

Building self-sufficiency through the power of work.

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Madison Store Manager

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OH Production Manager

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PA Production Manager

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Dee Myers

Rest Area Superintendent

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Dale Young

WFD⁴ Program Manager

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Amy Howell

Job Developer

Coji Maddona III

Classroom Instructor

Angela Murosky

Classroom Instructor

Mary Murray

Classroom Instructor

“A LEADER IS ONE WHO KNOWS THE WAY, GOES THE WAY, & SHOWS THE WAY.”

- JOHN C. MAXWELL

*1. Corporate Compliance Officer | 2. Privacy Officer
3. Harborcreek | 4. Workforce Development*

CEO & BOARD PRESIDENT



BILL HYLAND
Interim President/CEO

The past year for Goodwill was full of change and excitement for a brighter future. We had plenty of new changes coming along to keep our interests peaked. We started the spring off right with the grand opening of an attended donation center and small retail store in Harborcreek, PA. The attended donation center is bringing in a nice level of donations while the store is currently growing in sales from last year to this year. During the year we purchased a new 26-foot truck that was added to the fleet to ease our transportation needs. We also firmly established a customer loyalty program through our ever-growing base of customer e-mails. At the home office, we added two key employees, Michelle Lehr as Director of Human Resources, as well as Chris Oleski, who serves as our Director of Donated Goods Retail. Michelle has done a wonderful job modernizing our Human Resources department while Chris has come in from the world of big box retail to effect positive changes in our retail division. Both have already made many great changes in our company.

We had another fantastic first quarter promotion thanks to the over-the-top efforts of Marybeth Nassief and Todd Nassief with their donation of another brand-new car for the 6th Annual Donate to Win campaign! Their efforts should never be overlooked when one realizes all the donations and additional sales their fine new car adds to our bottom line. We are truly fortunate for our opportunity to partner with the Nassief family for a donation with that type of impact. Extremely kind benefactors, indeed!

Here is little overview of what was going on in 2017 at our Goodwill. Retail sales enjoyed a barrier breaking year by finally surpassing the three million mark in collective sales at our six locations. That represents a 2.44% increase from 2016. Donations throughout the chain were up a healthy 6% for the fiscal year. Contracts increased slightly at 1% and as always, are in good hands, as that department continues to run smoothly. Company-wide, a concerted effort was made to save money and the results were encouraging with overall expenses being reduced by 9%. Workforce Development had a solid year of overall performance. Erie, PA enjoyed a record number of participants for the programs they offered while Lake County received a renewal to continue its relationship with Lake County Job and Family Services. Ashtabula still aided adults with disabilities and barriers to employment, thereby remaining the backbone of our services at the home office.

Goodwill ended on a positive note in 2017 and we hope to make 2018 an even better year for all involved. Stay tuned for all the exciting news coming down the pike. As always, we would like to send out a very special thanks to all of those who made 2017 a successful year!



RON WILKINSON
Board President

SUPERVISOR OF THE YEAR

LAURA PALMER

Laura Palmer is Goodwill's Supervisor of the Year for 2017. Laura began her career at Goodwill as a Store Associate in our Andover store nearly two years ago. She quickly ascended the ranks from Store Associate to Store Manager within a six month period. This quick ascension shows the qualities and attributes a good leader must possess to become successful. In a very short period of time, Laura has gained much respect and admiration, not only from her entire team, but from the local community of shoppers as well.

Although the Andover store is not the busiest in our company, Laura makes the most of the customers they have by achieving an average sale above the company average. The turnover rate in this location is almost non-existent and the customers are happy to tell you how they feel about this store, their positive shopping experiences, as well as the staff assembled.

Laura's leadership qualities go much further than her ability to manage her team of associates. Laura's has a heart big enough for the entire village of Andover, as she is quick to care for and empathize with all of her associates when one is having a tough time or is going through a hardship in life. Whether it's helping them first hand or initiating a fund, she will diligently find a way to get the person any help that they need. This compassion is rarity in today's supervisors.

Goodwill relies on managers just like Laura to carry out the daily initiatives that support and enhance our mission. We are very proud to have Laura as part of the Goodwill family and congratulate her for being Supervisor of the Year!



EMPLOYEE OF THE YEAR

PAUNESE LEWIS

Pauneese Lewis is Goodwill's Employee of the Year for 2017. Pauneese is a janitorial worker at the Canfield Garage, which is managed by Goodwill Industries. Pauneese has been with our organization for nearly four years. She started her journey in 2014 and has amazed her supervisors with her tenacity, attention to detail, and her persistence in getting the job done.

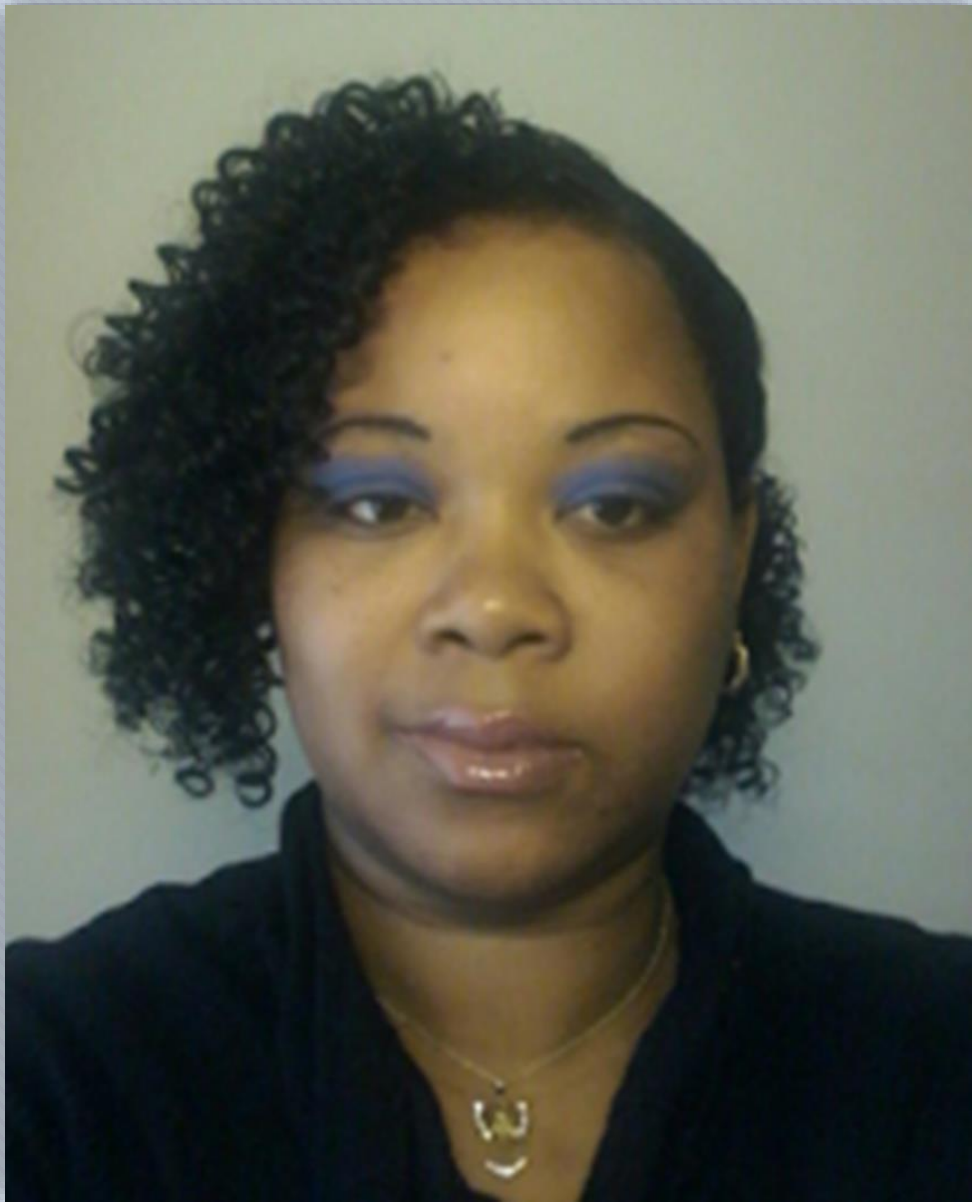
Pauneese Lewis is a native of Youngstown, and currently resides there with her family. Her job includes basic custodial work - cleaning buildings, mopping, washing windows, and keeping supplies stocked. One of the most amazing things about Pauneese is that she gets on the bus at 5 A.M. and is then dropped off over a mile from her workplace every day to walk over a mile each way just to get to work. She does this in any type of Ohio weather, heat, rain, snow, wind - you name it.

Dee Myers, Pauneese's supervisor, is amazed with her work ethic, as she has not missed a single day of work. Her dedication to her job has been unparalleled in Dee's experience.

"Pauneese is a phenomenal worker. She has never called off, she always smiles... and she walks over a mile each day in the weather, no matter that it is like outside. Pauneese is a treasure, and we are lucky to have her as part of the team," Dee shared.

Workers like Pauneese are the backbone of what makes Goodwill a force in the industry. If it weren't for people like her who take their jobs seriously, we would not have any of the success that we do.

Goodwill congratulates Pauneese as our Employee of the Year!



PROGRAM PARTICIPANT OF THE YEAR

LESTER MCCULLUM

Our Program Participant of the Year for 2017 is Lester McCullum. Lester is a Senior Aide through Pathstone, who has been with the West Erie Goodwill since August 2017. Lester can usually be found in the production area. You wouldn't even know that Lester was in the building unless you saw him. Although he is quiet, he definitely has a funny side. One may see him wearing a colorful tutu on his head while he sorts clothing with his music on.

Lester was raised in Erie. He went to Columbus Elementary, Memorial Junior High, and graduated from Academy class of 1970. He attended two years at Gannon University and from there went to Onondaga Community college in Syracuse, New York. After getting married, he and his wife moved to Syracuse where he enjoyed raising his three daughters. He now has one grandson.

Lester was a nurse for 32 years in Syracuse and worked 13 years with Syracuse Rescue Mission as a counselor and clothing distributor giving free clothing to the public. Lester also taught history and social studies for 13 years in a classroom and one-on-one with Erie City School District. He enjoyed teaching younger children the most. He then did six years in the Army Medical Core in California and Erie, Pennsylvania working as Preventative Medical Specialist. Lester's hobbies are knitting, crocheting, dancing, and singing.

Lester is thankful to be with Pathstone, who placed him in a work environment that he likes. He enjoys working with all of the employees. Lester's positive attitude and dedication to working is what makes Goodwill a success.

Goodwill congratulates Lester as our Program Participant of the Year!



EMPLOYER OF THE YEAR



ACMC

ACMC (Ashtabula County Medical Center) is Goodwill's Employer of the Year for 2017. The hospital opened its doors in 1904 under the name of Ashtabula General Hospital. ACMC's roots are in community. The community came together to raise money to build the hospital in the years following the Great Train Disaster of 1876.

ACMC has grown from a one-room emergency hospital, to the county's only full-service hospital and largest network of providers. With provider offices in Ashtabula, Conneaut, Geneva and Jefferson, 85% of Ashtabula County's population lives within a 15-minute drive of an ACMC location. In 2001, ACMC entered an affiliation with Cleveland Clinic, long known as a benchmark for quality healthcare.

Ashtabula County Medical Center's mission is to provide quality healthcare to positively impact the health of our community, with their vision being guided by the principles of honesty, compassion, and respect. This ties in to Goodwill's mission statement; building self-sufficiency through the power of work, as we also aspire to impact our community in a positive way.

ACMC has worked with Goodwill to provide training and work experience to our clients. We have had clients work in Environmental Services and as Nursing Assistants. Recently, a client has been hired as a direct result of succeeding in a work experience in Environmental Services. The ACMC employees who have worked with the clients to help train them, are accommodating and helpful people. They are dedicated employees who love the job they do.

When our clients are hired at Ashtabula County Medical Center, we are confident that they will succeed. ACMC is more than just a hospital; it's a place where people can build a career.

6th ANNUAL DONATE TO WIN

55,000 DONATIONS!

The 6th Annual Donate to Win campaign was a huge success, as we closed the campaign with nearly 55,000 donations, exceeding last years' numbers by 4%! This campaign is vital to Goodwill, especially during the winter months when donation volumes are lower than usual.

Goodwill would like to send a huge **"THANK YOU!"** to the Nassief Auto Family as well as the thousands of donors that have made this campaign what it has become over the years!



Kathy Konzel, winner of the 6th Annual Donate To Win, Toyota Corolla!



FINANCIAL SUMMARY

TOTAL REVENUE \$6,075,952

Donated Goods Retail \$3,293,431

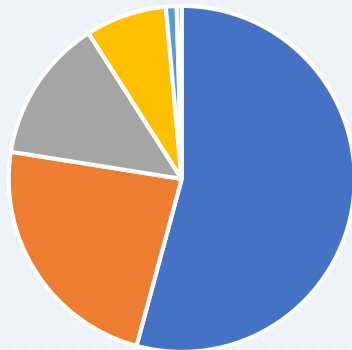
Public Contributions \$1,415,466

Contract Services \$816,392

Mission Services \$460,906

Other Revenue \$61,415

United Way \$27,842

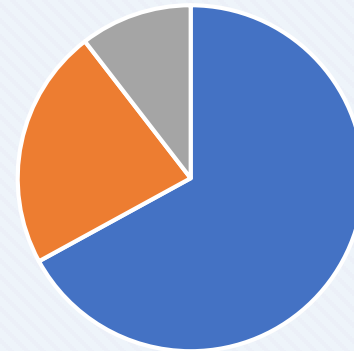


TOTAL EXPENSES \$6,097,875

Program Services \$4,087,331

Cost of Goods Sold \$1,372,103

Management & Dues \$638,441



86%



**OF EVERY DOLLAR GOES BACK INTO
GOODWILL PROGRAMS THAT HELP
PEOPLE IN OUR LOCAL COMMUNITY.**

SUMMARY OF SERVICES

119

Unemployed/
Dislocated Workers

54

Physically Disabling
Conditions

74

Recipients of
Government Assistance
& Cash Assistance

304 
PERSONS SERVED
IN THE COMMUNITY

4

Hearing
Impairment/
Visual Impairment

1,013

**BARRIERS HAVE
BEEN OVERCOME**

247

Cognitive
Impairment/
Learning Disability

35 
JOB PLACEMENTS

36

Lack of Education/
English as a
Second Language

86



Mental Health
Impairments/History
of Substance Abuse

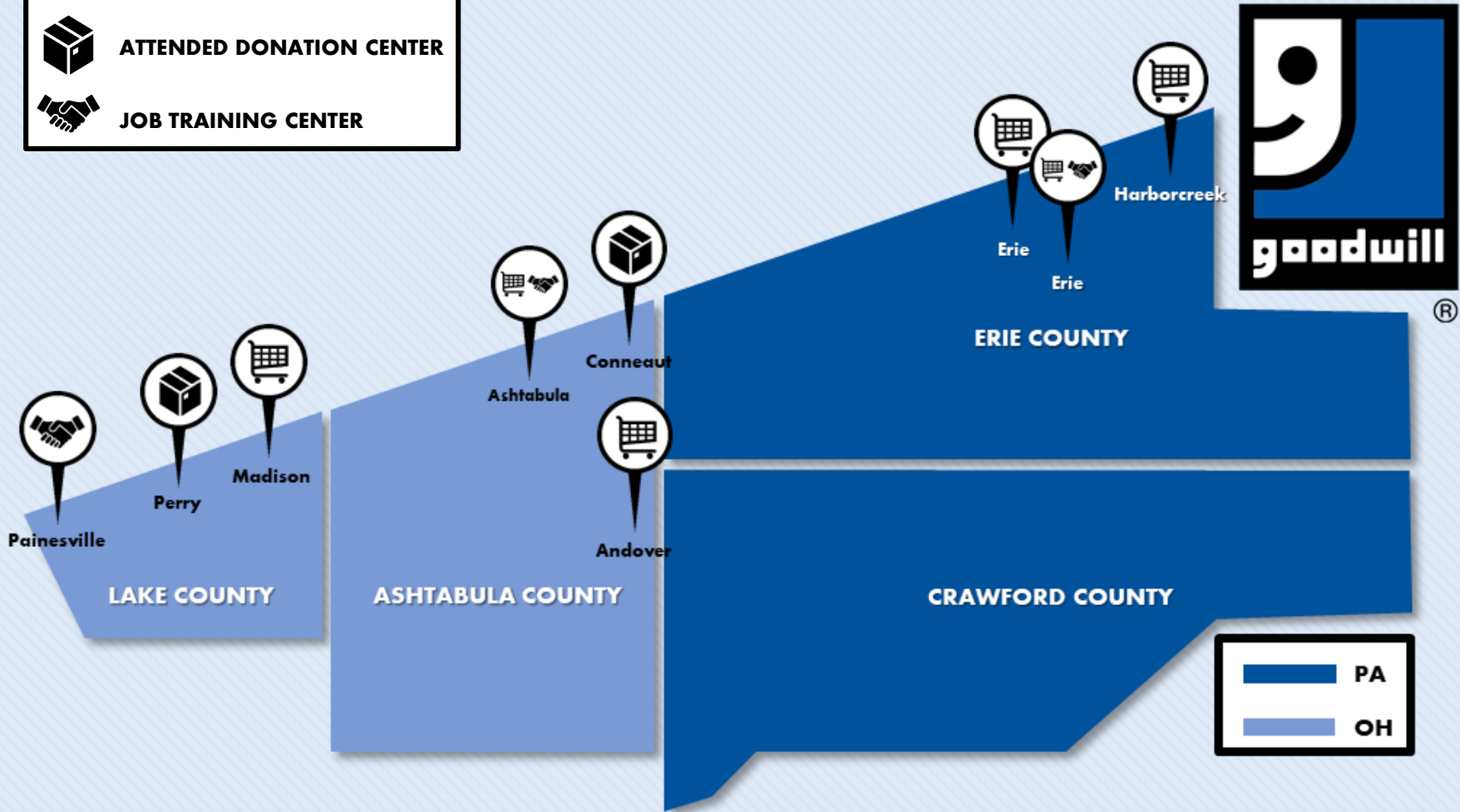
393

At-Risk
Youth/Seniors/Vets
Ex-Offenders/Homeless

165 
AVERAGE NUMBER
OF GOODWILL
EMPLOYEES

TERRITORIES WE PROUDLY SERVE

	RETAIL STORE
	ATTENDED DONATION CENTER
	JOB TRAINING CENTER



GRAND OPENINGS



Goodwill Industries of Ashtabula, Inc. (Serving Northeast Ohio and Northwest Pennsylvania) has the vision to be recognized as the leader providing vocational services in the territories of which we serve. Among that vision, comes the need to expand our donated goods retail footprint to fund and support the vocational services we provide and strive to have stand out. With these motives, Goodwill Industries of Ashtabula introduced a brand new retail store and attended donation center in Harborcreek, Pennsylvania, on April 29, 2018, located at 1980 Nagel Road.

Many stood, waiting patiently for the doors to unlock at 9:00 a.m. on the stores' first day. The six-month-long preparation had folks on the edge of their seat, as one woman stated she had occasionally made special trips to the unfinished store to peek in the windows out of excitement.

Prior to becoming a Goodwill, the location was previously known for being Martin's Country Clean & Self Serve Carwash, succeeded by Direct Bedding and Furniture. The past businesses that once thrived in this location, allow Goodwill to operate with a unique model, as the past 1,700 ft² laundromat and furniture store now serve as a donated goods retail store while the two-door automatic carwash bays serve as a drive-through attended donation center, adding a convenience feature for the individual who donates throughout the winter months.

The addition of this Harborcreek retail store constitutes as the sixth official retail site under the territorial domain of Goodwill Industries of Ashtabula, Inc.; and the ninth total entity if one includes the attended donation centers and job training centers we have in Perry, Ohio, Conneaut Ohio, and Painesville, Ohio respectively.

As for now, the primary focus is to continue expanding our retail and donation center presence as we march forward into the future and execute the visions of our 2018-2021 strategic plan.



THANK YOU, DONORS!

GOLD SPONSORS



BRONZE SPONSORS



**DAVID
FLAUTT**

2017 DONORS

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Kathy Brewer

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David Eyster

Network For Good

Donald Zito

Sernik, Craig & Amarlyss

Erie Gives — ECF

The Androse Foundation

Gateway House Media

Tyler Jenkins

Goodwill Industries International

Wilkinson Excavating, Inc.

Johnson, Scott & Dianne



RETAIL STORE LOCATIONS

Ashtabula Harbor Store
621 Goodwill Dr.
Ashtabula, OH 44004
(440) 964-3565

Madison Store
6644 North Ridge Rd.
Madison, OH 44057
(440) 417-0101

Andover Store
74 Public Square
Andover, OH 44003
(440) 293-5792

Summit Town Center Store
7200 Peach St., #500
Erie, PA 16509
(814) 866-4762

West Erie Store
2601 West 26th St.
Erie, PA 16506
(814) 833-4501

Harborcreek Store
1980 Nagle Rd.
Harborcreek, PA 16510
(814) 616-4260

TRAINING CENTERS

Ashtabula Office
600 Hulbert Ave.
Ashtabula, OH 44004
(440) 964-3565

Erie Office
7200 Peach St., #500
Erie, PA 16509
(814) 866-4762

Painesville Office
56 North State St.
Painesville, OH 44077
(440) 354-1592

ADC LOCATIONS

Perry ADC.
2736 N. Ridge Rd.
Perry, OH 44077
(440) 228-6220

Conneaut ADC
228B Harbor St.
Conneaut, OH 44030
(440) 261-2229





MISSION

Building self-sufficiency through the power of work

VALUES

Lift People • Train For Life • Support Employment • Strengthen Communities

VISION

Our vision is to be recognized as the leader providing vocational services in our service area



/GOODWILLREADY

Goodwill
Industries of Ashtabula, Inc.

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GoodwillReady.org



Report Design by
Zach Knight
(Inspired by Easter Seals Goodwill Industries)