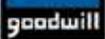




2013 Annual Report

Goodwill 
Erie, Huron, Ottawa and Sandusky Counties 

2013 Community **Impact**

490,000

Customers and Donors

at our stores and
donation centers

94%

of revenues generated
directly support

Mission Services

29 million

components assembled

for area manufacturers
at our Sandusky
and Fremont Plants

4 million

**pounds of
donated items**
diverted from the landfills

124k lbs

of computers recycled

through our partnership
with Dell Computers

3,754

individuals

participated in Goodwill
employment programs

387

people employed

by Goodwill in Erie, Huron,
Ottawa and Sandusky Counties

15,804

services provided

to individuals with disabilities or
disadvantaging conditions



Dear **Friends,**

Thomas Edison once said that opportunity was missed by most people because it came dressed in overalls and looked like hard work. Goodwill Industries employees have consistently rolled up their sleeves and tackled hard work. In recent years however, we implemented new business practices and focused on working smarter, not just working harder.

Leadership across the agency improved as managers in each of our four business divisions were given tools to succeed, with more authority and accountability. We adopted an outcome-based philosophy that measures success based on financial return on investment in our business operations and impact on people in our social services programs.

In 2013, we began to see remarkable results from our new approach. Through workforce development programs, our impact on people broke all previous records for mission services. We provided 15,804 services to more than 3,754

individuals, marking an increase of 312% over 2012. While the nation's unemployment rate remains high, we are especially proud of our workers who set a new record of over 421,000 hours on the job at Goodwill.

In our pursuit of organizational excellence, we cannot be satisfied until every person in the community has an opportunity to experience firsthand the extraordinary power of work. We sincerely thank you for sharing in our efforts. Your involvement makes our success possible. Your business partnerships, donations and purchases in our stores, financial support and volunteer time make a tremendous impact on our community and the people we serve.

Best regards,

Eric Kochendoerfer
President and CEO



**Eric Kochendoerfer, President and CEO and
Lisa Bartholomew, Sandusky Dayhab Assembler**



Above: Goodwill opened its Port Clinton Day Habilitation Center in Ottawa County in 2013.

Mission Services

Goodwill provides training and employment opportunities for youth, adults and seniors with disabilities, economic disadvantages, and those who face barriers to employment. Through our Workforce Development programs, we help people experience the satisfaction of work and the power of a paycheck. During the past year, Goodwill assisted 3,754 individuals in Workforce Development programs, with over 15,000 mission services.

Goodwill's mission services range from basic to intensive employment-related assistance, including

- | | |
|--|-------------------------------------|
| Benefits Analysis | Job Seeking Skills Training |
| Career Exploration | Worksite Development |
| Clerical/Computer Training | Personal and Social Adjustment |
| Community and Facility-based Assessments | Summer Youth Employment Program |
| Job Coaching | Supported Employment |
| Job Development | Vocational/Day Habilitation Program |

The following area business partners employed Goodwill trained individuals in 2013

- | | | | |
|------------------------|--------------------------|---------------------------|--------------------|
| Armcor Rigid Plastics | Erie County | Maui Sands Resort | Second Chance Auto |
| Bellevue Middle School | Fairfield Inn and Suites | Meijer | TJ Maxx |
| Bob Evans | Goodyear | NextRep | Vision Quest |
| Chef's Garden | Great Wolf Lodge | North Coast Clinical Lab | Walmart |
| Clean Team | Home Depot | Pizza Hut | HJ Routh Packing |
| Concord Care | Akro-Mills | Rachel Wixey & Associates | West Marine |
| Crossmark Events | Kalahari | Red Roof Inn | |
| Cut-Rite | Lowe's | Sears | |

CARF Accreditation

In October, Goodwill earned a three-year accreditation from CARF International, an independent accreditor of Health and Human Services, whose endorsement is a mark of distinction among agencies that provide services to individuals with disabilities. Goodwill has achieved CARF accreditations for its employment programs since 1976.

Goodwill employees learn CPR and First Aid as a part of our Health and Safety Program.





Goodwill employees enjoyed dinner and a Texas Tenor concert at the Lakeside Chautauqua through a grant from Arts Midwest.



Above: Health risk screenings, flu shots, and wellness education were offered through the Erie County General Health District and area hospitals.



Left: Goodwill's 5K wellness event encouraged employees and families to Walk, Wheel and Run along the Lake Erie shoreline.

Family Strengthening Program

Based on a national Goodwill program model, a Family Strengthening Program was initiated in 2012 to support other workforce development training offered at Goodwill. The program focuses on health and wellness, computer skills training, academic achievement, and financial stability. Programs are offered at Goodwill locations, with grant funding from Connect Ohio, Norwalk Area United Fund, Ohio Bureau of Worker's Compensation, the Sam and Rose Stein Foundation, United Way of Erie County, and United Way of Sandusky County.

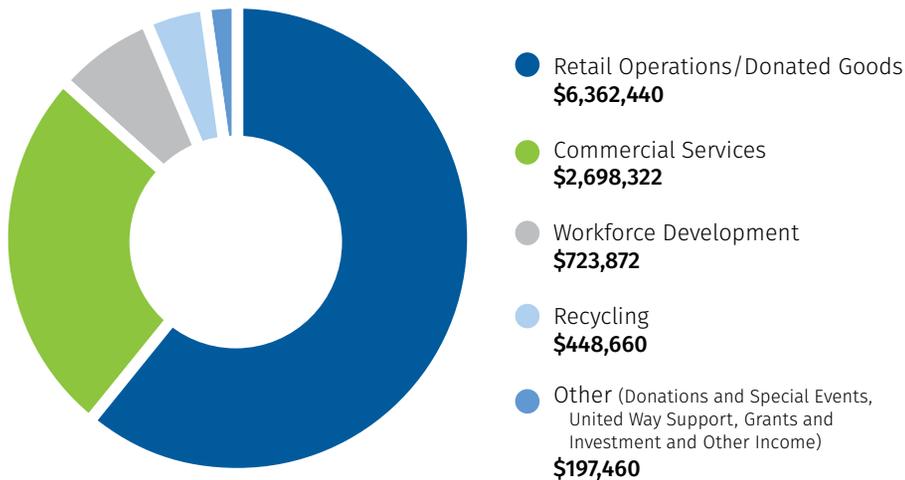


Board of Trustees

- | | | |
|--|---|---|
| Mike Adelman
K96.1 WKFM & 95.3 WLKR | Rob Duncan
Mayor, City of Norwalk | Kay Reiter
Sandusky County
Economic Development
Corporation |
| Brian Allen
UBS Financial Services | Darryl Edge
Ohio State Highway
Patrol | Jeff Rosengarten
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| Carl Anderson
Legal Aid of Western
Ohio | Rich Finneran
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Company | Bill Rodwancy
AutoGate |
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Erie County
Economic Development |
| Angel Burgos
Ohio State Highway
Patrol | Sharon Mastroianni
EHOVE Career Center | Robert L. Utter
Retired |
| | Challen Missler
Autoplas | |

2013 Financials

Revenues



Total Revenues - **\$10,430,754**

Expenses



Total Expenses - **\$10,430,754**



Seth Schmiesing (center)

2013 Associate of the Year

Seth Schmiesing was honored as the 2013 Associate of the Year in December. Seth has been employed in the Day Habilitation Program at the Sandusky Plant since April 2010. He is our top assembler and consistently produces the most components with a very high degree of accuracy. In a typical day, he manually puts together several thousand screws and washers for an automotive headlight assembly job.

The Associate of the Year award is given to one of the twelve Associates of the Month. The Associate of the Year is voted upon by all other Associates and the management team at Goodwill. In accepting his award as Associate of the Year, Seth's smile lit up the room at our annual holiday celebration. Seth is a very efficient Goodwill worker, but his positive attitude and enthusiasm for life make him truly an exceptional person and an inspiration to everyone he meets.

2013 Associates of the Month

Associates of the Month are nominated by their peers for exemplary work performance and positive attitude. This year's Associates come from all nine Goodwill facilities, and work across all sectors of our business enterprises. A common denominator for this group is that their co-workers have described them all as "always willing to help and to go the extra mile."



January
Norma Chapman
Bellevue Store
Assistant Retail Manager



February
Diane Baaske
Huron Store
Retail Clerk



March
Mark Naufel
Sandusky Office
Job Developer



April
Stephanie Breyman
Willard Store
Retail Manager



April
Tammy David
Sandusky Office
Accounting Manager



May
Stephanie Klepper
Sandusky Plant
Assembler



June
John Ray
Sandusky Store
Retail Clerk



July
Carlos Levario
Fremont Plant
Material Supervisor



August
Gretchen Tsantles
Bellevue Store
Retail Clerk



September
Christine Brenner
Sandusky Office
Job Developer



October
Seth Schmiesing
Sandusky Plant
Assembler



November
Christina Weaver
Sandusky Office
Data Entry Clerk



December
Darnell Johnson
Sandusky Store
Baler



Free tax assistance events were held in Goodwill stores with funding from the Ohio Benefit Bank, Goodwill Industries International and Walmart Foundation.

Donors & Grants

2013 Grants

Erie County Community Foundation

Summer College Internship in Marketing

Family Strengthening Program Support

Connect Ohio
Norwalk Area United Fund
Ohio Bureau of Workers Compensation
Sam and Rose Stein Foundation
United Way of Erie County
United Way of Sandusky County

Goodwill International/Walmart Foundation

Ohio Benefit Bank

Tax filing assistance

Mylander Foundation

Laptop computers for Workforce Development staff

Sandusky Plant Cafeteria Renovation Support

Erie County Community Foundation
KeyBank Foundation
Volunteer Center of Erie County
Michelle Wightman-Karrie Wieber Foundation
Youth Advisory Council (ECCF)
Zion Lutheran Church Foundation

2013 Contributions

Sincere thanks to the following donors for their generous support in 2013.

Unrestricted Contributions

Carl Anderson
Applied Business Services
John and Barbara Bauer
Rodney Belden
Donald Berkey
Elder Berman
Dave and Jackie Clark
Bill and Jayme Criscione
District Petroleum
First National Bank
Fresch Electric
Eugene and Marilyn Koby
Kris and Johnnie Leonhardt
Margaret Murray
Pat and Colleen Murray
George Mylander
Thomas Sample
Robert Talcott
David and Jennifer Voight
Wightman Wieber Foundation

Education Endowment

Mike and Melodie Adelman
Brian Allen
Gabriele Beck
Tammy David
Lori Dillender
Robert Duncan
Barbara Hanck
Pamela Hartle
Eric Kochendoerfer
Bambi Link
Doug and Sharon Mastrianni
Cecilia Muratori
Clare Opfer
Marlis Rock
Bill and Shirley Rodwancy
Steven Timmerman

Event Sponsors

American Copier
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AutoGate
AutoPlas
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Barnes Wendling, CPAs
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Edward Jones
John Feick
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Foster Chevrolet
Barbara and Donald Hanck
Dr. Richard Keller
KeyBank
Mark Advertising
Doug and Sharon Mastrianni
George Mylander
N2Y
O.E. Meyer
Ohio Athletic Commission
Oswald Group
Bill and Shirley Rodwancy
Jeff Rosengarten
Edward Singer
Thorworks
Whirlpool Corporation
Wilson Marketing

Every effort has been made to ensure the accuracy of this list. If we have made an error, please let us know.



Retail Operations



In 2013, more than 490,000 shoppers and donors visited Goodwill's eight retail stores and donation centers in Bellevue, Fremont, Huron, Norwalk, Port Clinton, Sandusky and Willard. We received over 500K bags of donated goods. These donations allow us to offer quality items at affordable prices and generate financial support for Mission Services programs. Our Goodwill ranks 7th in the nation among all 165 Goodwill organizations for donations per household, thanks to the generous support of area residents.



The Goodwill Dollar Store opened in October 2013 in downtown Sandusky. All merchandise is sold for \$1 or less. The Dollar Store serves as a Workforce Development Training Center where employees prepare for jobs in a Goodwill store or for competitive employment in the community.



Photo Courtesy Sandusky Register

Commercial Services

Although our Goodwill territory is the second smallest among 165 Goodwills in the U.S., we rank 17th in manufacturing income from our Commercial Services enterprises. Since 2004, Goodwill has been a valued partner to 16 manufacturing companies in our area. Our workforce assembled more than 29 million components in 2013 at our Fremont and Sandusky plants. Through these partnerships, Goodwill supports economic development and job growth in the four county region. In 2013, our employees logged a record of 421,000 hours on the job.

Goodwill Groundskeepers provide lawncare services such as mowing, trimming, mulching, and debris cleanup at affordable prices for short term or long term needs. In 2013, our crew tended landscapes for the City of Sandusky's Weed Abatement program, Ohio Department of Natural Resources, US Customs and Border Patrol, Erie MetroParks, area businesses, residential properties, churches and cemeteries. Funding to launch the Groundkeepers program was provided through grants in 2012 from the Sidney Frohman Foundation and the Michelle Wightman-Karrie Wieber Foundation.

Commercial and Business Services

- Assembly
- Light manufacturing and de-manufacturing
- Bagging
- Drilling
- Inspection
- Packaging and kit preparation
- Re-work and repair
- Labeling, sorting and mailing
- Lawncare services
- Recycling and salvage



Recycling

Donated items that are not sold in Goodwill stores are recycled or repurposed, including metals; corrugated paper; books; shoes, belts, purses; textiles; and electronics. In 2013, Goodwill resold or recycled 4 million pounds of products.

Through Goodwill's partnership with Dell, any brand of computer or computer components may be responsibly recycled at no cost to the consumer. Since the partnership was launched in 2004, more than 96 million pounds of electronic waste has been diverted from landfills. Goodwill computer recycling accounts for one third of all computers recycled by Dell worldwide.

We operate 7 attended donation centers and have 18 drop boxes in our territory for the convenience of our donors. Goodwill's Transportation department offers free house pickup service to accommodate community garage sales, library book sales, business computers, estate sales or for items that are too large to transport in a car. They assist a number of community groups and youth-based organizations that host annual donation drives for Goodwill. For more information on a house pick-up or a donation drive, please call 419-625-4744.

Goodwill Retail Locations and Donation Centers

- | | | | |
|--------------------------|------------------------------|------------------------------|--------------------------|
| Bellevue Goodwill | Goodwill Dollar Store | Norwalk Goodwill | Sandusky Goodwill |
| Fremont Goodwill | Huron Goodwill | Port Clinton Goodwill | Willard Goodwill |

Administrative Offices

- Sandusky**
- ### Plants
- Sandusky** **Fremont**

Donation Drop Box Locations



- | | | |
|---|---|---|
| Bellevue
Bassetts Market | Green Springs
IGA Market | Port Clinton
Bassetts Market |
| Church of Christ | Marblehead
Danbury Twp Hall | Community Market |
| Hoagues Market | Milan
Milan Water Treatment
(Recycle Area) | Kroger |
| Berlin Heights
Marathon Station | New London
New London | Sandusky
Bayside Tavern |
| Castalia
Castalia Market | Oak Harbor
Community IGA | Bayview Police Station |
| Clyde
Millers Market | | Central Erie Supply
& Elevator |
| | | Toft's Dairy |



Visit us online at
goodwillssandusky.org

for more details on Goodwill retail locations, donation centers and drop box locations.



Get the Goodwill Ohio App

Search "Goodwill Ohio" to download the free app for iPhone and Android smart phones at the App store and Google Play.

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