

Discover Goodwill

Est. 1977

Newark, Ohio | www.goodwillnewark.com

2016 Annual Report

Board of Trustees

Thank you to the many community members who volunteered their time to serve on our 2016 Board of Trustees.

Officers

Robert McGaughy, Chairperson
Rich Pfahler, Vice Chairperson
Melissa Fleming, Secretary
James Hobson, Treasurer
Rod Nelson, Legal Counsel

Trustees

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Jack Crockford
Michelle Garcia
Honorable, Michael F. Higgins
Bonnie Manning
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Vice President of Contracts
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Vice President of Finance
Richard L. Gray
Vice President of Retail
Terri J. Porter
Vice President of Career Services
Justin Smith
Vice President of Human Resources
David K. Spencer
Vice President of Facilities

2016 - 2020 Strategic Plan

The Needs of Our Community

Licking/Knox Goodwill is in consistent contact with our community by encouraging staff to join service organizations, sit on committees, attend community events, and providing expert knowledge to other non-profit organizations.

After a thorough assessment of the needs of our community, our Senior Staff were charged with setting objectives on needed New Business / Service Options or How to Enhance Current Business / Services. Staff then consulted the individuals we serve and partner organizations to determine the best plan of action.

A Plan of Action

Over the next five years, Licking/Knox Goodwill Senior Staff will be providing quarterly updates as to the progress of each objective. As we move forward, considering the changing needs of our community, the plan will not remain static. Many steps to completing objectives may receive updates or modifications to accomplish the ultimate goal of providing training, employment, and support services to individuals with disabilities and other barriers to employment.

If you would like to learn more about Licking/Knox Goodwill and the services we provide, please visit www.goodwillnewark.com.

Goal 1: Diversify by Developing New Business or Services

Goal 2: Provide Improved Product to the Community by Enhancing Current Business or Services.

Goal 3: Strengthen Mission Through Awareness and Specialized Training

Goal 4: Succession Planning for Key Positions.

Past, Present, and Future

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

In June 1957, Goodwill arrived in Newark, Ohio. An inspired group of women, The Business and Professional Women's Club of Newark, saw there was an expanding number of disabled individuals who were unemployed. From our humble beginnings of one employee, Licking/Knox Goodwill Industries, Inc. grew and was incorporated on November 16, 1977.

Today, Licking/Knox Goodwill employs over 360 individuals. We have

grown to become a record setting organization with diverse business practices.

In late 2016, we purchased the location for our 10th retail store and created an additional 12 permanent jobs in the Fredericktown, Ohio community.

As we look forward to our future, we will continue to provide essential services to our community, including expanding our housing services and creating jobs and training opportunities for people with disabilities.

The Licking/Knox Goodwill Industries, Inc. Foundation

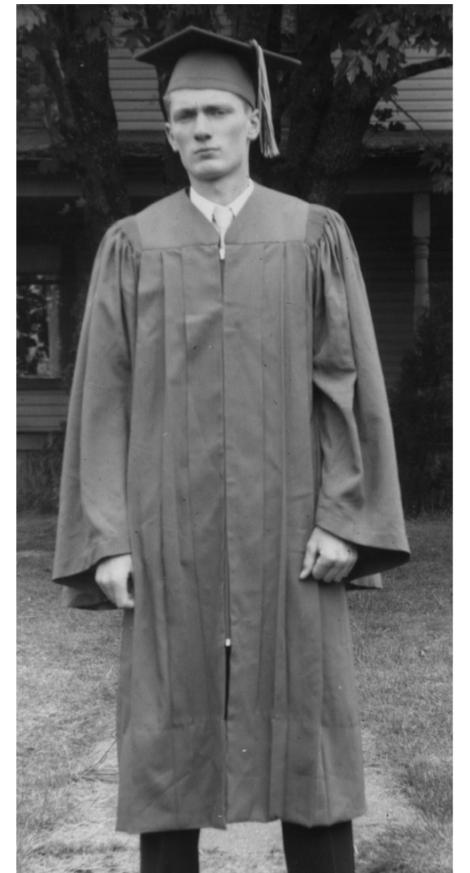
In 2013, The Licking/Knox Goodwill Board of Trustees and CEO/President Timothy J. Young established the Licking/Knox Goodwill Industries, Inc. Foundation.

The Foundation is designed to support and enhance Goodwill's mission by providing resources to our employees, clients, and the local community.

In 2014, the Foundation began accepting academic scholarship applications. To date, 27 scholarships have been awarded to individuals seeking specialized certifications and college degrees.

The Foundation currently offers two types of scholarships: Secondary (for students attending a high school career center) and Post-Secondary (for adult students attending trade school or college).

Application information can be found online at www.goodwillnewark.com/foundation.



The Grove by the River

Banquet Facilities

Banquet Hall Our 8,600 square foot banquet hall can accommodate a seated dinner for up to 200 people in the large room and 75 people in the medium room. The outdoor patio, directly off the large room, can accommodate an additional 200 people.

The facility can be arranged to accommodate most set ups and is perfect for wedding receptions, baby showers, and other parties.

We have a fully integrated sound system, video projector, and stage.



Riverfront Weddings

Our river deck is perfect for riverfront weddings with a beautiful scenic backdrop. Services include outdoor seating for up to 200 people, shuttle service from reception hall for the bridal party, and a bridal tent at the ceremony site.

Community Park

Amenities at The Grove Our facilities include a large playground, sand volleyball, and river access. The Grove is open to the public May 1-October 31.

Shelter House Our 1,600 square foot shelter house offers a full kitchen (sinks, refrigerator, stove and microwave), wood burning fire place, and picnic tables.

Camping

Campsites at The Grove are along the banks of the North Fork of the Licking River.

We offer tent camping, water and electric sites, and full hookup sites. All of our sites offer 30 amp service with select sites offering 50 amp service.

All campsites have a fire ring and picnic table. Gates are closed at dusk and campers are provided with a gate opener to come and go at their leisure.

Pets are welcome as long as they remain on a leash. Pets are not permitted on the playground.

Retail Store Locations

New for 2017 Fredericktown

16482 Village Parkway
(740) 848-8016
Monday – Saturday 9 am to 9 pm
Sunday – 11 am to 7 pm

Heath • 550 Hopewell Drive
(740) 522-1212

Monday – Saturday, 9 am to 9 pm
Sunday 11 am to 7 pm

Buckeye Lake • 10933 Hebron Road
(740) 928-0199

Monday – Saturday, 9 am to 9 pm
Sunday 11 am to 7 pm

Pataskala • 78 Oak Meadow Drive
(740) 927-2500

Monday – Saturday 9 am to 9 pm
Sunday – 11 am to 7 pm

Johnstown • 715 Coshocton Road
(740) 967-2926

Monday – Saturday, 9 am to 9 pm
Sunday 11 am to 7 pm

Utica • 41 Columbus Road
(740) 892-9123

Monday – Saturday 9 am to 7 pm
Sunday – 11 am to 7 pm

Newark

1199 Mount Vernon Road
(740) 364-0804

Monday – Saturday, 9 am to 9 pm
Sunday 11 am to 7 pm

101 Union Street
(740) 345-8191

Monday – Saturday, 9 am to 9 pm
Sunday 11 am to 7 pm

Goodwill2Go

35 Wilson Street
(740) 345-9861 ext 230

www.shopgoodwill.com

Also Find Us on eBay!

Monday – Friday, 9 am to 6 pm
Saturday 9 am to 2 pm

Mount Vernon

855 Coshocton Avenue
(740) 392-9991

Monday – Saturday, 9 am to 9 pm
Sunday 11 am to 7 pm

60 B Parrott Street
(740) 393-0081

Monday – Saturday, 9 am to 9 pm
Sunday 11 am to 7 pm

Retail Employees

In 2016, the Licking/Knox Goodwill Retail Division employed 165 individuals at year end. Our ten brick and mortar retail stores served 426,994 customers and accepted donations from 106,962 generous community members.

Pony Express

Riding is an excellent form of recreation and socialization. It helps to develop self-awareness, self-confidence, and self-discipline. Riding also strengthens and relaxes muscles, improves posture, balance, and coordination.

The Pony Express program is designed to provide children with disabilities access to equestrian experiences. Participants take turns riding the horses. While on the horses, participants play games, stretch, and socialize with volunteers. One volunteer leads horses, as two additional volunteers walk with the rider to hold them on the saddle.



Career Services Training Programs

Goodwill offers specialized programs to benefit both employers and clients. A knowledgeable Career Services Specialist is assigned to each client and assists throughout the process. Job Coaching is available, as needed, to ensure a smooth transition. Job Retention services are available at no charge for the first 90 days if a client is hired.

In 2016, Goodwill's Career Services division served 319 individuals, with 74 of those clients completing Community Based Assessments at partner businesses and organizations.

- Career Exploration
- Community Based Assessment
- Job Coaching
- Job Development
- Job Retention
- Job Seeking Skills Training
- Life Skills Training
- Work Adjustment

Employers may be eligible for federal tax credits by hiring a Goodwill client.

-Goodwill2Go- Online Shopping

Goodwill's internet auction site (www.shopgoodwill.com) posts items online to customers across the country. It's an easy and fun way to find Goodwill's most unique items. In 2016, 49,668 items were sold via internet auction to 39,345 customers.

Create a free shopgoodwill.com auction account today! You can start bidding immediately!

1. Visit www.shopgoodwill.com
2. Click the Sign In button
3. Click the Sign Me Up text link

Find our 8,500 sq ft location, conveniently located in Downtown Newark at 35 Wilson Street, directly across from Goodwill Used Cars.

(740) 345-9861 ext 230

Find Us on eBay Too!

Custodial Services

Goodwill offers competitively priced, quality custodial services with on-time delivery. Free estimates are provided for each job. Goodwill employees receive extensive training and third-party certification. Effective quality control programs are utilized meeting all federal, state, city, OSHA, & customer guidelines.

Contract Services

- General Office Cleaning
- Sustainable Cleaning Services
- Hard Surface Floor Care
- All Types of Carpet Care
- Window Cleaning
- Snow Removal
- Fire and Water Restoration

Goodwill contract services offer a full line of janitorial and maintenance equipment and supplies. Goodwill is fully insured and can provide security and background checks.

Floor Care

Our highly trained staff are experienced in all types of floor care. We can provide a one-time clean, strip, and finish service or continuous maintenance.

Contracts Employees

In 2016, Goodwill was fortunate to employ 208 individuals at year end. These employees worked in excess of 270,623 labor hours and maintained nearly 5 million square feet of space.

Recycling

Goodwill partners with several salvage companies to get the most out of your donations. Clothing, books, shoes, stuffed animals, cell phones, and computers in poor condition are processed and sold as salvage.

Goodwill has a partnership with Dell to recycle obsolete or broken computer equipment. Anything that attaches to a computer can be recycled through this residential recycling program. Computer towers, monitors, disks, CDs, keyboards, mice, speakers, etc., can be dropped off at any Goodwill retail store.

GoodGuides Youth Mentoring

The mission of GoodGuides is building positive relationships between youth and adults through mentoring and goal setting, striving to keep students enrolled in school and on a path to being successful and productive members of the community. In 2016, GoodGuides provided in-school mentoring services to 188 students grades six to seniors.

PROGRAM OVERVIEW

GoodGuides builds on best practices and evidence-based approaches to mentoring, job readiness/training, and community partnerships outlined by the National Mentoring Partnership.

The nine-month program (running concurrent with the school year) provides support for youth as they navigate adolescence. GoodGuides Mentoring builds positive relationships with peers, older students and adults.

Activities and discussion topics are designed to teach students to interact with others and to become more involved with their families and the community. Research has shown that when families are strengthened, youth can focus on education and employment skills to improve their futures.

GOODGUIDES BASICS

GoodGuides meet during a non-academic time during the school day. Students never miss class to attend mentoring sessions.

There is always something new during mentoring sessions. Activities and conversation sum up a typical day.

Mentoring sessions are a safe place where you can share your feelings and there is no judgement from your classmates.

LONG-TERM BENEFITS

Participants of the GoodGuides set individualized goals. With a primary focus on graduating high school, students are provided guidance and assisted in the areas of social development, follow-through, family strengthening, and academic improvement.

Job Training in the Community

Goodwill Career Services is a series of programs used to assist an individual's transition into the workforce. Real life people needing assistance is what Goodwill is about.

Benefits to Local Business

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. Businesses are given the opportunity to evaluate the client's performance and to consider them for hire.

In 2016, our Career Services Specialists placed 69 individuals into competitive employment within our community.

Emergency Voucher Program

Retail stores provide emergency clothing assistance to residents of Licking and Knox counties. Eligibility is determined by area agencies who issue vouchers on behalf of Goodwill. Vouchers may be issued to adults once a year and children under the age of 18 every six months.

Summer Youth

Summer Youth Programs are intended to promote a student's transition from high school to post-secondary education, vocational training, or integrated employment. In 2016, Goodwill provided summer youth training to 40 students.



Services may include an evaluation of the consumer's vocational needs, instruction on vocational topics (such as interviewing skills, work behaviors, basic job readiness skills, and independent living skills) as well as integrated community based work experiences.

Staff work with students to learn job tasks and skills needed in the workplace. Students are paid Ohio minimum wage for work time.

Homeless Housing

Goodwill, in collaboration with the Licking County Coalition for Housing, has four efficiency apartments, four homes, and an apartment complex to provide transitional housing for the community. Veterans are given preference and eligibility is determined by the Coalition.

AbilityOne Program

The AbilityOne Program is administered by the Committee for Purchase From People Who Are Blind or Severely Disabled with assistance from National Industries for the Blind and SourceAmerica - Creating Employment Opportunities for People with Severe Disabilities.

Through the use of a Federal Program called the Javits-Wagner-O'Day (JWOD) Act. Under the AbilityOne Program, Goodwill holds federal contracts and provides employment for people who are blind or have other severe disabilities.

State Use Program

The State Use Program is administered by the Department of Administrative Services creating employment opportunities for people with severe Disabilities within our State Facilities. As part of the State Use Program, Goodwill partners with state agencies and political subdivisions to provide employment for people with significant disabilities and other barriers to employment.

Donate to Goodwill

Donations to Licking/Knox Goodwill's retail stores help fund our mission. Customers may bring donations to any Goodwill store location during normal business hours. We also offer home pickup services for those who are donating furniture or trunkload quantities.

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.

In 2016, 106,962 individuals donated to our retail stores.

C.A.R.E. About Safety

The C.A.R.E program provides post-age paid feedback forms at all Goodwill worksites.

Employees can fill out the form to address safety concerns, suggest safety ideas, or simply to express a positive or negative safety action they have observed.

These forms are reviewed by Goodwill's Safety and Security Committee.

Ridership Program

Goodwill maintains a fleet of over 40 vehicles, many of which provide daily transportation for Goodwill employees to and from several of our employment sites. In 2016, 36 employees were enrolled in the ridership program and traveled over 66,000 miles.

Transportation & Facilities

The Transportation Division services Goodwill fleet vehicles including those used to transport employees to and from Goodwill work sites.

Facilities personnel provide general maintenance for Goodwill sites and equipment.

Priceless Dresses and Dreams

Priceless Dresses and Dreams is a free formal wear closet for students in Licking and Knox counties. There are a variety of dresses in every style, size, and color. All formal wear was received as donations.

The dress closet has grown into a full dress shop within the Goodwill Unlimited Store located at 550 Hopewell Drive in Heath, Ohio. In 2016, 35 dresses were donated to youth in need. Visitors can browse a variety of dresses, shoes, and accessories and are assisted by volunteers during their shopping experience. Open by appointment only.

FINANCING • LOCAL DELIVERY

BUY NEW FURNITURE AT 2 LOCATIONS

60 B Parrott Street
Mount Vernon, Ohio
550 Hopewell Drive
Heath, Ohio

2016 Financial Data as of December 31, 2016 • UNAUDITED

Combined Revenues & Expenses

Revenue	
Contracts	\$ 7,778,291.27
Career Services	\$ 421,272.18
Retail Sales	\$ 6,504,145.01
Donations	\$ 664,471.86
Other	\$ 1,008,574.51
Total Revenue	\$ 16,376,754.83

Expenses	
Wages	\$ 7,594,619.44
Payroll Taxes	\$ 755,683.82
Benefits Expense	\$ 1,388,765.00
Depreciation	\$ 286,430.81
Operating Expenses	\$ 4,757,901.38
Total Expenses	\$ 14,783,400.45

Excess of Public Support and Revenue Over Expenditures	\$ 1,593,354.38
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Combined Balance Sheet

Assets	
Cash & Investments	\$ 13,591,069.18
Accounts Receivable	\$ 1,889,108.88
Property, Plant, Equipment	\$ 3,444,098.87
Inventory	\$ 426,414.82
Prepaid Expenses/Sundry Deposits	\$ 413,660.20
Total Assets	\$ 19,764,351.95

Liabilities	
Accounts Payable	\$ 382,336.46
Accrued Expenses	\$ 604,710.91
Other Liabilities	\$ 236,276.50
Total Liabilities	\$ 1,223,323.87

Fund Balance	\$ 18,541,028.08
Total Liabilities and Fund Balance	\$ 19,764,351.95

ACTION Security Group

(740) 345-9850

Action Security Group can provide on-site posted officers at your location for all shifts including 24 hour coverage. We can also install CCTV surveillance system. In 2016, Action Security Group provided 1,600 labor hours to our clients.

Professional uniformed officers, driving marked company vehicles, patrol your property at random or specified frequencies. We can also accommodate continuous patrol services where our vehicle remains at your site for extended periods of time.

Action Security Group officers not only patrol, but are trained to identify unwanted individuals and suspicious activity throughout the assigned location.

Other Benefits

- Highly Visible Crime Deterrent
- Property Perimeter Checks
- Locking/Unlocking Property
- Quick Officer Response
- Burglar Alarm Response Officer
- Safety Hazard Reporting

www.ActionSecurityGroup.org
License Number: 201121001814

EEOC

The written Licking/Knox Goodwill Industries, Inc. Affirmative Action Plan may be viewed at the Administrative Office located at 65 S. 5th Street, Newark, Ohio between the hours of 8 am and 5 pm Monday through Friday.

Director Direct

This program provides postage paid feedback forms at all Goodwill sites. Anyone can fill out the form to express their opinion to the CEO/President. All Director Direct comments are addressed and reviewed at Board of Trustee Meetings.

Past Board Members

2017 is an anniversary year for Licking/Knox Goodwill. If you know of an individual who was a past board member, who would like to be involved in our celebration, please contact our offices at (740) 345-9861.

HIRING

View our available positions and apply online

www.goodwillnewark.com

Donate Any Vehicle

Goodwill's Used Car Lot accepts donations of any vehicle. Boats are welcomed so long as they are in good working condition. Call to arrange FREE pickup or drop off your vehicle during business hours. All you need is the title and keys. In 2016, we received 90 community vehicle donations. Sales of 96 vehicles help support Goodwill's programming for people with disabilities.



36 Wilson Street
Newark, Ohio
(740) 345-4749

KICKstart

A program that focuses on providing youth who are aging out of foster care the assistance they need to become productive community members. In 2016, Goodwill provided free services to one individual.

Our services are tailored to meet your needs. You will be paired with a Career Services Specialist who will help you plan your experience while guiding you to become self-sufficient.

All participants start by attending an informational meeting with our specialist. After that we will work with you to determine your needs and goals.

Program Costs

This program is fully funded by Licking/Knox Goodwill Industries, Inc. There are no application or training costs.

The Lending Closet

Community donations have made it possible for Licking/Knox Goodwill to offer a free medical equipment lending closet.

All loans are for 6 weeks with an option to extend for an additional 6 weeks. We currently stock a variety of medical equipment pieces: Bedside Tables, Canes and Quad Canes, Crutches and Brace Crutches, Shower Chairs and Stools, Toilet Chairs and Elevated Toilet Seats, Walkers and Seated Walkers, Wheelchairs with and without Foot Rests.

We strongly suggest calling ahead to check availability and to reserve your equipment. Please call (740) 345-9861 and press 0 (zero) to reach the operator.

Community Partners

7-Up Bottling Company
A&A Electric
Advanced Accessories
Alphalink Technologies
American Red Cross
American Merchandise Liquidators
Anderson Layman Company
Anthony Comisford, Magician
Area Development Foundation of Knox County
Army Corp of Engineers
Associated Industries for the Blind
Behavioral Healthcare Partners
Bill and Pam's Tree Service
Big Brother Big Sisters of Licking County
Bowman Parts Company, Inc.
Buckeye Lake Chamber of Commerce
Buckeye Linen Service
Bureau of Worker's Compensation
BVG Sales
CDC/DD
Central Ohio Technical College
Champion Energy Services
City of Mount Vernon
City of Newark
City of Heath
Clark Schaefer Hackett
CNC Construction
Community Foundation of Mount Vernon & Knox County
Corsi Asphalt
Creative Foundations
Crossroads Furniture
C - TEC
Defense Financial and Accounting Service
Defense Supply Center Columbus
Department of Job and Family Services
Department of Administrative Services
Department of Veterans Affairs
DMO Security
DOR-MAR HVAC
Doug's Far Side Catering
Dumbaugh Insurance
Edward Jones
Elder-Beerman
Environmental Protection Agency
Famous Supply
First-Knox National Bank
Fredericktown Community Foundation
Functional Training Services
Genco
Gummer Wholesale Inc.
Granville Public Library
Heath Police Department

Holophane, A Division of Actuity Brands Lighting Inc.
Home Depot
Impact Martial Arts
Kindred Healthcare Centre
Kingswood Court Apartments
Knox County Board of Developmental Disabilities
Knox County Career Center
Knox County Chamber of Commerce
Knox County Development Foundation, Inc.
Knox County Head Start
Knox County Health Department
Knox County Schools
Kool 101.7 WNKO Radio
LAPP
Legal Council, Rod Nelson
LICCO Incorporated
Licking County Aging Program
Licking County Board of Developmental Disabilities
Licking County Center for the Visually Impaired
Licking County Chamber of Commerce
Licking County Coalition for Housing
Licking County Coalition of Care
Licking County Educational Service Center
Licking County Equestrian Center
Licking County Family YMCA
Licking County Foundation
Licking County Humane Society
Licking County Library
Licking County Municipal Court Systems
Licking County Veterans Services Commission
Lions of Newark, Ohio
Magic Creations
Marc Miller, PHD
Modrian Accessories
Mistras
Mount Vernon Nazarene University
Moyer Group - Merrill Lynch
McCullen Painting
Neff's Cardinal Market
New Hope Industries
Newark City Schools
Newark Digital Academy
Newark Electric
Newark Kiwanis
Newark Parks and Recreation District
ODOT District 5, Knox County Garage
Ohio Bureau of Employment Services
Ohio Bureau of Public Health Laboratories
Ohio Central Railroad

Ohio Department of Agriculture
Ohio Department of Natural Resources
Ohio Eastern Star Home
Ohio Environmental Protection Agency
Ohio Means Jobs
Knox County Offices
Licking County Offices
Ohio Office of Procurement
Ohio State Fire Marshal Academy
Ohio Store Fixtures
Omness Designs
Opportunities for Ohioans with Disabilities
Opportunity Knox
Opportunity Links
Owens Electric Company
Paradise in the Sky
Park National Bank
Pathways of Central Ohio
Pet Plex Animal Hospital
PX
SourceAmerica
St. Johns Lutheran Church
Saint Vincent de Paul Center
StableMates 4-H Club
State Farm Insurance
Stifel Nicolaus & Co Inc
Super Q 93.7 WQIO
Tayler's Dance Academy
Tectum
The Energy Co-Op
The Janton Company
The Main Place
The Ohio State University at Newark
TouchPointe
Tim Horton's Cafe and Bake Shop
Treasure Gallery
United States Army Reserves
UTC
Velvet Ice Cream
Veritas
Veteran Services
Village of Buckeye Lake
Village of Fredericktown
Village of Johnstown
Village of Pataskala
Village of Utica
Vorys, Sater, Seymour, & Pease
Washington Auto Parts
Waste Management
Weathervane Playhouse
Westbrook's Lawn Service
Wilson Marketing
WCLT Radio
Zonta

C A R F

In 2016, Licking/Knox Goodwill received a Three-Year CARF Accreditation from in the field Employment Planning Services. The organization has previously received six consecutive Three-Year Accreditations from the Commission on Accreditation of Rehabilitation Facilities.

PROPANE

Perfect for grilling, motor homes, contractors, and more.

Goodwill Plaza - Newark
Goodwill Unlimited - Heath
64,610 Gallons Sold in 2016
- New Location in 2017 -
Goodwill Plus - Fredericktown

Employee Training

New employees with Goodwill complete anywhere from 24 to 150 hours of training in their first 90 days of employment. All employees complete competency based annual training on topics such as customer service, harassment, diversity, and hazardous communications.

Professional Ethics

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.