

Discover Goodwill

Forecast
Outdoor Fun at The Grove;
Employment Numbers
at Record High

Est. 1977 Newark, Ohio | www.goodwillnewark.com 2015 Annual Report

Board of Trustees

Thank you to the many community members who volunteered their time to serve on our 2015 Board of Trustees.

Officers

Robert McGaughy.....Chairperson
Rich Pfahler.. Vice Chairperson
Melissa Fleming.....Secretary
James Hobson.....Treasurer
Jack Crockford.....Emeritus
Rod Nelson Legal Counsel

Trustees

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Honorable, Michael F. Higgins
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Dr. Marc Miller
Douglas Sassen
Ginger Varner
Zane Wachtel
Marjorie Wilson
Ray Wilson

Past Board Members

2017 will mark 40 years of Licking/Knox Goodwill being incorporated in our community. If you know of an individual who was a past board member, who would like to be involved in our celebration, please contact our offices at (740) 345-9861.

Senior Staff

Timothy J. Young
CEO/President

Lisa A. Baker
Vice President of Communications

Judith L. DeBevoise
Vice President of Contracts

Lynn B. Fawcett
Vice President of Finance

Richard L. Gray
Vice President of Retail

Sherry L. Hamilton
Vice President of Human Resources

Terri J. Porter
Vice President of Career Services

David K. Spencer
Vice President of Facilities

Our Mission

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

Custodial Services

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

Contract Services

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

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

Floor Care

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

Contracts Employees

In 2015, Goodwill was fortunate to employ 151 individuals at year end. These employees worked in excess of 259,175 labor hours and maintained nearly 5 million square feet of space.

-Goodwill2Go- Online Shopping

Goodwill's internet auction site (www.shopgoodwill.com) posts items online to customers across the country. It's an easy and fun way to find Goodwill's most unique items. In 2015, 39,525 items were sold via internet auction to 32,013 customers.

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

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

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

(740) 345-9861 ext 230
Find Us on eBay Too!

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 350 individuals and we have grown to become a record setting organization with diverse business practices.

2015 Achievements

- **24,090** volunteer hours.
- **350** full and part-time employees across all divisions.
- **16** additional employees at Goodwill2Go location.
- **5** million square feet of building space maintained in custodial contracts
- **168** events were hosted at The Grove by the River banquet hall.
- **8** scholarships were awarded from the Licking/Knox Goodwill Foundation.
- **1st** place in the Newark Jaycees Community Parade.
- **10** housing units added.
- **9** retail stores in Licking and Knox Counties.
- **49417** propane gallons sold.
- **42** formal dresses were donated to high school students.

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

Job Training in the Community

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

Benefits to Local Business

Goodwill continually seeks partnerships with local businesses to provide a variety of work opportunities for our Goodwill clients. Employers receive "free

labor" in exchange for providing a client the opportunity to transition back into the workforce. Business are given the opportunity to evaluate the client's performance and to considered them for hire.

In 2015, our Career Services Specialists placed 43 individuals into competitive employment within our community.

Pony Express



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

The Pony Express program is designed to provide children with disabilities access to equestrian experiences. Participants take turns riding the horses. While on the horses, participants play games, stretch, and socialize with volunteers. One volunteer leads horses, as two additional volunteers walk with the rider to hold them on the saddle. Steps are available for those who need assistance mounting their horse.

In 2015, the Pony Express program served 11 children in the spring and 12 children in the fall. Totalling 180 volunteer hours for the year.

Action Security Group

(740) 345-9850

Don't Become a Security Statistic

Action Security Group can provide onsite posted officers at your location for all shifts including 24 hour coverage. We can also install CCTV surveillance system installations. In 2015, Action Security Group provided 2,508 labor hours to our clients.

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

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

Other Benefits

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

www.ActionSecurityGroup.org
License Number: 201121001814

FINANCING • LOCAL DELIVERY

Buy New Furniture at 2 Locations

60 B Parrott Street
Mount Vernon, Ohio

550 Hopewell Drive
Heath, Ohio

Licking/Knox Goodwill proudly offers brand new furniture sales at our two largest locations.

Selection varies by store.

Browse our current selection online at goodwillnewark.com



2016 - 2020 Strategic Plan

The strategic planning process includes reviewing the needs of our community, prioritizing initiatives, and creating a plan of action to accomplish our objectives.

The Needs of Our Community

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

Members of our Board of Trustees and Administrative Staff are active with the local Lions Club, Kiwanis, Rotary, Department of Job and Family Services, area Chamber of Commerce Offices, United Way, Opportunities for Ohioans with Disabilities, LICCO Incorporated, Developmental Disabilities, local school districts, and much more.

After a thorough assessment of the needs of our community, our Senior Staff were charged with setting objectives on needed New Business / Service Options or How to Enhance Current Business / Services. Staff then consulted the individuals

we serve and partner organizations to determine the best plan of action.

Prioritizing Initiatives

Each division of Licking/Knox Goodwill Industries, Inc. is charged with accomplishing three main objectives during the five-year plan. Senior Staff consulted with their departments, clients, and stakeholders in the community to determine the steps necessary to accomplish each of the main objectives.

Research for each objective was completed and a timeline of established target dates was published to staff and Board Trustees.

Senior Staff have also been charged with providing additional training to staff or seeking outside talent to create a succession plan for key positions.

A Plan of Action

Over the next five years, Licking/Knox Goodwill Senior Staff will be providing quarterly updates as to the progress of each objective. As we move forward, considering the changing needs of our community, the plan will not remain static. Many steps to completing ob-

jectives 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.

With every effort, Licking/Knox Goodwill Industries, Inc. will remain a premier non-profit organization in our community. We hope to expand our efforts to touch the lives of everyone who desires to better themselves through the services and employment we provide. If you would like to learn more about Licking/Knox Goodwill and the services we provide, please visit www.goodwillnewark.com.

Goal 1:
Diversify by Developing New Business or Services

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

Goal 3:
Strengthen Mission Through Awareness and Specialized Training

Goal 4:
Succession Planning for Key Positions.

2015 Financial Data

as of December 31, 2015 • UNAUDITED

Consolidated Revenues & Expenses

Revenue	
Contracts	\$ 7,133,131.95
Career Services	\$ 458,604.61
Retail Sales	\$ 6,454,537.51
Donations.....	\$ 734,602.68
Other.....	\$ 334,243.08
United Way.....	\$ 25,500.00
Total Revenue	\$ 15,140,619.83

Expenses	
Wages	\$ 6,950,180.77
Payroll Taxes	\$ 640,313.99
Benefits Expense.....	\$ 1,144,420.13
Depreciation	\$ 257,051.12
Operating Expenses.....	\$ 4,508,613.57
Total Expenses.....	\$ 13,500,579.58

Excess of Public Support and Revenue Over Expenditures.....	\$ 1,640,040.25
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Consolidated Balance Sheet

Assets	
Cash & Investments.....	\$ 12,440,568.41
Accounts Receivable.....	\$ 1,172,491.46
Property, Plant, Equipment.....	\$ 3,351,694.01
Inventory	\$ 495,461.10
Prepaid Expenses/Sundry Deposits.....	\$ 269,415.58
Total Assets.....	\$ 17,729,630.56

Liabilities	
Accounts Payable	\$ 110,257.75
Accrued Expenses	\$ 565,966.20
Other Liabilities.....	\$ 37,940.08
Total Liabilities	\$ 714,164.03

Fund Balance.....	\$ 17,015,466.53
Total Liabilities and Fund Balance	\$ 17,729,630.56

Specialized Training Programs

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

In 2015, Goodwill's Career Services division served 450 individuals, with 100 of those clients completing Community Based Assessments at partner businesses and organizations.

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

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

Donate to Goodwill

Donations to Licking/Knox Goodwill's retail stores help fund our mission. Customers may bring donations to any Goodwill store location. Donations are sorted, processed, and distributed to the sales floor for waiting customers. When you donate your gently-used items to Goodwill, you can be confident they will be used wisely. In 2015, 128,050 individuals donated to our retail stores.

State Use Program

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

AbilityOne Program

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

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

Recycling Operations

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

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

Scholarships Available

Licking/Knox Goodwill Industries, Inc. (Goodwill) through its Foundation, offers scholarships for post secondary education, including trade schools, professional certification, and higher education programs. Other continuing education programs will be considered on a case by case basis.

Goodwill believes that personal financial contribution is important to success and therefore does not offer 100% scholarships. You may be required to provide proof that you are able and willing to contribute financially towards your education.

Scholarships are awarded at the discretion of the Licking/Knox Goodwill Industries, Inc. Foundation and the Board of Trustees for Licking/Knox Goodwill Industries, Inc.

Eligibility

Applicants must meet at least one of the following criteria:

- Goodwill employees currently in active status, employees' immediate families (spouse or dependents), clients participating in Career Services, and clients who have successfully completed a Career Services program within the previous twelve months.
- -OR- Licking and Knox county graduating seniors having a disability or other barrier to employment.
- -OR- Licking and Knox County residents at least 18 years old having a disability or other barrier to employment.
- -OR- Licking and Knox county students attending trade school in lieu of traditional high school.

•All applicants must be in good standing with Licking/Knox Goodwill Industries, Inc. and the Licking/Knox Goodwill Industries Inc. Foundation.

•All applicants must have a GED or high school diploma -or- be a graduating senior -or- be currently enrolled in high school.

•All applicants must be pursuing secondary or post-secondary education through a trade school, professional certification, or Associate, Bachelor, Masters, or PHD programs. Other continuing education programs will be considered on a case by case basis.

PROPANE

Perfect for grilling, motor homes, contractors, and more.
Goodwill Plaza - Newark
Goodwill Unlimited - Heath
49417 Gallons Sold in 2015

Donate Any Vehicle

Goodwill’s Used Car Lot accepts donations of any vehicle. Boats are welcomed so long as they are in good working condition. Call to arrange FREE pick-up or drop off your vehicle during business hours. All you need is the title and keys. In 2015, we received 58 community vehicle donations. Sales of 48 vehicles help support Goodwill’s programming for people with disabilities.

Tax Deductions

Donate your vehicle today and receive a tax deduction for the gross proceeds received from the sale of the vehicle (consult your tax advisory for details). After your vehicle has sold, you will receive tax documentation in the mail.



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

Steps to Donate

1. Verify the car has a clear title.

2. Call the Goodwill Used Car Lot at (740) 345-4749.

3. We will schedule a pick-up time or you can drop off.

4. Have your vehicle’s title and your State Issued ID ready when we arrive.
5. Do not sign your title before we arrive.

6. Your vehicle is offered for sale on our used car lot.

7. When your vehicle sells, we will mail you a 1098C tax form for tax deduction purposes.

C.A.R.E. About Safety

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 simply to express a positive or negative safety action they have observed. These forms are reviewed by Goodwill’s Safety and Security Committee.

Ridership Program

Goodwill maintains a fleet of over 35 vehicles, many of which provide daily transportation for Goodwill employees to and from several of our employment sites. In 2015, 35 employees were enrolled in the ridership program and traveled over 64,400 miles.

HIRING

Are you or someone you know looking for a job?

View our open positions and apply online

goodwillnewark.com/employment.

Employee Training

New employees with Goodwill complete anywhere from 24 to 150 hours of training in their first 90 days of employment. All employees complete competency based annual training on topics such as customer service, harassment, diversity, and hazardous communications. In 2015, employees received 11,593 hours of training.

C A R F

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

Professional Ethics

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

EEOC

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

Transportation and Facilities Division

The Transportation Division services Goodwill fleet vehicles including those used to transport employees to and from Goodwill work sites. Facilities personnel provide general maintenance for Goodwill sites and equipment.

Sunshine Garden

In an effort to create jobs for individuals with barriers to employment, Goodwill has started a garden. A green house, with six raised beds, has been built and planted in preparation for spring. Watch for vegetables for sale at select retail locations.

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.

Community Partners

7-Up Bottling Company
A&A Electric
Advanced Accessories
Alphalink Technologies
American Red Cross
American Merchandise Liquidators
Anderson Layman Company
Anthony Comisford, Magician
Area Development Foundation of Knox County
Army Corp of Engineers
Associated Industries for the Blind
Behavioral Healthcare Partners
Bill and Pam’s Tree Service
Big Brother Big Sisters of Licking County
Bowman Parts Company, Inc.
Buckeye Lake Chamber of Commerce
Buckeye Linen Service
Bureau of Worker’s Compensation
BVG Sales
CDC/DD
Central Ohio Technical College
Champion Energy Services
City of Mount Vernon
City of Newark
City of Heath
Clark Schaefer Hackett
Community Foundation of Mount Vernon & Knox County
Corsi Asphalt
Creative Foundations
Crossroads Furniture
C - TEC

Defense Financial and Accounting Service
Defense Supply Center Columbus
Department of Job and Family Services
Department of Administrative Services
Department of Veterans Affairs
DMO Security
DOR-MAR HVAC
Doug’s Far Side Catering
Dumbaugh Insurance
Edward Jones
Elder-Beerman
Environmental Protection Agency
Famous Supply
First-Knox National Bank
Functional Training Services
Genco
Governor’s Office for Closing the Achievement Gap
Gummer Wholesale Inc.
Granville Public Library
Heath Police Department
Holophane, A Division of Acuity Brands Lighting Inc.
Home Depot
Impact Martial Arts
John Hinderer Honda
Kindred Healthcare Centre
Kingswood Court Apartments
Knox Area Transit (KAT)
Knox County Board of Developmental Disabilities
Knox County Career Center
Knox County Head Start
Knox County Health Department

Knox County Schools
Kool 101.7 WNKO Radio
LAPP
Legal Council, Rod Nelson
LICCO Incorporated
Licking County Aging Program
Licking County Board of Developmental Disabilities
Licking County Chamber of Commerce
Licking County Coalition for Housing
Licking County Coalition of Care
Licking County Convention and Visitors Bureau
Licking County Equestrian Center
Licking County Family YMCA
Licking County Foundation
Licking County Humane Society
Licking County Library
Licking County Municipal Court Systems
Licking County Veterans Services Commission
Licking Memorial Hospital
Licking Metropolitan Housing
Lil Bear
Lions of Newark, Ohio
Magic Creations
Marc Miller, PHD
Modrian Accessories
Meijer Inc.
Mistras
Mount Vernon Nazarene University

Moyer Group - Merrill Lynch
Neff’s Cardinal Market
New Hope Industries
Newark City Schools
Newark Digital Academy
Newark Electric
Newark Kiwanis
Newark Parks and Recreation District
ODOT District 5, Knox County Garage
Ohio Bureau of Employment Services
Ohio Bureau of Public Health Laboratories
Ohio Central Railroad
Ohio Department of Agriculture
Ohio Department of Natural Resources
Ohio Eastern Star Home
Ohio Environmental Protection Agency
Ohio Means Jobs
Knox County Offices
Licking County Offices
Ohio Office of Procurement
Ohio State Fire Marshal Academy
Ohio Store Fixtures
Omness Designs
Opportunities for Ohioans with Disabilities
Opportunity Knox
Opportunity Links
Paradise in the Sky
Park National Bank
Pathways of Central Ohio
Pet Plex Animal Hospital
PX

Ross Granville Market
SourceAmerica
St. Johns Lutheran Church
Saint Vincent de Paul Center
StableMates 4-H Club
State Farm Insurance
Stifel Nicolaus & Co Inc
Super Q 93.7 WQIO
Tayler’s Dance Academy
Tectum
Tee Jaye’s Country Places Inc.
The Energy Co-Op
The Janton Company
The Main Place
The Ohio State University at Newark
TouchPointe
Tim Horton’s Cafe and Bake Shop
Treasure Gallery
United States Army Reserves
United Way of Licking County
UTC
Velvet Ice Cream
Veritas
Veteran Services
Village of Buckeye Lake
Village of Johnstown
Village of Pataskala
Village of Utica
Vorys, Sater, Seymour, & Pease
Washington Auto Parts
Waste Management
Weathervane Playhouse
Westbrook’s Lawn Service
Wilson Marketing
WCLT Radio
YES Club
Zonta