

Licking/Knox Goodwill Industries, Inc.



*Goodwill
Good Decisions*

2008 Annual Report

Goodwill, Good Decisions

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Our Mission: Licking/Knox Goodwill Industries, Inc. provides training, employment and support services to individuals with disabilities and other barriers to employment.

Our Vision: To be an organization focused on effectiveness, quality, and professionalism in the services we provide.

A Message To Our Community...

Lay-offs, economic meltdown, plant closings, foreclosures, rising unemployment, recession, bank collapses, involuntary unpaid leave, job cuts, wage reductions, and no consumer confidence are just a few of the messages being blared at us regularly in the media. Couple this with terms like new laws, operational transparency, executive accountability, changing program dynamics, and increased regulatory requirements and you have a good idea of the 2008 operating environment for Licking/Knox Goodwill Industries, Inc.

As negative as this is, pause a moment and consider the idea that you have limited skills, lack training, or you are an individual with a disability looking for work in today's job market.

For all of us, 2008 was a challenging year. While Licking/Knox Goodwill did not escape the economic downturn in our investments and savings, putting that aside, I am pleased to report we not only achieved our 2008 financial benchmarks, but we exceeded them. In addition, our Administrative Departments and Operating Divisions achieved 78 percent of their individual goals.

In a year where we all began to feel the impact of this "economic tsunami," the likes of which we have not experienced since the Great Depression, Licking/Knox Goodwill Industries continued to move forward in meeting our mission. The results of increased revenue and controlled expenses allowed us to improve our computer network and programs, a complete security system installation, upgrade the vehicle fleet, open two new Goodwill stores back-to-back, and provide more formalized training than ever before. Most importantly, by deliberately focusing on providing the best possible service to our valued customers, we were able to grow our overall employment opportunities, strengthen management staff with the addition of new personnel in specific areas, improve benefits in targeted areas, absorb employee pass-through costs, and provide wage increases for outstanding job performance.

Our 2008 accomplishments are the result of an involved and dedicated Board of Trustees and a concerned and caring Administrative Staff. Our successes could never have been achieved without our over 400 regular employees who show up to work daily, on time, and prepared to do their best work. As a community-based organization, neither could we have realized a successful 2008 without the support of our valued commercial customers, and our many community donors and supporters. You are responsible for the success of Licking/Knox Goodwill Industries. To each and every one of you I offer my sincere thanks for a good decision!

Sincerely,

Charles E. Strauch
Executive Director



About Goodwill Industries

Goodwill Equals People Working

Goodwill is one of the world's largest nonprofit providers of education, training, and career services for people with physical, mental and emotional disabilities or disadvantages, such as welfare dependency, homelessness, and lack of education or work experience.

Goodwill believes work has the power to transform lives by building self-confidence, independence, creativity, trust and friendships. Everyone deserves an opportunity to have these benefits.

Goodwill was founded in 1902, in Boston by Rev. Edgar J. Helms, a Methodist minister and early social innovator. Helms collected used household goods and clothing in wealthier areas of the city, then trained and hired those who were poor to mend and repair the used goods. The goods were then resold or were given to the people who repaired them. The system worked, and the Goodwill philosophy of "a hand up, not a hand out" was born.

Licking/Knox Goodwill Industries, Inc. is one of 167 autonomous worldwide members of Goodwill Industries International. Goodwill has provided quality employment and training services to Licking County and central Ohio private businesses, local, state, and federal agencies since 1957.

Today, Licking/Knox Goodwill employs in excess of 400 people. This includes over 40 administrative and management staff who oversee contract work services, seven retail locations and an internet sales location (www.shopgoodwill.com), vocational rehabilitation services, automotive sales, automotive service, and maintenance divisions.

Licking/Knox Goodwill is accredited by CARF, The Rehabilitation Accreditation Commission. This represents the highest level of accreditation achievable in the fields of employment and community support services, behavioral health and medical rehabilitation. Every three years, CARF accredited organizations must pass a rigorous review process that demonstrates that its programs and services are of the highest quality meeting measurable and accountable standards.

Licking/Knox Goodwill prides itself as good stewards of our resources. The finance department is fully computerized, annually audited by public accountants, and complies with GAAP Accounting Standards.

As one of the largest Janitorial Service providers in the state, Licking/Knox Goodwill operates 74 Janitorial Contracts throughout central Ohio. Our trained staff has successfully maintained a vast array of facilities with customer specific needs, including office and warehouse facilities, laboratories, hospitals as well as city and county judicial chambers. Licking/Knox Goodwill's Janitorial Services provide quality, competitively priced work, meeting specific customer standard and specifications. Janitorial, maintenance and labor intensive jobs provide Goodwill clients with gainful employment.

To ensure quality services, Licking/Knox Goodwill employees receive ongoing, extensive training. Employees are matched by individual skills to each of our customer's needs and expectations. The process we use to staff janitorial worksites ensures we maintain stringent customer satisfaction guidelines.

Goodwill provided me with on the job training, helped me find interview clothing, and now they are my employer. Working with Goodwill was a good decision.



Outcome Report

Number of
People Employed..... 611

Percentage of Direct
Labor Hours by People
with Disabilities..... 85%

Supporting Customers
& Community Partners..... 115

Contract Services

Fulfilling Business Needs

Custodial jobs, general maintenance, commercial lawn care, fulfillment contracts (packaging and assembly) and much more... Goodwill provides a broad range of business services customized to your unique requirements.

Goodwill employees receive extensive training using proven methods from industry professionals. Effective quality control programs are utilized meeting all federal, state, city, OSHA, and customer guidelines.



Services Offered

We offer competitively priced, quality custodial services with on-time delivery. NO JOB IS TOO BIG OR TOO SMALL!! We specialize our services to meet your needs. Any kind of custodial service you need, we can provide, such as:

- General Office Cleaning
- Hard Surface Floor Care (Terrazzo, Marble, Wood, Vinyl)
- All types of Carpet Care Methods
- Day Porter Services
- Periodic Window Cleaning*
- Commercial Lawn Care*
- Restoration*
- Snow Removal*

**Service offered as an addition to a custodial contract.*

Goodwill contract services offer a full line of janitorial and maintenance equipment and supplies such as BETCO, Tornado, and Windsor. Uniforms for Goodwill employees are provided upon request. Goodwill is fully insured and can provide security and background checks.

Facilities Served

With over 70 Custodial Service contracts, Goodwill has the expertise to care for all types of facilities:

- Offices
- Banks
- Churches
- Schools
- Museums
- Factories & Warehousing
- Hotels
- Hospitals
- Laboratories
- Food Service

"Today I attended an FOD focus group of (OSU) building coordinators to discuss building-related problems and how they might be addressed. One of the big topics that came up from several BC's [building coordinators] was housekeeping.

I always knew we had it good here in the Bio Science Building, but after hearing the many complaints, now I know we REALLY have it good in Bio Science. And that's because of you and your staff, of course. You make my job easier. Thank you very much for all you do!"

Steven M. Lawton

- Safety and Facility Coordinator
The Ohio State University



Outcome Report

Total Contracts	74
Contract Employees.....	356
Labor Hours Worked..	431,496
Training Hours.....	3084.5
Payroll Paid	\$5,179,454.42

Vocational Rehabilitation

What is Vocational Rehabilitation?

Goodwill Vocational Rehabilitation is a series of programs used to assist an individual's transition into the workforce. Real life people needing real life services are what Goodwill is about. The referring agency is billed for services provided and will be kept informed of a client's progress through written reports and evaluations completed by Goodwill's Vocational Rehabilitation Specialists.

Enrollment Process

Clients are typically referred to Licking/Knox Goodwill's Vocational Rehabilitation Department by other social service agencies. However, clients may call Goodwill directly. We will work closely with self-referred clients to establish their eligibility for our services. Any agency or company who agree to our fee schedule may refer clients. Licking/Knox Goodwill Industries, Inc. works with job seekers who are serious about using their skills and/or experience to obtain competitive employment.



Benefits to Employers

Goodwill continually seeks partnerships with local businesses to provide a variety of work opportunities for our Goodwill clients. Employers receive "free labor" in exchange for providing a client the opportunity to transition back into the workforce. The employer is given the opportunity to evaluate the client's work performance to determine if the client is someone they may want to hire. Also, employers may be eligible for Federal Tax Credits by hiring a Goodwill client.

Goodwill has specialized programs that greatly benefit employers and clients. With these programs, an assigned Vocational Rehabilitation Specialist assists throughout the process. Job Coaching is available, as needed, to ensure a smooth transition. Job Retention services are available at no charge for 90 days if a client is hired.

Programs for Employers

COMMUNITY BASED ASSESSMENT

Provides clients an opportunity to sample a particular job of interest. Evaluations assess the client's capabilities, if the goal is realistic, and whether training should continue in the chosen career path. This allows clients to experience several job sites, each lasting only a few days.

JOB TRY-OUT

Opportunity for clients to perform a specific job of interest, which may lead to employment. This program ensures the client, Voc Rehab Specialist, referring counselor, and the employer that the client can perform the necessary job tasks.

Additional Program Offerings

CAREER INTEREST ASSESSMENT

Specialized program to assist clients in identifying vocational assets, aptitudes, interests, and potential barriers to employment. This program may include testing, community based assessments, labor market information, and occupational information. This is also available as a 9-hour workshop.

JOB COACHING

One-on-one assistance for clients involved in training programs who may need intensive training and/or require a specialized training approach. Coaching can assist in learning job duties, quantity/quality of work standards, work place communication, interpersonal skills, and appropriate work behaviors.

JOB DEVELOPMENT

Assists clients in learning the skills necessary to access employment opportunities and obtain employment. This includes instruction and assistance in resume development, job applications, proper work attitude, grooming/hygiene, interpersonal skills, and interviewing skills.

JOB RETENTION

Working with clients and employers to problem solve and remove any barriers to job retention. Involves follow-up phone calls and/or visits to the job site as determined by the referring counselor, Specialist, and/or the client. Specialists work closely with the client, employer, and co-workers to support the client in removing barriers to job retention.

LIFE SKILLS TRAINING

Teaches behavior skills, interpersonal skills, life management skills, and career skills. Includes training in customer service, building successful relationships, self-confidence, family dynamics, transportation issues, housing, productivity, and emphasizes gaining a sense of control over the client's environment.

OCCUPATIONAL SKILL TRAINING

Specialized curriculums for job specific training to employer specifications; including safety practices, workplace literacy, and numeric skills specific to the occupation.

Curriculums:

- Auto Detailing
- Basic Office Skills
- Day Care
- Indoor Maintenance
- Laundry Services
- Outdoor Maintenance
- Warehouse Processing
- Auto Repair
- Computer Repair
- Food Service
- Janitorial
- Light Manufacturing
- Retail

WORK ADJUSTMENT

Specialized training in obtaining work behaviors necessary to gain and maintain employment in the community. Program includes proper work habits, social skills, quantity/quality of work, hygiene, acceptance of supervision, and safety awareness.

YOUTH WORKS

Provides paid work/training opportunities for out-of-school youth in Licking County, ages 16-21, including youth who have been suspended, expelled, have not graduated, or completed a GED. Clients will attend weekly Life Skills Training and may choose from curriculums in the Occupational Skill Training. Participants must meet designated guidelines for program eligibility. Program hours may vary. This program is partially funded by the Licking County Department of Job and Family Services.



GED/ABLE PROGRAM

On-site program available to anyone who does not have a high school diploma or equivalent level of education.

Outcome Report

Clients Served	290
Total Training Hours for Clients.....	25,415
At-Risk Youth Served.....	35
Clients Placed in Competitive Employment ...	50

Retail Stores and Donation Centers

Shopping and Donations

Shopping at Goodwill means more than good deals. Thousands of items are put on our sale floor daily. Many are unique or designer items! Special sales run weekly and new sale items become available every Sunday.

Donations to Licking/Knox Goodwill's retail stores help fund our mission. Customers may bring donations to any Goodwill store location. Donations are sorted, processed, and distributed to the sales floor for waiting customers. When you donate your gently-used items to Goodwill, you can be confident they will be used wisely.



Retail Locations

Newark - 927 North 21st Street

(740) 364-0804

Monday - Saturday, 9:00 am - 8:00 pm

Sunday, Noon to 5:00 pm

Newark - 101 Union Street

(740) 345-8191

Monday - Saturday, 9:00 am - 7:00 pm

Sunday, Noon to 5:00 pm

Pataskala - 78 Oak Meadow Drive

(740) 927-2500

Monday - Saturday, 9:00 am - 8:00 pm

Sunday, Noon to 5:00 pm



Utica - 41 Columbus Road

(740) 892-9123

Monday - Friday, 9:00 am - 6:00 pm

Saturday, 9:00 am to 5:00 pm

Sunday, Noon to 5:00 pm

Mount Vernon - 855 Coshocton Avenue

(740) 392-9991

Monday - Saturday, 9:00 am - 8:00 pm

Sunday, Noon to 5:00 pm

Mount Vernon - 60 B Parrott Street

(740) 393-0081

Monday - Saturday, 9:00 am - 8:00 pm

Sunday, Noon to 5:00 pm



Johnstown - 715 Coshocton Road

(740) 967-2926

Monday - Saturday, 9:00 am - 8:00 pm

Sunday, Noon to 5:00 pm

Online Shopping

Goodwill's internet auction site posts items to customers across the country every day. It's an easy and a fun way to find just what you've been looking for.



*Shopping at Goodwill was good
for my family, good for my wallet,
and great for my look!*



Outcome Report

Retail Donors.....	48,646
Retail Store Customers.....	241,863
Donations.....	2,432,300 lbs
Emergency Vouchers.....	706

Automotive Sales and Services

Goodwill Used Cars

Mon. - Fri. Noon to 5:00 pm
36 Wilson Street • Newark, Ohio
(740) 345-4749

Goodwill's Used Car Lot accepts donations of any vehicle or boat. Call to arrange FREE pickup or drop off your vehicle during business hours. All you need is the title and keys. Donate your vehicle today and receive a tax deduction for the gross proceeds received from the sale of the vehicle or \$500, whichever is greater. The Used Car Lot is also a great place to purchase your next vehicle.

Considerations when donating your car:

- Give to charities you know and trust.
- Find out which nonprofit organizations accept car donations, and whether or not the car has to be in working condition.
- Find out how your donation will be used and what percentage of the charity's revenues fund mission-based programs versus administrative costs. Licking/Knox Goodwill channels 90% of its revenues into its job training and employment programs.



Automotive Services

Mon. - Fri. 8:00 am to 5:00 pm
51 Wilson Street • Newark, Ohio
(740) 345-6043

If you have car trouble, stop by today. Schedule your personal or business vehicle for any one of our many services.

Maintenance Services Include

- Alternators
- Brake Services (complete)
- Exhaust Services (complete)
- Heating/AC
- Plug Tires
- Rotate Tires
- Thermostat
- Water Pumps
- Belt Replacements
- Computer Diagnostics
- Engine Repair
- Oil, Lube, and Filter
- Radiator Flush
- Shocks
- Tune Ups
- Wipers

Also Don't Forget

- 30 Day Labor Warranty
- Estimates
- Competitive Labor Rates
- Fast, Courteous Service

Ridership Program

Goodwill's Transportation Division maintains a fleet of over 30 vehicles, many of which provide daily transportation for Goodwill employees to and from several of our employment sites.

Goodwill's Ridership Program provides me with safe, reliable transportation to and from work daily. Riding with Goodwill was a good decision.



Outcome Report

Miles Traveled by
Goodwill Fleet Providing
Transportation to
and from Worksites ..296,057

Vehicles Donated72

Vehicles Sold.....124

Safety and Security

C.A.R.E. About Safety Program

This program is an exciting one for our Safety and Security Department because it focuses in on our most important asset, our employees. The C.A.R.E. program provides postage paid feedback forms at all Licking/Knox Goodwill worksites that employees can fill out to address safety concerns, to suggest safety ideas, or simply to express a positive or negative safety action they have observed. These forms are submitted to the Safety and Security Coordinator and are reviewed by Goodwill's Safety and Security Committee.

C.A.R.E. is:

Committed to safe work practices

Accountable to the safety of ourselves and fellow employees

Responsible to recognize and report unsafe conditions

Encourage compliance to safety rules and regulations

The Safety and Security department of Licking/Knox Goodwill Industries is overseen by the Safety and Security Coordinator. The essential functions of the department is to create, foster, and maintain a culture of safe work conducted in a safe environment. This is accomplished in various ways through awareness training, safety/security surveying, safety audits/inspections, C.A.R.E. about Safety Program all of which assist with integrating a safe and secure mind-set in the workplace.



Highlights

Final integration of automated barcoded inventory program (Red Beam) in conjunction with the Finance Department resulted in 2008 annual inventory results showing a overall shrinkage reduced to 1.4 percent.

Camera surveillance was expanded to include all Licking/Knox Goodwill owned properties.

C.A.R.E. about Safety program continues to build momentum including our highest participation and most positive feedback to date from our annual workplace hazard assessment employee survey.

Unarmed security guard position was hired to assist in the safety of persons and property and additionally this position has appropriate monitoring equipment at their disposal to allow for remote viewing of all Licking/Knox Goodwill surveillance camera systems.

Safety reached new heights as workplace accident frequency and severity rates were reduced by the highest margin ever. These new achievements resulted in a substantial reduction BWC premiums cost for the year.

Licking/Knox Goodwill continues to be an active participant in the Licking County Safety Council.

Automated External Defibrillator Program

Licking/Knox Goodwill Industries values people first and foremost and is proud to announce it's AED program. AED's save lives and they are now available at Licking/Knox Goodwill owned work sites. In order to facilitate this training, the Safety and Security Coordinator is a certified AED/CPR/FirstAid instructor with the Emergency Care and Safety Institute (a nationally accredited agency) and Goodwill is an official ECSI training Center.

Goodwill showed me how to operated an AED, gave me CPR training, and taught me that safety matters.



Outcome Report

CPR/AED Certified Staff	50
BWC Premium Reduction	\$14,706
Shrinkage Reduction	1.4%
Security Cameras Installed	49

Customers, Contributors and Community Partners

Thank you to our many customers and community partners.

Your partnerships are instrumental in helping Goodwill provide vocational rehabilitation, on-the-job training, employment, and placement services for people with disabilities or other barriers to work.

A to Z Careers
ADDITIONS
Alphalink
American Red Cross of Licking County
Anderson/Layman Company
Anomatic Corporation
Bob Evans
Boeing
Bowman Parts Company
Buffalo Pine Café
Caesar Junco
CDC/MRDD
Center for Disability Services
Century 21
Cherry Valley Lodge
City of Heath
City of Mount Vernon
City of Newark
Columbus Public Schools/FHMEC
Columbus Speech and Hearing
Columbus Works
COTC
COVA
C-TEC
Dana Corporation
DFAS Building 21
Doggie Style Self Serve Dog Wash
Domino's Pizza
DSCC Proper
Elder-Beerman
Englefield Oil
First United Methodist Church
Forgrave Auto Body
Friends of the Homeless, Inc.
Functional Training Services
Granville Library
Harry & David

Health and Welfare Benefits
Hendrickson Aux. Axle Systems
Holophane, A Division of
Acuity Brands Lighting Inc.
Indian Mound Mall
Janton
Kairos Academy
Kohl's Department Store
Knox Community Hospital
Knox County Board of MRDD
Knox County Department of
Job and Family Services
Licking County Animal Shelter
Licking County Board of MRDD
Licking County Center for the
Visually Impaired
Licking County Coalition for Housing
Licking County Commissioners
Licking County Computer Society
Licking County Convention
and Visitors Bureau
Licking County Department of
Job and Family Services
Licking County Educational
Service Center
Licking County Juvenile Courts
Licking Memorial Hospital
Lil Bear
LMCCC
Madison, Collins, Stephens Agency, Inc.
McMillen Woods Apartments
Merrill Lynch
Miller's Essenplatz
Minuteman Press
Moundbuilders Guidance Center
My Place Child Care
Newark Catholic High School
Newark Healthcare Centre

Newark License Bureau
Newark Water Department
NISH
Novelty Advertising Company
ODAS/Data Network
Ohio Bureau of Employment Services-
Columbus/ODJFS
Ohio Bureau of Public Health
Laboratories
Ohio Department of Agriculture
Ohio Department of Transportation-
Mount Vernon
Ohio Environmental Protection Agency
Ohio Industrial Commission
Ohio Office of Procurement
Ohio State Fire Marshal Academy
Ohio State Fire Marshal Academy Lawn
Olive Garden
Opportunity Knox
Opportunity Links
Paisley's Rental
Park National Bank
Phoenix International
Possitiv!ty
Red Lobster
Reese, Pyle, Drake & Meyer
Rickenbacker Air National Guard
Rickenbacker ANG #944
Rickenbacker Army #930
Rickenbacker Army C-26 #922
Rickenbacker Army National Guard #918
Riley's Bakery
Riverside Auto Parts
SBC Recycling
Southtowne Kids Club
Spring Hills Baptist Church
St. Johns Lutheran Church
Staples

State Farm Insurance Companies
Summerville at HilenVale
Tee Jaye's Country Places Inc.
The Bureau of Services
for the Visually Impaired
The Bureau of Vocational Rehabilitation
The Bureau of Worker's Compensation
The Janton Company
The Mount Vernon Animal Clinic
The Ohio State University

- Aronoff Laboratories
- Bio-Science Lab
- Davis Heart & Lung
Research Institute
- Hagerty Hall
- Ohio State University -
12th Avenue Pharmacy Complex
- Ohio State University West Campus
- Sullivant Hall
- Verne Rife Building

The Works
THK Manufacturing
Toy Chest Day School Inc.
Twin Valley Psychiatric Hospital
United States Army Reserves - Blacklick
United States Army Reserves - Fort Hayes
United States Army Reserves - Whitehall
United Way of Licking County
Veterans Administration
Vision Center
Washington Auto Parts & Paint
Wilson, Shannon & Snow
Workforce Investment Act

