



Licking/Knox
Goodwill

DISCOVER GOODWILL

2023 Annual Report
www.goodwillnewark.com



Licking/Knox
Goodwill

SENIOR STAFF

CEO/President
Timothy J. Young

Vice President of Security and Facility Operations
Michael Albanese

Vice President of Communications
Lisa A. Baker

Vice President of Retail
Bryan Mueller

Vice President of Human Resources
Cidra Poelnitz

Vice President of Career Services
Lexi Rowland

Vice President of Business Services
David Seimetz



Licking/Knox
Goodwill

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

PAST, PRESENT, AND FUTURE

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

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.



BOARD OF TRUSTEES

Ginger Varner, Chairperson
Julio Valladares, Vice Chairperson
Rod A. Nelson, Secretary
David Bibler, Treasurer

Jayme Blackstone
Chris Cline
Tyler Griffith
Ellen Nixon
Ross Weinberg

OUR VISION

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

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.

EMPLOYEE FOCUS

Licking/Knox Goodwill has over 500 available jobs to individuals in our community of Licking and Knox counties. We are always hiring! As we continue to grow and create new positions, numerous people seek us out as a top employer. Our commitment to the welfare of our staff is second to none.

CARF

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



Three-Year Accreditation
2022-2025



DISCOVER
TRAINING



Licking/Knox
Goodwill

2023 BY THE NUMBERS

Clients Served	
Adults	149
Youth	62
Male.....	141
Female.....	62
Other	1
Average Age (Adult Programs)	27
Average Age At-Risk Youth.....	17
Clients Placed in Competitive Employment.....	71
Average Starting Salary	\$12.74
Training Program Participation	
Career Exploration	8
Community Based Assessment	28
Performance Based Job Development.....	89
Work Adjustment.....	0
On the Job Supports	81
Travel Training.....	3
Supported Employment	11
Driver Training.....	4
Pre-Employment Transition Services.....	38
Summer Youth Program	60
Work Incentives Planning.....	3
Justice Center Life Skills	597



Licking/Knox
Goodwill

CAREER SERVICES

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

ADULT PROGRAMS

Career Exploration

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.

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.

Performance Based Job Development

Designed to assist clients with learning how to contact businesses, apply and interview with employers, network, and secure employment. Clients will also learn how to successfully identify and respond to potential job opportunities. This service addresses locating job opportunities, interviewing skills, and developing a job application / resume / cover letter. Learn how to follow up with employers, address potential barriers, and manage online profiles. Includes Support Employment Performance Based Job Development.

Supportive Career Services

Services may include such tasks as: assisting the consumer purchasing appropriate work clothing, purchasing gas cards and/or transportation vouchers, and assisting consumer access to other community resources.

Work Adjustment

Specialized training in obtaining work behaviors 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.

On The Job Supports

Working with clients and their employers to problem solve and remove any barriers to job retention. On the Job Supports can assist with learning new job duties, quality/quantity of work standards, workplace communication, interpersonal skills, and appropriate work behavior. This service also provides assistance with developing natural and peer supports.

Travel Training

Utilized to teach individuals how to travel independently on public transportation. Instruction will include: learning how to schedule transportation requests with transportation providers, reading bus schedules, purchasing tokens/bus passes, training on the public transportation rules, demonstrating how to ride public transportation and contingency planning in the event of an emergency or unexpected issue such as missing a bus, getting off at the wrong stop, etc.

Supported Employment

Intensive, ongoing support services that are needed to assist an individual with the most significant disabilities to work in an integrated employment setting. Supported Employment services are more intensive with more frequent and substantial contacts with the participant and his/her person centered employment team. Participants should be involved and included in the job search process to the fullest extent possible. The Supported Employment job developer will take on a more active role in securing employment opportunities.

Driver Training

One-on-one tutoring to guide a participant through the coursework and steps necessary to obtain a valid Ohio Class D (standard license) driving permit.

YOUTH PROGRAMS

Pre-Employment Transition Services

Pre-ETS are provided to students with disabilities who have been determined eligible or are potentially eligible for services. Services are used to improve the transition of students from school to postsecondary education and/or an employment outcome. Pre-ETS includes: counseling on post-secondary opportunities, job exploration counseling, instruction on self-advocacy, work based learning, and workplace readiness training.

Summer Youth Program

Summer Youth Programs are intended to promote a student's transition from high school to post-secondary education, vocational training, or integrated employment. 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.

Work Incentives Planning (WIP)

WIP services are used to provide information on how participating in vocational rehabilitation services and returning to work can positively impact the participant's earning potential. WIP takes into consideration current benefits like: Social Security Disability Insurance/ Supplemental Income, Medicaid/Medicare coverage, Veteran's benefits, housing, etc. WIP services also provide participant's information on various work incentives. The outcome of the service is to give a participant a comprehensive overview of how working affects benefits and how work incentives can be utilized to maximize earnings.



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 participants in The Grove Academy 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.

Program Completion

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.



The Grove Academy

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 ServSafe Food Handler Certification.

Basic Certification	117 Hours
Intermediate Certification	110 Hours
Advanced Certification	139 Hours
Full Curriculum	366 Hours

Training Topics Include:

- Setup and Tear Down of Banquet Rooms and 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.

Basic Certification	75 Hours
Intermediate Certification	105 Hours
Advanced Certification	117 Hours
Full Curriculum	297 Hours

Training Topics Include:

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

MAINTENANCE TRAINING

Indoor Maintenance and Janitorial

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

Basic Certification	86 Hours
Intermediate Certification	117 Hours
Advanced Certification	117 Hours
Full Curriculum	320 Hours

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 requires 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.

Basic Certification	100 Hours
Intermediate Certification	116 Hours
Advanced Certification	156 Hours
Full Curriculum	372 Hours

Training Topics Include:

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

CHILDCARE TRAINING

Camper to Counselor

Former day camp participants who have aged out of attending camp are eligible to become Junior Camp Counselors! Junior Camp Counselors help set up and operate camp while partnered with a Camp Counselor. All hours are logged and provided to school districts as volunteer hours to help with educational club requirements or high school graduation.

As a Junior Camp Counselor progresses through the curriculum they will be assigned more independent tasks. At the age of 15 Junior Camp Counselors may apply for a paid position.

Enrollment Criteria:

- Attended a minimum of 24 hours (3 days) of day camp as a participant.
- Be at least 13 years old.
- Have a recommendation letter from a current teacher/counselor.
- Have parent/guardian permission.

Basic Certification	80 Hours
Intermediate Certification	40 Hours
Advanced Certification	80 Hours
Full Curriculum	200 Hours

Training Topics Include:

- Planning / Running Children's Activities
- Mandated Reporting
- Interacting with Children
- Meal Service
- Becoming A Role Model
- CPR/First Aid Training

2023 COMMUNITY TRAINING HOURS 543.5





DISCOVER
EMPLOYMENT



Licking/Knox
Goodwill

2023 BY THE NUMBERS

Individuals Employed	433
Employment Applications Received	4,346
Average Length of Employee Service	4 years, 10 months
Employee Training Hours.....	1,975
Employees Promoted.....	16
Thank You Awards	2,400



It is the philosophy, intent, and commitment of Licking/Knox Goodwill to adhere to a policy of equal employment opportunities for all applicants and employees without regard to race, color, religion, sex, age, ancestry, national origin, veteran status, mental or physical disability, sexual orientation, gender identity, or any other status protected by federal, state or local law. EOE/AA/NGS/Vet/Disability.



Licking/Knox
Goodwill

EMPLOYMENT SERVICES

More than just a job... Goodwill employs over 400 people but we also care and offer a great benefits package. Work With Us Anywhere...

- Janitorial Contracts ▪ Retail Stores ▪ Internet Sales ▪ Unarmed Security Guards ▪ Assembly/Fulfillment ▪
- Maintenance ▪ Banquet/Food Service ▪ Campground Caretakers ▪ Administrative Positions ▪

EVERY EMPLOYEE BENEFITS

- 26% Discount at Goodwill Retail Stores
- 26% Discount at The Grove Camp Ground
- 26% Discount Off The Grove Banquet Hall
- 10% Discount at Goodwill Used Cars
- Special New Furniture Pricing
- Paid Training
- Employee Appreciation Day
- Recognition Programs
- Scholarships
- Family Day Camps
- Transportation to Select Work Sites
- Vision and Dental Insurance for Purchase
- Life Insurance
- Advancement Opportunities
- Bereavement Leave
- Retirement (403B)
- Health and Fitness Discount
- Cell Phone Discounts

FULL-TIME EXTRA BENEFITS

- Medical Insurance for Purchase
- Paid Time Off / Vacation
- Paid Holidays

GET HIRED

Look for our jobs online!

WWW.GOODWILLNEWARK.COM

Create a profile to easily apply to the jobs you want and check the status of your application.

Apply

Apply online or fill out a paper application! Paper applications can be dropped off at any of our locations.

Phone Call

We'll give you a call and talk about the job! All of our jobs require a pre-screen phone interview with one of our recruiters.

Interview

You'll come in for an in-person interview! If you are the perfect candidate, you'll be invited on location to interview with your future supervisor.

Orientation

You're Hired! All of our new hire paperwork is completed online. You'll receive a new hire email with a link to fill out your new hire paperwork.

ANNUAL TRAINING

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

Each month, employees complete specific competency based training.

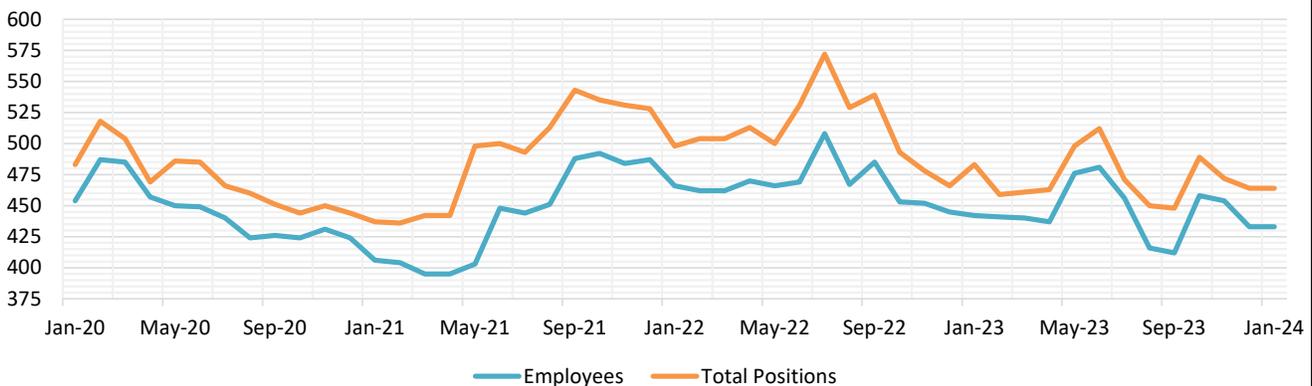
- Safety
- Customer Service
- Diversity
- Health
- Harassment

CORE VALUES

The success of our organization is built upon the consistent application of our values:

- *Equality* – to treat all individuals with fairness and unification
- *Guidance* – effective and responsible leadership
- *Respect* – embrace diversity and individuality
- *Family* – work/life balance
- *Integrity* – honesty, truth, accountability
- *Growth* – change, adaptability

Employee Count 2020 - 2023





Licking/Knox
Goodwill

2023 BY THE NUMBERS

Individuals Employed 11

Average Length of
Employee Service 1 year, 6 months

Security Hours Worked..... 8,109



SECURITY

Action

Security Group TM

Founded in 2011, Action Security Group has the experience to provide on-site posted officers at your location for all shifts including 24 hour coverage.

BENEFITS TO BUSINESS

Action Security Group will keep your business operating as usual. Our experts fulfill your safety and security needs while you concentrate on what you do best - your business.

- Packages customized for your business.
- FREE Security Consultation.
- FREE Daily Activity Reports.
- Expertly trained, uniformed security officers.
- Property signs available for display.
- Clearly marked vehicles with high visibility.
- Verification of services through computerized Detex system.
- Alarm and disturbance response during scheduled hours.
- Reporting observed criminal activity to local police.
- Reporting to business owner and/or designated contact if an incident occurs.
- Written reports if an incident occurs.

SERVICES AVAILABLE

Security Patrols Internal/External

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 Systems Administration

Managing multiple vendors can be a hassle. Action Security Group will coordinate all of your security vendors while assuming the day-to-day oversight of your systems.

Fire Watch

Local officials require fire watch patrols when fire suppression systems are taken off line during construction, remodeling, or natural disaster. Officers can provide 24 hour coverage to meet this requirement.

Policy and Training Development

Safety and security policy development is imperative to your business continuity. Officers consult on plan development including worst case scenario training, disaster preparedness, and physical building security.



Safety and Security Training

Remove your staff from difficult or unsafe situations including threat assessments, accident investigation, or high risk employment terminations. Training is also available for CPR, AED, and first aid.

Incident/Emergency Point of Contact

Work place incidents/injuries can occur 24/7, Action Security provides a designated location for employees to pick up and complete incident reports correctly and in a timely manner. When first responders are involved, Action Security Group will serve as your liaison to streamline the situation.

Accident Investigations

Worried that you aren't getting all necessary information regarding workplace accidents? Action Security Group can conduct a thorough third-party inspection to find out all the details.





2023 BY THE NUMBERS

Individuals Employed4
 Average Length of
 Employee Service 3 years, 9 months
 2023 Events Hosted148
 Campground Nights Stayed 7,493



The Grove
 by The River

The Grove by the River has hosted over 1,200 private events including showers, birthday parties, graduations, dances, reunions, and of course weddings! Contact us for a private tour and event planning appointment.

BANQUET FACILITIES

The Grove by the River is a full-service venue, meaning we offer everything you need to host a beautiful and unforgettable wedding or special event. Whether you are looking for a specific look or customizable menu options, we've got you covered. For any special requests you might have, we have the services and connections around Newark to make them happen.



COCKTAIL BEVERAGE SERVICE

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



RIVERFRONT WEDDINGS

The Grove offers everything you'll need to create a beautiful wedding ceremony to remember forever. We'll be here every step of the way to make sure everything turns out just the way you like. You can trust us with the details and planning so you can relax and enjoy yourself. We guarantee you won't be disappointed.

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.



SHELTER HOUSE

Our 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. There is room for 50 guests! Rolling doors provide protection in all types of weather.



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.

RV CAMPING

Camp along the banks of the Licking River. All campsites have a fire ring and picnic table. Campsites offer 30 amp electric with upgraded lots offering 50 amp electric. Water and sewer connections are available at each site. Campsites have grass pads along the river and gravel pads along the playground.

GLAMPING

Glamper

Our Glamper sleeps up to 6 people (5 adults). Enjoy a private master bedroom, sleeper sofa, and seating area which converts into a twin bed, air conditioning, TV (bring your own streaming device), refrigerator, propane stove, coffee pot, dishes, cooking utensils, microwave, linens, and a private bathroom.

Acorn Cabin

Our cabin sleeps 6 people in bunk beds (2 twin beds and 2 full beds). All bedding is provided. Enjoy air conditioning, a sofa, microwave, mini-fridge, coffee pot, and TV (bring your own streaming device). This unit does not have plumbing.





Licking/Knox
Goodwill

2023 BY THE NUMBERS

Individuals Employed 204

Employees Promoted 5

Average Length of
Employee Service 6 years

Number of Customers 51

Square Feet Serviced 2,500,000



Licking/Knox
Goodwill

BUSINESS SERVICES

With over 30 years of experience, Licking/Knox Goodwill has the expertise to care for all types of facilities. Goodwill offers competitively priced, quality services with the flexibility to design your own package. Goodwill Business Services will bid on a variety of services including janitorial, lawn care, and floor care.

30+ YEARS EXPERIENCE

Benefits to Business

Goodwill provides the supervision and program oversight so you can focus on the business that matters most to you. Goodwill is fully insured and can provide security background checks. Our employees are trained to your site specific standards while meeting all government guidelines. Standards are monitored through our digital quality control system.

Locally Operated

You are our main focus! With offices located in downtown Newark, Ohio and a 55,000 square foot dedicated fulfillment center in Hebron, Ohio, we are easily accessible with rapid response time to special requests and communication.

Fully Staffed and Ready

Our continuous recruitment efforts ensure we are always staffed and ready to begin your service. Our supervisors quality check all work completed and maintain continuous communication with your point of contact.

Goodwill is fully insured and provides security background checks to meet your site and project specific guidelines.

White Glove Training

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

SERVICES AVAILABLE

General Office Cleaning

Basic cleaning services include waste removal, vacuuming and mopping, restroom cleaning, dusting, and glass touch up.

Hard Surface Floor Care

No matter the style or material of your commercial hard floor (tile, vinyl, concrete, and more) Goodwill provides an effective, complete cleaning solution that will fit your exact needs.

Lawn Care

Maintain your facility's exterior beauty with full-service lawn care and landscaping. Goodwill can mow and trim your lawn, in addition to flower bed upkeep throughout the summer season.

Carpet Care

Foot traffic and spills wear your carpets. Regular and deep cleaning is a part of keeping your office beautiful. Goodwill offers gentle maintenance services that keep carpets fresh and clean.

Window Cleaning

See out and in through a streak free window. Goodwill provides interior and single-story exterior window cleaning.

Sanitation/Disinfecting

If the flu is keeping your employees home, Goodwill can step in and disinfect your facility to stop the spread of disease.



PARTNER PROGRAMS

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.



Licking/Knox
Goodwill

2023 BY THE NUMBERS

Employees at this Location34
 Average Length of
 Employee Service 1 year 9 months
 Miles to Central Columbus, Ohio 32
 Custom Kitting Produced 172,200
 Warehouse Size 58,000 square foot



Licking/Knox
Goodwill

BUSINESS SERVICES

Every e-commerce business owner can benefit from a helping hand when it comes to order fulfillment. That's when Goodwill Business Services steps in to assist your operation as your third party logistics provider.

20+ YEARS EXPERIENCE

Benefits to Business

Our services help companies focus on what they do best. Hiring a third-party logistic provider supports cost savings to your business operations while allowing you the flexibility and time to research and develop your operation.

Centrally Located

Our fulfillment center is located just 30 miles east of Columbus, Ohio. With direct access to major highways, inventory receiving and shipping is convenient to all freight and direct customer shipping companies.

Fully Staffed and Ready

The cost of labor keeps rising and finding quality employees has become even more difficult. Our fulfillment center is fully staffed at all levels. Staff complete a background check upon hire and are provided continual training to ensure top performance.

Supporting Your Action Plan

Whether your clients are regional or nationwide, our scalable services are here to support you. Our staff strive to become an integral part of your business action plan and to support goals along the way.

VALUE ADDED SERVICES

Kitting

Tailor your customer unboxing experience with custom kitting. Our trained staff will assemble, sticker, and perfectly pack your inventory including adding any special stickers, inserts, or protective packaging.



Warehousing

Upon receiving your inventory, your items are stored in a temperature controlled warehouse. Shelf, bin or pallet storage is available to accommodate your product line.

Distribution and Shipping eCommerce

After assembly, our staff will expertly package your product for palletized shipping to another distribution center or individually package to ship directly to your customer's doorstep.

Inventory Management

Our inventory management practices will ensure you are ordering the correct stock to ensure uninterrupted distribution of products. On-time and accurate reporting of inventory levels prevents deadstock and unsold products.



TRADITIONAL BUSINESS SERVICES

Bulk Mailing Preparation

From stuffing envelopes for mailings or packing personalized folders of sales information, our staff will take the monotony out of your workday while ensuring quality control measures for every product produced.

Labeling

Labels can be affixed to anything your business creates. Our staff quality check to ensure the best appearance of your product.

Corrugated Box Assembly

The perfect box does exist and our staff know how to assemble it for your products. Box assembly services examine customer provided boxes and develop a quick and efficient construction method.

Light ASSEMBLY and DISASSEMBLY

Performed at our location, our staff can assemble parts small or large to aid in creation of your final product.



Licking/Knox
Goodwill

2023 BY THE NUMBERS

Individuals Employed	184
Employees Promoted.....	13
Average Length of Employee Service	3 years, 8 months
In-Store Customers.....	353,369
Online Customers.....	23,126
Donors.....	302,690
Vehicles Donated	13
Vehicles Sold.....	10
Items Sold Online.....	25,794
Gallons of Propane Sold.....	96,198
Volunteer Hours.....	1,410
VIP Texting Club Members.....	9,673
Round Up Donors.....	66,221



Licking/Knox
Goodwill



RETAIL SERVICES

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.

SHOPPING

VIP Texting Club

Be the first to hear about sales and receive club exclusive coupons and discounts. New members receive a \$5 coupon to use immediately. Text the word GOODWILL to 740-224-8441.

Normal text messaging rates apply. Text "STOP" to opt out. Text "HELP" for help. Receive up to 15 messages per month.

Color Tag Sales*

Goodwill items are tagged with color coded stickers. Each week a new color goes on sale. White tags are not included in these discounts.

Veterans Discount*

Every Monday, veterans and US Military save 25% off their purchases.

Senior Discount*

Every Wednesday, customers aged 55 and older save 25% off their purchases.

**Discount excludes New Goods, New Furniture, Propane, and Unlimited Bargains.*

Furniture Showrooms

Goodwill Knox • Goodwill Unlimited

Goodwill Plus • Goodwill at the Lake

Licking/Knox Goodwill proudly offers a wide selection of new furniture as well as refurbished mattresses at five of our locations. We also offer payment options for the new furniture selection and local delivery.

Propane

Goodwill at the Lake • Goodwill Plaza

Goodwill Unlimited • Goodwill Plus

Through a partnership with The Energy Cooperative, Goodwill offers four propane refill locations. We are able to refill a standard grill tank to 250 gallon contractor tanks - perfect for grilling, motor homes, and contractors.

Goodwill's internet auction site (shopgoodwill.com) posts items online to customers across the country. It's an easy and fun way to find Goodwill's most unique items.



**SHOP
GOODWILL**.COM

USED CAR DONATIONS AND SALES

36 Wilson Street • (740) 345-4749

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.

DONATING

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.

We Accept Donations of All Clothing!

Clothing is sorted with reusable items placed on the sales floor and everything else recycled by reputable salvage dealers.

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 program.

OUR LOCATIONS

Newark

1199 Mt. Vernon Road
(740) 364-0804

101 Union Street
(740) 345-8191

Heath

550 Hopewell Drive
(740) 522-1212

Fredericktown

16482 Village Parkway
(740) 848-8016

Mount Vernon

11359 Upper Gilchrist Road
(740) 393-0081

Pataskala

78 Oak Meadow Drive
(740) 927-2500

Johnstown

715 Coshocton Street
(740) 967-2926

Utica

41 Columbus Road
(740) 892-9123

Buckeye Lake

10933 Hebron Road
(740) 527-3710

Goodwill2Go

35 Wilson Street
(740) 345-9861 ext. 230

DISCOVER
GOODWILL



The image features a black background with decorative gold lines. A thick gold line runs horizontally across the top, then angles down to the right, and then continues horizontally. A similar gold line runs horizontally across the bottom, then angles up to the right, and then continues horizontally. In the center, the words "DISCOVER" and "SUPPORT" are written in a white, serif font. "DISCOVER" is positioned above "SUPPORT". A large, semi-transparent grey letter "G" is overlaid behind the text, centered horizontally and partially obscured by the words.

DISCOVER
SUPPORT



Licking/Knox
Goodwill



Licking/Knox Goodwill is proud to provide assistance to individuals in the community who have an emergency need of clothing.

REQUESTING A REQUISITION

Individuals in need should visit one of our partner agencies. Our partners will determine if they are able to issue you a requisition. Adults 18 years and older may receive a requisition once per year. Children up to age 17 may receive a requisition every six months.

Licking County

- The Main Place
- Ohio Means Jobs
- Job and Family Services
- Re-Entry Coalition
- Probation Department

Knox County

- TouchPoint Support Services
- The Winter Sanctuary
- Riverside Recovery Services

412 CLOTHING REQUISITIONS PROVIDED TO COMMUNITY!

REDEEMING A REQUISITION

Visit any of our retail locations in Licking or Knox Counties. When you arrive, ask to speak with a member of management. A manager will let you know what color tags are available and answer any of your questions. Then you can shop!

ITEMS AVAILABLE

You can shop for any clothing item with the designated colorful tags. This program has a \$25 per requisition limit.

- Bottoms: pants, shorts, skirts, dresses, etc.
- Tops: shirts, sweaters, sweatshirts, etc.
- Undergarments: bra, underwear, socks, etc.
- Pajamas: top, bottom, nightgown, etc
- Jacket or Coat
- Gloves or Mittens
- Footwear

Goodwill Support Services
CRISIS CLOTHING PROGRAM

Goodwill Support Services THE LENDING CLOSET

Community donations have made it possible for Licking/Knox Goodwill to offer a free medical equipment lending closet. The Lending Closet is operated out of the Licking/Knox Goodwill Administrative Offices in downtown, Newark, Ohio.

BORROWING EQUIPMENT

Individuals, 18 years or older, with valid state issue photo identification may borrow. We strongly suggest calling ahead to check availability and reserve your equipment. Please call (740) 345-9861 and press 0 (zero) to reach the operator.

Individuals will be asked to sign a "Loan Agreement" which states the items they are borrowing. We will also make a copy of your identification. All loans are for 6 weeks with an option to extend for an additional 6 weeks. Loans are not transferable to other individuals.

COST

There is no cost for borrowing. The Lending Closet accepts donations to help defray the cost of maintenance for the equipment.

AVAILABLE EQUIPMENT

All of our available medical equipment has been donated from within our community. Availability is subject to change without notice.

- 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

RETURNING EQUIPMENT

Please clean any borrowed equipment before returning it to The Lending Closet. Equipment should be returned to the Licking/Knox Goodwill Administrative Office in Newark, Ohio.





2023 BY THE NUMBERS

Spring 2023

Participants	10
Family Members and Guests.....	41
Volunteers	57
Volunteer Hours.....	342

Fall 2023

Participants	17
Family Members and Guests.....	40
Volunteers	84
Volunteer Hours.....	504



Goodwill Support Se
PONY EXPRESS GRAM

Pony Express is a recreational horseback riding program for children with disabilities. 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, coordination, while also increasing joint mobility.

RIDING

Participants take turns riding the horses. The number of turns will vary depending on the number of participants and available horses.



While on the horses, participants play games, stretch, and socialize with volunteers. Horses are led by one volunteer as two additional volunteers walk with the rider to hold them onto the saddle.

Steps are available for those who need assistance mounting their horse. If a participant needs to be lifted, please be prepared to assist your child or bring someone to assist at sessions. Volunteers may not be able or willing to lift all participants.



HELMETS

Helmets must be worn by riders at all times while in the arena. Helmets are provided for use during riding sessions. Participants may also bring their own riding or bike helmets.

CLOTHING

All riders and volunteers are encouraged to wear long pants or jeans and sturdy boots or shoes. Closed toe shoes are required to enter the riding arena.

PHOTOGRAPHY

Some horses are frightened by flash photography; refrain from using a flash when horses are present. Please be respectful when taking photos of other children or volunteers.

FAMILY AND GUESTS

Parents are responsible for the supervision of their children outside the riding arena. Family and other guests are welcome to attend the riding sessions. Only registered participants may ride the horses. Parents are encouraged to assist the volunteers as they work with your child.

LAST NIGHT PARTY

During the last night of riding, for each session, we offer a cook-out for all participants, volunteers, and their families. In the fall, it's a costume party and we trick or treat on the horses.



REGISTRATION

Participants are asked to complete a registration packet. There is a \$25 fee for each 6 week session. Participants may only register for one session at a time. Registration materials and additional information is available online at www.goodwillnewark.com.





2023 BY THE NUMBERS

Individuals Employed	10
Average Length of Employee Service	2 years
Campers in 2023	149
Lifetime Campers	1,464
Average Age of Campers	8 years
Family Members and Guests	3
Volunteers	5
Volunteer Hours	543.5



Goodwill Support Services
Day Camp at The Grove

The Grove Academy launched their first day camp in 2016. Thanks to many partnerships formed in the community, we are able to offer four weeks of camp every summer with two additional one-day camps offered during spring and winter school breaks.

CAMP SCHEDULE

Week-long camps are offered every other week of the summer in June and July. Dates vary year-to-year. Some camps offer early drop off and late pick up schedules. Most camp activities are 9:00 am - 4:00 pm, Monday through Friday.

Single-day camps are offered around spring and winter breaks.

REGISTRATION

Day camp registration is completed online. Visit www.thegrovebytheriver.com to sign up campers, caregivers, and volunteers.

COST

Day camps operated by The Grove are free to all Goodwill employees, their families, and the community.

SUPPLIES

To keep our camps free of registration costs, some camps require participants to bring supplies for special activities or to donate for the general operation of camp.

FAMILY AND GUESTS

Family and guests are welcome to join the campers at all of our camp activities or during meal periods. Preregistration is required.



OUR DAY CAMPS



Nothing is more fun than an introduction to archery. Campers learn the fundamentals of archery including exploring different disciplines, types of equipment, and safety. Campers also improve their aim with Frisbee and Nerf shooters.



Explore the North Fork of the Licking River during a week of Wild River Adventures. Campers learn the importance of our local waterways while experiencing fishing, canoeing, and swimming, coupled with river education and a mini River Roundup where we pickup litter and recycle.



Explore your creative side during the 1-day World of Wonder Spring Break Art Camp. Paint, sculpt, and play games - fun for the whole family.

Wild Camping



Take time to slow down and enjoy the great outdoors with a week of Wild Camping Adventures. Campers learn to pitch a tent, build and cook on a campfire, sing camp songs, play outdoor games, and go on a scavenger hunt.



Spend the week with us as we celebrate a different holiday each day of the week! We will explore all the traditions, foods, and activities for each. All the excitement leads up to Christmas morning in the summer with a camp gift exchange.



Learn how to cook and bake from scratch, just in time for the holidays! We bake dozens of cookies for Santa and play life-size candy land.



2023 BY THE NUMBERS

Scholarships Dollars Awarded.....	\$40,500
Total Scholarship Awarded.....	32
Male.....	7
Female.....	25
High School Career Center.....	3
Adult Trade School.....	19
Professional Certification.....	1
Associate Degree.....	4
Bachelor Degree.....	5
Licking County Residents.....	11
Knox County Residents.....	18
Other Ohio Area.....	3

Average Scholarship Amount..... \$2,400

Lifetime Scholarships Awarded

Number.....	291
Dollars.....	\$386,425

Lifetime Scholarships Accepted

Number.....	248
Dollars.....	\$345,306

Goodwill Support Services
FOUNDATION SCHOLARSHIPS



The Licking/Knox Goodwill Industries, Inc. Foundation was established to support and enhance the organization's mission by providing educational funding resources to our employees, clients, and the local community.

FOUNDATION HISTORY

In 2013, President and CEO Timothy J. Young conceived the idea for the Licking/Knox Goodwill Industries, Inc. Foundation. With Board approval, the Foundation was formed in 2014 to provide higher educational opportunities and will eventually provide transportation and housing assistance for people with disabilities and other barriers to employment.

The foundation met its Preservation Balance in one short year and was able to begin accepting educational scholarship applications shortly after. Since early 2015, the foundation has granted over 259 educational scholarships!



GIVING TO THE FOUNDATION

Gifts to the Licking/Knox Goodwill Industries, Inc. Foundation positively affect Licking and Knox county's residents, supporting individuals seeking additional training or education in their chosen career path.

Whether you plan to give a small one-time gift or a recurring donation, your contribution helps individuals with a disability or other barrier to employment accomplish their goals.



ADULT SCHOLARSHIPS

Are you a graduating high school senior or an adult who wants to further your education?

The Licking/Knox Goodwill 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 an Associate, Bachelor, Master, or Doctoral degree. Preference is given to applicants attending a trade school or applicants with a disability or other barrier to employment.

ELIGIBILITY

Applicants must meet one of the following criteria:

- Current Goodwill Employee.
- Relative of a current goodwill employee or Board Member.
- Career Services Client – current client, or client who successfully completed the Career Services program within the previous twelve months.
- Licking or Knox County Resident with a Disability or Other Barrier to Employment.

Applicants must meet one of the following criteria:

- Have a high school diploma or GED.
- Be a high school senior who will graduate in the current school year.

HIGH SCHOOL SCHOLARSHIPS

The Licking/Knox Goodwill Foundation offers scholarships for students who will be juniors or seniors for the current school year. Scholarship monies can help cover instructional fees, tools, or required clothing for any program at an accredited high school career center (like C-TEC or the Knox County Career Center).

ELIGIBILITY

Applicants must meet all of the following criteria:

- Resident of Licking or Knox County and/or relative of a current Goodwill Employee, Board Member, or Career Services Participant.
- High school junior or senior for the current school year.
- Will attend trade school in lieu of attending a traditional high school for your junior or senior year.





The background is black with decorative gold lines. A thick gold line runs horizontally across the top, then angles down to the right, then horizontally again. A similar line runs horizontally across the bottom, then angles up to the right, then horizontally again. In the center, there is a faint, semi-transparent circular logo with a stylized 'G' or 'S' shape. Overlaid on this logo is the text "DISCOVER PLANS AND PARTNERSHIPS" in a white, serif, all-caps font. The text is arranged in three lines: "DISCOVER" on the top line, "PLANS AND" on the middle line, and "PARTNERSHIPS" on the bottom line.

DISCOVER
PLANS AND
PARTNERSHIPS



Licking/Knox
Goodwill

DIRECTOR DIRECT PROGRAM

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

C.A.R.E. ABOUT SAFETY PROGRAM

The C.A.R.E Program provides postage paid feedback forms at all Goodwill worksites. Employees can fill out the form to address safety concerns, suggest safety ideas, or to report safety actions they have observed. These forms are reviewed by Goodwill's Safety and Security Committee.

HOUSING INITIATIVE

Community Housing

Goodwill, owns four efficiency apartments, four homes, and a 10 unit apartment complex to provide affordable housing to our employees and the community. In 2022, five employees made a Goodwill property their home.

Homeless Housing

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

RIDERSHIP PROGRAM

Goodwill maintains a fleet of 51 vehicles, many of which provide daily transportation for Goodwill employees to and from several of our employment sites. In 2022, 20 employees were enrolled in the ridership program and traveled over 70,000 miles.



Licking/Knox
Goodwill



The strategic planning process includes reviewing the needs of our community, prioritizing initiatives, and creating a plan of action to accomplish our goals of employee development, revenue, innovation, and awareness.



STRATEGIC PLAN

Looking forward five years has provided focus during otherwise uncertain times. Over the past year, Licking/Knox Goodwill has imagined a time when our organization will prioritize Employee Development, Revenue, Innovation, and Awareness.

EMPLOYEE DEVELOPMENT

How can Goodwill recruit, grow, and retain employees?

- 1: Recruit and onboard employees 20% faster than current industry standard.
- 2: Identify, follow, develop, and promote 25 employees per year.
- 3: Improve 1-year retention 20% per year.

REVENUE

How can Goodwill control expenses and develop business areas?

- 1: Monitor and evaluate expenses to maintain a 94¢ expense to \$1.00 revenue ratio.
- 2: Sustainability plan for business divisions.
- 3: Research feasibility of one new product line, per division, over 5 years.

INNOVATION

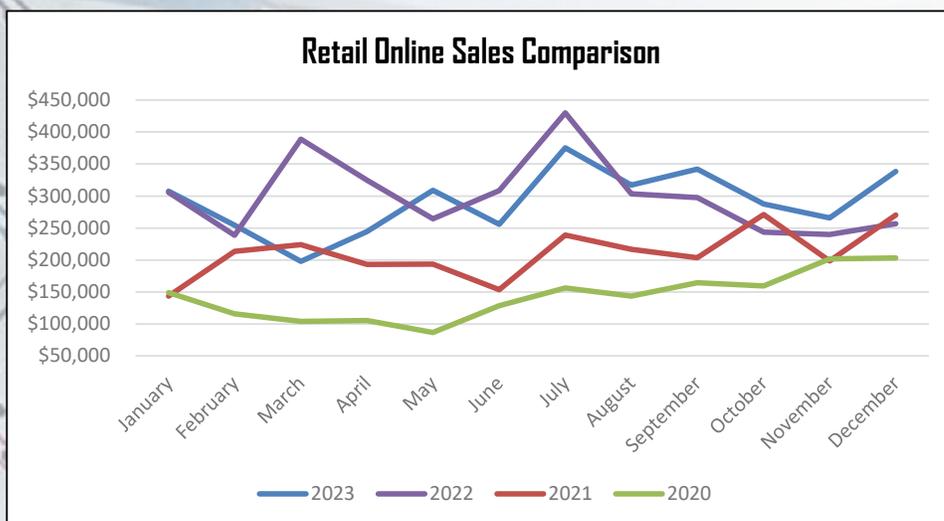
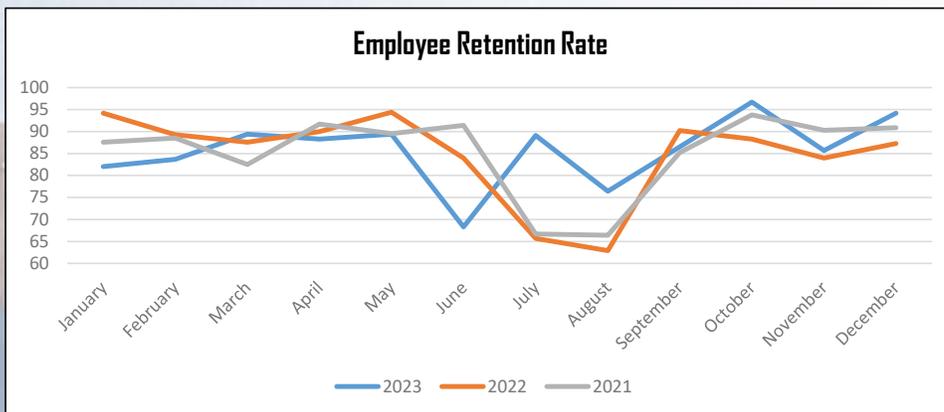
How can Goodwill look to the future and develop new business lines?

- 1: Ecommerce sales increase 7% per year.
- 2: Establish manufacturing division.
- 3: Establish hospitality division.

AWARENESS

How can Goodwill share our mission, vision, and values with the community?

- 1: Social media 10% annual growth, per outlet, over 5 years.
- 2: Survey customers and stakeholders semi-annually.
- 3: Increase sales leads and customers 10% per year, over 5 years.





FINANCIAL REPORT

Combined Revenues and Expenses

Revenue

Business Services.....	\$ 10,684,353
Career Services.....	\$ 651,205
Retail Services.....	\$ 10,885,513
Donations.....	\$ 47,316
Grants.....	\$ 41,536
Other.....	\$ 3,001,822
Total Revenue.....	\$ 25,311,745

Expenses

Wages.....	\$ 11,112,294
Payroll Taxes.....	\$ 916,895
Benefits Expense.....	\$ 1,118,857
Depreciation.....	\$ 608,333
Other Operating Expenses.....	\$ 7,664,132
Total Operating Expenditures.....	\$ 21,420,512
Excess of Public Support and Revenue Over Expenditures.....	\$ 3,891,233

Combined Balance Sheet

Assets

Cash and Investments.....	\$ 21,513,684
Accounts Receivable.....	\$ 2,527,539
Property, Plant, Equipment.....	\$ 9,364,547
Inventory.....	\$ 724,638
Prepaid Expenses/Sundry Deposits.....	\$ 2,762,944
Total Assets.....	\$ 36,893,352

Liabilities

Accounts Payable.....	\$ 365,297
Accrued Expenses.....	\$ 1,748,424
Other Liabilities.....	\$ 2,854,280
Total Liabilities.....	\$ 4,968,001
Fund Balance.....	\$ 31,925,351
Total Liabilities and Fund Balance.....	\$ 36,893,352



THANK YOU TO OUR MANY CUSTOMERS AND COMMUNITY PARTNERS!

Your partnerships are instrumental in helping Goodwill provide training, employment, and support services to individuals with disabilities and other barriers to employment.

Anderson Layman Company
Anomatic
Area Development Foundation of
Knox County
Bakers IGA
Big Lots - Heath
Big Lots - Newark
Bob Evans
Boon Group
Central Ohio Technical College
Cherry Valley Lodge
Child Time Day Care
Clark Schaefer Hackett
Comfort Inn - Knox
Community Foundation of Mount
Vernon and Knox County
Coughlin
Creative Minds Learning Center
C-Tec
Deaf Services for Ohioans
Denison University
Department of Administrative
Services
Department of Job and Family
Services
Digital Print Solutions
Do Your Gin
Doug's Far Side Catering
Dumbaugh Insurance
Earthley
EC Woodworking
Edward Jones
FedEx Ground
Food Pantry Network of Licking
County
Fredericktown Pallet Sales
GIS Benefits
GolfWorks
Good Impressions - Knox
Goodwill Columbus
Goodwill Industries of Wayne and
Holmes Counties, Inc.

Half Baked Cafe
Hobby Lobby
Holiday Inn Express
Holophane, A Division of Acuity
Brands Lighting Inc.
Home Town Market
Integris
Kenyon College
Knox County Board of
Developmental Disabilities
Knox County Career Center
Knox County Chamber of Commerce
Knox County Schools
Knox County United Way
Kool 101.7 WNKO Radio
Kroger Heath
Kroger Hebron
Kroger Marketplace - Newark
LICCO Foundation
Licking County Alcohol Prevention
Licking County Board of
Developmental Disabilities
Licking County Chamber of
Commerce
Licking County Coalition for Housing
Licking County Educational Service
Center
Licking County Family YMCA
Licking County Foundation
Licking County Justice Center
Licking County Municipal Court
Systems
Licking County Parks and
Recreation District
Licking County Soil and Water
Conservation District
Licking County Veterans Services
Commission
Licking Heights South Elementary
Licking Memorial Hospital
Licking Parks District
Licking Valley

Lowes
Magic Creations
Magic Meadow Stable
Marion Goodwill Industries
Massey's Pizza
MedBen
Midland Theatre
Mount Vernon Nazarene University
Mayer-Renner Group - Merrill
Lynch
My Place 2 Be
My Place Child Care
Newark Care and Rehabilitation
Newark City Schools
Newark Kiwanis
Newark Parks and Recreation
District
NYAP
ODOT District 5
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
Olive Garden
Opportunities for Ohioans with
Disabilities
Opportunity Links
Park National Bank
Pataskala Oaks
Pepsi
Pet Plex Animal Hospital
Pet Supplies Plus
Phoenix Central School
Pioneer Catering

Raising Ganes
Rankin & Rankin Insurance
Red Oak Pub
Rural King
Rural King - Mount Vernon
Save-A-Lot (Newark Location)
Sophie's Thrift Store
SourceAmerica
Southside Diner
St. Johns Lutheran Church
Steve Layman
Super Q 93.7 WQIO
The Corsi Family
The Energy Cooperative
The Fuse Network
The Goodwill Industries of Akron
Ohio, Inc.
The Granville Inn
The Janton Company
The K-9 Spot
The Laurels in Mount Vernon
The Learning Spectrum
The Main Place
The Midland Theatre
The Ohio State University, Newark
Campus
TJ Maxx
TouchPointe of Knox County
US Fish and Wildlife
Vance Outdoors
Venom Lures
Walking Wild Rescue
Wal-Mart
Wal-Mart - Mount Vernon
Washington Auto Parts/ NAPA
Waste Management
Watkins Memorial High School
WCLT Radio
Willow Wood Pet Resort
Wilson Marketing
and Thousands of Retail Donors



*Licking/Knox
Goodwill*

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

www.goodwillnewark.com | 740.345.9861 | info@goodwillnewark.com