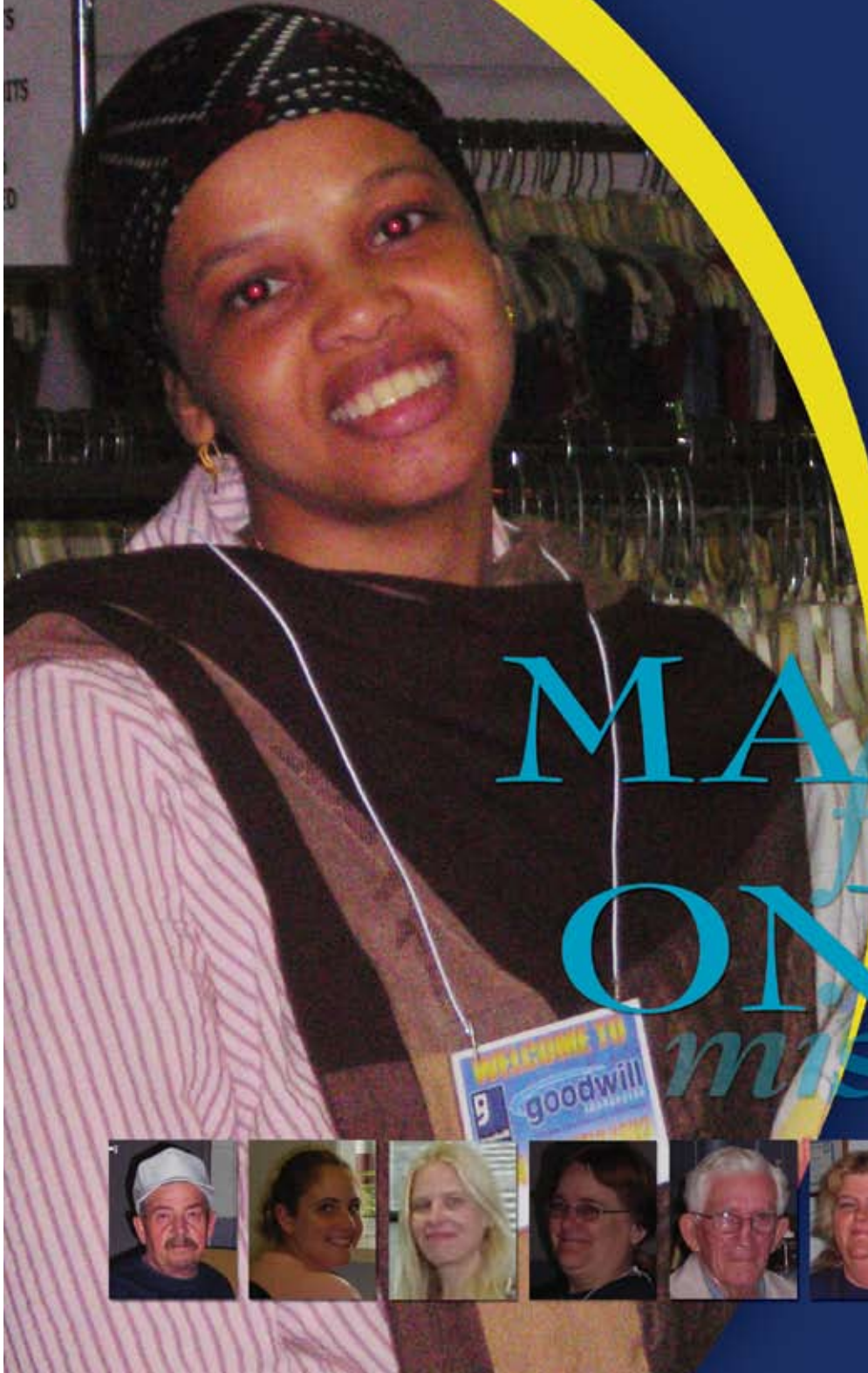




goodwill
INDUSTRIES

Serving Marion, Delaware, Union,
Crawford and Morrow Counties

2006 Annual Report



MANY
faces
ONE
mission





goodwill
INDUSTRIES

Serving Marion, Delaware, Union, Crawford
and Morrow Counties

Message from the President/CEO

Our Annual Report is an excellent opportunity to reflect on the past year and recognize the generous support we receive from the many different communities we serve. We deeply appreciate the generous spirit of our retail customers, donors and business partners, who help provide the means by which we support our many different programs and our workforce development services. Through material donations and collaborations the community supports Goodwill's retail and industrial contract operations. That in turn helps create jobs and the hope of a brighter future for many.

It is our belief that Goodwill will continue to expand its presence and influence on strengthening our community as we adapt to a changing economic environment. Your donations to Goodwill create jobs that promote individual self-sufficiency and economic development for the community. As business shifts to stronger retail and service sector jobs, Goodwill trains people in the communities, and supports local employers by creating a workforce geared towards the future. Goodwill also provides a work environment that allows individuals to transition into competitive employment. We know that many of these individuals value the opportunity created by Goodwill, to work and improve their skills.

Goodwill Industries, serving Marion, Delaware, Union, Crawford and Morrow Counties, is blessed with outstanding community support in the form of donated items, financial contributions, government and private grants, and volunteer support. We want to take this opportunity to thank you for volunteering, donating, creating jobs and improving lives.

Robert Jordan

President/CEO



Introducing Goodwill's Endowment Fund

If you want to make a lasting charitable investment in the community, Goodwill Industries now has an option to make your philanthropic giving as easy and effective as possible.

This year we planted the seed money to establish the Marion Goodwill Industries, Inc. Endowment Fund through the Marion Community Foundation. This fund will help our organization move toward long-term financial planning while providing income to help Goodwill fulfill our mission well into the future.

Your planned gift to the Marion Goodwill Industries, Inc. Endowment Fund will make a lasting connection between yourself and the untold hundreds – or even thousands – who will benefit from your generosity and foresight. You are making an enduring connection to those things that matter most to you and you are ensuring their vitality for decades to come. You are leaving something of yourself, your spirit of giving and a legacy that will likely inspire others to do the same in their own lifetimes as well. All bequest gifts to Goodwill, whether large or small, have tremendous potential to create jobs and change lives in lasting and powerful ways.

To find out how you can help guarantee the availability of funds to continue Goodwill's mission, please contact President/CEO Bob Jordan at 740-387-7023 or through email rjordan@mariongoodwill.org or contact Brad Bebout, President/CEO, Marion Community Foundation, 238 E. Center Street, Marion, Ohio 43302. Phone 740-387-9704 or email mrnfoun@marion.net



Changing Lives

Kevin

Kevin was referred to Goodwill by Kathy Hatcher, counselor for BSVI (Bureau of Services for the Visually Impaired). Kevin is legally blind, but has his dog Marta

to help him get

around. Kevin

first completed

our JSST (Job

Search Skills

Training)

program. Kevin

has an associate's

degree in computer

information from Marion Tech. He uses Zoom

Text on his computer for magnification. Kevin

volunteered for three years at Community

Action doing various computer/clerical tasks.

He and Goodwill Job Developer, John Games,

are now actively looking for an opportunity in

the Marion community to show off Kevin's

skills. Kevin and Marta are anxious to get back

to work.





Goodwill Achieves National Recognition

Marion Goodwill Industries, serving Marion, Delaware, Union, Crawford and Morrow Counties, recently received a three-year accreditation from CARF (Commission on the Accreditation of Rehabilitation Facilities) for its Community Employment Services: Job Development, Job Supports and Job-Site Training. The latest accreditation is the 3rd consecutive three-year accreditation outcome that the international accrediting commission has awarded to Marion Goodwill.

Changing Lives

Jordan

Jordan successfully completed a Community Based Assessment last year. John Garnes, Goodwill Job Developer, had worked with Jordan off and on to find him a part-time position for after school and some weekends.

John heard about an opening at the Galion store and Jordan applied, interviewed, and was hired. When he started, Goodwill provided a job coach, but it was quickly determined that Jordan

did not need a coach. Jordan works in the backroom taking customer donations, unloading trucks, and sorting donations. Store Manager Larinda Burns remarked that Jordan learns quickly and she only has to show him once how to do a job. Jordan has good communication skills and interacts with customers and employees alike. Jordan likes his job and Larinda says, "Jordan is an awesome young man."

This accreditation outcome represents the highest level of accreditation that can be awarded to an organization in the rehabilitation and workforce development field and shows the organization is in substantial conformance with CARF's international standards. The accreditation was obtained after a rigorous on-site review process by CARF professionals. They concluded that Goodwill's employment training programs and services are of the highest quality, are measurable and accountable.

The review panel identified many strengths including: persons served and other stakeholders express a high degree of satisfaction with our organization; workforce development staff members are compassionate and caring and they demonstrate a high level of knowledge and use of community resources; and our CEO and board of directors are committed to the continuous improvement of the organization. The organization's performance evaluation tool and strategic plan were praised as both meaningful and interactive.

2005-2006 Board of Trustees

Chair, Mary Jakeway, Whirlpool Corporation; Vice Chair, Duane Behne, Burris & Behne Architects; Past Chair, Fred White, Real Living Premier Realty; Treasurer, Ed Hutchman, Retired; Secretary, Bonnie Borders, Marion Industrial Center; Teresa Plummer, Marion Technical College; Perry Harper, Delaware Job & Family Services; Tami Galloway, MTC Center for Workforce Development; Douglas Diequez, Collins & Lowther, LPA; Wes Watt, Mathews-Kennedy Ford; Sharon Middleton, Wyandot, Inc.; Patty Vansickle, Kable Fulfillment Corporation; Alicia Hill, Express Personnel, and Gary Rapert, Marion Chamber of Commerce.



Your Donations Create Jobs & Change Lives

Your donation of clothing, goods, money or time makes you a partner in caring with Goodwill. This is a collaboration that is vital to the survival of Goodwill and its ability to provide services to the community. Your partnership enables Goodwill to help people go to work, gain self-sufficiency and improve the quality of their lives.

Time

Making a mark or an impact on individuals, organizations and/or communities is something that many hope to accomplish in their lifetime.

Bill Flach has been bestowed with the Goodwill Lifetime Volunteer Award and The President's (George W. Bush) Volunteer Service Award. This distinguished honor gives the staff and Board of Goodwill the opportunity to express appreciation to one individual who has exemplified the true meaning of the word 'volunteer' through various qualities including, but not limited to, a 20-year commitment to Goodwill and its mission. Bill has donated his time, two days per week, every week, to Goodwill since his retirement from Marion Power Shovel in 1986.

"I have enjoyed all of the contact I've had with the Goodwill staff, Board members, donors and participants," said Bill. "It truly is a joy to be part of such a wonderful organization."

In addition to his volunteerism with Goodwill, Bill has actively donated his time to Meals-on-Wheels, Marion Concert Band and Prospect Street United Methodist Church.

Philanthropy

Local business woman Virginia (Ginny) Glenn recently donated a commercial property and building to Marion Goodwill. The donation demonstrates Ginny's outstanding concern for people with disabilities and other disadvantaging conditions. This gift will help Goodwill meet their growing needs for expanding services in the community now and for years to come.



Changing Lives

Robert

After a stable work history, Robert had gone three years without a job until his mother's friend told her about BVR (Bureau of Vocational Rehabilitation). They were connected with counselor Gary Russell and Goodwill first met with Robert in March of this year.

After participating in a four-week Work Adjustment Program at the Galion Goodwill store, Robert's work ethics and work skills impressed Manager Larinda

Burns enough to offer him part-time employment. She remarked that the windows never looked so clean. An accommodation was made to allow Robert to sit part of his shift. During this time he cleans small wares and checks electrical appliances. Robert continues to be a faithful employee, never missing or being late for work. Larinda remarked that he knows his job and she can depend on him to do it right. Robert enjoys his job and is proud to tell others that he works at Goodwill.





July 1, 2005 to June 30, 2006

Outcome-Based Measurement Report

Each year our organization reports the results of our Outcome Measurement Report to our board, staff, consumers, and the community. Please contact Doris Turner, Workforce Development Director, at 740-387-7023 for a copy of the complete report.

This year our department served 34 individuals in 58 program units. Each person participating in a program equals one unit.

Program Participation

<i>Program</i>	<i>Number</i>
Initial Intake	22
Career Exploration	1
JSST	3
CBA Site Development	4
CBA	2
Work Adjustment	5
Coaching	15
Job Development	19
Job Placement	10
90 Day Follow Up	6

One of the outcomes measured is consumer satisfaction. Forty-eight percent of the consumer surveys sent were returned. We were pleased to know that the majority (95%) of those consumers rated our services as satisfactory or above.

Another outcome measured is stakeholder satisfaction. We send stakeholder surveys to involved family members and employers and/or supervisors. Eighty-one percent of the surveys sent were returned. We were pleased to know that the majority (97%) of those rated us as satisfactory or above. Many stakeholders took the time to write an additional comment about our staff or our services.

Although we do not measure an outcome for them, the returned surveys showed that our referral sources were satisfied or very satisfied with our services.

Some individuals (30 units) participated in programs designed to help them prepare for our Job Development and Placement services. Ten of nineteen individuals that began our Job Development Program started jobs and worked



for a minimum of 30 days. The beginning average wage for the ten individuals was \$6.96. With the exception of one, all participants were scheduled to work more than fifteen hours per week. Within 90 days of starting the Job Development Program, 67% of these consumers began working.

Mission Services

Goodwheels-To-Work	26
Job-In-Training Work Services	216
Extended Employment	232
Housing Programs	36
Emergency Clothing	860

Other Services*

- Assembly/Packaging
- Janitorial/Maintenance
- Housing Service
- Lawn Service
- Retail Stores & Donation Centers

*Proceeds support mission services and provide employment opportunities

The Community Gave to Goodwill

Sales (clothing, furniture and other items)	\$2,979,526
Contract Services	\$254,124
Rehabilitation Services	\$46,453
United Way & Other Support	\$31,877
Housing	\$62,472
Other (grants, property donation)	\$158,653
TOTAL	\$3,533,105

Goodwill Gave Back to the Community

Wages	\$1,532,103
Payroll Taxes & Benefits	\$282,011
Supplies	\$83,482
Trash Disposal	\$105,529
Occupancy (rent, utilities, insurance, etc.)	\$712,732
Transportation – donated goods	\$105,761
Outreach and Other	\$93,468
Excess Revenue for Programs and Capital Funding	\$362,301
Operating Expenses	\$172,066
Depreciation Expense	\$83,652
TOTAL	\$3,533,105

*Financial Statements audited by Holbrook & Manter Company, CPA's



Changing Lives

Joey

Joey and John Ganes, Goodwill Job Developer, worked together to find Joey a job for over a year. Joey has had transportation barriers and has moved to a different town at least three times. Each time the search had to start all over again. Joey finally moved to Marion in April.

He now had access to public transportation, which made the search a little easier.

When there was an opening at the Goodwill East store, John had Joey talk to Manager Scott Wilson.

Joey worked one week with a coach in a Work Adjustment Program, then Scott hired him. Joey started tagging clothes. He has since learned several tasks including helping customers with their donations. Work has agreed with Joey. He has transformed from a young man who seldom spoke unless he was asked a question to the smiling person who greets donors at the door. Joey laughs and jokes with the other employees. Scott says that Joey likes to keep busy and stays on task. Joey likes working at Goodwill and he enjoys the chance to interact with others.





goodwill
INDUSTRIES

Serving Marion, Delaware, Union, Crawford
and Morrow Counties

340 W. Fairground St.
Marion, OH 43302

740 387-7023
740 382-0420 fax
www.mariongoodwill.org

NON PROFIT
US POSTAGE
PAID
MARION, OH
PERMIT 23



The mission of Goodwill Industries, serving Marion, Delaware, Union, Crawford and Morrow Counties, is to assist individuals with disabilities and other special needs to attain self-sufficiency through employment and training, thus enabling them to reach their maximum potential in the community.

Wheel-A-Thon Corporate Sponsors

By sponsoring the 2006 Marion and Delaware Wheel-A-Thon disability awareness and fundraising events, these Corporate Donors helped Goodwill create jobs and change lives: Marion Star, WMRN Radio, The Warehouse, Marion Moose Family Center, Modern Woodmen of America Camp 15124 Patsy Campbell, Wal-Mart Marion, Marion Noon Kiwanis, Ridgedale Lions Club, Tri-Rivers Career Center, Kable Fulfillment Services, Inc., Delaware Gazette, and Council for Older Adults of Delaware County.

Donations from last year's 60,345 donors created 2,715,525 pounds of material contributions, creating jobs and changing lives in Goodwill's retail division and providing funding for programs and services.

Retail Locations

Marion West Goodwill Store

340 W. Fairground St.
740-387-7023
(Attended Donation Center in Rear of Store)

Marion East Goodwill Store

1637 Marion-Mt. Gilead Rd.
740-389-3396
(Attended Donation Center at Side of Store)

Delaware North Goodwill Store

171 S. Sandusky St. (D.C. Plaza)
740-369-6021
(Attended Donation Center in Rear of Store)

Delaware South Goodwill Store

1135 B. Columbus Pike
(Rt. 23 - Delaware Square)
740-362-5541
(Attended Donation Center in Rear of Store)

Galion Goodwill Store

849 Portland Way N.
419-462-0661
(Attended Donation Center in Rear of Store)

Marysville Goodwill Store

305 S. Main St.
937-642-0324
(Attended Donation Center at Side of Store)

Powell

210 N. Liberty St.
614-985-9675
(Attended Donation Center Only)

