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

The following area business partners employed Goodwill trained individuals in 2013:

<table>
<thead>
<tr>
<th>Armcor Rigid Plastics</th>
<th>Erie County</th>
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<tbody>
<tr>
<td>Bellevue Middle School</td>
<td>Fairfield Inn and Suites</td>
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<tr>
<td>Bob Evans</td>
<td>Goodyear</td>
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<td>Chef’s Garden</td>
<td>Great Wolf Lodge</td>
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<td>Clean Team</td>
<td>Home Depot</td>
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<td>Concord Care</td>
<td>Akro-Mills</td>
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<td>Crossmark Events</td>
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<td>Cut-Rite</td>
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<td>Maui Sands Resort</td>
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<td>North Coast Clinical Lab</td>
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<td>Pizza Hut</td>
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<td>Rachel Wixey &amp; Associates</td>
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<td></td>
<td>Red Roof Inn</td>
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<td></td>
<td>Sears</td>
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<td>Second Chance Auto</td>
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<td>Walmart</td>
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<td>HJ Routh Packing</td>
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<td>West Marine</td>
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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.

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

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.
2013 Financials

Revenues

- Retail Operations/Donated Goods: $6,362,440
- Commercial Services: $2,698,322
- Workforce Development: $723,872
- Recycling: $448,660
- Other (Donations and Special Events, United Way Support, Grants and Investment and Other Income): $197,460

Total Revenues: $10,430,754

Expenses

- Retail Operations: $4,878,886
- Commercial Services: $2,304,570
- Workforce Development: $569,645
- Reserves for future community investment: $1,059,782
- Other (recycling, transportation, fundraising, general and administrative): $1,617,871

Total Expenses: $10,430,754

Financial information as of December 31, 2013. The most recent IRS Form 990 and audited financial statements are available upon request.
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.”
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**
- 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

**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 Mastrionni
- O.E. Meyer

**Event Sponsors**
- American Copier
- Linda Armstrong/Re-Max
- AutoGate
- AutoPlas
- Citizens Bank
- Barnes Wendling, CPAs
- Dawson Insurance
- Edward Jones
- John Feick
- Fisher Titus Foundation
- Foster Chevrolet
- Barbara and Donald Hanck
- Dr. Richard Keller
- KeyBank
- Mark Advertising
- Doug and Sharon Mastrionni
- George Mylander
- N2Y
- Ohio Athletic Commission
- Oswald Group
- Bill and Shirley Rodwancy
- 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.
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.
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.

Commercial Services

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

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.
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

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

Donation Drop Box Locations

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

Visit us online at 
goodwillsandusky.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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