

DISCOVER GOODWILL

Est. 1977

www.goodwillnewark.com

2017 Annual Report



*Licking/Knox
Goodwill*

1977

2017

Licking/Knox Goodwill Industries, Inc.
provides training, employment, and

support services to individuals with disabilities
and other barriers to employment.

1957

2077



Licking/Knox Goodwill

1957

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2016 - 2020 Strategic Plan

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. Staff then consulted the individuals we serve and partner organizations to determine the best plan of action.

A PLAN OF ACTION

Over the five year Strategic Plan, 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.

GOALS AND 2017 UPDATES

Goal 1: Diversify by Developing New Business or Services

- Launched Community Day Camp Programs at The Grove
- Launched The Grove Academy Career Exploration Program

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

- Opened Fredericktown Goodwill Plus retail location
- Conducted Salary Survey for All Positions
- Created Business Development Coordinator Position
- Furthered Contracts Division Quality Control Program
- Launched Goodwill2Go.com Online Shopping Platform

Goal 3: Strengthen Mission Through Awareness and Specialized Training

- Promoted Licking/Knox Goodwill Foundation
- Involved Community in Anniversary Time Capsule Dedication

Goal 4: Succession Planning for Key Positions.

- Hired New Vice President of Contracts



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2017

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 374 individuals. We have grown to become a record setting organization with diverse business practices.

2017 was a monumental year, marking 40 years incorporated and 60 years

providing quality services to our community.

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

2017 MILESTONES

JANUARY

16th: Agreement Signed with COTC to Provide Affordable Vehicle Repairs to their Students

MARCH

1st: STAR Program Launched
3rd: 10th Retail Location Goodwill Plus Opened in Fredericktown, Ohio

MAY

1st: Glamping Opens at The Grove
4th: Knox County United Way Initiates Girls on the Run/ Goodwill Partnership
15th: Goodwill Industries International Visit to Newark, Ohio

MAY *Continued*

30th: The Grove Academy Accepts First Enrollee
31st: Shopgoodwill.com/newark set record one month sales.

JUNE

12th: Summer Day Camp Program Launches with Mega Sports Camp
12th: Summer Teacher Externship Program Week

JULY

3rd: Wild Camping Adventures Day Camp
26th: Summer Scholarships Awarded
24th: Martial Arts Day Camp

SEPTEMBER

9th: Licking County River Roundup

OCTOBER

2nd: Groundbreaking for Goodwill Unlimited Loading Docks
18th: Visit from Goodwill Industries International CEO, Jim Gibbons

NOVEMBER

17th: Time Capsule Dedication Ceremony
17th: Goodwill2Go.com Launches

DECEMBER

6th: Winter Scholarships Awarded
21st: Holiday Cooking Day Camp
14th: Priceless Dresses and Dreams Free Formalwear Closet Expands to Knox County
31st: Shopgoodwill.com/newark set sales record for the year.



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 2017, 36,881 items were sold via internet auction to 25,033 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

GOODWILL² go² the Secret is Out..

On November 17, 2017 Goodwill2Go.com was launched. Licking/Knox Goodwill's newest online shopping experience allows customers the opportunity to purchase some of our most unique items from the comfort of their own homes.

The site also offers an online showroom for our new furniture line and an exclusive collection of everyday and fine jewelry.

Propane

Through a partnership with The Energy Cooperative Goodwill offers three propane refill locations. Perfect for grilling, motor homes, contractors, and more we are able to refill a standard grill tank to 250 gallon contractor tanks. In 2017, our propane attendants pumped 65,939 gallons.

Goodwill Plaza - Newark
Goodwill Unlimited - Heath
- **New Location in 2017** -
Goodwill Plus - Fredericktown

SHOPPING DONATING

Local Retail Locations

Retail Locations

In 2017, the Licking/Knox Goodwill Retail Division employed 167 individuals at year end. Our ten brick and mortar retail stores served 433,354 customers and accepted donations from 133,241 generous community members. Most of our retail locations are open Monday through Saturday 9:00 am - 9:00 pm and Sunday 10:00 am - 7:00 pm.

BUCKEYE LAKE

10933 Hebron Road
(740) 928-0199

JOHNSTOWN

715 Coshocton Road
(740) 967-2926

PATASKALA

78 Oak Meadow Drive
(740) 927-2500

UTICA

41 Columbus Road
(740) 892-9123

FREDERICKTOWN

Goodwill Plus
16482 Village Parkway
(740) 848-8016

MOUNT VERNON

855 Coshocton Avenue
(740) 392-9991
60 B Parrott Street
(740) 393-0081

NEWARK

Goodwill Plaza
1199 Mount Vernon Road
(740) 364-0804
101 Union Street
(740) 345-8191

ONLINE

Goodwill2Go
www.goodwill2go.com
www.shopgoodwill.com
(740) 345-9861 ext 230

HEATH

Goodwill Unlimited
550 Hopewell Drive
(740) 522-1212

USED CAR LOT

36 Wilson Street
(740) 345-4749

Recycling

Goodwill partners with several salvage companies to get the most out of your donations. Clothing, books, shoes, stuffed animals, 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.

Donating

In 2017, 133,241 individuals donated to our retail stores. Donations to 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.

Used Cars

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 2017, Licking/Knox Goodwill received 44 community vehicle donations. Sales of 38 vehicles help support Goodwill's mission.

CUSTODIAL SERVICES

Locally Operated

GENERAL OFFICE CLEANING
HARD SURFACE FLOOR CARE

ALL TYPES OF CARPET CARE
WINDOW CLEANING
DORMITORY CLEANING

ATHLETIC EQUIPMENT SANITATION
CLASSROOM DISINFECTING

Custodial Contracts

In 2017, the Licking/Knox Goodwill Contracts Division employed 212 individuals at year end. Our experienced team served 28 customers and maintained over five million square feet of space.

Custodial Services

Licking/Knox Goodwill offers competitively priced, quality custodial services with the flexibility to design your own service package.

Goodwill contract services offer a full line of custodial services, maintenance equipment, paper products, and other consumable supplies.

With over 30 years of experience, Goodwill has the expertise to care for all types of facilities.

- Offices
- Banks
- Churches
- Museums
- Schools
- Factories
- Warehouses
- Hospitals
- Laboratories
- Libraries

Staffing

Supervisors quality check all work completed and maintain communication with your point of contact.

Goodwill is fully insured and can provide security background checks.

To meet your site specific guidelines, uniforms are available upon request.

White Glove Training

Our employees are trained to your site specific standards while meeting all government guidelines. The quality of our services cannot be matched by other small operations.

We Are Local

You are our main focus! With offices located in downtown Newark, Ohio, we are easily accessible with rapid response time to special requests and communication.

AbilityOne Program

The AbilityOne® Program is among the nation's largest sources of employment for people who are blind or have significant disabilities. The Program is administered by the U.S. AbilityOne Commission, the operating name for the Committee for Purchase From People Who Are Blind or Severely Disabled.

Licking/Knox Goodwill is a member of a national network of more than 550 nonprofit agencies, the program provides the Federal Government products and services at fair market prices.

State Use Program

The State Use Program is administered by the Department of Administrative Services creating employment opportunities for people with 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 disabilities and other barriers to employment.

Meet the NEWORK Space, Janitorial Customer

Building a new partnership in Downtown Newark, Ohio. Licking/Knox Goodwill has been contracted to provide contract janitorial services to the NEWORK Space.

Founded in 2017, by Teri Lowinger and Sarah Wallace, the NEWORK Space is a furnished and equipped coworking office environment.

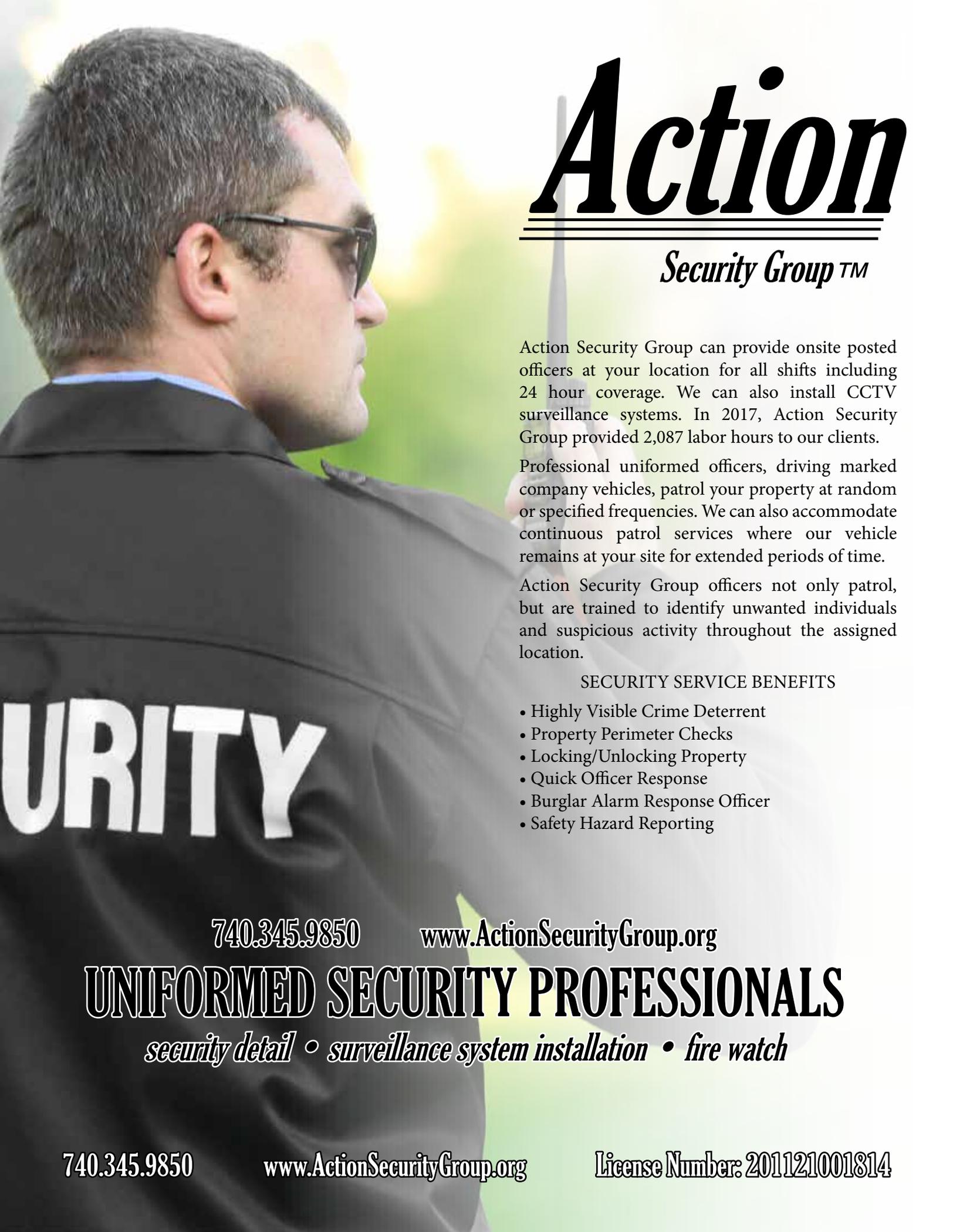
With three-stories and 6,000 square feet of space to maintain, it was imperative that a high quality, dependable, local provider be selected for janitorial services.

Goodwill completed the post construction cleanup and then created a custom janitorial schedule to continue to maintain NEWORK's appearance for daily use and special events.

With quality standards in place, Goodwill has focused on keeping a clean and comfortable environment for all of the professionals utilizing the NEWORK Space. "The entire NEWORK Space team is happy with our relationship with Goodwill. Their staff have been a pleasure to work with - responsive, flexible, and accommodating," says Teri Lowinger, co-owner.



Teri Lowinger, and Sarah Wallace at the NEWORK Ribbon Cutting



Action

Security Group™

Action Security Group can provide onsite posted officers at your location for all shifts including 24 hour coverage. We can also install CCTV surveillance systems. In 2017, Action Security Group provided 2,087 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.

SECURITY SERVICE BENEFITS

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

740.345.9850

www.ActionSecurityGroup.org

UNIFORMED SECURITY PROFESSIONALS

security detail • surveillance system installation • fire watch

740.345.9850

www.ActionSecurityGroup.org

License Number: 201121001814

VEHICLE *Night and Day* DETAILING



Menu of Services

Vehicle Detailing:

Cars/Minivans.....\$87.95

Trucks and Full Size Vans.....\$97.95

Trucks and Vans ¾ Ton and Up.....\$117.95

(740) 345-6043

51 Wilson Street • Newark

CAREER SERVICES

Job Readiness Training

CAREER EXPLORATION

JOB DEVELOPMENT

OCCUPATIONAL SKILL TRAINING

COMMUNITY BASED ASSESSMENT

JOB RETENTION

SUPPORTIVE CAREER SERVICES

JOB COACHING

PERSONAL ADJUSTMENT

TRAVEL TRAINING

JOB SEEKING SKILLS TRAINING

WORK ADJUSTMENT

KICKstart

GoodGuides

Summer Youth

A program that focuses on providing youth who are aging out of foster care the assistance they need to become productive community members.

KICKstart services are tailored to meet individual needs. Participants are paired with a Career Services Specialist who will help plan their experience while guiding the individual to become self-sufficient.

All participants start by attending an informational meeting with our specialist. After that Goodwill works 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 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 2017, GoodGuides provided in-school mentoring services to 103 students grades six to twelve.

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.

Summer Youth Programs are intended to promote a student's transition from high school to post-secondary education, vocational training, or integrated employment. In 2017, Goodwill provided summer youth training to 13 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.



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 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. Salary and Worker's Compensation are provided by Goodwill. Businesses are given the opportunity to evaluate the client's performance and to consider them for hire.

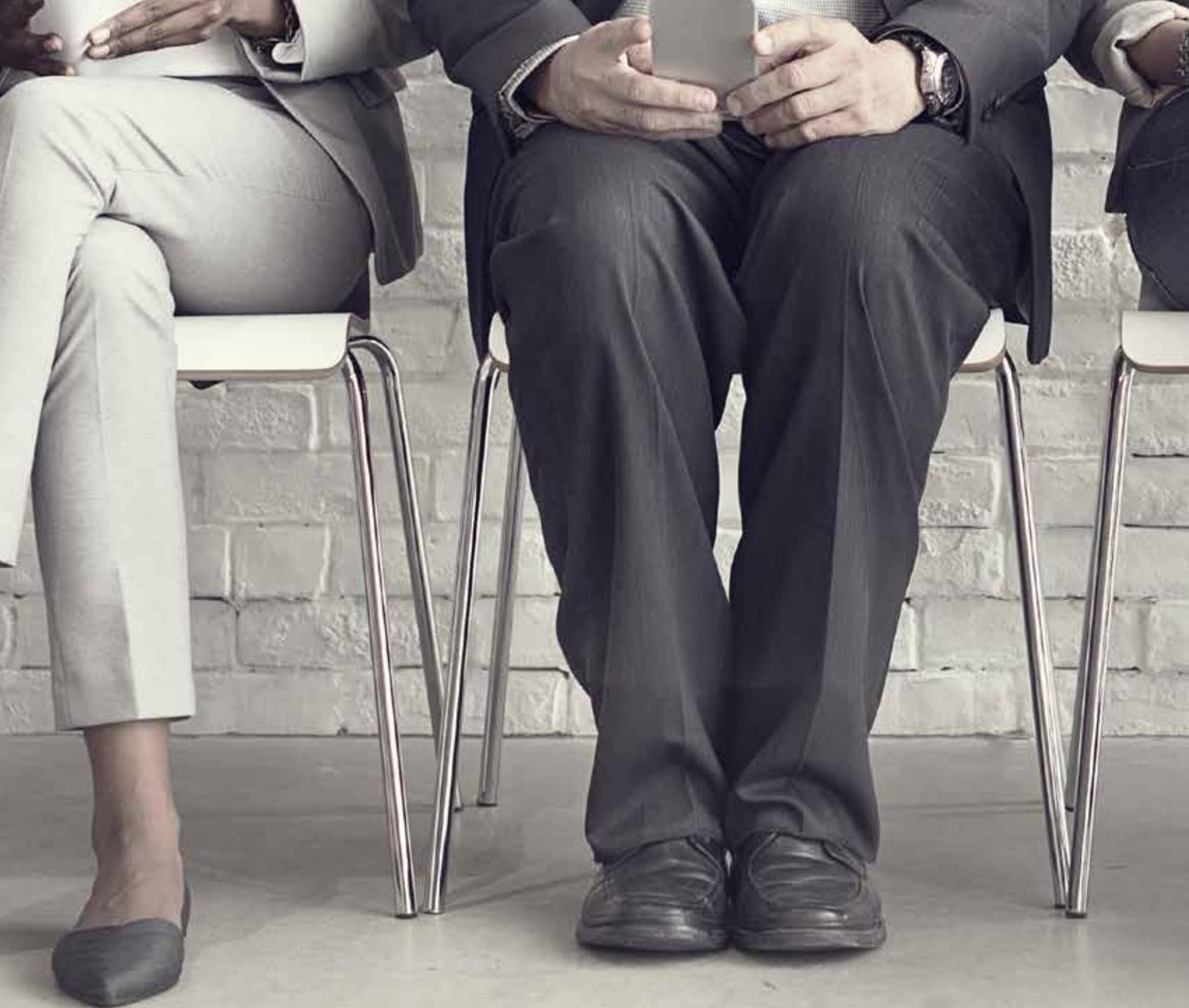
In 2017, our Career Services Specialists placed 29 individuals into competitive employment within our community.

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 from job search to gainful employment. Job Retention services are available at no charge for the first 90 days if a client obtains employment.

In 2017, Goodwill's Career Services division served 120 individuals, with 24 of those clients completing Community Based Assessments at partner businesses and organizations.

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



Applicants

Goodwill provides employment to nearly 400 individuals in our community of Licking and Knox counties. As we continue to grow and create new positions, numerous people seek us out as a top employer. In 2017, 6,387 individuals applied for employment across all of Goodwill's divisions.

Annual Training

New employees with Goodwill complete anywhere from 24 to 150 hours of training in their first 90 days of employment.

Employees complete competency based training on topics such as safety, health, customer service, harassment, and diversity. In 2017, Goodwill employees completed 10,590 training hours.

STAR Program

In 2017, Licking/Knox Goodwill launched the STAR Program. The Superior Team member Award Recognition program provides incentives for employees to go above and beyond. 148 STARS were awarded in the first year for excellence in the following areas:

- Customer Services and Communication
- Doing the Right Thing
- Housekeeping / Organization
- Productivity, Sales, and Quality
- Mission Focus



TRAINING *Work With Us!* EMPLOYMENT

More than just a job... Goodwill employed 374 people at year end 2017 but we also care and offer a great benefits package.

Every Employee, Full and Part-Time, Earns These Great Benefits

26% Discount at Goodwill Retail Stores ▪ 26% Discount at The Grove Camp Ground
26% Discount Off Banquet Rentals at The Grove ▪ 10% Discount at Goodwill Used Cars
Special New Furniture Pricing ▪ Paid Training ▪ Employee Appreciation Day ▪ Recognition Programs
403(b) Retirement Plan ▪ Scholarships ▪ Family Day Camps ▪ Transportation to Select Work Sites
Vision and Dental Insurance for Purchase ▪ Life Insurance ▪ Advancement Opportunities

Full-Time Employee Benefits: Medical Insurance for Purchase ▪ Paid Time Off / Vacation ▪ Paid Holidays

- PONY - Horseback Riding EXPRESS

Licking/Knox Goodwill's longest running support service, Pony Express was first launched in 1983.

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 and 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.

In 2017, the StableMates 4H Club with the assistance of their families and friends volunteered 318 hours to make this program possible.

Meet the Corsi Family, Pony Express Volunteers



Patty Corsi with Stewey the horse and Lulu the donkey

The Corsi family has been assisting with Pony Express for over 30 years! In the mid 80s, Patty and Mario Corsi volunteered to help with a new horseback riding program for children with disabilities. Being avid horse enthusiast they were excited to share the thrill with children in need.

Flash forward to today, Patty and Mario are regularly joined by their two daughters MaKayla and Amanda (Swick) and son-in-law Raymond Swick to keep the programming running.

Amanda and MaKayla have been helping lead horses and play games since they were able to walk. As they grew up in 4H, their club became the primary source of volunteer people and horses for Pony Express.

The Corsi family coordinates two Pony Express sessions every year including recruiting volunteers, procuring donations, and volunteering their own animals. In early 2017, the Corsi's were gifted a new horse and donkey to keep the Pony Express experience alive.

FOUNDATION *Goodwill Foundation* SCHOLARSHIPS

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, 48 scholarships have been awarded to individuals seeking specialized certifications and college degrees.

HIGH SCHOOL SCHOLARSHIPS

The Foundation offers scholarships for students who will be juniors or seniors in high school. Scholarship monies can help cover instructional fees for any program at an accredited high school career center.

ADULT SCHOLARSHIPS

The Foundation specializes in offering scholarships for individuals who want to pursue training through a trade school or professional certification. Scholarships are also available for those working toward a traditional degree. Preference is given to applicants attending a trade school or applicants with a disability or other barrier to employment.

Meet Austin Powelson, Scholarship Recipient

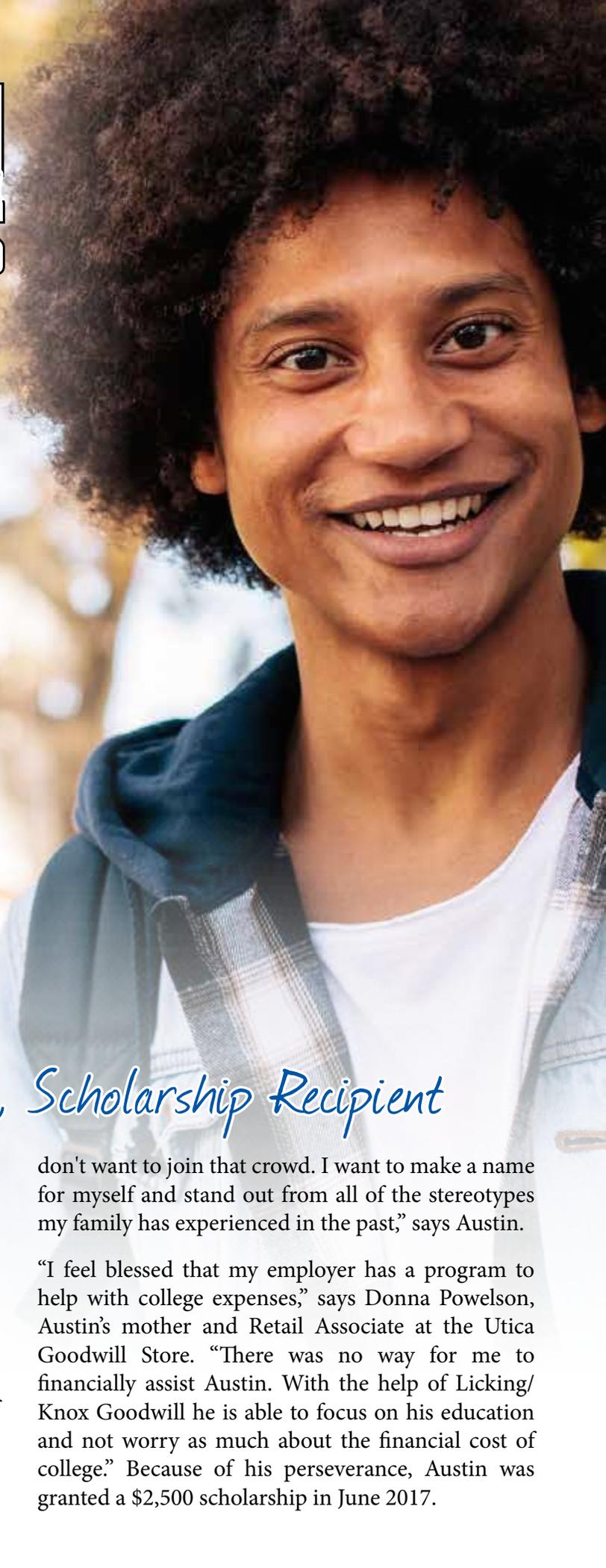


Austin Powelson enjoying quiet time between classes.

Austin Powelson, Knox County resident and graduate of Northridge High School is the first in his family to attend college. "I grew up in a lower middle class family where the majority of my relatives still live with their parents, I

don't want to join that crowd. I want to make a name for myself and stand out from all of the stereotypes my family has experienced in the past," says Austin.

"I feel blessed that my employer has a program to help with college expenses," says Donna Powelson, Austin's mother and Retail Associate at the Utica Goodwill Store. "There was no way for me to financially assist Austin. With the help of Licking/Knox Goodwill he is able to focus on his education and not worry as much about the financial cost of college." Because of his perseverance, Austin was granted a \$2,500 scholarship in June 2017.





Community Park

The Grove by the River was named to reflect its beauty, mature trees, and the peacefulness of sitting along the banks of the North Fork of the Licking River. With over 32 acres, The Grove offers an escape from the city without the drive.

The facility includes a large playground, sand volleyball, and river access. The Grove is open to the public year round with weekend hours during the prime season of May 1-October 31.

Riverfront Weddings

The 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 bridal tent at ceremony site.

Banquet Facilities

The 8,600 square foot banquet hall can accommodate a seated dinner for over 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. The hall has a fully integrated sound system, video projector, stage, and a wrap around paved patio perfect for outdoor get togethers.

COCKTAIL BEVERAGE SERVICE

The Grove maintains a State Liquor License, offering bar services Monday - Saturday.

CATERING

The Grove proudly partners with Doug's Farside Catering for plated or buffet meal service.

The Grove by The River



Camp Ground

Campsites at The Grove are along the banks of the North Fork of the Licking River. The camp ground offers primitive camping, water and electric, full hookup sites, a bunk cabin, and camper rental. All campsites have fire rings and a picnic table.

GLAMPING

Glamorous Camping! New in 2017, The Grove camp ground features 12x14 canvas tents with king size beds, luxurious bedding, chandeliers, and kitchenettes. Also available is the Glamper, a fully remodeled and equipped camper that sleeps five adults.

SHELTER HOUSE

A 1,600 square foot shelter house is located in the heart of the camp ground. It offers a full kitchen, electricity, wood burning fire place, and picnic tables. Rolling doors provide protection in all types of weather.



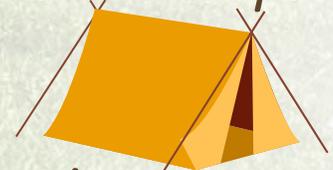
Community Day Camps

Thanks to many partnerships formed in the community, in 2017 we were able to offer four unique day camps providing unforgeable experiences to 262 children.

Availability of the camps are on a first come, first serve basis. Day camps are always FREE to Goodwill employees and their families. Some upcoming day camps do have an associated cost. Scholarships are available to local families in need. For assistance registering, contact (740) 345-9861.



Wild Camping



Adventures



*Holiday Break
Cooking
Camp*

2018 will add three additional camps, offering something for everyone.



World of Wonder Art Camp



THE GROVE Community Training ACADEMY

TRAINING ENROLLMENT

Referral and Costs

Participants can self refer into The Grove Academy or they can have a local agency assist them with the process. Training is FREE to anyone in the community. A background check may be required of participants.

Application

Participants in The Grove Academy apply to be a volunteer for Licking/Knox Goodwill. To gain real life experience, volunteers complete Goodwill's standard employment application.

Interview

Once your application is received, applicants are interviewed by a manager at The Grove. During the interview we discuss your career and education goals.

Orientation

All Grove Academy Participants complete an orientation session on their first day. Orientation mimics the standard hiring process but also includes volunteer paperwork and selection of your training focus.

Training

Participants begin by enrolling in a primary training area, but most participants earn certificates and sample all of our training tracks during their time in The Grove Academy.

Graduation

The time to complete each training track depends on the number of hours per week a volunteer participates in the program. Milestone certificates are issued throughout a participants enrollment.

Founded in October 2014, The Grove by the River was established as a recreation and training center for Licking/Knox Goodwill's employees and our clients receiving job training services.

With over 32 acres, The Grove offers a variety of training opportunities in a safe, low stress, environment. Our trained staff offer real world trainings, with soft-skill emphasis that can be utilized in a variety of competitive employment settings.



BANQUET TRAINING

Food Service

The Grove regularly hosts events. The facility practices universal safe food handling techniques and trains participants to earn their ServeSafe Food Handler Certification.

Training Topics Include:

- Setup and Tear Down of Banquet Rooms & Buffet Lines
- Hot Food Prep
- Cold Food Prep
- Cooking and Baking
- Customer Service

Housekeeping and Laundry

Linens, bedding, cleaning cloths, mop heads, and more - there is always some housekeeping tasks to be done at The Grove.

Training Topics Include:

- Laundering Bedding
- Daily Maid Services
- Laundering and Pressing Tablecloths and Napkins
- Upholstery Cleaning
- Sanitizing Cleaning Cloths and Mop Heads

MAINTENANCE TRAINING

Indoor Maintenance & Janitorial

The 8,600 square foot banquet hall requires regular maintenance and cleaning.

Training Topics Include:

- Changing Light Bulbs
- Maintenance of Commercial Kitchen Appliances
- Floor Care (Carpets and Tile)
- Cleaning Rest Rooms
- Minor Repairs Throughout Buildings

Outdoor Maintenance

The Grove is over 32 acres, which ongoing regular maintenance. Many people do not realize, maintenance of the park continues year round. Much of the preparations for the summer months occurs in the off season.

Training Topics Include:

- Picnic Table Repair
- Flower and Tree Maintenance
- Care of Playground Equipment
- Mowing
- Weed Trimming

LENDING CLOSET

When You Need Us

Community donations have made it possible for Licking/Knox Goodwill to offer a free medical equipment lending closet. In 2017, the lending closet provided 14 pieces of medical equipment to 12 individuals free of charge.

All loans are for six weeks with an option to extend for an additional six weeks. The Lending Closet currently stocks 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.

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

TUB STABILIZING BARS

Meet Shelly Geiger, Employee and Lending Closet Patron

As an employee of Goodwill for 20 plus years, Shelly Geiger has often referred other to Goodwill's Lending Closet, even encouraging complete strangers on social media to call the office and check if Goodwill has the medical equipment they are needing. When Shelly's sister had knee replacement surgery, she was able to pick up and walker and shower chair from our offices in Downtown, Newark.

Then in May 2017, Shelly found herself in need. On May 5, 2017, she underwent surgery to repair a torn Achilles tendon. Although the

surgery was out-patient, she had to be completely non-weight bearing for five whole weeks! "During my recovery, I relied heavily on the wheelchair, shower chair, and walker from the Lending Closet, and my care-giver husband," says Shelly.

Surgery and recuperation is never any easy experience, but supplying someone with the tools to provide comfort is what the Lending Closet does.



Shelly Geiger, HR Generalist

Priceless Dresses and Dreams by Goodwill

A free formal wear closet for high school students in Licking and Knox Counties.

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 2017, the dress closet expanded to offer a selection of dresses at the Goodwill Parrott Street Retail Store in Mount Vernon, Ohio.

In 2017, 45 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.

Meet the Rudder Sisters, 2017 Dress Closet Recipients



Gabrielle Rudder

Younger sisters often get hand-me-down dresses, but that was not the case for Gabrielle and Samantha Rudder of Mount Vernon, Ohio. Older sister Gabrielle has received more than one special dress from Goodwill's Priceless Dresses and Dreams Formal wear Closet.

This past fall, Samantha was excited to try on her first formal dress. "Our experience was fabulous! My girls are shy and they have a hard time coming out of their shells. The ladies in the dress closet were perfect and helped my girls find beautiful dresses and look stunning for their dances," says Tamara Rudder, mother.



Samantha Rudder

Over 2,500 Dresses • Variety of Styles • Sizes 0 - 20
Goodwill Unlimited • 550 Hopewell Drive • Heath Goodwill Parrott • 60 B Parrott Street • Mount Vernon

EXECUTIVE PORTFOLIO

Work With Us!

CARF

Licking/Knox Goodwill currently maintains 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.

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. In 2017, 51 Director Direct comments were received with 82 percent expressing positive sentiments.

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.

2017 Financial Data as of December 31, 2017 • Unaudited

Combined Revenues & Expenses

Revenue	
Contracts	\$ 8,231,060
Career Services	\$ 265,238
Retail Sales.....	\$ 6,777,629
Donations	\$ 910,283
Other	\$ 1,445,209
Total Revenue.....	\$ 17,629,419

Expenses	
Wages	\$ 7,874,724
Payroll Taxes.....	\$ 698,996
Benefits Expense.....	\$ 1,630,883
Depreciation.....	\$ 313,306
Operating Expenses	\$ 4,485,722
Total Expenses	\$ 15,363,631

Excess of Public Support and Revenue Over Expenditures.....	\$ 2,265,788
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Combined Balance Sheet

Assets	
Cash & Investments	\$ 15,881,205
Accounts Receivable.....	\$ 1,301,906
Property, Plant, Equipment.....	\$ 3,620,516
Inventory	\$ 580,113
Prepaid Expenses/Sundry Deposits.....	\$ 465,959
Total Assets.....	\$ 21,849,699

Liabilities	
Accounts Payable.....	\$ 390,644
Accrued Expenses	\$ 658,047
Other Liabilities.....	\$ 80,091
Total Liabilities.....	\$ 1,128,782

Fund Balance.....	\$ 20,720,917
Total Liabilities and Fund Balance	\$ 21,849,699



*Meet Richard Pfahler, Board Chairperson
and Timothy J. Young, CEO and President*

Richard Pfahler has sat on the Licking/Knox Goodwill board since 1995. As graduate from Miami University of Ohio with a B.S. degree in Accounting, he has been practicing as a Certified Public Accountant in Newark Ohio for 42 years.

In serving his community Rich has previously served on Boards for the United Way and the Spencer Halfway House. Born in Galion Ohio, Richard lives in Newark where he has been married to his wife Charline for 40 years. Rich has raised two children, Nathan (Kristen) and Veronica (Russell), and has two grandsons, Trever and Nolan. In his free time he enjoys sports, rock and roll music, and walks with his dog Murphy.

Timothy J. Young began his Goodwill career as a board trustee in 1995, eventually serving as Chairperson and Emeritus Trustee. As a graduate of Central Ohio Technical College with an Associate of Applied Business degree, Tim was the Vice President and co-owner of Coldwell Banker King Thompson real estate prior to coming to Goodwill.

Tim represented Goodwill as board member until he was hired as the Director of Administration in June 2008 then Assistant Executive Director in March 2009. In January 2011, Tim accepted the position of CEO/President and has led this Goodwill to expand the services and programs offered to individuals with

disabilities and other barriers to employment as well as record setting financial stability.

Tim has been involved in his community through the years. He has a passion for Olympic Shooting Sports, served as a past member of the Licking County Board of Realtors, and currently serving on the Area Development Foundation of Knox County and as a trustee and Board President for the Fuse Network (formally LICCO), and COTC Alumni Council.

Born in Granville Ohio, Tim raised two children Andrea (Ryan) and Matthew and has two granddaughters. In his free time he enjoys fly fishing and the shooting sports.



Licking/Knox
Goodwill

PARTNERS
Work With Us!

7-Up Bottling Company
A&A Electric
AAFE 5 PX
Alphalink Technologies
American Merchandise Liquidators
American Red Cross
Anderson Layman Company
Area Development Foundation of Knox
County
Associated Industries for the Blind
Avance'
Big Brother Big Sisters of Licking County
Bill and Pam's Tree Service
Bionetics
Bowman Parts Company, Inc.
Buckeye Lake Chamber of Commerce
Buckeye Linen Service
Bureau of Worker's Compensation
Central Ohio Technical College
City of Heath
City of Mount Vernon
City of Newark
Clark Schaefer Hackett
CNC Construction
Community Foundation of Mount Vernon
& Knox County
Corsi Swick Asphalt Sealing
C-TEC
Defense Financial and Accounting Service
Defense Supply Center Columbus
Denison University
Department of Administrative Services
Department of Job and Family Services
Department of Veterans Affairs
Digital Print Solutions
DMO Security
DOR-MAR HVAC
Doug's Far Side Catering
Dumbaugh Insurance
Edward Jones
Elder-Beerman
Famous Supply
First-Knox National Bank
Fredericktown Community Development
Foundation
Girls on the Run
Gummer Wholesale Inc.
Heath Police Department

Holophane, A Division of Acuity Brands
Lighting Inc.
Home Depot
Impact Martial Arts
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 Schools
Knox County United Way
Knox Works
Kool 101.7 WNKO Radio
Legal Council, Rod Nelson
LICCO Foundation
LICCO Incorporated
Licking Country Transit
Licking County Aging Program
Licking County Board of Developmental
Disabilities
Licking County Chamber of Commerce
Licking County Coalition for Housing
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 Soil and Water
Conservation District
Licking County Veterans Services
Commission
Lions of Newark, Ohio
Magic Creations
Marc Miller, PHD
Martin Music
McCullen Painting
Moyer Group - Merrill Lynch
New Hope Industries
Newark Care and Rehabilitation
Newark City Schools
Newark Digital Academy
Newark Electric
Newark Kiwanis
Newark Parks and Recreation District

NeWork Space
ODOT District 5, Knox County Garage
Ohio Army National Guard Center
Ohio Bureau of Public Health Laboratories
Ohio Department of Agriculture
Ohio Department of Natural Resources
Ohio Eastern Star Home
Ohio Environmental Protection Agency
Ohio Means Jobs
Ohio State Fire Marshal Academy
Ohio Store Fixtures
Omness Designs
Opportunities for Ohioans with
Disabilities
Opportunity Knox
Opportunity Links
Owens Electric Company
Park National Bank
Pet Plex Animal Hospital
Saint Vincent de Paul Center
SourceAmerica
St. Johns Lutheran Church
StableMates 4-H Club
State Farm Insurance
Steve Layman
Stifel Nicolaus & Co Inc
Super Q 93.7 WQIO
Tectum
The Energy Co-Op
The Fuse Network
The Janton Company
The Main Place
The Ohio State University at Newark
TouchPointe
Truseal Asphalt
United States Army Reserves
Village of Buckeye Lake
Village of Fredericktown
Village of Johnstown
Village of Pataskala
Village of Utica
Washington Auto Parts/ NAPA
Waste Management
WCLT Radio
Weathervane Playhouse
Westbrook's Lawn Service
Wilson Marketing
Zonta

P.O. Box 828 ■ 65 South 5th Street ■ Newark, Ohio 43058-0828 ■ Phone: (740) 345-9861 ■ Fax: (740) 345-3191
goodwillnewark.com ■ goodwill2go.com ■ actionsecuritygroup.org ■ thegrovebytheriver.com

EOE/AA/M/F/Vet/Disability