

Licking/Knox Goodwill Industries, Inc.

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www.goodwillnewark.com



Getting Down to Business

2009
Annual
Report



A Message to Our Community

During a recent discussion with a prominent local community business leader, I asked "What was the best thing about your business in 2009?" Instantaneously and without hesitation he responded "2010!" Sadly for many businesses and non-profit organizations alike, 2009 was a continuation of a struggling business environment.

For Licking/Knox Goodwill Industries, 2009 was a challenge too. With funding uncertainty of our customers at the federal, state and local government levels, and a lot of anxiety due to the slowed economy on the part of our private customers, we, in fact, experienced business reductions. Even with these setbacks, I am pleased to report to you that 2009 was the most successful financial year in our history!

This result just didn't happen by chance. As our senior management team put together our 2009 goals and the plans necessary to achieve them, we carefully surveyed the business climate. While we hoped for the best, we prepared for the worst. It was apparent we simply needed, to get down to business.

And get down to business we did! While we experienced unexpected reductions in our Contracts Division, our Retail Division got down to business resulting in a 15% increase in sales over the previous year. Despite a reduction in state contracts and the elimination of a local government agency contract in our Vocational Rehabilitation Division, they got down to business. To offset this loss, they landed a two year Department of Justice grant in the amount of \$300,000.00 through Goodwill Industries International to provide services to at-risk, in-school youth. And our Administrative Staff just didn't sit idly by and watch. They got down to business through a belt tightening audit review of all expenditures that still continues today saving thousands of dollars.

A total of 62 divisional and departmental goals were submitted and approved in 2009. Astonishingly enough 95.2% were accomplished. Now that's getting down to business!

So you might be asking yourself "What's this all really mean?" The answer is quite simple. It means jobs. It means paychecks. It means training programs. It means additional support services. It means transportation. It means benefits. It means meeting mission.

To our commercial customers and retail customers, thank you for your patronage that allows Licking/Knox Goodwill Industries to get down to business. To the Board of Trustees, my deep appreciation for your guidance and support. To our Administrative Staff, you're the glue that holds it together, makes it work and I thank you. And to our many dedicated hard working employees, it's your energy that keeps it going for which I am forever grateful.

So now let's get down to business and make 2010 another successful year.

Charles E. Strauch
Executive Director



2009 Board of Trustees

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Goodwill, Putting People to Work!

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, and then trained and hired those who were poor to mend and repair the used goods. The goods were then resold or 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 300 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.

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.





Outcome Report

Total Contracts.....	55
Contract Employees.....	304
Labor Hours Worked.....	337,318.5
Training Hours.....	2,170.75
Payroll Paid.....	4,084,139.37

New Service!

GREEN
Cleaning

Contract Services



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.*

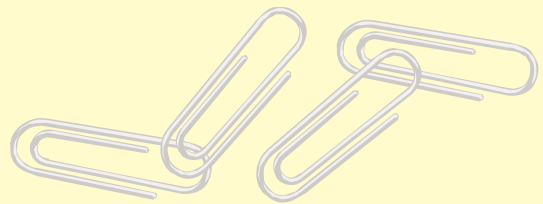
Goodwill contract services offer a full line of janitorial and maintenance equipment and supplies such as BETCO, Tornado, and Windsor. Uniforms for Goodwill employees are provided upon request. Goodwill is fully insured and can provide security and background checks. Customized services are provided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

Facilities Served

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

- | | | |
|----------------|----------------|---------------|
| • Offices | • Banks | • Morgues |
| • Churches | • Schools | • Court Rooms |
| • Museums | • Factories | • Warehousing |
| • Hotels | • Hospitals | • Day Cares |
| • Laboratories | • Food Service | • Retail |





Outcome Report

Retail Donors.....	5,6516
Retail Store Customers.....	308,627
Retail Employees.....	90 (average)
Emergency Vouchers.....	510
Documented Training Hours.....	522



Retail Stores and Donation Centers



Shopping and Donations

Shopping at Goodwill means more than good deals. Thousands of items are put on our sales 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.



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.



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 - 8:00 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

RETAIL STORES

Goodwill Used Cars

Monday, Tuesday, Thursday, and Friday • 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 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.



Outcome Report

Miles Traveled by Goodwill Fleet....234,018

Vehicles Donated..... 119

Vehicles Sold..... 98

Providing
Transportation
to and from
Goodwill
Worksites





Automotive Sales and Service



Automotive Service

Monday - Friday • 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



AUTO SALES / 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.

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.



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 funded by the Licking County Department of Job and Family Services and the United Way of Licking County.

Outcome Report

Clients Served.....	246
Total Training Hours for Clients	25,903.25
At-Risk Youth Served.....	58
Clients Placed in Competitive Employment.....	37

GED/ABLE PROGRAM

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





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 agrees 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.

Program Offerings

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.

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:

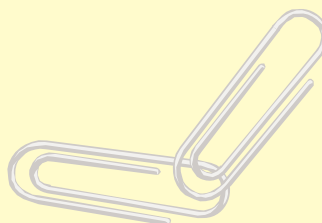
- Auto Detailing
- Basic Office Skills
- Day Care
- Indoor Maintenance
- Laundry Services
- Outdoor Maintenance
- Warehouse Processing
- Auto Repair
- Computer Repair
- Food Service
- Janitorial
- Light Manufacturing
- Retail

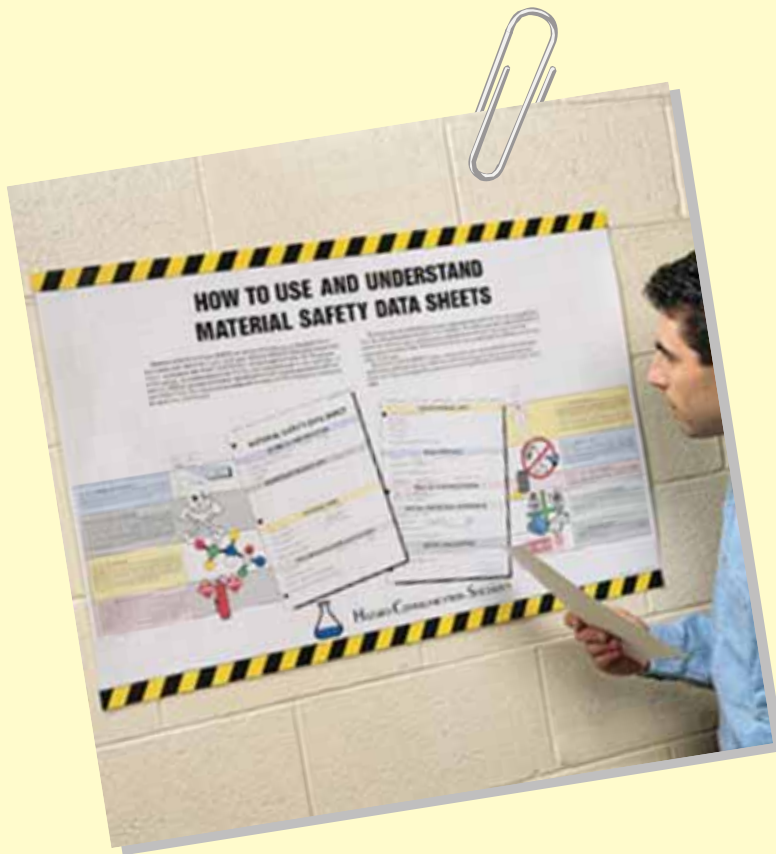
Benefits to Employers

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.

VOCATIONAL REHABILITATION





Automated External Defibrillator (AED) Program

Licking/Knox Goodwill Industries values people first and foremost and maintains AEDs 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.

Outcome Report

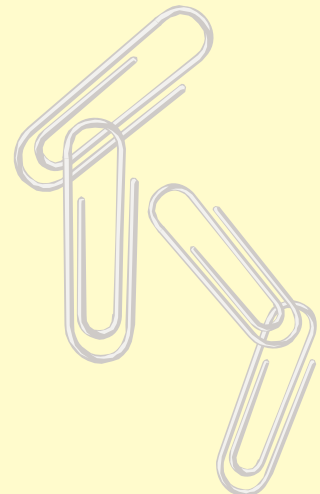
BWC Premium Reduction.....\$10,637.90

BWC Lost Time Incidents1

Asset Shrinkage.....0.6%

Employee Workplace Safety Hazard Assessment Survey

75% Employee Participation 99% of Responses Safety Positive





C.A.R.E. About Safety Program

This program is an essential tool 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, 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 such as awareness training, safety/security surveying, safety audits/inspections, and C.A.R.E. about Safety Program, all of which assist with integrating a safe and secure mind-set in the workplace.

Highlights

Our annual asset inventory conducted by the Finance and Safety and Security Departments showed an overall shrinkage of only 0.6 percent. This is reduction from 2008's percentage of 1.4.

The voluntary annual employee workplace safety hazard assessment survey showed the most positive employee feedback and participation to date. This is our fourth year of conducting this survey, designed to increase employee communication to our company about the safety of their daily work environment.

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. Additionally, this position has appropriate monitoring equipment at their disposal to allow for remote viewing of all Licking/Knox Goodwill surveillance camera systems.

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



Outcome Report

Groundhog Breakfast	2009 Sponsor
Operation Feed Campaign	26,913 Food Points Raised
2008 Annual Meeting and Awards Banquet	152 in Attendance
Doo the Zoo (Employee Appreciation Day)	304 in Attendance



It is the policy of Licking/Knox Goodwill Industries, Inc. to adhere to a comprehensive code of professional ethics in all aspects of its operations, including, but not limited to: marketing, business dealings, service delivery, human resources and professional responsibilities. For a copy of our complete policy, please contact: Licking/Knox Goodwill Industries, Inc., Human Resource Department.



Community Partners

A to Z Cares
Acuity Brands Technology Services
Allison's Finer Diner
Anomatic Corporation
Big Brothers & Big Sisters of Licking and Perry Counties
Big Lots
Bow Wow Boutique
Brown's Distributing
Buffalo Pine Café
Bureau of Services for the Visually Impaired
Bureau of Vocational Rehabilitation
Bureau of Worker's Compensation
Caesar Junco
Central Ohio Technical College
CDC/DD
City of Mount Vernon
City of Newark
Columbus Works
COVA
C-TEC
Dana Corporation
Department of Veterans Affairs
DFAS Building 21
Doggie Style Self Serve Dog Wash
DSCC Building 20/Proper
Elder-Beerman
Functional Training Services
Giant Eagle
Glass Garden Greenhouse
Granville Public Library
Heritage Sportswear
Holophane, A Division of
Acuity Brands Lighting Inc.
Jo-Anne Fabrics
Kairos Academy
KMA Electric, LLC
Knox County Board of DD
Knox County Department of Job & Family Services
Kohl's Department Store
Licking County Animal Shelter
Licking County Board of DD
Licking County Center for the Visually Impaired
Licking County Coalition for Housing
Licking County Commissioners

Licking County Commissioners

- Donald D. Hill County Administration Building
- Administration Building Annex – CSEA
- Department of Job & Family Services
- Opportunity Links
- Licking County Highway Department
- Licking County Transit Office
- Price Road Annex
- Clerk of Courts Title Office
- Domestic Court Building
- Licking County Courthouse
- Veteran's Office
- Pataskala Clerk of Courts
- Licking County Records Archive
- Family Intervention Services
- Licking County Litter & Recycling Department

Licking County Convention and Visitors Bureau
Licking County Department of Job and Family Services
Licking County Juvenile Courts
Licking County Soil & Water Conservation District
Licking Memorial Hospital
Lil Bear
LMCCC
Lou and Gib Reese Ice Arena
McDonald's
McMillen Woods Apartments
Medical Center of Newark
Merrill Lynch
Miller's Essenplatz
Minuteman Press
Moundbuilders Guidance Center
My Place Child Care
Newark Healthcare Centre
NISH
ODAS/Data Network
Ohio Bureau of Employment Services
Columbus/ODJFS
Ohio Bureau of Public Health Laboratories
Ohio Department of Agriculture
Ohio Environmental Protection Agency
Ohio Office of Procurement
Ohio State Fire Marshal Academy
Olive Garden
Opportunity Knox
Opportunity Links

Paisley's Rental
Park National Bank
Phoenix International
Possitivity
Red Lobster
Reese, Pyle, Drake & Meyer
Rickenbacker Air National Guard
Rickenbacker ANG #944
Rickenbacker Army #930
Rickenbacker Army #943
Rickenbacker Army C-26 #922
Rickenbacker Army National Guard #918
Southtowne Kids Club
Split Rock Ranch
St. Johns Lutheran Church
State Farm Insurance Companies
Summerville at HillenVale
Tee Jay's Country Places Inc.
The Boeing Company
The Janton Company
The Ohio State University

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

The Works
Trinity Episcopal Church
Twin Valley Behavioral Healthcare
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
Waste Management
Waste Water Department
West Main Street Deli
Willow Wood
Wilson, Shannon & Snow
Windsong Western Wear
Zane State College
The Thousands of Donors at our Retail Locations