

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

# 2020 ANNUAL REPORT



Our mission 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.

[www.goodwillsandusky.org](http://www.goodwillsandusky.org)

GOODWILL® WORKS TO  
ENHANCE THE DIGNITY  
AND QUALITY OF  
LIFE OF INDIVIDUALS  
AND FAMILIES BY  
STRENGTHENING  
COMMUNITIES,  
ELIMINATING BARRIERS  
TO OPPORTUNITY, AND  
HELPING PEOPLE IN  
NEED REACH THEIR  
FULL POTENTIAL  
THROUGH LEARNING  
AND THE POWER OF  
WORK.



Any discussion regarding 2020 must start with the impact that the COVID-19 Pandemic had on our company. We were off to a great start in January and February. Our retail store revenue was 20% higher than the same period of 2019. Our factories were at full production and our Mission Services group was working with more clients than they had in the prior year.

Then in March 2020 the COVID-19 Pandemic had a huge affect on all companies. The State of Ohio mandated some very strong measures to combat the Pandemic. We closed all our retail stores on March 20, and they did not re-open until May 12. When they did re-open, we of course implemented many new safety protocols to protect our employees and customers. We installed barriers to separate customers from our cashiers, instituted mandatory face coverings, established one-way aisles, implemented robust cleaning protocols and had hand sanitizer available at multiple locations in each store.

Customers slowly started coming back, although not at the same rate as 2019.

Our factories also implemented similar COVID safety protocols. We never completely shutdown, but volume in March and April was very low. But our contracts customers were all in essential industries and slowly began to increase production and by late summer we were near full volume.

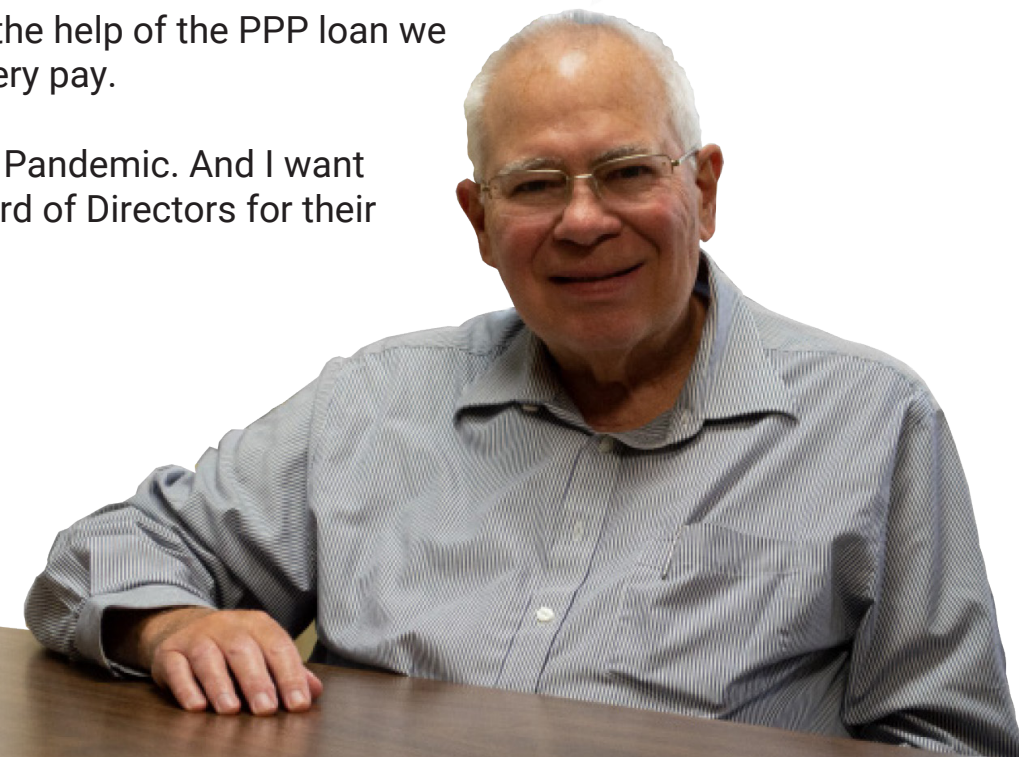
Our Mission Services had a very difficult time. We were not allowed any "in person" contact with our clients. We were forced to close our Sandusky and Port Clinton Adult Day Service Programs where we provide work opportunities for people with disabilities. Toward the end of the year our Job Developers and Job Coaches were able to place many people with disabilities in jobs in the community – despite having to do all work remotely.

The effects of the Pandemic put a significant strain on our financial stability but with the help of the PPP loan we were able to meet all financial obligations including paying our employees on time every pay.

It was great to see the entire team pull together to have a successful year despite the Pandemic. And I want to thank all employees, donors, shoppers, partners, customers, suppliers, and our Board of Directors for their involvement and strong support.

Sincerely,

Stephen Davey  
President & CEO  
Goodwill Industries  
of Erie, Huron, Ottawa and Sandusky Counties, Inc.







## SAFETY AND LOSS PREVENTION

All discussions about Covid begin and end with our Safety and Loss prevention manager, Andrew Pietch.

“The start of the Pandemic on March 13th was challenging. I wanted to make certain that our top priority was the safety of our employees. We immediately took steps to combat the effects of the virus by installing sneeze guards, setting up one-way aisles in the stores, and shutting down non-essential areas.

The safety team met each morning via conference calls to talk about the state of each location including the factories which were essential and did not close during the pandemic.

The meetings were crucial in the success of keeping everyone safe. While we did have folks who tested positive, as many companies did, I am proud to say that the measures that we took prevented us from having a major outbreak.”

When the Retail stores eventually reopened the safety team implemented a no contact donation center at each location to prevent the spread.

I take the safety of our team members very seriously and I am proud of the team and all that they were able to accomplish.”

- Andrew Pietch  
Safety and Loss Prevention Manager

(Photo: Andrew Pietch is all smiles in front of Goodwill’s Safety Board.)



# RECYCLING

2020 was a challenge in the Recycling Division as retail stores did not accept donations for a short time during the Covid shutdown.

This led to the overall quantity of recyclables decreasing from prior years, but the department still managed to divert 84% of this potential waste into recyclables.

The money that is earned from recycling goes into the general fund and provides revenue for Goodwill’s mission of providing jobs and job training to local residents facing a disability or other challenge.

WASTE DIVERSION BY CATEGORY (in pounds)

TEXTILES	1,344,201
SHOES	81,350
BOOKS	229,260
KITCHENWARES	116,975
HATS, BELTS, PURSES	28,300
WIPERS SALVAGE	45,000
CARDBOARD: BALED	202,800
METAL RECYCLE: BALED	212,828
ELECTRONIC RECYCLE: MONITORS	77,476
TOTAL SALVAGE/RECYCLE	2,338,190
TOTAL WASTE	48,120
TOTAL (BOTH)	2,786,310





## COMMERCIAL SERVICES

2020 was a banner year for commercial services. The division saw growth of nearly 3% from the previous year and accounted for nearly 25% of overall company revenue.

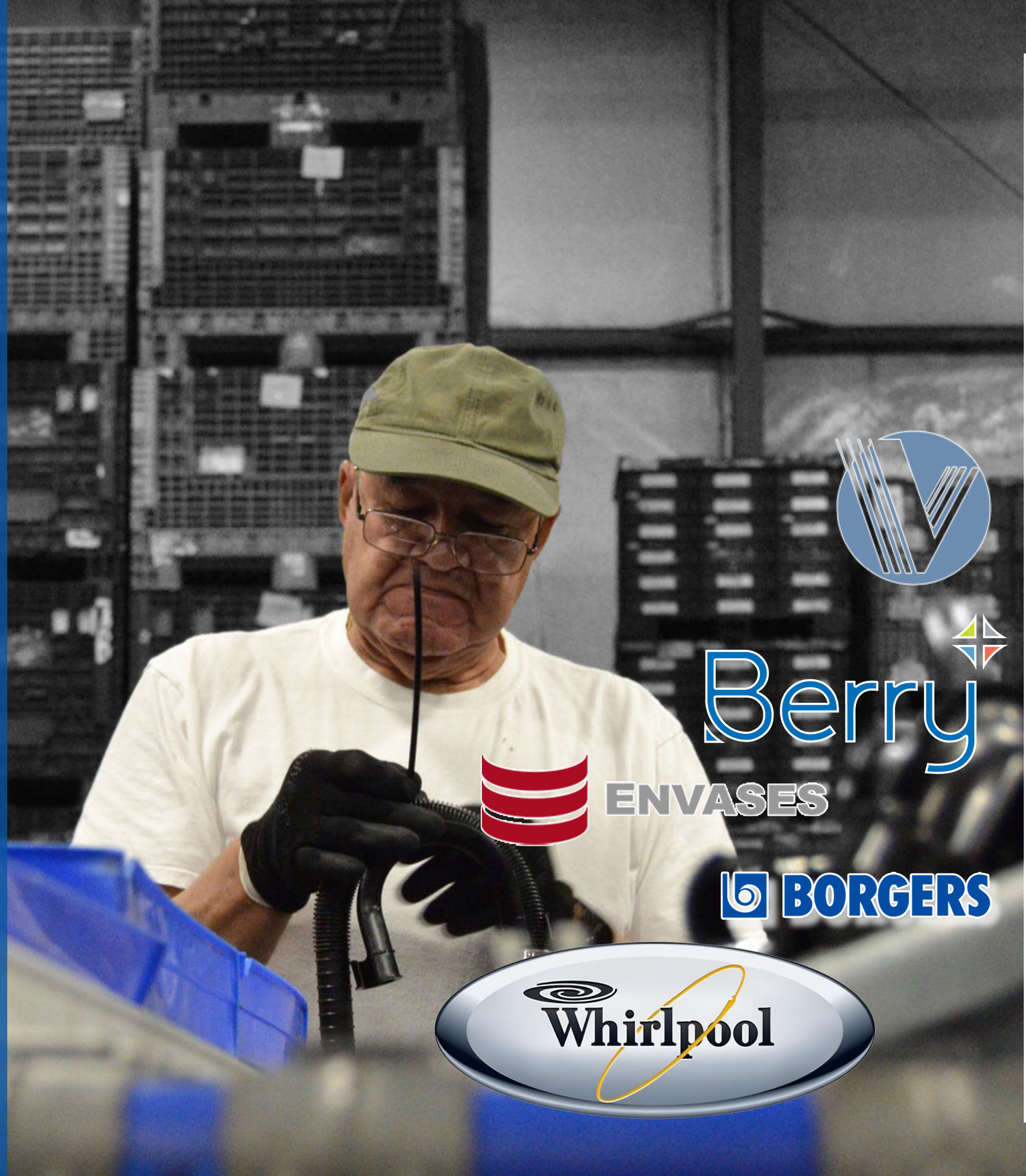
The Bellevue Plant contracts with multiple companies including Whirlpool, Borgers, Ventra, Berry Global, and Envases. In 2020 Bellevue Assembled nearly 8 million pieces for these customers.

The Fremont Plant works closely with the multinational corporation Whirlpool. This year the plant was awarded two new jobs from Whirlpool, adding \$400,000 in business revenue annually and creating 12 new jobs. The plant was able to accomplish this while keeping an excellent quality and delivery record.

The Sandusky Plant, found at our corporate headquarters in downtown Sandusky, also had an amazing year. The team assembled 2,781,475 fasteners for our partner, Ventra in addition to many short term and temporary job assignments.

Each location made valuable contributions and did a great job to help off-set some of the pandemic's effects on Retail operations.

*(Photo: Charles Foster assembles hoses at Goodwill's Fremont Factory.)*



ENVASES



BORGERS





## RETAIL SERVICES

The big story for Retail this year was the COVID shutdown. The department was on track to have an amazing year with store revenue up more than 20 percent from the previous year over the first two months.

Then the pandemic took over and retail operations were shut down for two months. The retail team showed grit and resolve through it all were able to serve 304, 022 customers throughout the year providing for a total revenue of \$4,686,021.

Even with the few months of inactivity and an uncertain future, 43,656 local residents still managed to donate gently used goods in support of Goodwill's mission.

This was also the first year that Goodwill implemented the register round-up program and it was giant success. Round-ups from 2020 were used to support various services like the Summer Youth program and the Store Greeter program.

The Retail team took great pride in accomplishing all of this while keeping a satisfaction rating of 91% from our secret shoppers and a 93% rating from donors.





## WORKFORCE DEVELOPMENT

What is not often said about the Workforce Development team is how adaptable they really are, 2020 proved that again and again.

The team dealt with having to work from home, do conference calls with clients remotely via Zoom, and find potential job leads in a whole new environment— and they did so with flying colors.

It was through this resiliency and effort that In 2020 alone the Workforce Development division provided more than 25,000 services to over 14,000 local residents in Erie, Huron, Ottawa, and Sandusky counties.

Perhaps even more importantly they provided help to those who needed it and actively listened to the needs of clients. Too often the value of someone listening is overlooked and under appreciated— sometimes it is the greatest gift.

To show their appreciation, clients gave the team a 100% satisfaction rating when it came to the services rendered during 2020. A difficult task to say the least and a job well done!

//006

MISSION SERVICES





//007

## SPOTLIGHT



**Parts Authority**  
Auto Parts Super Stores

### JASON KRAUS

Jason Kraus wanted something different. He was unhappy in his role with his current employer working retail. Jason had spoken to his SSA (Service and Support Administrator) and The OOD (Opportunities for Ohioans with Disabilities) about his desire for new work. That is when they contacted Goodwill.

"Jason and I have been working together since 2016. He contacts me weekly to discuss work and we often speak about his family. I knew that he was unhappy with his work," job Coach Sue Stout stated.

Jason found a job that he wanted to apply to at Parts Authority in Huron and contacted Goodwill to help with the application and interview process.

"Interviewing online was brand new in 2020. Jason asked for assistance with the process, and we were happy to help him practice. We met weekly and it helped that he is so tech savvy, so there were no issues." said Christine Brenner, Job Developer.

Jason started working at Parts Authority in late 2020 and has become a valued member of the team.

Way to go, Jason!

*(Photo: Jason Kraus on the job.)*





## SANDUSKY VOC HAB

CONTRIBUTED BY LIBBY BOROS

"If there was one department that was affected by the Covid Pandemic more than any, it was our Sandusky Vocational Habilitation (Voc Hab).

The employees that work here are some of the most resilient, loving people in the world. When the world closed on March 13th it was especially tough on us.

Working here is one of the ways that many of our folks socialize on a weekly basis.

It was hard staying in touch, we really did not come back until June but I would regularly speak with them about how they were doing.

When we did come back everyone was excited to see each other, but like the rest of the world we had to follow the new status quo by adhering to guidelines including the wearing of masks, social distancing, and more, but we made it work.

Even with nearly three months off the team managed to assemble nearly 3 million parts for our partner Ventra in 2020. They did a great job"

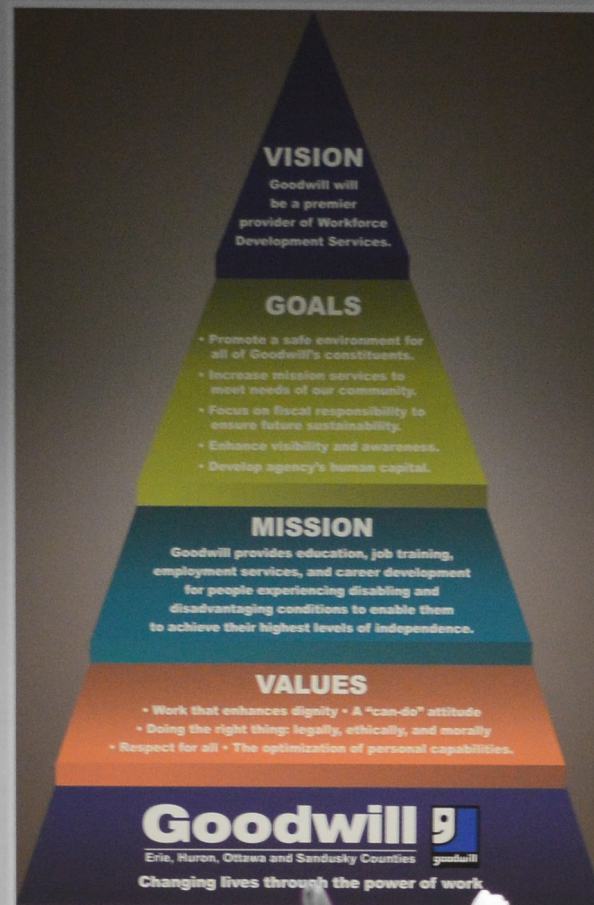
- Libby Boros,  
Sandusky Vocational Day Habilitation Manager

*(Photo: Libby Boros (l) and Christina Weaver (r) tend to the garden.)*



//009

# THANKS TO THE BOARD



## MEMBERS OF THE BOARD

### **Meg Blackburn (Chair)**

Vacationland Federal Credit Union

### **Carl Anderson (Vice Chair)**

Legal Aid of Western Ohio

### **Denni Horan (Secretary)**

Client Advocate

### **Jeff Rosengarten (Treasurer)**

CPA, Payne, Nickles & Co.

Brian Allen

VP/Investments, UBS Financial Services

Calvin Dorsey

Pastor of Sandusky Life Church

Rob Duncan

Director, Lorain County Community Development

Rich Finneran

VP/Commercial Lender, Citizens Banking Co.

Connie Frisch

IT Director

Thomas Kern

Chairman, Style Crest Enterprises, Inc.

Sharon Mastroianni

School Administrator (Retired)

Bryan Myers

Vacationland Federal Credit Union

Lisa Sartain

VP of Human Resources, Bellevue Hospital



FINANCIAL DATA 2020

Revenue and Support 2020

Retail Services and Donated Goods	7,146,487
Commercial Services	3,028,523
Workforce Development	763,889
Recycling/Salvage	388,496
Donations	44,045
Erie and Sandusky Co. United Way Allocations	15,355
Grants	77,771
Special Events	2,485
Investments and Other Income	699,597
Total Revenue	12,166,648

Expenses 2020

Retail Services	6,737,607
Commercial Services	3,164,396
Workforce Development	944,222
Recycling/Salvage	251,991
Transportation	286,757
Fundraising	702
General and Administrative	749,822
Reserves for Future Development	31,151
Total Expenses	12,166,648

“THIS PAST YEAR OF 2020 WAS A CHALLENGE FOR THE WORLD AND I AM HAPPY TO REPORT THAT WE MET THAT CHALLENGE HEAD ON.

OUR ORGANIZATION SUCCESSFULLY NAVIGATED THROUGH THE COVID 19 PANDEMIC SHUTDOWN AND CAME OUT OF IT MORE STABLE AND BETTER POSITIONED TO TACKLE UNKNOWN CHALLENGES IN 2021.”

- JASON STOUT  
VICE PRESIDENT AND CFO



Goodwill







# THANK YOU FOR YOUR SUPPORT

WE WOULD LIKE TO THANK THE  
FOLLOWING BUSINESSES AND  
INDIVIDUALS FOR THEIR  
CONTINUING SUPPORT.

[www.goodwillsandusky.org](http://www.goodwillsandusky.org)

[f](#) [@](#) [@GoodwillSquad](#)



## Business Support

7L CONSTRUCTION  
ASSURED PARTNERS  
ERIE COUNTY COMMUNITY  
FOUNDATION  
CROWN BATTERY  
FIRELANDS REGIONAL MEDICAL  
CENTER  
GROFF FUNERAL HOMES &  
CREMATORY  
R.J.BECK PROTECTIVE SYSTEMS  
SCHLESSMAN SEED CO.  
STEINEMANN-HAFNER INSURANCE  
SERVICES  
TUSING BLDR'S - JENNIFER & JASON  
TUSING-IN MEM. OF LISA HORTON  
WILSON MARKETING GROUP



## Individual Support

BRIAN ALLEN  
MARGARET BLACKBURN  
CAROLE DREFFER  
EDWIN & NAOMI SINGER  
GERALD & SHANNON GUERRA  
JANET & WILL SUTTON  
JOHN & BARB BAUER  
LINDA & DAVID SPEER  
BRYAN MYERS  
ROBERT & KAREN DUNCAN  
WILLIAM RODWANCY  
SHARON & DOUGLAS MASTROIANNI  
THOMAS & DOROTHY KERN  
THOMAS & ELIZABETH GREENAWALT;  
IN HONOR OF ALICE ROEHR (MOTHER  
TO EMMA HORAN)



## 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

