



goodwill
2018
Annual Report



GOODWILL INDUSTRIES OF ERIE, SANDUSKY, HURON,
OTTAWA COUNTIES

Growth at Goodwill

2018, A year of Growth for Goodwill Industries of Erie, Huron, Ottawa and Sandusky County. Through innovative programs and services, Goodwill Industries of EHOS helped lay the foundation of a brighter future for 17,157 individuals with barriers to employment.


Through amazing programs like Senior Community Service Employment Program (SCSEP) and the new Goodwill Digital Career Accelerator grant, in partnership with Google, Goodwill changes lives through education and the power of work. We give second chances to individuals by helping them get the skills and training they need to become valued members of the workforce and community.

Goodwill EHOS provided 27,714 services in our 4 county area. We opened a new retail store in Huron, Ohio and expanded commercial services by breaking ground in Bellevue for a new warehouse and facility.

In these pages you will learn how Goodwill EHOS built a future and continued to grow in 2018.





A top-down view of a group of people's hands stacked in a circle. Many of the hands are wearing blue wristbands with the word 'EMFASIS' printed on them. The people are of various ethnicities and ages, and some are smiling. The background is dark and out of focus.

Goodwill empowers
people on their journey to
independence through the
sale of goods, which support
employment programs and
family services.

A WORD FROM THE CEO

Dear Friends,

Harvey S. Firestone, the founder of the Firestone Tire and Rubber Company once said, "The growth and development of people is the highest calling of leadership." Goodwill Industries is proud to be a leader of workforce development in the communities we serve. We work hard to develop growth in both the people we serve and our own employees.

In 2018, we provided 27,714 services to 17,157 people. Services are all geared to helping individuals develop and have the opportunity to experience firsthand the power of work. Job readiness skills are provided through training experiences, digital training is provided, resumes are updated, interviewing skills are taught. Soft skills such as how to come to work ready to be part of our team are promoted at all of our locations.

As we look back on 2018, we want to thank you for sharing in our efforts. The growth we are experiencing in our people and agency would not be possible without your involvement. Your business partnerships, donations and purchases in our stores, and financial support have a tremendous impact on our community and the people we serve.

Sincerely,

Steve Davey
CEO
Steve Davey



BOARD OF TRUSTEES

Brian Allen

Carl Anderson

Don Berkey (Vice Chair)

Terry Boose

Meg Chrislip

Rob Duncan

Denni Horan

Thomas Kern

Bryan Myers

Jeff Rosengarten

Bill Rodwancy (Chair)

Douglas Swearingen, Jr.

GRANTS & DONORS

Goodwill Industries of Erie, Huron, Ottawa and Sandusky Counties provides jobs and training programs for adults experiencing disabilities and other challenges to employment. When you donate to Goodwill, you are giving community members the life-changing opportunity to achieve independence through the power of a paycheck.

AWARDED *grants*

The following foundations and funds helped Goodwill Industries of Erie, Huron, Ottawa and Sandusky Counties change the lives of our program participants and employees through their donations in 2018. Goodwill is very grateful for their support.

Guerra Charitable Fund

Goodwill International- Digital Career Accelerator

Erie County Pay it Forward Grant

United Way of Erie County

United Way of Sandusky County

Mylander Foundation

David and Jacquelyn Clark Fund

Council for Developmental Disabilities of Sandusky Co

Wightman Wieber Foundation

Erie County Community Foundation

Bureau of Worker's Compensation

Frohman Foundation

Stein Foundation

Guerra Fund

Dorn Foundation

Ottawa-Sandusky-Seneca Joint Solid Waste District

THANK YOU *donors*

Goodwill Industries is grateful to the following list of donors for supporting our mission of changing the lives of people through employment.

Business Who Support

Bellevue Retail
Bennett Electric
Bennett Enterprises
Taco Bell Fremont
Tandem Media
Town Money Saver
Tusing Builders
7L Construction LLC
818 Club Restaurant
Buckeye Health Plan
Sandusky Lions Club
Pizza Brothers
Platos Closet
Port Sandusky Restaurant
Crosswinds Restaurant
Island Adventures
Casa Los Palmas LLC
Clothes Mentor
CM Sandusky LTD
Kroger
Maple City Ice
Mark Advertising
Trish McCartney Insurance Agency
International Jewelry
BonTon Stores Inc.

Parshauer Eye Care
PayPal Charitable Giving
Firelands Hardware Inc.
Firelands Regional Medical Center
R.J. Beck Protective Systems
Humbard Family McDonalds
J & J Moore LTD
John R. Stock Wendys

Individuals Who Support

Brian Allen
Carl and Karen Anderson
John and Barbara Bauer
Daniel and Patricia Shupe
Donald Berkey
Terry and Marylisa Boose
Mr. and Mrs. Ben Buser Jr
Margaret Chrislip
David and Jacquelyn Clark
Faline Coffeit
Bill and Jayme Criscione
Susan Daniel
Robert and Karen Duncan
Randall and Lynn Grenier
Mr. and Mrs. Robert Hare
Alice Roehrs Dennis Horan

Thomas Kern
Brandy Kluding
Lisa and Eric Kochendoerfer
John Milhouse
Bryan Myers
Jerry Redman Estate- Bequest
Terry Reed
Bill Rodwancy
Jeff Rosengarten
Regina Selvey
Steve Staley
Cable Steinemann
Robert Sundin
Douglas Swearingen
David and Jen Voight
Skip Wilson
Joshua Wurzel

A monetary gift to Goodwill EHOS brings meaningful change to our community.

MISSION SERVICES

OUR *impact*

Goodwill's outreach in the community is vast. From computer skills training to improving interview skills, to providing job seeking services to people with disabilities or who are facing disadvantaging conditions.

Additional services include the Senior Community Service Employment Program (SCSEP). This program works with income eligible people over the age of 55. The goal for this program is permanent employment and many of the participants have met this goal and are now successfully employed in our community.



Young people with disabilities who are getting ready to enter the world of work participated in a summer youth employment program. Youth can get experience working in a number of different locations or explore career options.

Goodwill's Mission Services employees reach beyond these direct service programs to partner with area businesses and not for profits to improve the quality of life and employment opportunities for all people.

27,714



SERVICES PROVIDED IN OUR 4 COUNTY AREA

17,157



PEOPLE SERVED

126



PARTICIPATED IN COMMUNITY EMPLOYMENT SERVICES

59

PARTICIPANTS IN SCSEP PROGRAM



GOODWILL *gives back*

owing agencies to provide items such as interview clothing, household items and more to their clients in need.

American Cancer Society

Back to the Wild

Bureau of Worker's Compensation

Cancer Services

Care and Share

Cinderellas Closet

EHOVE Boot Camp

Erie County Collaborative

Erie County Health Department

Erie County Humane Society

Erie Metro Parks

First Call for Help

Gods Caring Heart Ministries

Good Life

Humane Society of Sandusky Co

Lake Erie Community Corrections

Lighthouse Assembly of God

Monroe Academy

New London Police Department

Norwalk Alliance Church

Norwalk United Fund

Ohio Business College

Orianna House

Port Clinton Chamber of Commerce

Rainbow Girls

American Red Cross

Salvation Army Plymouth-Shiloh

Sandusky High School

Spiegel Grove

TLC Home Care

Volunteer Center of Erie County

Volunteers of America

Sandusky Area Safety Council

739 
**IN DIGITAL
GRANT PROGRAM**

100%
**satisfaction
rating**

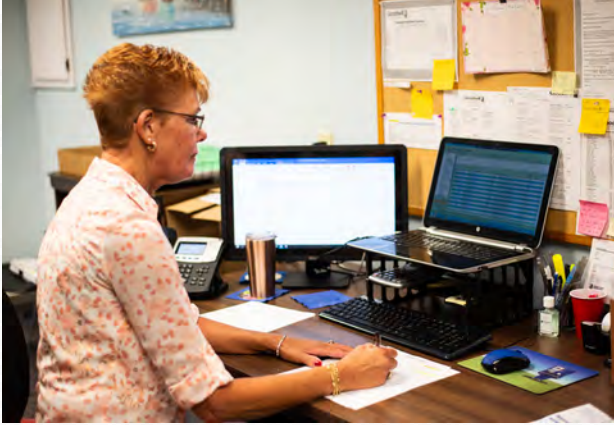


“The only way you can be successful is you have to be determined and you have to really want it. If you aren’t persistent and determined and not willing to try, you won’t succeed.” - Norma Sager



Norma Sager, SCSEP Participant, Goodwill Employee

SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM



Extended Opportunities

NORMA SAGER

Norma started her search for employment by signing up for the Senior Community Service Employment Program. After being accepted into the program, she began working at the Red Cross in Fremont doing clerical work. As part of the program's required rotation of job sites, she found herself working at the Goodwill's Fremont Plant. At the plant, she worked in the office helping wherever she was needed. Her next rotation was to Goodwill's Headquarters in Sandusky.

Goodwill's accounting team quickly noticed Norma and her dedication to whatever task was assigned to her. They offered her a position on the accounting team doing Accounts Payable. In her new position, Norma is responsible for handling accounts payable for seven retail stores, our two plants and Headquarters. She states that she loves working for Goodwill. Goodwill considers her an important part of our team.

(SCSEP) provides individuals 55 and over with paid on-the-job training to learn and enhance their skills to advance to regular employment.

SCSEP participants are placed in a wide variety of community non-profit sites, referred to as host agencies, such as social service agencies, schools, libraries and government agencies. Job seeking and support services are provided to assist individuals in finding regular employment. The goal of the program is for the participants to improve their skills and confidence to obtain non-subsidized employment in the community.

SUMMER YOUTH PROGRAM

Exploring Workforce



ALEX ROBINSON

Alex enrolled in Goodwill's Summer Youth program in the summer of 2018. He elected to participate in the Career Exploration Program. This gave him the opportunity to explore different career options by shadowing a police officer, fireman, animal shelter attendant and a retail worker.

Overall Alex learned how to step out of his comfort zone and perform different tasks while building his skills. He now works at Vanguard where he can pursue one of his passions, welding.



The **Summer Youth Program** teaches transitional youth vocational skills and appropriate work behaviors through two programs:

Career Exploration which is designed for younger students ages 14-15 or first-time job seekers. The youth participate in tours of businesses, participate in hands-on activities and talk to employers while learning about career options.

Work Experience enables participants to acquire work skills, improve communication and interpersonal skills, and develop a work history. Youth are placed in work settings in their areas of interest throughout the community and paid for the time they work.

Both **Career Exploration** and **Work Experience Programs** include an educational component designed to teach independent living skills such as budgeting, time management, development of vocational interests, and job seeking skills training.

“Goodwill helped me break out of my shell and learn new skills. I really liked working with my job coach and going to the different locations.” - Alex Robinson



Alex Robinson, Summer Youth Program Participant

“Goodwill offered me a lot of growth and I feel good about my experience with the Placement Program. I consider Goodwill my family and I am thankful for their services.” - Chris Fugate



Chris Fugate, CESP Participant, St. Marys Central Catholic Schools Employee

COMMUNITY EMPLOYMENT SERVICES PROGRAM



Community Employment Services Program provides the tools to look for and find employment. Through this program, we assist individuals in all aspects of finding employment including resume preparation, interviewing skills, etc. Once the job is acquired, coaching and retentions services and support are provided to help the individual maintain their employment.

Finding Your Path

CHRIS FUGATE

Chris was originally referred to Goodwill by the Ohio Department of Developmental Disabilities (ODD). He began training at Goodwill Sandusky in the Vocational Habilitation Program with Libby Boros. At Goodwill he found himself working multiple positions including a bailer operator, doing assembly work, and helping with the box trucks on home pickups. He progressed quickly and was able to excel in his work with Goodwill. Chris's team met and decided that he was ready to venture into the community to find employment. Chris started his search for employment through Opportunities for Ohioans with Disabilities (OOD) in 2013 through Goodwill's Community Employment Services Program.

Chris was placed in the community in 2017 and worked with job coach Sue Stout. Typically a job coach will work with a participant for 4 weeks in the new job. Sue only needed to work with Chris for two weeks before he was fully ready to be on his own. Checking in with Chris, he continues to successfully work as a custodian for Sandusky Central Catholic Schools. He keeps in touch with Goodwill and considers them family.

RETAIL SERVICES & DONATIONS

\$5,596,277
TOTAL REVENUE

93% ALL REVENUE REDIRECTED BACK
INTO MISSION SERVICES



new retail store in Huron, oh

In 2018, Goodwill EHOS opened a brand new retail store located in Huron, Ohio. At the same time, Goodwill hired a Donated Goods Manager who focuses on building relationships, bringing in donations and coordinating donation drives. We have seven retail store locations located in Bellevue, Fremont, Norwalk, Port Clinton, Sandusky, Willard and the newly opened Huron store.



524 TEAM MEMBERS
EMPLOYED



We have 13 donation drop box locations where donated goods can be dropped off. Goodwill accepts clothing, computers, books, housewares, shoes, toys, small appliances and furniture.

Proceeds from the sale of community donations provides jobs for people with disabilities and disadvantaging conditions. Unsold items are recycled or re-purposed.

DONATIONS

Goodwill Industries of Erie, Huron, Ottawa and Sandusky Counties relies on the donations we receive from members of our local communities to fund our mission.

Donations received through the stores, drop off boxes or home pick ups are sorted, priced and placed directly on our sales floors. Ninety-three percent of all retail revenue is directed into our mission work. The thousands of pounds of donations that come in weekly are turned into employment training opportunities for people with disabilities and other barriers in each of our communities.



Changing Lives
one donation at a time.



12,137

DONORS

with home
pickup services
& drop box locations

BUILDING *Relationships*

We currently partner with area schools, churches, community and other businesses to provide donation drives and opportunities to spread the word about our mission. A few of these partnerships are listed below:

- BGSU Firelands
- Firelands Regional Medical Center
- Encore Shop of Stein Hospice,
- Huron High School
- Sandusky High School
- Lakeside Methodist Women
- First Presbyterian Church – Huron
- Remax Norwalk
- Bellevue Historical Society

Employment Opportunities



Fremont - 100+ employed
Bellevue - 50+ employed
Sandusky - 40+ employed



contract orders
delivered on time

28,211,030 
completed parts delivered



maintained positive
relationships with
all past and current
customers.

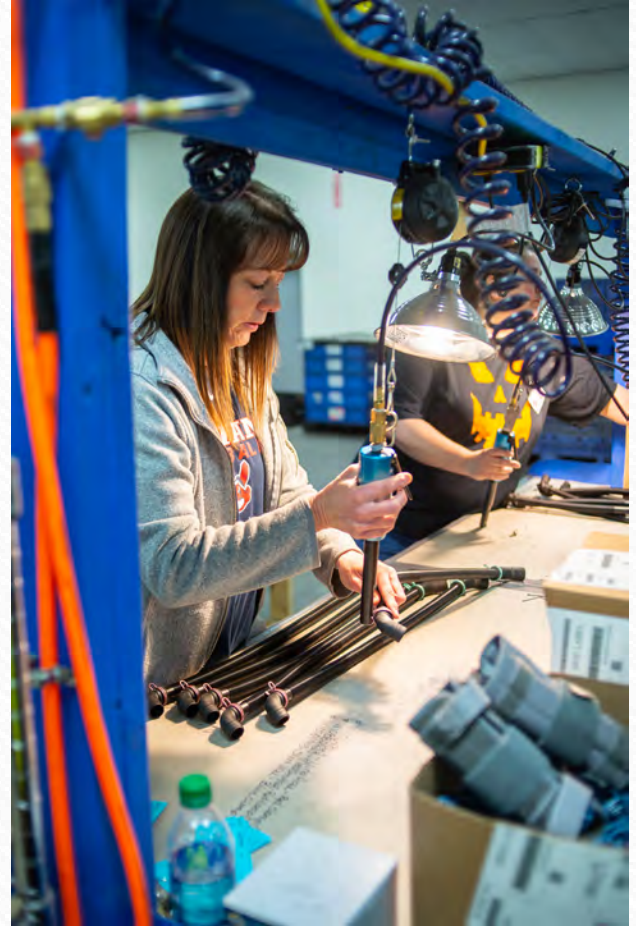


2,895,337
pounds of waste diverted

COMMERCIAL SERVICES



In 2018, Goodwill's Commercial Services division provided over 200 jobs through our partnerships with many leading manufacturers in our four county region. Goodwill is proud to be a trusted supplier to several major manufacturers. Our workforce assembled more than 28 million components in our Fremont, Bellevue and Sandusky manufacturing facilities in 2018.



Goodwill broke ground for our new Bellevue Warehouse in December of 2018. This warehouse will create 12 new jobs and gives Goodwill the needed space to grow our manufacturing and recycling operations.

Providing *opportunities* through Retail & Contract Services

Contracted Commercial Services

Whirlpool - Hoses, literature, top/bottom cap assemblies, splutch assemblies (largest runners)

Ludlow - Tagging, rolling, and boxing rubber mats

Unican - Packaging various sized paint cans

Ventra - Screw/washer assemblies; repairing/cleaning palletainers

Berry Plastics -Snapping handles on to buckets

FINANCIALS

REVENUE

United Way and Contributions	\$ 39,690
Program Fees and Grants	897,535
Store Sales, Store Donations and Recycling	8,601,091
Contracts with Businesses	3,009,008
Other Revenue	58,515
Total Revenue	\$ 12,605,839

ASSETS

Cash and Investments	\$ 1,233,781
Accounts Receivable	703,197
Other Current Assets	578,069
Property and Equipment - Net	7,166,284
Other Assets	66,912
Total Assets	\$ 9,748,243

EXPENSES

Payroll Expenses	\$ 6,805,517
Supplies and Services	3,529,701
Facilities and Equipment	1,607,943
Depreciation and Other Expenses	\$ 578,126

LIABILITIES

Accounts Payable	\$ 143,447
Accrued Payroll and Benefits	241,236
Other Current Liabilities	370,026
Long-Term Debt	2,662,858
Total Liabilities	\$ 3,417,567

NET ASSETS

Net Assets	
Net Assets without donor restrictions	\$ 6,299,470
Net Assets with donor restrictions	31,206
Total Net Assets	\$ 6,330,676

<i>Total Liabilities and Net Assets</i>	\$ 9,748,243
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Barnes Wendling CPAs LLC, an independent auditor with offices in Cleveland, Sheffield Village, and Sandusky, Ohio, completed the audit of Goodwill's 2018 and 2017 financial statements. A complete copy of Goodwill's audited financial statements can be obtained upon request.



2018 GOODWILL ANNUAL REPORT

Enhancing the dignity and quality of life of individuals and families one day at a time.