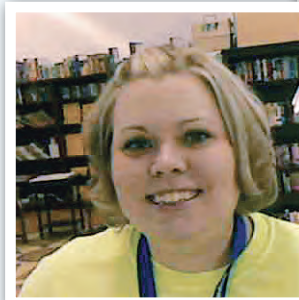
Goodwill employees bale textiles and shoes for sale to third world countries, and package metal and corrugated paper for recycling as well. Alex Webb, 2011 Associate of the Year, builds garden fences out of wooden skids that come from shipments of manufacturing materials. Nothing goes to waste at Goodwill. In 2011, recycling generated nearly a half million dollars in revenue. Proceeds from our recycling programs are used for employment and job training programs.

2011 Recycling By the Pound

Textiles	1,767,450
Computers	230,181
Books	262,584
Metal	157,102
Corrugated	170,600
TOTAL LBS.	2,587,917



Libby Boros



Summer Hoffman



Kathy Bollenbacher



Diane Baaske



Carol Solis

Good deeds

Associates of the Month

Goodwill honors one employee each month as Associate of the Month. Employees are nominated by their peers for excellence in work performance, teamwork or personal achievement. A committee reviews the nominations and selects one employee each month as the Associate of the Month. At the end of the year, all Associates and management staff vote for the Associate of the Year. This represents the highest award for individual recognition at Goodwill.

Congratulations to Alex Webb, 2011 Associate of the Year and to the following Associates of the Month.

Libby Boros (January)	Day Habilitation
Summer Hoffman (February)	Bellevue Store
Kenny Cantu (March)	Port Clinton Store
Kathy Bollenbacher (April)	Fremont Plant
Joanna Seevers (May)	Day Habilitation
Alex Webb (June)	Day Habilitation
Carol Solis (July)	Workforce Development
Diane Baaske (August)	Huron Store
Linda Carpenter (September)	Norwalk Store
Andrew Burkin (October)	Workforce Development
Denise Sloan (November)	Bellevue Store
Carlos Levario (December)	Fremont Plant

Retail Operations

Across the U.S. are more than 160 Goodwill organizations. Goodwill Industries of Erie, Huron, Ottawa and Sandusky Counties is one of 16 in Ohio, with the second smallest geographic territory in the country. However, we rank second highest in the country for donated goods per household. We appreciate very much the outstanding support of our communities. Community donations are sold in our seven retail outlets and attended donation centers in Bellevue, Fremont, Huron, Norwalk, Port Clinton, Sandusky and Willard. The stores generate over half of our annual operating revenue and more than one third of our 300 employees work in retail positions.

The Retail Training Center in downtown Sandusky serves as our Dollar Store, where all merchandise is priced at one dollar or less. The Dollar Store is a great “starter store” for our employees who are transitioning from a Goodwill sheltered environment to community employment in a retail setting. The Dollar Store operates as a retail outlet, with the added benefit of a full time job coach who works daily with each employee on an individual basis to prepare them to work out in the community.

2011 Retail Operations

- \$3,796,173 in gross revenues
- 122,208 store donors
- 328,395 shoppers
- 120 individuals employed at Goodwill stores
- Over 4.5 million pounds of donated goods sold

More than 30 Girl Scout troops volunteered at a Goodwill store in November to earn their “Good Turn Day” badges.



We estimate that revenue generated from 4 bags of donations puts 1 Goodwill employee to work for 1 day.



Ribbon cutting ceremony for the Grand Opening of Retail Training Center/Dollar Store in downtown Sandusky.

Administrative Office

419 W. Market Street
419-625-4744
419-625-4692 Fax

Manufacturing Facilities

Fremont Plant

1597 Pontiac Avenue
419-334-7566
419-334-8671 Fax

Sandusky Plant

419 W. Market Street
419-625-4744
419-625-4692 Fax

Retail Stores and Attended Donation Centers

Bellevue

855 W. Main Street
419-483-2244

Fremont

1040 Oak Harbor Road
419-355-1579

Huron

422 Cleveland Road E.
419-433-7542

Norwalk

295 Milan Avenue
419-668-4205

Port Clinton

205 S.E. Catawba Road
419-734-6042

Sandusky

924 E. Perkins Avenue
419-625-2910

Willard

108 Blossom Centre
419-935-4048

Goodwill Dollar Store

403 E. Market Street
Sandusky, OH 44870

Students from Sandusky Central Catholic collect clothing for the annual teen leadership corps donation drive held in March.



Donation Box Locations

Bay View

Bay View Fire Station
2321 Martins Point Road

Bellevue

Bassett's Market
228 W. Main Street

Church of Christ
1070 Castalia Street

Hogue's Supermarket
855 Kilbourne Street

Berlin Heights

Marathon Station
101 E. Main Street

Castalia

Castalia Market
507 N. Washington Street

Clyde

Miller's Market
505 W. Maple Street

Green Springs

IGA Market
104 N. Broadway Street

Milan

Milan Water Treatment Facility
13317 Riley Road

New London

Firelands Electric Co-Op
34 St. Rt. 60

Oak Harbor

Community IGA
229 W. Water Street

Port Clinton

Kroger
2028 E. Harbor Road

Bassett's (Catawba)
3994 E. Harbor Road

Great Scot Market
147 Maple Street

Marblehead

Danbury Township Complex
5972 E. Port Clinton Eastern Road

Sandusky

Toft's Dairy
3717 Venice Road

Bayside Tavern
3330 Lima-Sandusky Road

Central Erie Supply
4320 W. Mason Road



419 West Market St.
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www.goodwillsandusky.org

