

2023

Community Impact Report

90 Years of Transforming Lives

JOB CONNECTION CENTER



**GOODWILL
INDUSTRIES
OF NORTHWEST OHIO, INC.**





Dear Goodwill Friends and Supporters,

Throughout 2023, Goodwill Industries of Northwest Ohio Inc., celebrated its 90th year anniversary of transforming lives through the *Power of Work!* The tagline, *Power of Work*, is a mindset for all Team Members, Board of Directors, and members of our Community Advisory Coalition. For 90 years, Goodwill's mission to help people break through barriers of employment in order to live their most abundant life, has impacted thousands of individuals, families, and communities.



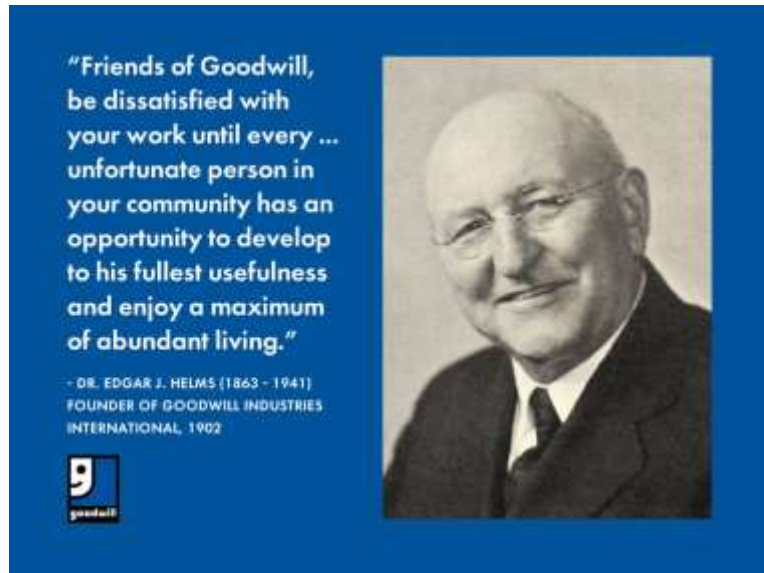
Angela Cassidy
Chairperson
Goodwill Industries
of NW Ohio, Inc.

With the help of our valued community partners and stakeholders, the support from our shoppers and donors, the procurement of our commercial services customers, and our dedicated Team Members, Goodwill is able to provide premiere workforce development programs for thousands of people throughout our region.

On behalf of those served, thank you for celebrating this milestone for our organization, thank you for your continued support, and thank you for your belief in the *Power of Work!*



Amy Wachob
President/CEO
Goodwill Industries
of NW Ohio, Inc.



Mission Statement

Goodwill builds dignity and enhances quality of life for individuals and families throughout Northwest Ohio through the Power of Work by eliminating barriers and providing opportunities.

Vision Statement

Transforming lives through the Power of Work, one person at a time.

Our Values

Goodwill Industries of Northwest Ohio, Inc. is dedicated to supporting the people we serve by respecting and empowering everyone in all of our interactions. The following values support and sustain this commitment.

Integrity

We commit to demonstrating honest, transparent, and strong moral principles when serving our team members, clients, partners, and supporters.

Fun

While our mission requires an intense focus, we believe it is important to not take ourselves too seriously. We are devoted to creating a light hearted, enjoyable environment.

Respect

We embrace the culture of respect and value for current and future Team Members, clients, partners, and supporters.

Passion

We live and breathe our mission, and embrace it in all that we do. We are committed to helping our community succeed through the Power Of Work.

Serving Others

There is no greater calling than to be in service of your fellow beings. We will empower individuals to achieve their goals and dreams by removing barriers and creating opportunities.



Goodwill Leadership

Board of Directors Officers

Angela Cassidy

Chairperson

Julie Sanderson

Vice Chairperson

Bill Life

Secretary

Blake Tucker

Treasurer

Rob Kraus

Chairperson Emeritus

Goodwill Foundation Board of Directors

Jan Wasilausky

Chairperson

Bill Life

Treasurer

Matt Fortunak

Secretary

Executive Leadership

Amy Wachob

President/CEO

David Takats

Chief Mission Officer/CMO

Kellie Schlachter

Chief Finance Officer/CFO

Jason Flynn

Director of Human Resources

Lisa Broseke

Director of Mission Services

Ryan Martin

VP Commercial Services

Tim Kralovic

VP Donated Goods/Retail

Board Members

Anita Reinhart

Beth Mattimoe

Eric Donofrio

Lisa Lay

Megan Stretavski

Quinton Roberts

Scott Goodrich

Tracy Miller

Vincent Wiggins

Community Advisory Coalition

Dale Dwyer

Ed Cassidy

Kevin Carmony

Mike Storey

Randy Rowles

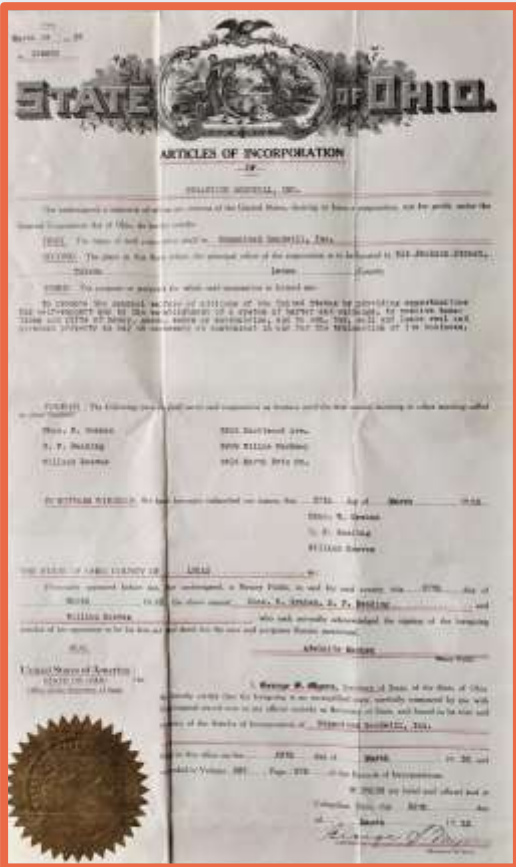




Toledo Goodwill's Orange St. building, late 30's early 40's.



Dr. P.J. Travethan, former Goodwill Industries International CEO, attends Toledo Goodwill's 25th Year celebration in 1958.



Original Articles of Incorporation signed on March 29, 1933



1956 - Boss Glove building, purchased as site for new headquarters located at Hawley and Indiana Ave.

Goodwill Retail store and Work Evaluation Center at 601 Cherry St. It was named the Morral building in honor of William W. Morral who donated \$10,000 to Goodwill in 1938.



Mission Services

For 90 years, Goodwill Industries of NW Ohio, Inc. has remained committed to helping people in the community by breaking barriers and providing skill development, job training and other life-changing opportunities.

Through job readiness coaching, digital skills workshops, certification training programs and more, Goodwill's Workforce Development services are designed to give people the life skills and job training they need to reach their goals and make meaningful changes in their lives.

In 2023: 7,139 job seekers served

444 job seekers placed into employment

1,494 job seekers served through virtual services

Mission Services Town Halls began in November

At Goodwill, we are proud to have a mission that drives us forward year after year. Our commitment to achieving transformational change in the communities we serve is unwavering, and we are constantly striving to deliver on this promise.



A New Job Connection Center in NW Ohio



On July 12th, our organization celebrated another anniversary milestone! In 1998, 25 years ago, our Goodwill store opened in Defiance, which turned out to be our first million dollar store located outside of the Greater Toledo area!

Defiance has always played a pivotal role in our organization's outreach. Not only does it host one of our most successful store locations, we also provide lawn service to one of our largest DNR mowing contracts, Independence Dam State Park.

In December of 2022, our Mission Services Team began work with the Defiance contingency to bring our Re-entry Programs to serve in Defiance County and the surrounding communities. It also plays a role in a "second chance" program connected to the Defiance County Community Improvement Corporation (CIC). This program helps those being released from prison find employment opportunities within the community.

In order to bring our mission to the community, Tim Kralovic and his Team fully remodeled the store location to accommodate a 3,000 square foot Job Connection Center! ***This is the first Job Connection Center outside of Greater Toledo for our organization!***

The response was overwhelming! Guests to the ceremony included representatives from the Mayor and Judge's offices, law enforcement including the Chief of Police, Team Members from Economic Development as well as the Defiance Chamber of Commerce.

Mission Moments

Stay the Course Reentry Program

After more than 23 years of waiting, Wayne and Karl were both released from prison in March 2023 and are now free men and made national news in the process. Both men worked with Willie Knighten through Goodwill Industries of NW Ohio's Stay the Course Reentry Program.



Over 24 years ago, Wayne was convicted in Lucas County Common Pleas Court for murder and robbery with a gun specification. He maintained his innocence and after years, his case was taken up by the Innocence Project at the University of Cincinnati College of Law. Evidence was submitted whereby a witness recanted their testimony. This opened the door for the Lucas County Prosecutor's Office to take another look at the case. It was determined that Wayne had a very good claim and defense and it was decided that Wayne would be allowed to change his plea to involuntary manslaughter and he would get credit for time served.

Wayne states that he suffered a lot including family deaths and having loved ones pass away while he was in prison. Yet now, he would not take anything over freedom. He has enrolled in the *Stay the Course* program at Goodwill and he is looking forward to getting trained and obtaining a job to take care of his family. We believe your future is bright, Wayne. Great job!

Karl reached out to Goodwill in order to enroll into the *Stay the Course* reentry program. Karl served a sentence of 26 years to life on charges of robbery and murder from Lucas County Common Pleas Court. Karl maintained his innocence and contacted the Innocence Project at the University of Cincinnati College of Law. They took up his case and found evidence that he did not commit the crime. He filed a motion for a new trial and the Lucas County Prosecutor's Office decided to let him plea to a reduced charged and gave him credit for time served. Karl is happy to be free and his first stop when he was released was to come to Goodwill to receive services! He is definitely a man on a mission. Great job Karl!



Employee Appreciation Day

Goodwill celebrates Employee Appreciation Day on March 29th! Each of our dedicated employees received a special goody bag, a gift card to their favorite Goodwill location, and a heartfelt note of gratitude from our President/CEO, Amy Wachob. Additionally, every location had the opportunity to enjoy a team lunch on a day of their choice.



in
Memoriam

Lauren Gillespie
Goodwill Janitorial Contracts
Nov. 11, 1987 - March 5, 2023



Job Development

Meet Terry!

Terry came to Goodwill from Toledo V.O.A. and successfully entered the Goodwill transitional reentry program. In addition to his reentry barrier Terry suffered from medical complications as a result of his stroke. Goodwill assisted Terry with wrap-around services, job development and job placement services. Terry has made a full recovery and is now working full time. Terry stated, “I wouldn’t have been able to get here without the help of Goodwill”.

Congratulations Terry!



Job Connection Center

Congratulations Christie!

Christie has been a client at the Job Connection Center (JCC) since 2019. Since then, she has made many strides. When Christie first came to us, she was at Ohio Link and using the JCC computer lab for her online college classes. She is now enrolled in our NOMA Program, working two part-time jobs, and has a place of her own.

Congratulations Christie on the progress you have made!



Job Development

Congratulations Mirium!

Miriam came to Goodwill with vast emergency needs. She first spoke with Goodwill Reentry Navigator Christopher Fincher. Mirium was then given information on many of our programs that would benefit her being that she was on the verge of homelessness. After hearing her story, many of the staff from the mission's team put their heads together on how we could adequately help this client. Goodwill made sure she had personal care items and made sure she was able to apply for employment and obtain connections with other resources. Because of our teamwork, Mirium was able to find a place for her and her son and find employment in the contracts department here at Goodwill. Congrats on all your hard work and we are excited to see you succeed in the future.



Reentry

Meet Philip!

Philip came to Goodwill following incarceration looking to better his life and gain employment opportunities. “Goodwill has provided assistance with getting my driver’s license, work clothes and boots. I am currently residing in Toledo and am employed part-time at Expresso Carwash, and I am a part-time student at Topp of the Line Barber College. Since having been incarcerated I’ve gotten a closer relationship with my family and children. My future goals are getting my barber’s license, obtaining my LLC, and opening up my own barber shop.” Congratulations Philip, Goodwill looks forward to seeing the wonderful things you accomplish!



2023 Individual & Corporate Contributors

Amy Borton

Barton Lee Wagenman

Casey Beckman

Cathy Anderson

Daniel & Suzanne Savage

Daryl Seay

Ed & Angie Cassidy

Eric & Sarah Donofrio

Frances Sankiewicz

Hank & Jan Wasilausky

Hunt & Cherie Sears

Janet Dame

Jim & Ellen Bradley

Jim & Norma Doughen

Joe Simpson

John Kolbeck

John & Leslie Sattler

Kellie Schlachter

Kevin Carmony

Lisa Lay

Mark & Becky Darling

Matt Fortunak

Michael Pommeranz

Randy Rowles

Rob Kraus

Robert Reichert

Scott Goodrich

Tracy Miller

13abc

Alternative Energy Company

Betco

Buckeye Broadband

Butler Capital

Citizens National Bank

Clear Images

Concept Developers, Inc.

Critical Business Analysis

Eidi Family Properties

Fifth Third Bank

Franklin Park Mall

Fresh Products

GKN Driveline

Habitec Security

Huntington Insurance

Isaac Properties

Lott Industries

Miller Diversified Commercial Realty

Northwest State Community College

Owens Corning

Penske Truck Leasing

PNC Bank

Positive Trade Group

RCO Law

REDI-Re-Entry Development Initiative

Rudolph Libbe Properties

Spangler Candy Co.

The Blarney

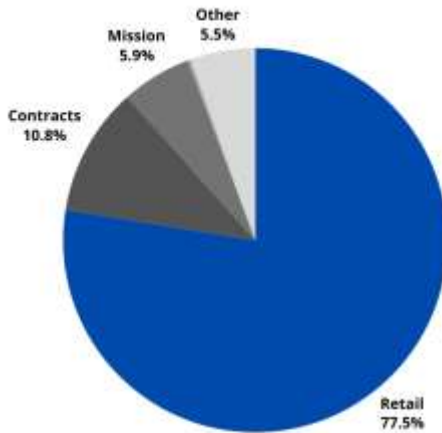
The Spieker Company

Trust Company Family Offices

"A hand up, not a hand out."

- Edgar J. Helms

Financial Statement (unaudited)



***Total Revenue - \$18,999,588**

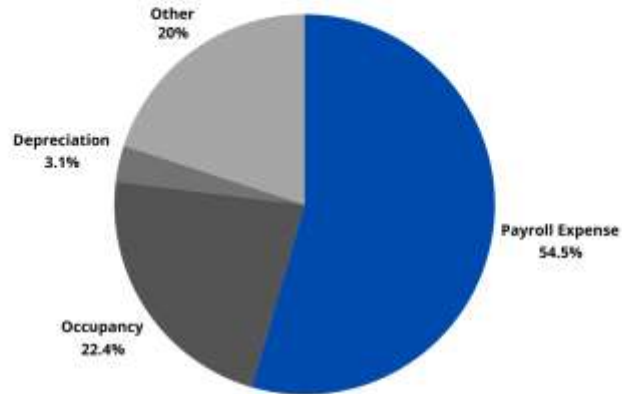
Retail - \$14,730,605

Contracts - \$2,061,000

Mission - \$1,118,635

Fundraising - \$51,361

Other - \$1,037,987



***Total Expenses - \$16,972,782**

Payroll Expense - \$9,248,163

Occupancy - \$3,807,250

Depreciation - \$521,857

Other - \$3,395,512

**Unaudited*

Net Income - \$2,026,806

Transforming Lives, One Person at a Time



Goodwill launched a Tooling U Manufacturing Training Program at the DeVeaux Job Connection Center. The program provides students with a comprehensive online curriculum and hands-on training to equip them with the skills needed to succeed in the advanced manufacturing industry. Upon completion of the program, participants receive an Advanced Manufacturing Certificate.

Congratulations to all the students!

Community

Saving Lives Beyond the Badge Donation Drive with the American Red Cross for First Responders and Goodwill Team Members.



National Night Out, hosted by the Toledo Police Department.



Defiance Officials learn about the Reentry Program.



1982, Students from TPS Agriculture Center at Crosby Gardens, donate time to plant flowers in front of the 525 Cherry St. location, Goodwill former headquarters.

Goodwill and TARTA partner together!



25th Annual Summer Classic Golf Tournament.

Good Turn Day Donation Drive 2023.



Elementary School Drive, Frank Elementary, Perrysburg.



Girl Scout Donation Drive from the 1940's.



Fundraising opportunity by working at the Rally by The River, 1987.

ReDesign with AG, DIY Workshops began in April 2023.



Toledo Fire & Rescue Department's community strategy event. Goodwill Industries attended the brainstorming direction for community engagement, workforce development, and overall safety practices in Toledo.

Mission Services at Trunk or Treat!



Vouchers for local non-profit partners

387 = \$9,700

Disability Download presented by CAIRE, LLC, training the Goodwill Team on accessibility and disability etiquette.



Franklin Park Mall KixCon shoe donation drive.

11,465

GoodwillNow Followers on Social Media

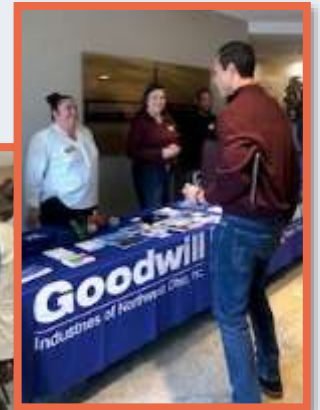
Pounds of donations collected during Pass It on Challenge 155,000

238,750 2023 Total Reach on Facebook

NOMA (NW Ohio Manufacturing Alliance) Quarterly Membership Meeting with Special Guests and membership updates.



Perrysburg High School Dance Team brings donations to Pass It On Challenge.



Donated Goods/Retail of the Past



1940's, Re-tail store and Training Center in the 1940's.

Summit & Lynn St. store.



1961, Goodwill store on Hawley St.



The Reynold's Rd. Tent Sale Summer 1991.



New GMC truck in April 1940 for \$750.



Adam's St. & 12th store



Clothing going to the sales floors, then and now.



The Reynold's Rd. remodel and Grand Reopening March 2002.



Tiffin Store Grand Opening Dec. 2010.

Donated Goods/Retail Now

Retail store transactions

743,406

Donation Pickup



Powered by ReSupply

New in 2023! Home pick up provided by ReSupply.

Donors served 340,000

Team Building at a Manager's Meeting and gearing up for Halloween!



Bowling Green Store Remodel Ribbon cutting March 1st

Items sold on Shopgoodwill
43,632



Holiday Party at Madison Ave. food, games and bow making!



Good Grillin! Amy & Tim visit every location and treat the Team to a grilled lunch.

7 million

Pounds diverted from landfills



Defiance Store Remodel and Job Connection Center Ribbon cutting July 12th.

Goodwill Commercial Services

Goodwill offers competitively priced commercial services to businesses of all sizes and in all industries. From cleaning and maintenance to mowing and packaging, our experienced team is committed to providing complete satisfaction.

21 - State of Ohio Contracts 2 - Private Industry Contracts

2 - Federal Government Contracts 1 - City of Toledo Contract

In 2023, three new contracts added:

BMV - Defiance Examination Station



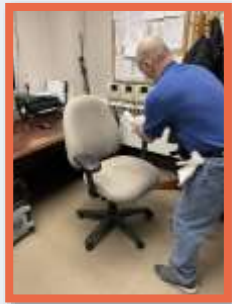
Findlay Airport - Construction Office



Toledo Correctional Institution Warehouse

In the works for 2024:

Construction is progressing on the new Annex of the US Federal Courthouse in downtown Toledo. It is scheduled to be inaugurated this year. The Team that works the Courthouse now, will be moved to the new Annex, the old building is considered a historic site and is scheduled to go through a complete facelift once the Annex is complete. Goodwill will service both locations.



Goodwill Industries Contract Specialist Division, 1972:

The production line at Goodwill Industries of Toledo rolls as Goodwill workers assemble new Fiberglass Basic Materials Sample Kit the will be used to tell the "Fiberglass Story" for Owens-Corning.



Retail Stores/Donation Centers Locations

Bowling Green

1058 N. Main St.
Bowling Green, OH
419.354.9726

Reynolds Road

2021 S. Reynolds Rd.
Toledo, OH
419.389.6644

Defiance

1005 N. Clinton St.
Defiance, OH
419.782.2577

Napoleon

230 Lagrange St.
Napoleon, OH
419.592.0201

Tiffin

2437 W. Market St.
Tiffin, OH
419.443.1370

Oregon

3249 Navarre Ave.
Oregon, OH
419.214.3088

Ottawa

820 N. Locust St.
Ottawa, OH
419.523.3412

Whitehouse

5917 Weckerly Rd.
Whitehouse, OH
419.877.5020

Findlay

1925 Tiffin Ave.
Findlay, OH
419.424.1361

DeVeaux Village

2600 W. Sylvania Ave.
Toledo, OH
419.472.2606

Bryan

1210 S. Main St.
Bryan, OH
419.636.1200

Wauseon

822 N. Shoop Ave.
Wauseon, OH
419.335.1080

Secor

3550 Executive Pkwy.
Toledo, OH
419.720.5060

OPENING SUMMER 2024!

Perrysburg

10027 Fremont Pike
Perrysburg, OH

Shop Online



www.goodwillnwohio.com

#goodfinds

Follow Us @GoodwillNow:

Donation Center Only Locations

Country Squire

5810 Monroe St.

Glendale

3022 Glendale Ave.

Perrysburg

26580 N. Dixie Hwy.

Sylvania

7634 W. Sylvania Ave.





Goodwill Industries of Northwest Ohio, Inc.
1120 Madison Ave., Toledo, OH
www.goodwillnwohio.com

