

Ohio Valley Goodwill Industries  
2011 Annual Report



Celebrating 95 years of service!



### Board of Directors

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*Wright Brothers, Inc.*  
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*United Methodist Church*
- William M. Stewart

### Executive Staff:

- Joseph S. Byrum  
*President and Chief Executive Officer*
- 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*

## 2010 -2011 Awards

- 2011 Hamilton County Developmental Disabilities Services Awards
  - James Harley – Sue G. Breiner Self Advocate Award
  - Braxton Thomas – Lynn K. Sunderman Personal Achievement Award
  - Ron Martin – Superintendent’s Award
  - Steve Koons – Finalist for the Joanne M. Schreiner M. Outstanding Achievement Award
- 2011 Agency Provider of the Year Award, Butler County Board of Developmental Disabilities
- 2011 Ohio Public Images Award in Audio Visual for Michael Flannery, Goodwill’s Public Information Officer for the Video “Transitions”
- 2010 Southwest Ohio Rehabilitation Association (SWORA) Rehabilitation Program of the Year – Office Procedures and Computer Technology
- 2010 Southwest Ohio Rehabilitation Association (SWORA) Support Staff of the Year – Emily Gillespie, Work Evaluation Administrative Assistant
- 2010 Excellence Award in Recognition of Americans with Disabilities Act, 20th Anniversary Celebration



Dear Friends:

*This year Ohio Valley Goodwill Industries celebrates its ninety-fifth year of service to the Greater Cincinnati community. Ohio Valley Goodwill Industries has been providing service to the local community since 1916. This is a significant milestone in our rich history of providing programs and services to men and women with disabilities, our nation's veterans, and other with barriers to employment. From humble beginnings in the early part of the last century to today, our organization has grown to be a major provider of service and programs in the State of Ohio. Last year, we provided service to over 2,600 individuals and helped more than 820 men and women to obtain jobs in the local community. Throughout the years, our organization has helped to serve the community as an environmental steward through both our donation and retail store programs. Just this past year, we recycled more than 44 million pounds of textiles and other household products. Our successful auto donation program also received a total of 2,168 vehicles during 2010 and sold these at our in-house auction. Not one of these vehicles was scrapped – thus helping the environment in another way! Ohio Valley Goodwill Industries continues its long tradition of helping the community in many ways, but it's most important purpose continues to be serving individuals in need of vocational training and job support services. Last year, we also helped more than 650 veterans as they searched for housing, vocational training, and job support services. Ohio Valley Goodwill is proud of the programs that we offer and the people we help to become successful and independent in many ways.*

*The organization looks forward to continuing its tradition of service both to the community and to the citizens that we serve through our programs. A measure of our success has always been the contributions that we receive from our community and how we use these to put people to work. We thank our donors for their continued support of our mission. As you read through this annual report, we hope that you will see how community support has helped us meet our mission to offer quality programs and services for the men and women that we serve and our continued commitment to the environment. We thank the Greater Cincinnati community for their support of our mission and we look forward to continuing our tradition of excellence. Goodwill thanks the community for its continued support.*



Joseph S. Byrum  
President and CEO



Charlie Wright  
Chairman of the Board



## 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.



# Rehabilitation Services Division

*“Ohio Valley Goodwill is proud of its ninety-five years of service to Greater Cincinnati and the programs we offer to men and women with disabilities. With support from the community, we are able to put people to work.”*

**STEVE KOONS**

Rehabilitation Director  
Rehabilitation Services Division



Ohio Valley Goodwill's Rehabilitation Employment and Training division offers a multitude of services and programs for men and women with disabilities and others with barriers to employment. Services for individuals include Work Evaluation, Occupational Skills Training, Work Adjustment Training, Placement Services, Job Coaching Support, Recreational Coaching, and Ability One Program supports. Funding for these programs is primarily provided by the Hamilton County Developmental Disabilities Services and the Ohio Rehabilitation Services Commission. Ohio Valley Goodwill Industries 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 Veteran's Administration.

During 2010, Goodwill provided 2,946 units of service to 2,664 individuals in their search for vocational independence and housing needs. Ohio Valley Goodwill Industries placed 822 men and women into competitive community employment and another 395 individuals into sheltered employment at competitive wages. Goodwill is proud of the services that it is able to offer to assist individuals with disabilities to experience the world of work.

In 2010, a total of 126 individuals were served through Goodwill's Work Evaluation program. This service assists individuals with identifying occupational goals and the action steps or services that might be needed to reach those goals. Occupational skills training are offered in three areas including: office procedures and computer technology, janitorial services and food service. Last year, a total of 207 individuals participated in Training Services.

During 2010, in addition to assisting individuals with procuring employment, the Placement Department assisted 176 individuals with services including job development, market surveys, job seeking skills training, and retention services. Goodwill's Job Coaching department provided service to 232 men and women with disabilities and provided support including vocational exploration, on-site job training, off-site support services, training in appropriate work behavior, self-advocacy support, travel training, personal adjustment, Ability One Program supports, recreational coaching, and long-term follow along services.

Ohio Valley Goodwill's Work Adjustment Training department provided services to 625 individuals. Of these, 520 consumers were served through the Hamilton County Developmental Disabilities Services sponsorship. Additionally, 82 individuals were served through sponsorship from the Butler County Board of Developmental Disabilities. Also, 8 transitional students from various local school districts received Work Adjustment assistance.

Ohio Valley Goodwill's Center for Advocacy, Recreation and Education (CARE) program served 79 individuals with developmental disabilities. The CARE program enriches the lives of adults with disabilities through opportunities that promote individual choices, community inclusion, physical and emotional well being, self advocacy, and interpersonal relationships.

Ohio Valley Goodwill Industries also provides programs and services for our nation's veterans. During 2010, Goodwill served 534 veterans, and 411 individuals through HUD Housing programs. The Placement Assistance Center also provided service to 399 individuals during the year.

Ohio Valley Goodwill Industries is proud of the services it is able to provide for men and women with disabilities and the challenges these individuals are able to achieve. We look forward to continuing our service in the coming year, and we extend our congratulations to the individuals who met their goals during 2010!

## Special Projects

Goodwill's Homeless Veterans Reintegration Programs (HVRP) is an employment driven program that assists the veteran with obtaining occupational training and competitive employment. The program also offers assistance in finding emergency, transitional, and permanent housing for homeless veterans. During 2010, a total of 534 veterans were served through HVRP: 334 veterans in the Ohio program and 200 in the Northern Kentucky program.

Since the inception of the HVRP programs in the early 1990's, more than 5,759 veterans have been served, over 4,814 have been helped with housing needs, and 3,976 individuals have been placed into community jobs.

Through HUD sponsored programs, Goodwill provided housing, case management, and training services to 306 individuals. An additional 106 homeless persons were served through HAMCO (Hamilton County Community Block Grant Program). The purpose of this program is to provide secure affordable housing for single homeless persons by providing some direct housing assistance along with employment, transportation, and other services leading to self-sufficiency.

Ohio Valley Goodwill Industries is proud of the many years of service that is provided to individuals with disabilities and other barriers to employment. We salute the achievements of all those who have succeeded and have met their goals in 2010!



# Contributed Goods Division

*“Shopping and donating to Ohio Valley Goodwill supports programs and services for individuals with disabilities and our nation’s veterans. We thank the community for its support of our programs and for helping with Goodwill’s commitment to the environment.”*

*Ann M. Walters*

**ANN WALTERS**  
Sales Manager  
Contributed Goods Division

SEE VIDEOS, PICTURES, STORIES AND MORE AT [WWW.CINCINNATIGOODWILL.ORG](http://WWW.CINCINNATIGOODWILL.ORG)



For 95 years, Ohio Valley Goodwill Industries has been serving the Greater Cincinnati community with its mission to put people to work. The Contributed Goods division has helped to provide the major support for this need by collecting donations of clothing and household goods. When these donations are sold in Goodwill's retail stores this income provides more than 60% of the revenue needed to make these vital programs and services available. Ohio Valley Goodwill provides job training programs, employment placement services and other community-based supports to people with disabilities. The organization also offers a wide array of services for individuals who lack education or job experience and others facing challenges to finding employment. Donating to Goodwill or shopping in one of its many stores helps to directly support the organization's mission of helping to put people to work.

In 2010, nearly 670,000 individuals donated to Ohio Valley Goodwill and 1,243,738 customers visited Goodwill's stores here in the Tri-State. The support that we receive from our devoted customers and donors enables the organization to carry-out the mission and to provide the services that we offer. Last year, we received nearly 13 million pounds of textiles and over 30 million pounds of other products as donations from a generous public.

During the past year, we renovated several stores and added convenient drive-thru donation centers to help make the shopping and donation process easier for our customers. We continually appreciate the support that we receive from the community, and we thank our donors for the contributions that we receive. Supporting Goodwill helps the environment and extends the recycling process. Ohio Valley Goodwill takes its position as an environmental steward very seriously. Even donations that are not able to be sold in its stores are treated in an environmentally responsible manner. We thank the Greater Cincinnati community for their continued support of our mission, and we look forward to serving the community in the year ahead.

## Auto Auction News

During 2010, Ohio Valley Goodwill's auction program received a total of 2,168 vehicle donations with a total revenue of \$1,875,170.00. Goodwill's auto auction is an effective way to help to support the programs and services for the organization. The auto donation program has been a strong program since its inception in 2001. Our program is the largest Goodwill vehicle program among all such programs throughout the country. Last year, the average revenue was \$857.81 per vehicle. Of the vehicles that were donated, 265 were donated at our retail stores, and 108 were driven into our facility; the rest were towed in by our towing service. No vehicles were scrapped – every vehicle was sold at our in-house auction.

Throughout the year, the Goodwill program was supported by volunteers who help to promote the important work that we do through our auto auction program. Board member and former Bengal player, Joe Walter, and radio personality, Mike McConnell, both help in promoting the auction. Special thanks also go to Mike Lackey of Zenith Logistics for helping to store the many vehicles that we receive every month. Our donation program is a team effort and much of the success goes not only to these individuals but also to the Auto Auction team of employees who work tirelessly to make the program the success that it is.

## DONATIONS

### Your Donations Are Always Needed!

Despite a challenging economy, Goodwill has been fortunate to have had another strong year with solid donations, but this challenge is always a difficult objective that the organization must face annually. Keeping a steady flow of donations each month is important to the mission of the organization and to the people that we serve. Every donation that Ohio Valley Goodwill receives plays an important role in the provision of service that we provide. Your donations are important to us.

Ohio Valley Goodwill is always in need of clean, useable clothing, household goods and small appliances. These donations help Goodwill with its mission to provide programs and services for men and women with disabilities, homeless veterans and others with barriers to employment.

Goodwill accepts the following:

- Clothing for the entire family
- Outerwear, coats and leathers
- Shoes for the entire family
- Household linens
- Seasonal items such as decorations and Christmas items
- Sporting goods
- Furniture in clean usable condition  
*(Goodwill does not repair or re-upholster these items)*
- Small appliances in good condition
- Dishes, kitchen and glassware

*Donations are accepted at any of Goodwill's Attended Donation Centers or any of the 16 Greater Cincinnati Goodwill Retail Stores.*

*Thank you for your support!*

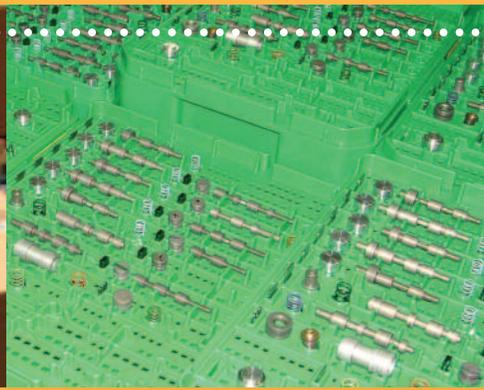


# Industrial Services Division

*“We appreciate the cooperation that we receive from local business and industry as it helps Ohio Valley Goodwill to make real work experiences available for the people we serve. We thank our business partners for the support that they provide each year.”*

*Todd Schreiber*

**TODD SCHREIBER**  
Marketing Manager  
Industrial Services Division



Ohio Valley Goodwill increased its business tremendously in its Industrial Services division during the past year. Putting people to work on projects from local and non-local companies is the goal of the Industrial Services division. The division provides a vital service for the people that the organization serves and offers quality work and training for men and women with disabilities, veterans and many others who come to Goodwill each day to learn important job and vocational skill development, as well as a way to earn a paycheck. The division and its contract services department offers local businesses the opportunity to have their work done in an efficient, cost effective manner while at the same time helping to put people to work right here at Goodwill. The division can offer a company a way to lower their labor expenses, streamline their operations, and increase their production output. This is done through a variety of ways with work completed within Goodwill's spacious, climate controlled facility or with work completed at the customer's location. Services provided that are completed inside Goodwill's building within the Industrial Services area include packaging, assembly work, shrink wrapping and labeling. Additional services include inspecting, mailing, document imaging and other projects and services. Supply chain management services have become a larger part of Goodwill's business as companies' needs increase and Goodwill is there to provide the support. Goodwill has also expanded its production services to new additional satellite locations which are in Western Hills and Fairfield.

Work that is completed at a customer's location by Goodwill's work crews can include the previously mentioned services as well as janitorial services. All work performed at our customer's location is supervised by staff from Goodwill. Companies can benefit substantially from the capabilities, flexibility and the considerable size of the work force that Goodwill offers to area businesses. By being able to process large size orders in a short turn-around-time or being able to count on Goodwill to process the orders to their standards; companies are able to rely on Goodwill which enables businesses and their personnel to focus on other core aspects of their operations.

Working with Goodwill's Industrial Services division also helps local businesses by having Goodwill supplement different aspects of their operations and by offering them excellent customer service. Developing business relationships with area companies assists Goodwill in acquiring projects that creates jobs for men and women with disabilities. The work that is provided is a result of these cooperative relationships and helps individuals with disabilities in a variety of ways to increase their work skills and abilities, as well as a means for them to become more economically independent.

Throughout the course of the past year, Goodwill's Industrial Service division's relationships with companies included food packaging, services for a large local florist and first aid packaging. Two of Goodwill's most prominent customers are the Ford Motor Company and Kutol Products. For the Ford transmission assembly division, the Goodwill workers in the contract services department position 69 parts into a kit for the Ford transmission plant. This service aids in inventory control, increased efficiency and decreases non-productive expenses for the company. For Kutol Products, Goodwill assembles tens of thousands of pumps per day to assist Kutol in their manufacturing processes. Companies find that the benefit of working with Goodwill's Industrial Services division means quality service and performance and the dedication of a reliable workforce, while accomplishing a very special mission.

## THANK YOU!

*Throughout 2010, Goodwill has been pleased to have developed partnerships with many companies and businesses. These long-term customers include the following:*

- AMPAC
- AWI
- Cintas
- Dixon Bayco
- Dubois Chemical
- Fehheimer Brothers
- Flipside Products
- Ford Motor Company
- Fortress Products
- GE Aviation
- Greenbird
- Hacker Wood Products
- Halo Branded Solutions
- Hubert
- J&M Marketing
- The Kroger Company
- Kutol Products
- LaRosa's
- Metro Container
- Performance Plastics
- Poster Service
- Printing Plant
- Proctor and Gamble
- Quality Envelope
- Spectape of the Midwest
- Stoner and Associates
- United Envelope
- U.S. Department of Energy
- Wornick
- Worthmore Food Products
- Wyoming Athletic Department
- XOMOX
- Zatkoff Seals & Packing

### **New customers in 2010:**

- Advantage Mail Services
- Artswave
- Barnes Distribution
- Dayton Supply & Tool Co
- Eco-Pak
- Flottman Printing
- Gor-lide
- Jones the Florist
- KC Envelope
- Lawrenceburg Distillers
- Lintel Video
- MMP Printing
- Ohio Transmission Pump
- Owens & Minor
- Salamander Sinkers
- U.S. Citizenship & Immigration
- UPS Store
- Valcom
- Zwanenberg Food Group

*We thank all of our business partners for the assistance that they provide for our organization, and we look forward to another year of continued success.*

**With your help... We put people to work!**

For 95 years, Ohio Valley Goodwill Industries has been putting people to work right here in our community. The support of the Greater Cincinnati community, both through donations and shopping, helps to provide vocational training programs and employment opportunities. Last year, we helped 2,664 men and women with disabilities, homeless veterans, and others with barriers to employment to be successful in their quest for economic independence. We are proud of the independence that work brings and how we are able to help people with disabilities reach their goals for economic success.



Ohio HVRP.....	282
Northern Kentucky HVRP .....	200
HUD Housing .....	24
HUD Training .....	153
Dormitory .....	52
HAMCO.....	106
Placement Assistance Center .....	399
THLP.....	128
Work Adjustment Services .....	625
Placement Services – Woodlawn.....	176
Sheltered Employment.....	395
Job Coaching – Woodlawn .....	232
Skills Training.....	207
Work Evaluation – Woodlawn .....	126
Temporary Employment Services .....	22
Center for Advocacy, Recreation and Education.....	79
GodGuides Youth Mentoring Program .....	35
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TOTAL SERVICES.....	3,241
Total Clients Placed Into Competitive Employment .....	822
Total Individuals Served .....	2,664

**Ohio Valley Goodwill Industries Rehabilitation Center, Inc. congratulates the following individuals on their service and dedication to the organization during 2011:**

ADMINISTRATIVE SERVICES

- 35 Years Doug Ostholthoff
- 25 Years Dawn Graham

FACILITIES

- 5 Years Chris Ward
- 25 Years Lamar Davidson

INDUSTRIAL SERVICES

- 5 Years Ida Foster
- 5 Years Timothea Lowen
- 15 Years Michael Bartko
- 20 Years Arthur Johnson
- 25 Years Lorenzo Berry
- 25 Years Linda Peak

REHABILITATION SERVICES

- 5 Years Arthur Ferguson
- 5 Years Dawn Gazaway
- 5 Years Tony Helton
- 5 Years Kelly Manns
- 5 Years Lisa Schneider
- 5 Years Rickey Younger
- 10 Years Eduardo Garcia
- 10 Years Nino Giancola
- 10 Years Tonya Isaacs
- 10 Years Brenda Matthews
- 15 Years Amiee Rittner
- 15 Years Lisa Williamson

CONTRIBUTED GOODS

- 5 Years James Bays
- 5 Years Carla Bennett
- 5 Years Shemicka Burton
- 5 Years Tammy Case
- 5 Years Karen Crider
- 5 Years Debbie Dye
- 5 Years Amanda Eckstein
- 5 Years Donald Fourth, Jr.
- 5 Years Roger Haines
- 5 Years Kelly Hardy
- 5 Years Willie Henley, Jr.
- 5 Years Jason Hoeffker
- 5 Years Allen Howard, Jr.
- 5 Years Nicholas Hunkler
- 5 Years James Leveline
- 5 Years Robert Luebbe
- 5 Years Stephanie Marcum
- 5 Years Patricia Mertz
- 5 Years Jyoti Mody
- 5 Years Walter Neville
- 5 Years Opal Richardson
- 5 Years Sandra Rodriguez
- 5 Years Aneetra Rogers
- 5 Years Michael Roy
- 5 Years Kenneth Slaughtner
- 5 Years Joyce Tolley
- 5 Years Jessica Waltherman
- 5 years Toney Walton
- 5 Years Mary Wilson
- 5 Years Michael Wright
- 10 Years Dennis Allen
- 10 Years Donna Clouse
- 10 Years Gilda Embry
- 10 Years Vernie Jones
- 10 Years Heidi Punghorst
- 10 Years Steven Stempfley
- 10 Years Leah Wilson
- 15 Years Jeff Eastham
- 15 Years Chris Schaney
- 20 Years Kimberly Masters
- 25 Years Timothy E. Sites
- 25 Years Denise Thomas





## 2010 Financial Statistics

### Funds Were Received From

Store Sales & Salvage .....	\$20,641,892
Industrial Contracts .....	3,139,790
Rehabilitation Services / Grants .....	9,894,050
Contributions & United Way .....	215,154
Other Revenue .....	1,558,327

**Total Funds Received .....** **\$35,449,213**

### Funds Were Used For

Salaries, Wages, Employees Benefits & Payroll Taxes .....	\$21,250,244
Operating Expenses .....	9,711,561
Debt Repayment .....	71,040
Capital Expenditures .....	1,498,745
Increase in General Fund .....	2,917,623

**Total Funds Used .....** **\$35,449,213**

### Financial Condition

Cash & Investments .....	\$19,382,766
Accounts Receivable .....	1,569,918
Inventory .....	3,794,713
Prepaid Expenses .....	244,689
Land, Building & Equipment (Net) .....	22,052,525

**Total Assets .....** **\$47,044,611**

### Liabilities & Net Worth

Accounts Payable .....	\$711,714
Accrued Expenses & Taxes .....	942,810
Deferred Revenue .....	180,755
Notes Payable .....	13,182,500
Other Liabilities .....	398,452

**Total Liabilities .....** **\$15,476,231**

**Net Worth .....** **\$31,568,380**

**Total Liabilities & Net Worth .....** **\$47,044,611**

### % of Programmatic Expense / Revenue Ratios

	Amount	Percent of Revenue
Program Expenses	\$28,405,056	80.1%
Management & General Expenses	2,373,577	6.7%
Fundraising Expenses	183,172	.5%
<b>Totals</b>	<b>\$30,961,805</b>	<b>87.3%</b>

## Community Impact

### Economic:

Total Wages Paid by Goodwill .....	\$17,491,299
Total Wages Earned by Placed Clients .....	14,182,172
Total Taxes Paid by Employees, Goodwill and Outside Employees .....	9,755,429
Other Expenses (Goodwill Only) .....	15,096,443
Governmental Assistance Saved .....	7,782,696
Economic Impact (Total of Above Figures) .....	\$64,308,039
Total Rehabilitation Service Fees .....	9,894,050
Ratio of Community Impact/Service Fees .....	\$6.50: \$1.00

### Individuals:

Clients .....	2,664
Employees .....	1,830
Donors .....	669,617
Store Customers .....	1,243,738
Volunteers .....	127
Businesses Involved With Goodwill .....	303
Total Individuals and Businesses affected by Goodwill .....	1,918,244

### Recycling:

Textiles .....	12,880,227
Hard Goods .....	30,673,285
Cardboard .....	62,000
Steel .....	373,820
Office Paper .....	25,900
Total Product Recycled .....	44,015,232
Average Number of Employees / Day .....	711



*we put people to work!*

Ohio Valley Goodwill Industries  
10600 Springfield Pike • Cincinnati, Ohio 45215  
[www.cincinnati-goodwill.org](http://www.cincinnati-goodwill.org)



[www.facebook.com/cincigoodwill](http://www.facebook.com/cincigoodwill)

## 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 Goodwill for a tour of our facilities!  
Contact George Palmer, Director of Public Relations and Marketing  
(513) 771-4800, ext. 6215 or at: [galmer@cincigoodwill.org](mailto:galmer@cincigoodwill.org)

**Professional Affiliations:** *National Rehabilitation Association, Ohio Association Rehabilitation Facilities, 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  
A United Way Agency*

*Accredited by: The Commission on Accreditation of Rehabilitation Facilities (CARF)  
Ohio Valley Goodwill Industries is a non-profit 501 (c) 3 tax exempt organization  
Donations to Ohio Valley Goodwill are tax deductible*

*The on-going generosity of citizens in the Greater Cincinnati community has helped the organization to maintain its environmental commitment to re-use, re-new and recycle.*

*2011 Annual Report Written By George Palmer, Director of Public Relations and Marketing  
Artistic Concept and Design by Wilz Design, Inc.*

