

WORKWEAR



Goodwill
Industries goodwill

2 0 0 8
ANNUAL REPORT

Jeans to Jobs

How Goodwill
Turns Donations
Into Employment

Goodwill Hunting

Goodwill Helps
People Find Jobs
& Employers
Find Candidates

Payday

The Simple
Satisfaction
and Pride of
Receiving
Your First
Paycheck

Work Local Buy Local

Employees and
Employers Put Money
Back Into the
Local Economy

First Impressions

Learning the
Job & Dressing
for the Interview—
Goodwill Style

MISSION

Our mission is to help individuals prepare for, find and retain employment

ON THE COVER

Patrick from the Medina Store wearing fashions off the rack from Goodwill



Thank you to our models and helpers for selecting items from Goodwill Retail Stores and volunteering their time to create this Annual Report



2 0 0 8
ANNUAL REPORT

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Akron, OH 44319
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Nancy Ellis
McClenaghan
President & CEO

William Glaeser
Chairman
Board of Directors

First Impressions – You'd be surprised that Goodwill is more than a store

Although best known for its donated goods retail operations, Goodwill is “more than a store.” Goodwill actually operates three business lines across Summit, Portage, Medina, Ashland and Richland Counties which are ultimately a means to an end – helping individuals prepare for, find and retain employment!

To that end, Goodwill's Workforce Development business line had another record setting year. In 2008, team members **served a record number of individuals (9,666)** across all its programs. For those receiving placement services, the placement rate was 80% and the retention rate was 81%. Goodwill believes in the Power of Work because the value of the **first year's wages** of individuals placed in 2008 was **almost \$19.5 million dollars** – dollars that purchased food and services and paid taxes to support the local economy. Quality of service is also a key. Goodwill's employment services are accredited by the Commission on Accreditation of Rehabilitation Facilities, and overall, 93% of its participants were satisfied with its services.

A 100-year-old model of recycling and industrious, self sufficient work is alive and well today! In 1902, Goodwill Industries International was founded on the notion that usable clothing and goods could be resold to provide industrious work for the disadvantaged and disabled needing sustainable employment. Since 1927, Goodwill Industries of Akron has maximized the use of local public donations of clothing and household items by selling them in its retail stores to provide local employment and training.

Each time you shop or donate at a Goodwill Store, you are helping people in your community find jobs! In 2008, **over 409,000 generous donors donated more than 8,000 tons of clothing and household items** that Goodwill staff and program participants sorted and presented to **nearly 844,000 shoppers**.

In addition, Goodwill's Contract Services business line achieved ISO certification in 2007 and active maintenance of that certification continued in 2008. Businesses can access that quality, maximize their operations' resources and help Goodwill program participants practice their work skills.

Goodwill could not achieve its mission without its volunteers. In 2008, Goodwill has a **record setting number of 16,343 volunteer service hours**. Each volunteer made a difference for someone.

Thank you to all Goodwill's volunteers, donors and customers!
You'd be surprised ... at the difference you make!

HIGHLIGHTS



1
Workforce
Development



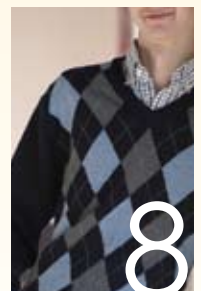
3
Contract
Services



4
Retail
Operations



6
Events



8
Financials

Goodwill Hunting

Goodwill helps people find jobs and employers find candidates

Job seekers can find assistance with guidance, training, and searching at Goodwill. It serves the unemployed and under-employed, the dislocated and downsized, those new to the workforce, and people with disabilities for a record-setting total of 9,666 individuals in 2008. Goodwill also assists employers in finding and matching qualified candidates through job posting, screening, testing, and more to bring together potential job seekers and potential employers.

9,666 Job Seekers Served

The Employment Resource Center (ERC) provides free services – including vocational assessment/career counseling, job readiness and job search workshops – for anyone seeking a new or better job. The ERC provides a link to training, education and employment opportunities in one customer-friendly system.

A variety of services are available to local employers including job order posting, applicant recruitment, skill & aptitude testing and outplacement services. In any job market, finding and retaining qualified employees can be a challenge. Employers can rest assured that they will be connected to pre-screened, qualified applicants who match their needs from entry level to the highly skilled in a broad range of occupations. All ERC services are funded by the Summit County Department of Job and Family Services and the Medina County Office of Workforce Development.

The Vocational Services division assists individuals with disabilities in identifying job goals, learning work skills, trying out different kinds of jobs and getting a job in the community. Through services such as testing, assessment, adjustment, placement and coaching, individuals are becoming successful and productive members of society. In addition to serving people in employment endeavors, Goodwill utilizes the Contract Services Division, Retail Stores and administrative offices as work sites for individuals who are learning. Goodwill also works with companies in the community to allow individuals to try out jobs with the hope of future placement. Individuals are referred to Goodwill's Vocational Services programs from a number of regional (local) agencies.

\$20⁴⁹
Jacket, Blouse, Pants
Shoes, Purse, Bracelet



Payday

The sweet satisfaction
of your first paycheck

Kayla Shields reminds us of the simple satisfaction and pride in receiving your first paycheck, and her success story demonstrates the fulfillment of Goodwill's mission.

Kayla was referred to Goodwill by a Medina County high school for the Work Experience Program, which is designed to teach individuals the work skills they need to know to become employed competitively in the community. Beginning the program in August 2007, she demonstrated the qualities needed for independent community employment, so Kayla's team, including her Case Manager, advocated that she have the opportunity to work with the Bureau of Vocational Rehabilitation to assist her with moving toward community employment. The agency referred her for a community based situational assessment at a restaurant in Medina County as a dishwasher, allowing Kayla to learn job skills outside of the retail environment.

During her program, Kayla displayed that she had the ability to work as a dishwasher, and was then referred for job development, which assisted her in filling out job applications, creating a resume, and interviewing. With assistance from her Job Developer, she was hired at a Bob Evans restaurant working as a dishwasher making \$7.00 per hour. Since Kayla was extremely shy and had difficulty communicating with others, she also received

job training services from a Job Coach. Initially, Kayla was hesitant to perform most of her job duties, avoided eye contact with her co-workers and supervisors, and did not respond when others spoke to her. Although her manager wanted to give her a chance, she was only scheduled for 10 hours per week. Kayla's Job Coach worked with her on learning all of her assigned tasks, responding when spoken to and working without prompting. Additionally, Kayla's mother also provided some assistance with reiterating the learned lessons at home. Bob Evans recognized her improvements and talents and increased her workload to 15 hours per week.

"I Like It."

Kayla was able to perform her job tasks without assistance and her managers were pleased with her progress. For the first time, Kayla was earning her very own paycheck and had her own debit card for spending money.

Since the summer was almost over and business was due to slow down, Kayla's manager contacted Goodwill asking for assistance. Kayla had been working as an extra dishwasher

to help out in the busiest of hours during the week; however, Kayla's schedule was going to have to change. Not only was Kayla going to be asked to work longer shifts, but she was also going to have to learn how to perform the closing duties of a dishwasher. Again, a Job Coach was assigned to work with Kayla on learning her new job duties. Kayla built up her stamina and was able to work late into the night, sometimes getting off after midnight. She cleaned the bathrooms, scrubbed floors and cleaned her work area after the busy dinner rush. Kayla talked and joked with her fellow co-workers and supervisors.

Her manager stated, "She is doing a wonderful job and I am really impressed with how far she has come." Kayla's mother said, "She is so excited to go to work she is dressed and ready to go hours before she is due in. After her first night at work she wore her name badge to bed because she was so proud of herself." Kayla's case was successfully closed on September 30, 2008. When Kayla was asked what she thought of working she stated, "I like it."

Work Local Buy Local



Employees and Employers
Put Money Back Into the
Local Economy

From sewing safety vests and laundry bags to packaging and labeling, Goodwill Contract Services is equipped to serve businesses from the agency's five-county region.

The division's skilled and dedicated workforce are known for assembly, packaging, collation and mailing, die-cutting, de-manufacturing, sorting, inspection, re-work and sewing anything businesses need. Is that all we do? Hardly. Businesses looking for a local outsourced solution paired with a skilled and efficient team of people turn to Goodwill.

Participants Practiced Work Skills Totaling Over 22,000 Hours

In 2008, Goodwill program participants practiced their work skills on projects within the division, totaling over 22,000 hours.

"It's not just Goodwill. It's good business." The Contract Services Division lives its marketing tag line, and is committed to customer service, quality products, cost savings and timely production turn-around. These values, plus the division's ISO certification obtained in 2007, help Goodwill maintain such contracts as the one it has with the Streetsboro manufacturing plant of Automated Packaging Systems.

Automated Packaging is a manufacturer of packaging machinery and turnkey systems, based in Cleveland with three Ohio manufacturing plants. The 47-year-old company has been a loyal Goodwill customer since 2004, and it has more than 25,000 packaging systems in operation across the nation. Goodwill sews made-to-order mesh "hopper" bags that collect the final product for the packaging equipment the company produces, thereby streamlining the manufacturing process.

As a result, the revenue earned is used to support Goodwill's mission of helping individuals prepare for, find and retain employment.

ISO Certified
9 0 0 1 : 2 0 0 0



Jeans to Jobs

How Goodwill
turns donations
into employment

Goodwill shoppers already know “the secret” – that Goodwill Stores offer quality merchandise at bargain prices. Goodwill wants you to know that it’s no secret that a donation as basic as a pair of jeans or a T-shirt can help someone find a job!

A total of 843,630 retail customers supported Goodwill’s mission while at the same time discovering the value of its stores. Plus, 409,198 people donated items including furniture, household goods, books, electronics and clothing. This could not have been accomplished without the support of not only donors, but also the businesses and agencies who partner with Goodwill to allow the use of their property.

Sales from Goodwill Stores help to fund employment and training programs

In 2008, Retail Operations focused on expanding its customer base through community outreach and a unique message that only Goodwill can offer – you can buy an entire outfit (head to toe) at Goodwill for around \$20. Sample garments and accessories accompanied its Retail staff to various summer festivals and other events throughout the year, as it promoted the value of shopping at Goodwill and the mission behind its stores.

In December, Goodwill’s newest store in Northfield Village opened to shoppers just before the holidays, offering 10,000 square feet of selling space within the Ledge Road Plaza. The location also offers both a job search station and a community room which can be utilized by any customer, donor or other member of the surrounding community.

It is through the collaborative efforts of 10 retail stores, five attended donation sites, an outlet store, auto lot and Shopgoodwill.com that Goodwill is able to further its mission of helping individuals prepare for, find and retain employment. With every purchase made and every donation given to Goodwill, you are able to help benefit someone within your own community.

\$16⁵⁰
Jacket, T-Shirt, Capris
Boots, Purse

No matter what the job, Goodwill Retail Stores have the outfit for your workday



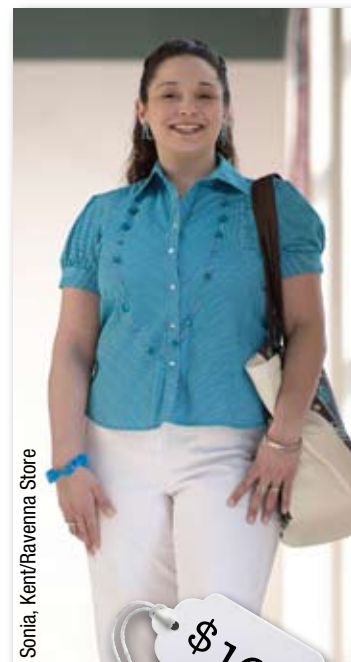
Heather, Northfield Store



Pedro, Corporate



Kristian, Brunswick Store



Sonia, Kent/Ravenna Store

Retail Stores/ Donation Center Locations

Akron/Outlet Store – 570 E. Waterloo Road
 Ashland – 1611 Claremont Avenue
 Brunswick – 1733 Pearl Road
 Kent/Ravenna – 2528 State Route 59
 Lakemore – 1500 Canton Road
 Mansfield – 1776 W. Fourth Street
 Medina – 3500 Medina Road
 Northfield – 10211 Northfield Road
 Streetsboro – 9278 Market Square Drive
 Tallmadge – 15 Midway Plaza

Store Hours:

Monday–Saturday 9 a.m.– 9 p.m.
 and Sunday 10 a.m.– 6 p.m.

Auto Outlet – Donations/Sales

Akron Auto Outlet –
New Address: 2381 Manchester Road
 330-786-0284

Auto Outlet Hours:

Monday–Saturday 9 a.m.– 5 p.m.
 and Sunday 12 p.m.– 5 p.m.

About the Auto Outlet

The Auto Outlet accepts donations of cars, trucks, motorcycles, campers, trailers, recreational vehicles, and boats. All vehicles donated are resold at the Auto Outlet and the revenue generated helps individuals prepare for, find and retain employment. Vehicles can be dropped off at the Auto Outlet or donors can call 330-786-0284 to arrange pick-up.

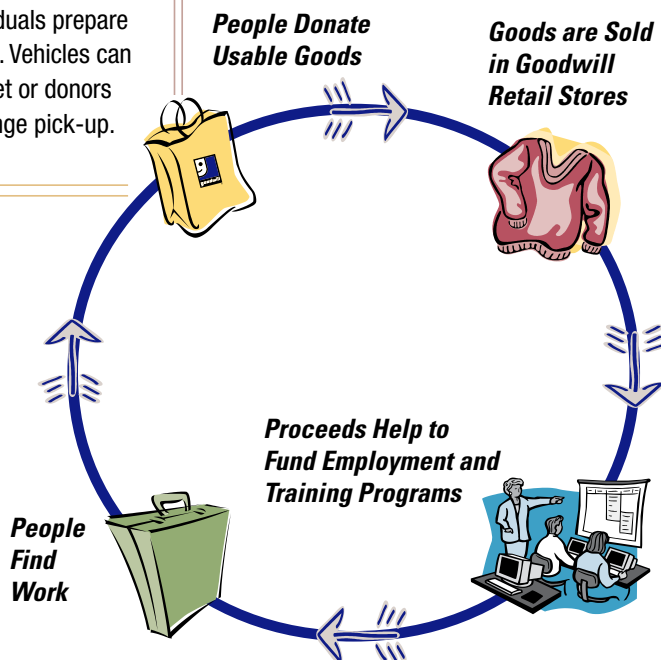
Donation Center Only Locations

Ellet – 2420 Wedgewood Drive
(Acme Parking Lot)
 Hudson – 5381 Darrow Road
(Jo-Ann Stores, Inc.)
 Coventry Township – 3235 Manchester Road
(Acme Parking Lot)
 Fairlawn Trailer – 565 S. Cleveland-Massillon Road
(St. Luke's Anglican Church)
 Mansfield – 1280 Lexington Avenue

About Shopgoodwill.com

Like online auctions? Then you'll love Shopgoodwill.com! Goodwill's online auction site allows shoppers to search for unusual and valuable Goodwill merchandise from home. Shopgoodwill.com features unique items from Goodwill locations all over the nation. All revenue generated from Goodwill Akron's items sold is used to support the agency's mission.

For more information about Shopgoodwill.com, call us at:
330-724-6995, ext. 303 or visit www.shopgoodwill.com.



Network for Good

The fine art of networking can help job seekers learn about opportunities and can help employers boost their business. From honoring "employment champions" to recognizing shining star employees to gracing the runway in vintage fashion, Goodwill events are a vehicle for networking for local employers and employees.

Celebration of Champions

The first Sunday of every May marks the beginning of Goodwill Industries Week, a time to celebrate and educate the community on the mission to help individuals prepare for, find and retain employment. During Goodwill Week, the agency celebrates program participants, employers and community partners that exemplify the true meaning of the word "champion." Those in attendance witness first-hand the individuals that help make Goodwill's mission a reality.

During May 2009, the following individuals and companies will be honored for their dedication and partnerships in 2008.

Community Partners

Automated
Packaging Systems
Sierra Club, Portage
Trail Group

Participants

Bonnie Abel
Jeff Jones
Ms. M.
Gloria Nelson
Dave Sabo
Kayla Shields
John Steger
Latesha W.
James Williams

Employers

Coleman Data
Solutions
FedEx Custom
Critical
Repair Products
Unlimited
Samaritan Care
Center
Streetside Café

\$18⁴⁸
Shirt, Vest, Capris,
Shoes, Purse, Ring



Employee of Distinction Luncheons

Goodwill helps honor stellar individuals who have been nominated by Summit, Portage and Medina County employers at the Employee of Distinction Luncheon Series. The event is designed to make it easy and cost effective for employers to honor someone who makes a difference in their company and is an employee of distinction among their co-workers.



Save the date for 2009's Employee of Distinction Luncheons...

Summit County, September 9, Guy's Party Centre
Medina County, September 10, Blue Heron Country Club
Portage County, September 11, Ravenna Elks Lodge

Taste of Vintage

Goodwill's signature fundraising event is Taste of Vintage. In its third year, this gala affair included a sampling of goods from local restaurants, a raffle and a large silent auction. The main event was a fashion showcase of Goodwill's vintage collection modeled by nearly 50 influential women of the community.



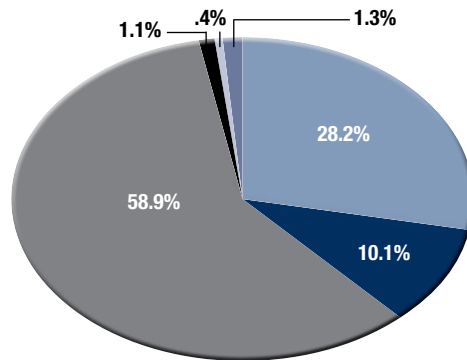
Save the date for the 4th annual
Taste of Vintage at The Tangier
on November 19th, 2009.



2008 Financials

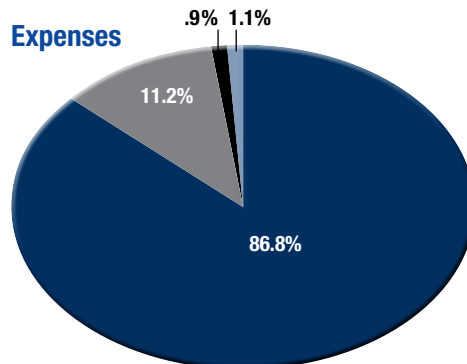
Un-audited

Support and Revenue



Workforce Development	\$ 4,393,602
Contract Services	1,575,921
Donated Goods	9,173,543
United Way Allocations*	176,326
Interest and Other Income	53,077
Contributions	205,116
Total Support & Revenue	\$ 15,577,585

Expenses

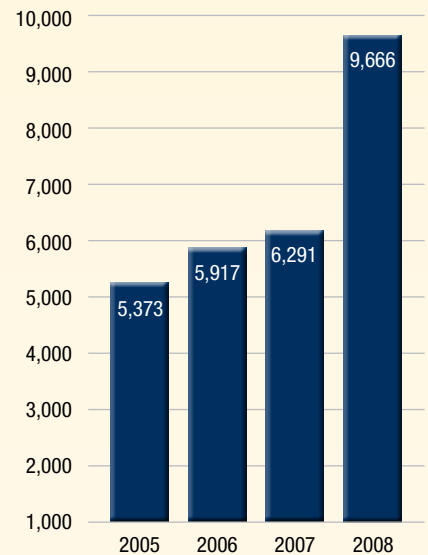


Program Services	\$ 13,431,021
Management & General	1,725,934
Fundraising	135,943
Debt Service	175,958
Total Expenses	\$ 15,468,856
Change in Investments	\$ (1,781,651)
Change in Net Assets	\$ (1,672,922)
Net Assets, Beginning of Year 2008	\$ 9,253,715
Net Assets, Ending of Year 2008	\$ 7,580,793

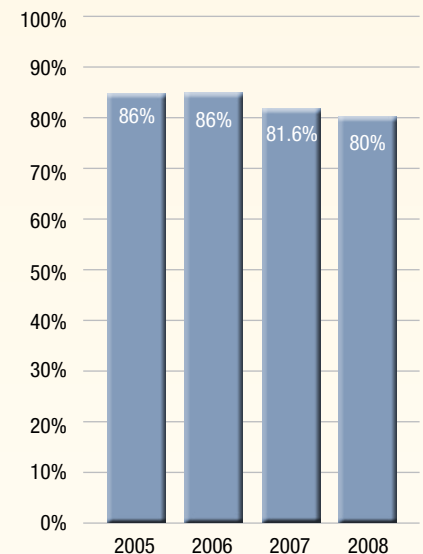
*United Way partner agency in Summit and Medina Counties

\$15⁹⁸
 Button Down Shirt
 Sweater, Jeans, Shoes

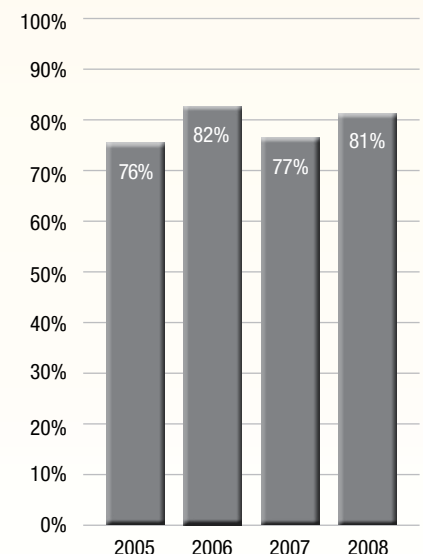
Numbers Served



Placement Rate



90-Day Retention Rate



2008 Donors

Akron Aeros
Akron Area Society for
Human Resource
Management
Akron Baptist Temple
Akron Community
Foundation
Akron Summit County
Federation of
Women's Club
Albrecht, Incorporated
Kathy Andrea
Anonymous
ASW Global, LLC
Ault Bros.
Becky Babcox
The Tom and Mary
Babcox Family
Foundation
Judy Ball
Larry and Donna Barton
Donna L. Barton
Brenda Baum
Beasley Charitable Trust
Andrew Becker
Christine Beckner
Mr. and Mrs. C. E.
Belknap
Robert C. Berk
Parker Berry
Beverly's Invitations &
Stationery
BGS Associates
Kara Bhakuni
Jessica Blossom
Bober, Markey,
Fedorovich & Company
D. Lorraine Boesche
Glenn R. and Alice V.
Boggess Memorial
Foundation
Jim Bouplon
Martha Boyle
John F. Brainerd II
Braun & Steidl Architects
Chris Brauning
Bridgestone/Firestone
Brockman, Coats,
Gedelian & Co.
Richard Bromley
Jean Brown
Aaron Brown
Jennifer Buchanan
Sam Buckalew
Trish Buckalew
Lisle M. Buckingham Fund
Pamela Lyn Buehrle
Heather Bujorian
Richard S. Burutsa
Joyce Cade
Edward and Barbara
Calame

Ernest L. Calhoun
Cargill Corporation
Clarence F. Carlson
Marian J. Carpenter
CF Bank
Harriet Chapman
Chestnut Baptist Church
Chi Chi Rodriguez
Management Group, Inc.
The Henry V. and Frances
W. Christenson
Foundation
Charter One
Civic Theater
ClearSonic
Manufacturing, Inc.
Cleats Restaurant
Karen Conrad
Jan Cook
The Mary S. and David
C. Corbin Foundation
County of Summit Sheriff
Ben Czaiski
Terrence Dalton
John and Betty Dalton
Lan Dang
Michelle Davids
Elizabeth Davis
Cynthia Storm Dedic
Deluxe Corporation
The Mary and Dr. George
L. Demetros Charitable
Trust
George Diffenbaugh
Carl Dimengo
Joseph Doman
Dominion Foundation
Christi Drlik
Mrs. Dunn
Chad Durian
Elizabeth A. Edmiston
Fairlawn West United
Church of Christ
Elenore Fall
Family and Community
Services
Tom Farmer
Fifth Third Bank
Susan and Matthew Figler
L. Jean Fink
George M. Finkes
First Energy Corp.
Charles W. Flagg
Virginia Frazer
Charles W. Freeman
Sandy Frommeyer
Debra Furgerson
Jean Gadd
Sue Gerberich
Jim Gerberich
Mrs. Sybil Gertz
Louise Gissendaner

William E. and Mary T.
Glaeser
Goodrich Corporation
Rick Gordon
Leon Graf
Great Trail Council -
Boy Scouts of America
Barbara Groh
Jeffrey F. and Barbara
A. Hale
The Richard M. & Yvonne
Hamlin Foundation
Susan & William Hanlon
Cheryl Harmon
Fred S. Hatherill Trust
Hattie Larham Care
Group, Inc.
Alex Henderson
Paul Herrera
Doris C. Hetzel
Virginia A. Hill
The Hoffman Group
Melinda Holmes
Hudson League of
Women Voters
Icon Sports Management
Betty J. Imperio
J.C. Whitlam
Manufacturing Company
Carol Jacot
John Z. January
Donna L. Jennings
Jewish Community Board
Jo-Ann Stores, Inc.
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Gladys G. Jones
Vicki L. Jones
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Susan Kaforey
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Charles Lyon
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Greg Mattison
Kelly Mauthe
Glenn McCarthy
Nan McClenaghan

Jackie and Greg
McDermott and Family
Arthur and JoAnn
McLendon
McMaster-Carr Supply
Company
Meaden & Moore
Karen Merkle
James E. and Julie M.
Merklin
Audrey W. Merle
Laura Mervine
Robert Meyer
Evelyn Milhoan
The Millenial Group
W. Paul and Thora J.
Mills Memorial
Foundation
Donald T. Misheff
The Laura R. and Lucian
Q. Moffitt Foundation
Mogan Real Estate
Company
Janet Morrison
Alan Morton
Greg Morton
Mr. Dependable Pump
Steven Muhleman
R. C. and Katharine
Musson Foundation
National City
Neighborhood
Development
Services, Inc.
Angela Nespo
New Plaza Management
Co.
Hong Nguyen
C. Allen Nichols
Catherine Nicholson
Mr. Max Nonnamaker
David Nutter
Patrick J. Oaks
Timothy J. Ochsenhirt
Dr. Emeka Ofofibe
OMNOVA Solutions
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M. G. O'Neil
Gertrude F. Orr Trust
Advised Fund
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Sonya & Thomas Presper

Linda Pursley
Nancy Rainey
David R. Rastetter
Thomas J. Raymond
Lynn Riemenschneider
Marianne Rigenbach
Charles E. & Mabel M.
Ritchie Memorial
Foundation
Roetzel & Andress
Rotary Club of Northwest
Summit County
Rubber City Radio Group
S. A. Comunale Co., Inc.
The John W. and Juanita
E. Sanders Foundation
The Sandwich Board
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of First Methodist Church
of Cuyahoga Falls
United Way of Summit
County
Martin Untch
Donna Valentine
Vanguard Imports
John Vansil

Paul Verderico
Alan L. Waddingham
Dee Wagner
Yvette Watkins
Weiss & Associates LLC
The Clara Weiss
Foundation
Emily Welty
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Welty Building Company,
Ltd.
Welty Family Foundation
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Westfield Insurance
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Thomas C. Woodruff
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Mike Yates
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Kathleen Zakelj

In Memory of Dr. Harold M. Schwarz, Jr.

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Margaret J. Fimmen
Flowercraft Club of
Silver Lake
Joe and Mary Ellen Hinkle
Joe and Marilyn Henn
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Javitch, Block and
Rathbone
Tana K. LaPlaca
Ronald D. and Mary L.
Lichtenberg
June Marsh
Gary and Darcy Smerglia
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Tyler and Alex Smith
Tala Hata Gama
Dolores and Walter
Topinka
Diane and Tom Vukovich
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Wentz
Robert C. Weyrick
John and Gertrude Works

In Memory of Genevieve Trout

Jean Drognoski

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Akron, OH 44319

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Paid
Akron, OH
Permit No. 130

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VP Retail Operations

Valarie Still
VP Employee and Public Relations

Yvette Watkins
VP Workforce Development

Making a Difference!

Volunteers Spread the Goodwill

Whether the precious gift of time came from a member of its Board of Directors or a student meeting a service requirement or a Scout collecting goods for the annual Good Turn Day, each volunteer hour was valued. Mere words cannot express Goodwill's gratitude for these gifts.

Goodwill Industries is fortunate to have the support of a committed, involved and dedicated Board of Directors. There are no better ambassadors for the agency than its Board of Directors and other dedicated volunteers. The efforts of these volunteers have contributed to the agency's many successes in 2008 by willingly giving their time and talent in support of the agency's management team, and by helping to raise awareness and increase financial support for its various programs and services. Total volunteer support during 2008 increased 82% over 2007!

Goodwill volunteers donated 16,343 hours of their time in 2008 to help Goodwill fulfill its mission.



Stacey, volunteer model