



## 2019 GOODWILL ANNUAL REPORT

---

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



## Executive Report 2019

2019 was a year of unprecedented growth and investment in our local communities.

With support from the community we were able to build a new 50K sq.ft. production and warehouse facility attached to our current 68K sq.ft. manufacturing factory in Bellevue, OH. This additional space supported new manufacturing business with several new and current vendors.

Our other manufacturing facilities also saw a pickup in revenue and business and our Workforce Development division had a benchmark year.

Retail operations had another stellar year with more than 93 cents of each dollar earned going directly back into our mission of providing jobs and job services to local residents facing a disability or other employment barrier.

We also achieved our 3-year CARF accreditation so we could continue our valuable work of job development, thanks in large part to our Director of Workforce Development and de facto CARF expert Marlis Rock.

While every year has it's challenges, 2019 was a banner year in most regards and one we will be trying hard to top in 2020.

I would like to personally thank our employees, donors, shoppers, partners and Board of Directors for their involvement and support.

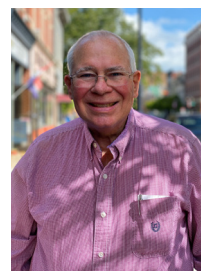
It is because of these groups, organizations, businesses and individuals that Goodwill is able to continue serving local residents with disabilities and employment challenges.

Thank you!

Steve Davey

President and CEO  
Goodwill Industries

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



## SPOTLIGHT

### Luis Dominguez



While working on a construction project at the Sandusky courthouse, Luis incurred a workplace accident that resulted in an injury to his right shoulder. Dominguez was subsequently placed on physical disability and began his rehab journey beginning with the Bureau of Workman's Compensation (BWC).

During it all Luis was also going through the steps to become a US citizen.

He began training in computer skills through BWC and in 2018 he was placed into a Goodwill rehabilitation program at our Sandusky manufacturing facility for additional vocational training.

Vocational training is a broad term and Luis started by learning the basics of Goodwill's retail operations at our Outlet store. The Goodwill Outlet store is a small retail store, open to the public, where program participants and others can receive training and assessments of basic job-related skills.

He began slowly, just 30 minutes to one hour each day for two weeks training on the register, sorting clothing, quality inspection, tagging and hanging clothing items.

He was also preparing to take his citizenship exam.



Luis Dominguez

*Picture: Courtesy of Patrick Freeh*

Luis had been in the country under a work visa from Mexico, but he had always wanted to become a permanent citizen of the United States and was working diligently towards that goal. "Becoming a citizen is not easy, nor should it be. It takes hard work and dedication; you have to make time to study and learn a great deal about a great country. It also helps to have some money!", he adds only half-joking.

As fate would have it, Luis was about to become a Goodwill employee! He was offered a position in our Vocational Rehabilitation (Voc-Hab) facility where he works with individuals going through similar training that he had experienced.

"I love the environment and the people working here. This is a family and community environment and I love learning about people and how they are not defined by their disability, but by their abilities."

"Working with the participants at Goodwill has changed my life, they taught me you can do more for yourself and for others than you ever thought possible, and they inspired me to keep working to get my U.S. citizenship."

You may be able to tell from the picture, Luis Dominguez passed his citizenship exam and is now officially a United States citizen. We are lucky to have him!



# Workforce Development

The Workforce Development department is the reason Goodwill exists. It is in this department that we are able to work with local residents with a disability or other barrier to employment and help them break through that barrier and achieve a higher level of independence.

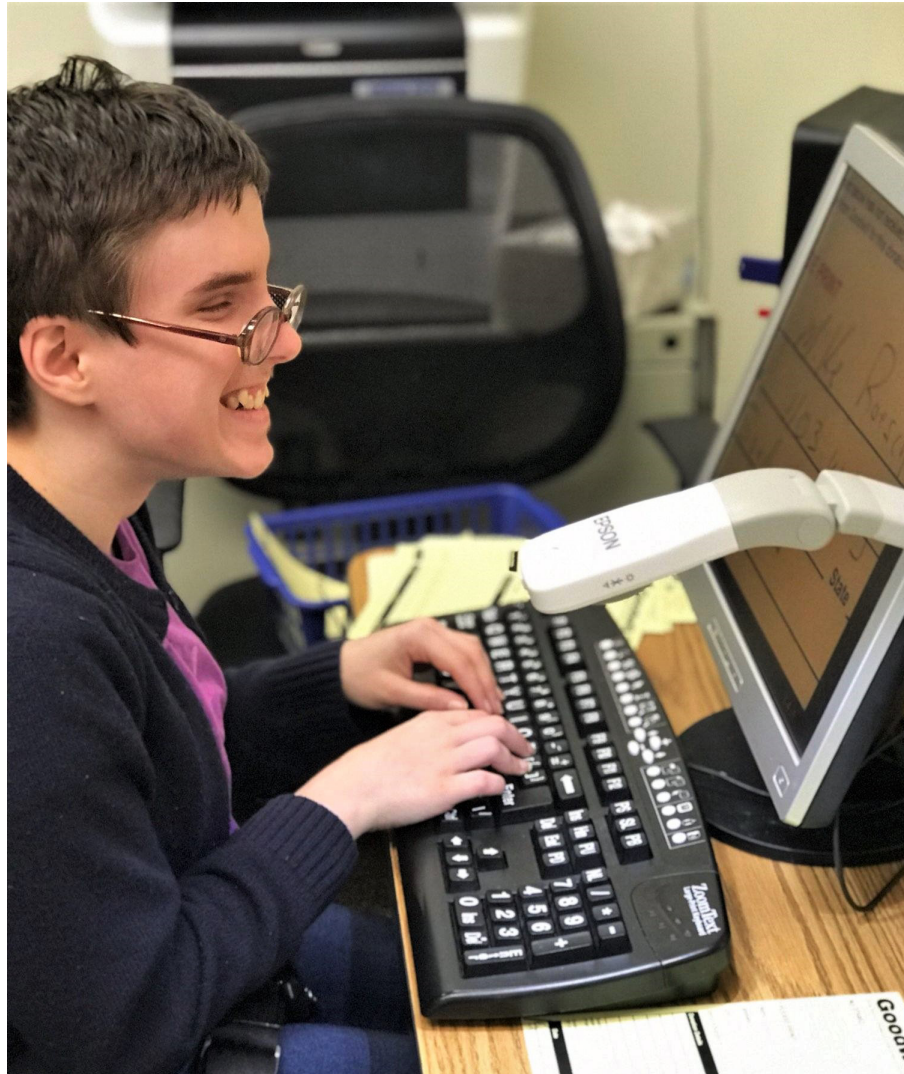
We take great pride in knowing our social enterprise supports this endeavor with more than 93 cents of each dollar raised being invested right back into that mission.

A new program offered this year was The Department of Labor's Senior Community Service Employment Program (SCSEP). This program is designed to assist eligible individuals 55 and older who would like to, or need to, continue working but are unable to obtain or retain employment due to lack of the necessary skills required.

The program is customizable to the individual and Goodwill creates an employment services plan to help guide the individual on their path towards a new or continuing career. We are honored to incorporate this program into our mission services.

We were also the recipient of the 3-year CARF accreditation which ensures the safe and dignified treatment of our program participants.

2019 was a benchmark year and we are proud to have helped train and find employment for so many individuals.



Amanda Nickleson joined Goodwill in 2019 and quickly put to use her digital document reader and magnifier donated by the Sandusky Lion's Club. The technology gave Amanda the ability to input donor receipt information in the data entry department and join the workforce here at Goodwill!



17K

***Provided services to more than 17,000 local residents.***

100

***Percent of satisfaction from persons served.***

32K

***More than 32,000 services provided in 2019.***



Jean Samples of Norwalk re-entered the workforce after nearly 15 years of what she calls "hibernation".

"I was just sitting on my couch getting fat," she says with a laugh, "I needed to get out and do something, because after I lost my son, whom I took care of full time...all at once, you're just sort of lost. I just needed something; I was looking for something. I've never watched a soap opera in my life and never intend to. I was just sitting there and sitting there some more. And like anyone else, I need the money!"

Re-entering the workforce is a daunting challenge to many retirees. Technology and the world in general have progressed so quickly many, including Samples, are "very nervous" and unsure if they can do it. Something changed when a local newspaper, The Norwalk Reflector, published a story about Goodwill's new senior employment program.

The Department of Labor's Senior Community Service Employment Program (SCSEP) is designed to assist eligible individuals 55 and older who would like to, or need to, continue working but are unable to obtain or retain employment due to lack of the necessary skills required.

"I am 78 years old," Samples said. "I read an article in The Reflector, so, I called. I thought with my age nobody is going to call me back."

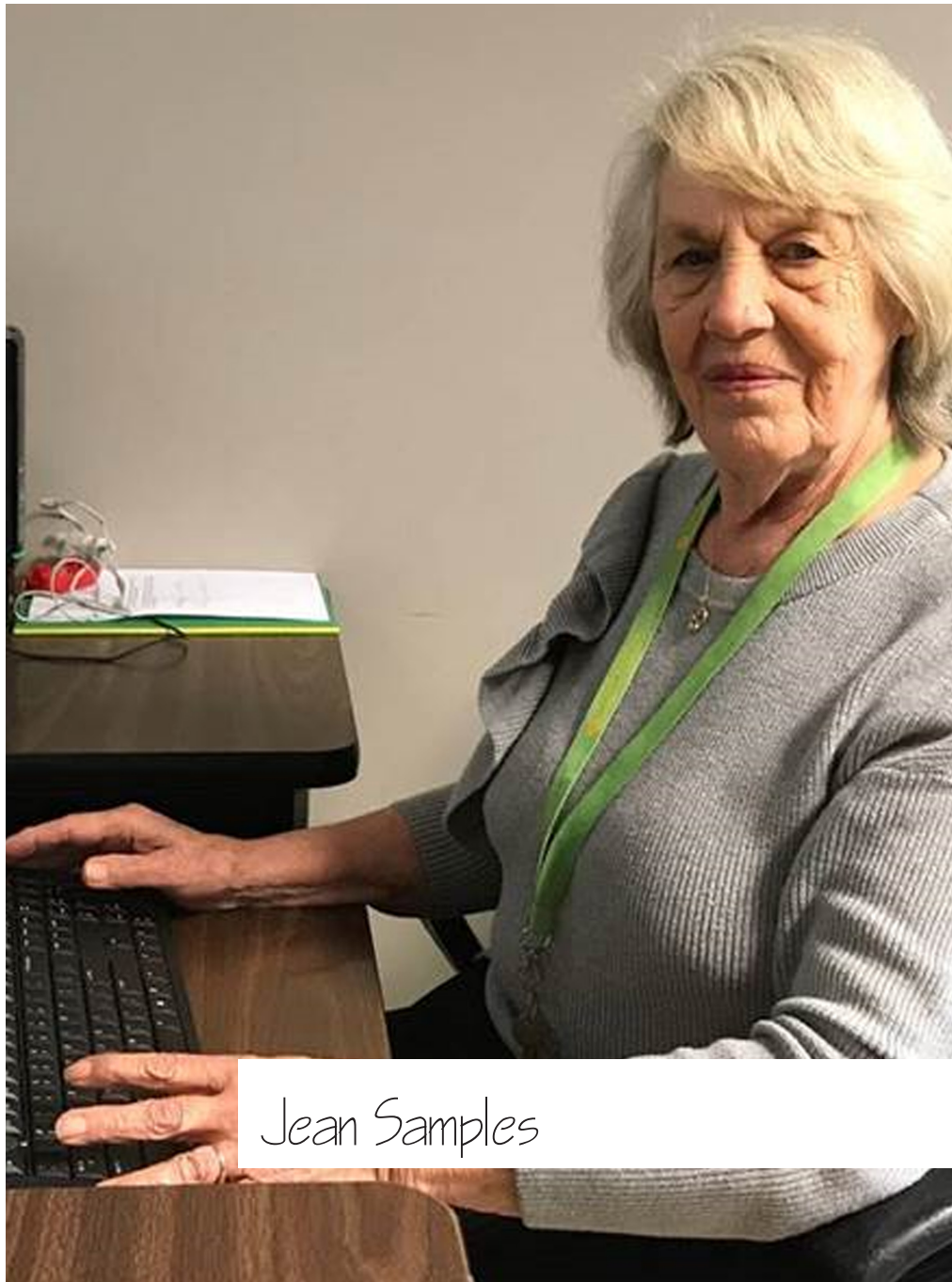
Samples did get a call back from David Hewitt, Program Manager for Goodwill's SCSEP program. Hewitt said, "The program has no age limit, that would defeat the principle of the program."

"Look at Jean, she is a walking collection of experiences, stories and skills that might have been a little bit in hibernation for the 10 or 15 years since she last worked, but are very useful and an asset to tap into.

Jean enrolled in the program and began training and Goodwill began looking for an employer to give her a chance for additional training opportunities.

It did not take long and Goodwill found Jean an opportunity as an administrative assistant training 20 hours a week through Goodwill's program, but it took less than a year and Jean was hired outright by the employer.

"She has proven that seniors are a valuable and integral part of today's workforce", says Hewitt.



Jean Samples



# C Commercial Services



The Bellevue Factory's team earned 1st place honors in the annual "Wheel, Walk & Run" challenge for 2019. Combined the team walked from Bellevue to China more than 12 times!

Goodwill's Commercial Services division encompasses 3 manufacturing facilities and employs nearly 200 people.

Our factories handle work from the automotive, appliance, plastics, aerospace, composites and other industries by providing a variety of packaging and assembly solutions.

2019 was a great year as our Bellevue Plant added nearly 50K square feet with a major expansion that resulted in a 116K total sq.ft. facility, by far our largest site.

The additional space was quickly put to use with 9 new contracts coming to the factory in 2019.

Our Fremont Plant continued it's strong performance as it managed to drive continuous improvements in processes that led directly to an increase in revenues and profitability.

Our Sandusky Plant continued it's ongoing contract work and saw the demand for services increase as production ramped up. This facility serves as a Vocational Rehabilitation (Voc Hab) center and works almost exclusively with individuals experiencing a severe disability or other employment challenges and truly showcases our mission.

Most people know of Goodwill's retail store presence, but are often surprised at our manufacturing and assembly capabilities. Goodwill is proud to have the ability and facilities to train and put people to work in diverse work environments.

20M+

***More than 20 MILLION quality parts shipped in 2019.***

100

***Percent of on-time deliveries made in 2019.***

190

***Number of 2019 Goodwill Manufacturing employees.***



# Donated Goods Retail



Christina Weaver is pictured at this year's annual "Islands of Adventures" employee appreciation party. Christina works in the Goodwill Data Entry department and manages donor information and medicaid billing.

The Donated Goods Retail division is Goodwill's most publicly recognized department and encompasses 8 retail locations including 1 Outlet store.

Providing nearly 60% of the total revenue for the organization, the retail division is a major part of Goodwill's continued success.

2019 continued the year-over-year growth that has accompanied the last several years and that allowed for some necessary upgrades to the Point of Sales system and credit card machines.

We strive to be good stewards of community donations, so Goodwill again partnered with many local agencies in 2019. It may have been to donate coats for kids, clothing for job interviews, clothing for those getting out of incarceration, hygiene products or helping a family get back on their feet after a fire or other devastating event.

We are proud to help support the efforts of these organizations and more; Bellevue Recovery and Support Services, Coats for Caring, Oath keepers Fire Conference, Cancer Services, Oriana House, Cinderella's Closet, Pontifex, Crossroads Homeless Shelter, Recovery Institute of Ohio, Eagle's Nest Church, Red Cross, EHOVE Job Connections, Sandusky Lions Club, God's Caring Heart Ministries, Sandusky Middle School, Lake Erie Corrections, TLC Home Health, Lighthouse Assembly of God, United Fund of Norwalk, Volunteers of America, Little Libraries, Willard High School and the Norwalk Clothing Bank.

137K

**More than 137 thousand residents donated to our donation locations.**

442K

**More than 442 thousand customers made purchases in 2019 .**

167

**Number of 2019 Goodwill Retail employees.**



# GOODWILL INDUSTRIES OF ERIE, HURON, OTTAWA AND SANDUSKY COUNTIES, INC.

## FINANCIAL REPORT FOR YEAR ENDING 2019

### 2019 Goodwill Board of Trustees

**Bill Rodwancy**

**Board Chair**

• AutoGate

**Meg Blackburn**

**Board Vice Chair**

• Vacationland Federal Credit Union

**Rich Finneran**

**Board Treasurer**

• Citizen's Bank

**Denni Horan**

**Board Secretary**

• Client Advocate

**Brian Allen**

• UBS Financial Services

**Carl Anderson**

• Legal Aid of Western Ohio

**Dawn Bova'**

• Bellevue Hospital

**Calvin Dorsey**

• Sandusky Life Church

**Rob Duncan**

• City of Norwalk

**Connie Frisch**

• IT Director

**Thomas Kern**

• Style Crest Enterprises, Inc

**Sharon Mastroianni**

• Ehope Career Center

**Bryan Myers**

• Vacationland Federal Credit Union

**Jeff Rosengarten**

• Payne, Nickles & Co.

**Lisa Sartain**

• Bellevue Hospital

**Thank you for  
your service and support!**



A proud United Way partner!

### Revenue and Support<sup>†</sup>

Retail Services and Donated Goods.....	\$8,650,532
Commercial Services.....	\$2,942,077
Workforce Development.....	\$803,197
Recycling/ Salvage.....	\$419,871
Donations.....	\$14,598
Erie and Sandusky Co. United Way Allocations.....	\$18,946
Grants.....	\$18,786
Special Events.....	\$7,420
Investments and Other Income.....	\$230,251
<b>Total Revenue.....</b>	<b>\$13,105,678</b>

### Expenses

Retail Services.....	\$7,166,728
Commercial Services.....	\$3,249,246
Workforce Development.....	\$1,066,000
Recycling/ Salvage.....	\$272,601
Transportation.....	\$305,761
Fundraising.....	\$7,437
General and Administrative.....	813,433
Reserves for Future Development.....	\$224,472
<b>Total Expenses .....</b>	<b>\$13,105,678</b>

<sup>†</sup>all financial data has been audited by Barnes Wendling, CPAs, INC., an independent third party accounting firm.

**"The amazing generosity displayed by our local community is overwhelming. We were again able to put more than 93% of every dollar raised back into direct support of our mission. Without community support- donating, shopping, volunteering or being one of our factory contract customers- we could not support our programs to give jobs and job training to local residents facing a disability or other employment challenge. We are humbled and grateful."**

**- Jason Stout,  
Chief Financial Officer**



# THANK YOU FOR YOUR SUPPORT



## **Business Support**

7L Construction  
African Safari Wildlife Park  
Amazon  
Arby's  
Assured Partners of Ohio  
AutoGate  
Bellevue Retail , LLC  
Bennett Enterprises  
Carfaro Foundation  
David & Jacquelyn Clark Foundation  
Firelands Hospital  
Firelands Regional Medical Center  
First Energy Services  
Great Lakes Electric  
Groff Funeral Homes and Crematory  
Guerra Foundation  
International Jewelery  
Island Adventure/Crosswind  
Janotta & Herner  
Kroger  
Mark Advertising  
Mojito Bay  
N2Y  
Payne Nickles & Company  
Port Sandusky Restaurant  
Re/Max Quality Realty  
Sandusky Lions Club  
Schlessman Seed Company  
South Shore Marine  
Steinemann Hafner Insurance Services  
Taco Bell  
TJ Maxx  
Tusing Builders

Vacationland Federal Credit Union  
Wilson Marketing Group

## **Individual Support**

Brian Allen  
Carl and Karen Anderson  
Linda Armstrong  
John and Barb Bauer  
In memoriam; Bradley Bova'  
Dawn Bova'  
Shelly Chesbro  
Alexandria Cruey  
Stephen and Phyllis Davey  
Daryl Deering  
Rob Duncan  
Heather Gilchrist  
Leon Groff  
Dalal Hamad  
Dennis and Alice Roehrs Horan  
Eric and Lisa Kochendoerfer  
Judy Kochendoerfer  
Robert Lindstrom  
Thomas Mack  
Sharon Mastroianni  
Nancy McKeen  
Harriet Minich  
Bryan Myers  
Chuck Oeder  
William Rodwancy  
Bill and Shirley Rodwancy  
Jeff Rosegarten  
Randy Schafer  
Dan Shupe  
Ed & Naomi Singer

Steve Staley  
Cable Steinemann  
Steve Timmerman  
Jason Tusing  
Sherrie Waddington  
Skip Wilson

## **Vehicle Donations**

Khamlusa Bouasy  
Faline Coffelt  
Matthew Frey  
Barbara Gainer  
Roger Geyman  
David Gracia-Rodriguez  
Carol Paseff  
Bruce Stewart

## **Referral Sources**

Opportunities for Ohioans with Disabilities (OOD)  
Bureau of Vocational Rehabilitation (BVR)  
Ohio Department of Job & Family Services (ODJFS)  
Ohio Department of Developmental Disabilities Boards (ODD)  
Bureau of Services for Visually Impaired (BSVI)  
Veterans Administration  
Bureau of Worker Comp (BWC)  
Mental Health Services  
Senior Community Services Employment Program (SCSEP)  
Townsend Community School  
Great Lakes Community Action Partnership

**Dell  
Reconnect**

