Mission Statement:
The mission of Ohio Valley Goodwill Industries is to provide vocational rehabilitation services to persons of working age who are physically, mentally, psychologically or socially disabled and vocationally limited for the purpose of maximizing their vocational independence.

2012 - 2013 Awards:

- 2013 “Best of Cincinnati” – Best Thrift / Vintage Clothing Store, CityBeat Magazine
- 2013 Butler County Board of Developmental Disabilities Services, Community Recognition Awards – Michael Goforth and Mike Sweetin, Fairfield Vocational Services Center
- 2013 Clermont County Board of Developmental Disabilities Services - “Dancing for our Stars” – Todd and Julie Schreiber – Award of Recognition
- 2012 South West Ohio Rehabilitation Association - Support Staff of the Year Award – Jay Kehoe, Office Procedures and Computer Technology

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Wright Brothers, Inc.  
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Vice Chairman
Dennis J. Barron  
Frost Brown Todd, LLC  
Secretary
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Joy Packer
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US Bancorp
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Jo Ann Decker  
Vice President, Rehabilitation Services
Gail Hana  
Vice President, Contributed Goods
Doug Ostholthoff  
Vice President, Administrative Services
Michael Flannery  
Public Information Officer
Keith Koerner  
Director, Facilities and Security
George Palmer  
Director, Public Relations and Marketing
Dear Friends:

Each year, we pause to reflect upon the successes that Ohio Valley Goodwill Industries has accomplished over the past year and to share our achievements with our friends and contributors. The past year has been a year of outstanding achievements for the men and women that we serve, and this is evident in the numbers of those that the organization has provided programs for and also in those who have moved into community employment during the past year.

In 2012, Ohio Valley Goodwill Industries was privileged to provide a multitude of services for 2,981 individuals with disabilities, and the organization placed 824 men and women into competitive community employment. This is an amazing number considering the fragile nature of the region’s economy and hiring ability. We are proud of the individuals that have met their vocational goals during the past year, achieved success in employment, and continue to meet their outcomes for personal success.

We also appreciate and thank our local and regional community for the donations that they give to our organization as this provides over 60% of the income that is needed to support the services that Ohio Valley Goodwill makes available. Even in these trying economic times, Goodwill appreciates all that the local community continually gives to our organization to help with our mission to put people to work. Without these important donations of clothing and household goods, Ohio Valley Goodwill would not be able to provide the many programs we have made available to men and women with disabilities and our nation’s veterans for over 97 years. Last year alone, over 42 million pounds of textiles and household goods were recycled and sold in our stores! We thank the community, our donors and our business partners for their on-going support.

Ohio Valley Goodwill appreciates your continued support of its mission to put people to work and we look forward to another great year of service to come!

Joseph S. Byrum
President and CEO

Charlie Wright
Chairman of the Board
The Rehabilitation Employment and Training division of Ohio Valley Goodwill Industries offers a wide array of services for men and women with disabilities and for others with barriers to employment. These services include Work Evaluation, Occupational Skills Training, Work Adjustment Training, Placement Services, Job Coaching Support, Recreational Coaching, and Ability One Program offerings. Funding for these programs is primarily provided by the Hamilton County Developmental Disabilities Services and the Ohio Rehabilitation Services Commission. Ohio Valley Goodwill also offers a number of services and support programs for homeless individuals, including veterans. Funding for these programs is provided through a variety of grants from the United States Department of Labor, HUD, and the Veterans Administration.
Ohio Valley Goodwill is proud of the quality programs and services it provides for the men and women it serves each year. Last year (2012), Goodwill served a total of 2,981 individuals and placed 824 men and women into competitive community employment. A comprehensive list of services offered during the past year is listed below. We extend our congratulations to the individuals who met their goals during 2012.

**Services last year included:**

- Ohio Homeless Veterans Reintegration Program (HVRP) ................................................. 331
- Northern Kentucky Homeless Veterans Reintegration Program (HVRP) .................. 239
- HUD Housing .................................................................................................................. 65
- Supportive Services for Veteran Families ..................................................................... 60
- Dormitory ..................................................................................................................... 57
- HAMCO (Hamilton County Community Block Grant Program) .................................. 158
- Placement Assistance Center ..................................................................................... 391
- THLP (Transitional Housing Leasing Pool) .................................................................. 128
- Work Adjustment Services ....................................................................................... 718
- Placement Services - Woodlawn ............................................................................... 302
- Sheltered Employment ............................................................................................... 397
- Job Coaching - Woodlawn ......................................................................................... 293
- Skills Training ........................................................................................................... 292
- Office Procedures, Computer Technology, Food Services, Janitorial
- Work Evaluation – Woodlawn .................................................................................. 157
- Temporary Employment Services .................................................................................. 33
- Center for Advocacy, Recreation & Education (CARE) ............................................. 109
- Youth Services ........................................................................................................ 22
Our Door Is Open For Donations

Clothes
Household Goods
Furniture
Toys
Dishes
Computers
Cars & Trucks

Your donations are important to us!
Without the generosity of individuals like yourself and local businesses, Ohio Valley Goodwill would not be able to provide vocational training and job support services for individuals with disabilities and other barriers to employment. We appreciate your past donations and ask for your donation support in the future.
For 97 years, Ohio Valley Goodwill's busy Contributed Goods division has provided the management and supervision for the collection of donations and operation of the 15 retail stores that sell these donated goods. Donated clothing and household items when sold in Ohio Valley Goodwill stores generate over 60% of the income required to support the programs and services designed to meet the needs of the individuals that the organization serves. Contributions from the community and retail store sales are the life-blood of the organization and truly help to assist the community with its recycling process. Many of the items that are collected and donated might otherwise end up in local landfills. Individuals with disabilities are helped in many ways and are provided with the opportunity to learn life skills and gain vocational preparation. Our community has continued to respond to the needs of the organization through the years, and we appreciate their efforts.

Last year, over 691,000 donors contributed to Ohio Valley Goodwill and 1,306,055 customers visited our 15 tri-state retail stores. In addition, we received nearly 12 million pounds of donated textiles and more than 30 million pounds of additional household goods which helps to make Ohio Valley Goodwill one of the largest recyclers in the Greater Cincinnati area. Putting people to work is Goodwill’s first and foremost mission and by doing so, we help to save more than 7.8 million dollars in governmental assistance and provide 68 million dollars in economic impact to the local economy.

An additional part of the Contributed Goods division is the successful Auto Auction program. One of the largest Goodwill vehicle operations among all such programs throughout the country, the department received a total of 1,355 vehicles during the past year with an average revenue of $1,149.00 per vehicle. The department collected a total revenue of $1,592,645.00 during 2012. No vehicles were scrapped; every vehicle was sold at our in-house auction, again contributing to the overall corporate recycling process.

Ohio Valley Goodwill thanks the Greater Cincinnati community for its continued support. Donations are always accepted at any of our Attended Donation Centers and Tri-State retail stores. Each and every donation helps to support our very important mission of putting people to work!
Helping to put people to work is a primary function of Ohio Valley Goodwill’s Industrial Services division. The division also provides extensive services for local business and industry and offers ways for companies to complete their work through outsourcing. Many tasks are offered including assembly work, packaging, sorting, fulfillment, multi-packing, warehouse distribution, insertion, promotional packaging and other tasks needed to assist business and industry to achieve cost effective benefits and increased production. Working with Goodwill’s Industrial Services division helps businesses to reduce their labor costs, streamline their operations and increase their production. Working with the contract services department, area businesses can be assured that their work will be done in a timely fashion and to the business owner’s specifications.

Goodwill’s Industrial Service division helps the local business community and at the same time offers real work experience for men and women with disabilities. The Industrial Services division offers an excellent work force through its in-house contract services department that is able to complete work at multiple facilities or through work opportunities at the customers’ own location. Outside of the facility, Goodwill’s work crews perform an extensive variety of work options including janitorial services and on-site work supervised by Goodwill staff. Features that Goodwill is able to provide include a large flexible workforce, quick response time to orders and requests, inventory management systems and quality control programs. Goodwill also can provide trucks for transportation of product and delivery. The Industrial Service division and the people who are employed by this area can help business and industry to increase their production, control budgets, reduce labor expenses, and generate higher profitability.

Ohio Valley Goodwill thanks the Greater Cincinnati business community for its on-going support of its mission to put people to work and the support they provide to the organization.
Ohio Valley Goodwill Receives Accreditation Distinction from the Commission on Accreditation of Rehabilitation Facilities (CARF)

Ohio Valley Goodwill is pleased to report that for a fourth consecutive time, it has received a three-year accreditation outcome with no recommendations for improvement from CARF. Goodwill is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) and represents the “Gold” Standard in program evaluation. This three-year accreditation places Ohio Valley Goodwill in the top 3% of all organizations surveyed internationally. Ohio Valley Goodwill has been accredited for a period of three years for:

• Community Employment Services: Employment Supports
• Community Employment Services: Job Development
• Community Integration
• Comprehensive Vocational Evaluation Services
• Employment Skills Training Services

CARF is an independent, nonprofit accrediting body whose mission is to promote the quality, value, and optimal outcomes of services through a consultative accreditation process that centers on enhancing the lives of persons served. The CARF survey letter noted, “The commitment of the board, leadership, and staff members to its mission and vision promotes a culture of care and compassion for the individuals served and their families that permeates the entire organization. Its sterling reputation with community members; funding and referral sources; and, particularly, the persons served and their families reflect the high level of satisfaction expressed by all stakeholder groups.” The CARF letter further noted that Goodwill’s “achievement of four consecutive surveys with zero recommendations is rare and places it in a distinct group of organizations.”

Ohio Valley Goodwill takes great pride in the personal success of the men and women with disabilities that the organization serves and is delighted that the 2013 CARF survey results reflect this level of commitment and dedication to its organizational mission. The accreditation decision represents the highest level that can be awarded to an organization and shows Goodwill’s full conformance to the CARF standards. “We are delighted to have received this exceptional CARF evaluation and outcome and it truly represents the commitment and dedication of our staff, board of directors, and referral partners to providing outstanding services and programs for the people that we serve,” said Joseph Byrum, Goodwill President and CEO.

Ohio Valley Goodwill is grateful to its board of directors, staff and management team, program participants, referral partners, and friends of the organization for their support of Goodwill’s mission of putting people to work and congratulates all on an outstanding CARF evaluation.

To find out more about the 2013 CARF survey results, visit www.cincinnatigoodwill.org/AboutUs

New Customers in the past twelve months:

• Anixter Fasteners
• Blue Chip Printing
• Clermont County Board of Developmental Disabilities
• Color Resolutions International
• Curbell Plastics
• Duro Dyne
• Giving Families
• Midwest Container
• Minuteman Press
• Montgomery Inn
• Pilot Chemical
• Queen City Paper
• Vulcan Industries
• Woodlawn Administration Building
### 2012 Financial Statistics

#### Funds Were Received From
- Store Sales & Salvage: $22,019,036
- Industrial Contracts: $3,401,364
- Rehabilitation Services / Grants: $12,627,171
- Contributions & United Way: $418,790
- Other Revenue: $707,975

**Total Funds Received:** $40,174,336

#### Funds Were Used For
- Salaries, Wages, Employees Benefits & Payroll Taxes: $23,574,614
- Operating Expenses: $10,897,485
- Capital Expenditures: $0
- Increase in General Fund: $4,225,157

**Total Funds Used:** $40,174,336

#### Financial Condition
- Cash & Investments: $26,705,664
- Accounts Receivable: $2,493,838
- Inventory: $4,060,328
- Prepaid Expenses: $221,957
- Land, Building & Equipment (Net): $21,239,517

**Total Assets:** $54,721,304

#### Liabilities & Net Worth
- Accounts Payable: $1,071,952
- Accrued Expenses & Taxes: $979,621
- Deferred Revenue: $749,005
- Notes Payable: $13,090,000
- Other Liabilities: $459,552
- Total Liabilities: $16,350,130
- Net Worth: $38,371,174

**Total Liabilities & Net Worth:** $54,721,304

#### % of Programmatic Expense / Revenue Ratios

<table>
<thead>
<tr>
<th></th>
<th>Amount</th>
<th>Percent of Revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Expenses</td>
<td>$31,542,324</td>
<td>78.5%</td>
</tr>
<tr>
<td>Management &amp; General Expenses</td>
<td>2,690,251</td>
<td>6.7%</td>
</tr>
<tr>
<td>Fundraising Expenses</td>
<td>239,524</td>
<td>.6%</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td><strong>$34,472,099</strong></td>
<td><strong>85.8%</strong></td>
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</tbody>
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### Economic

#### Total Wages Paid by Goodwill: $19,269,682
- Total Wages Earned by Placed Clients: $15,128,036
- Total Taxes Paid by Employees, Goodwill and Outside Employees: $10,417,202
- Other Expenses (Goodwill Only): $15,508,155
- Governmental Assistance Saved: $7,860,996
- Economic Impact (Total of Above Figures): $68,184,071

**Total Rehabilitation Service Fees:** $12,627,171

**Ratio of Community Impact/Service Fees:** $5.40:$1.00

### Individuals
- Clients: 2,981
- Employees: 1,936
- Donors: 691,401
- Store Customers: 1,306,055
- Volunteers: 117
- Businesses Involved With Goodwill: 138

**Total Individuals and Businesses affected by Goodwill:** 2,002,628

### Recycling
- Textiles: 11,782,963
- Hard Goods: 30,224,230
- Steel: 351,600
- Office Paper: 28,110

**Total Product Recycled:** 42,448,903

**Average Number of Employees / Day:** 734
Ohio Valley Goodwill Industries Rehabilitation Center, Inc. congratulates the following individuals on their service and dedication to the organization during 2013:

### Administrative Services: 5 Years
- Jo Adkins
- Michael Flannery
- Clayborn Catron
- Keith Westmoreland
- Leslie Abt
- John Blackburn
- Anna Brown
- Diana Canales
- Sandra Copenhaver
- Alfred Cunningham III
- Corey Curry
- Kenneth Garrison, Jr.
- Dion Jones
- Brandon Kyles
- Michael McGuire
- Douglas Morgan
- Ryan Morrison
- Elsa Pacheco
- Hazel Smith
- Anthony Stephens
- Melvin Taylor
- Niles Wilder
- Nancy DeRose
- Elaine Geraci
- Joseph Key
- Nikita Mackey-Stewart
- Gary Metzger
- Travis Peebles
- Jessie Walker
- Alberta Bailey
- Ronald Hunkler
- Kevin Lawson
- James Webster
- Gail Hana

### Executive Office: 5 Years
- John Listermann
- William Martin Jr.
- Joyce Morris
- Vinod Satyavolu
- John Sevier
- Leaha Wilson
- Theresa Biggs
- John McGrath
- Michael Goforth
- Candace Green
- Heidi Isbell
- Kimberly Jerdo
- William J. Jones
- Robyn Khalil
- Greg Miller
- Ashley Murray
- Linda L. Smith
- Paula Smith
- Barry Goldstein
- David Stouffer
- Cheryl Ward
- Versailles Brown
- Nancy VanderWoude
- Charlie Blythe
- Jo Ann Decker
- Nancy Woolley

### Facilities: 5 Years
- John Smith
- Anthony Stephens
- Michael Goforth
- Candace Green
- Heidi Isbell
- Kimberly Jerdo
- William J. Jones
- Robyn Khalil
- Greg Miller
- Ashley Murray
- Linda L. Smith
- Paula Smith
- Barry Goldstein
- David Stouffer
- Cheryl Ward
- Versailles Brown
- Nancy VanderWoude
- Charlie Blythe
- Jo Ann Decker
- Nancy Woolley

### Contributed Goods: 5 Years
- Nancy DeRose
- Elaine Geraci
- Joseph Key
- Nikita Mackey-Stewart
- Gary Metzger
- Travis Peebles
- Jessie Walker
- Alberta Bailey
- Ronald Hunkler
- Kevin Lawson
- James Webster
- Gail Hana

### Industrial Services: 5 Years
- Gregory Hill
- Kim Leppert
- John Listermann
- William Martin Jr.
- Joyce Morris
- Vinod Satyavolu
- John Sevier
- Leaha Wilson
- Theresa Biggs
- John McGrath
- Willie Haynes
- Christine Washington
- Beatrice Jenkins

### Rehabilitation Services: 5 Years
- Jennifer Benhase-Bonefant
- Melanie Brown
- Maryanne Camp Bedel
- Tammy Eiland
- Michael Goforth
- Candace Green
- Heidi Isbell
- Kimberly Jerdo
- William J. Jones
- Robyn Khalil
- Greg Miller
- Ashley Murray
- Linda L. Smith
- Paula Smith
- Barry Goldstein
- David Stouffer
- Cheryl Ward
- Versailles Brown
- Nancy VanderWoude
- Charlie Blythe
- Jo Ann Decker
- Nancy Woolley

### Professional Affiliations:
- National Rehabilitation Association
- Ohio Provider Resource Association
- Ohio Rehabilitation Association
- Southwest Ohio Rehabilitation Association
- Ohio Association of Goodwill Industries
- Ability One
- Society for Human Resources Management
- Cincinnati USA Regional Chamber
- Woodlawn Chamber of Commerce
- An Equal Opportunity Employer and Services Provider

### Special Speakers and Tours Available:
You can help share the Goodwill spirit by inviting a speaker to your next meeting or function. Speakers are available during the day or evening. Or even better – come visit Ohio Valley Goodwill for a tour of our facilities! Contact George Palmer, Director of Public Relations and Marketing (513) 771-4800, ext. 6215 or at: gpalmer@cincigoodwill.org

2013 Annual Report written by George Palmer, Director of Public Relations and Marketing

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