

# ANNUAL REPORT 2024

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Creating Ripples of Change



**Goodwill**  
Ohio Valley

# Welcome

## Opening Letter from our President & CEO

Dear Friends and Partners,

At **Ohio Valley Goodwill**, we believe that every small choice can create a ripple of lasting change. In 2024, those ripples became waves.

This past year, we took bold steps to reimagine how **Goodwill** serves the community—launching **Empowered by Will** as a rallying spirit and reintroducing our mission services as **GoodCommunities: Impact and Investment Services**. These changes were more than a new name or logo. They were a reflection of the power we see in every person we serve, and a clearer invitation for our community to join us in creating opportunity.

Across Greater Cincinnati and beyond, those ripples of impact could be felt everywhere:

- Smiles of individuals stepping into **new careers**.
- Determination of **veterans** finding a fresh start.
- Innovation of young designers reimagining **sustainability** alongside us.
- **Generosity** of donors and businesses standing with our mission.

### A Bold Step

From Vision to Action. A Five-Year Path Emerges.

This was the first year of our five-year journey toward 2030, guided by a strategic vision to:

- **Serve more people** through innovative program expansion.
- **Ensure financial sustainability** by diversifying revenue streams.
- **Invest in our people**, strengthening wellness, engagement, and leadership.
- **Modernize infrastructure and processes** to elevate every experience we deliver.

And through the collective power of a good heart and a strong will, we are seeing what's possible. We are deeply grateful to every donor, shopper, participant, employee, business partner, and volunteer who made this year extraordinary. Your belief in our work fuels the future we're building—one choice, one opportunity, one ripple at a time.

Thank you for being part of this incredible journey.

With gratitude,



**Mark Hiemstra**

President & CEO Ohio Valley Goodwill Industries





# What Change Looked Like in 2024

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Mark Hiemstra  
Deerfield Grand Opening

# Increasing Our Footprint

## Expanding for Greater Impact

In 2024, **Ohio Valley Goodwill** continued to grow strategically, strengthening our ability to serve more people and meet community needs through thoughtful expansion and innovation.

## More Stores = More Services = More Lives Transformed

Every new or remodeled location strengthens our mission. Retail growth directly fuels our ability to provide job training, career services, and community-based programs. By increasing our footprint, we are building pathways to opportunity and serving more people every day.

### FAIRFIELD

#### Preparing for Future Opportunity

In August 2024, we completed a major remodel of our Fairfield location. This update wasn't just cosmetic—it included the creation of dedicated space for the future **Fairfield Opportunity Center**. This center will offer workforce development services and job training, providing a local hub for community support and empowerment.

### DEERFIELD

#### A New Store, A New Start

August 2024 marked the grand opening of our brand-new **Deerfield store**. This location expands our retail presence in a high-growth area, creating jobs, generating revenue for mission-based services, and increasing access for donors and shoppers alike.

### WOODLAWN

#### Sustainability in Action

We also opened a new **Goodwill Outlet store** on our **Main Campus in Woodlawn**, with a focus on sustainability and environmental responsibility. At this location, all unsold clothing is baled on-site and sent for textile recycling—keeping usable material out of landfills and contributing to a more circular economy.



# Where Purpose Meets Possibility

## The Impact of Shopping & Donating

At Ohio Valley Goodwill, every donation and every purchase fuels something far greater than a transaction –it fuels transformation.

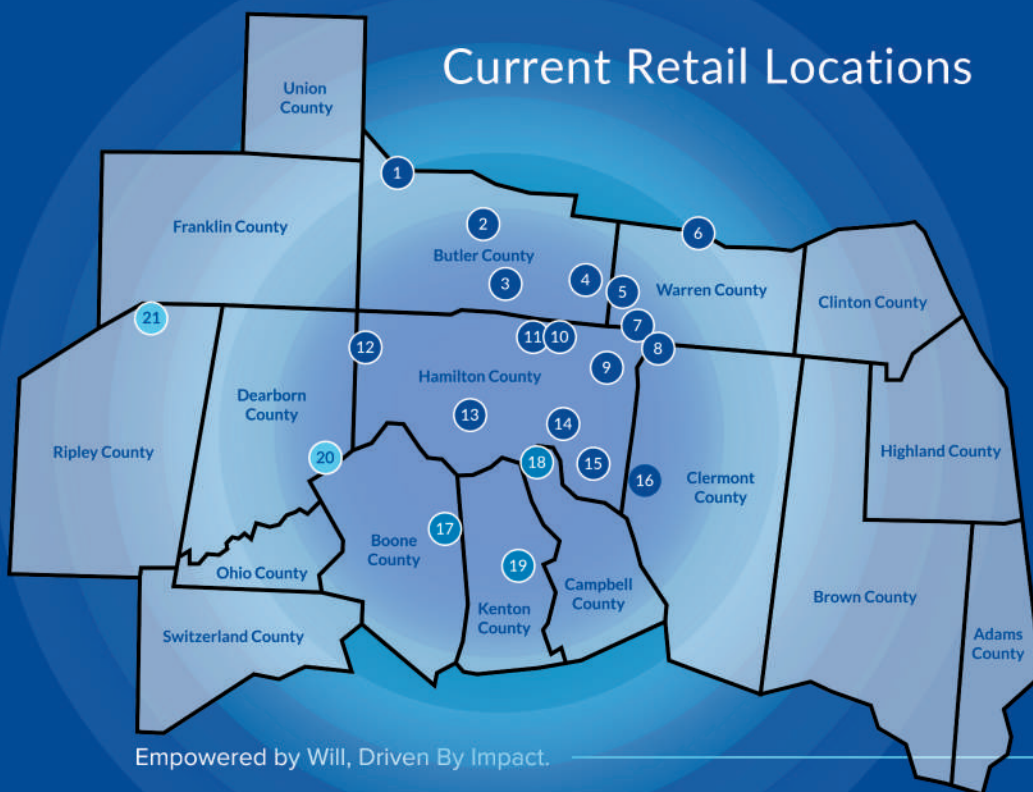
When community members donate items to Goodwill, they help divert millions of pounds of textiles and goods from landfills each year. But the impact doesn't stop with environmental sustainability. These donations also create meaningful employment opportunities for individuals across our service network. Students in our Summer Youth Program, many of whom are living with developmental disabilities and transitioning out of high school, spend their summer gaining hands-on experience at Goodwill locations—sorting donations, preparing items for the

sales floor, and building workplace skills. Participants in Work Adjustment Training and other vocational programs also benefit from these donated goods, using them as a platform for job readiness, confidence-building, and skill development.

And when individuals shop at Goodwill, they are directly supporting this mission.

**Eighty-five cents of every dollar spent in our retail stores helps fund GoodCommunities: Impact and Investment Services—including job training, accessible housing, skill development, and basic needs support such as our Good Food Pantry.**

### Current Retail Locations



- **Ohio**
  1. Oxford
  2. Hamilton
  3. Fairfield Crossing
  4. West Chester
  5. Mason
  6. Lebanon
  7. Deerfield Township
  8. Loveland
  9. Montgomery
  10. Tri-County
  11. Goodwill Outlet
  12. Harrison
  13. Cheviot
  14. Oakley
  15. Mt. Washington
  16. Beechmont
- **Kentucky**
  17. Florence
  18. Bellevue
  19. Independence
- **Indiana**
  20. Lawrenceburg
  21. Batesville

# Celebrating Community

## 2024 Events that Connect and Inspire

Community engagement is woven into everything we do. In 2024, we hosted and joined events that celebrated the people we serve—powerful reminders of why connection and inclusion matter.



### PIGABILITIES Showcasing All Abilities

For the ninth year, we proudly sponsored PigAbilities—an inclusive Flying Pig Marathon event where athletes of all abilities complete their race, their way. For our CARE and WAT participants, it's a beloved tradition. Many train year-round and wear their medals long after the finish line. More than a race, PigAbilities celebrates achievement, expression, and community.



### DISABILITY PRIDE FLAG RAISING Honoring Identity and Advocacy

In July, **GoodLife** participants joined the annual Disability Pride Flag Raising at Cincinnati City Hall—a powerful moment of visibility, advocacy, and pride. The symbolic event honors the disability community's history and achievements while giving participants a chance to be recognized and stand in solidarity with others.



### 23RD ANNUAL GOLF OUTING Teed Up for Impact

Held each June, our 23rd Annual Golf Outing remains a favorite fundraising tradition—bringing together local legends, Bengals alumni, and supporters for a day of camaraderie and impact. Hosted by longtime advocate Joe Walter, the event blends competition with community, all in support of our mission and giving back.



### VETERANS DAY LUNCHEON A Tradition of Gratitude

Each November, we host a **Veterans Day Luncheon** with our Service Guild to honor those who've served—with a home-cooked meal, hygiene kits, and heartfelt recognition. In 2024, we named **Daniel Guidos our Veteran of the Year**—a former participant turned nurse who now gives back to fellow veterans in his community.



### HOLIDAY HOPEFEST A Night of Joy and Togetherness

Each year, **GoodSupport Housing** hosts **Holiday Hopefest**—a festive night of music, dancing, and dinner for individuals receiving housing support. Held at the **Sharonville Convention Center**, the event brings together clients, staff, and partners to celebrate community, compassion, and shared joy.



### HALLOWEEN WITH CARE Moments That Matter

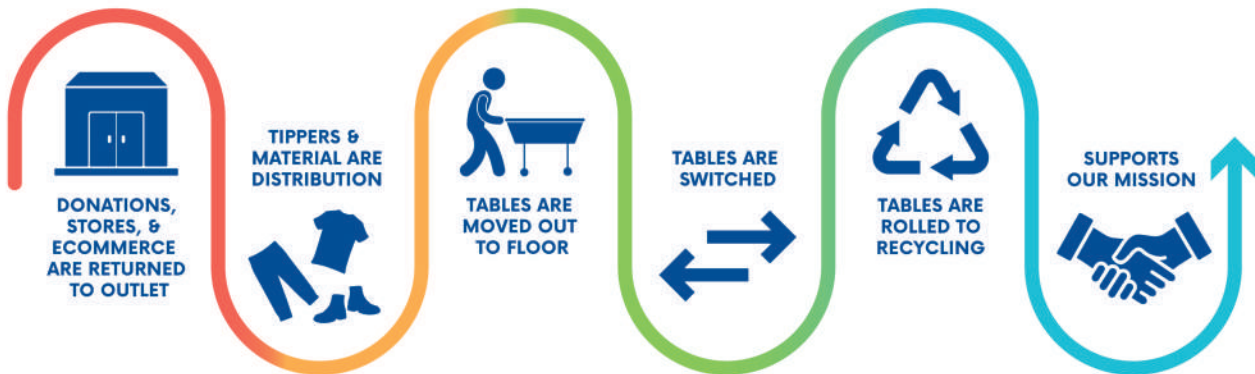
CARE participants embraced Halloween with creativity and confidence—selecting costumes, walking the runway, and trick-or-treating across campus. More than fun, these events foster self-expression, connection, and the joy of belonging in a supportive community.

# The Journey of Donations



At Ohio Valley Goodwill, sustainability isn't just a practice—it's a promise. In 2024, we proudly diverted more than 10 million pounds of textiles from local landfills, extending the life cycle of donated goods and reducing environmental impact across our region.

## Goodwill's Opportunity for Textile Circularity



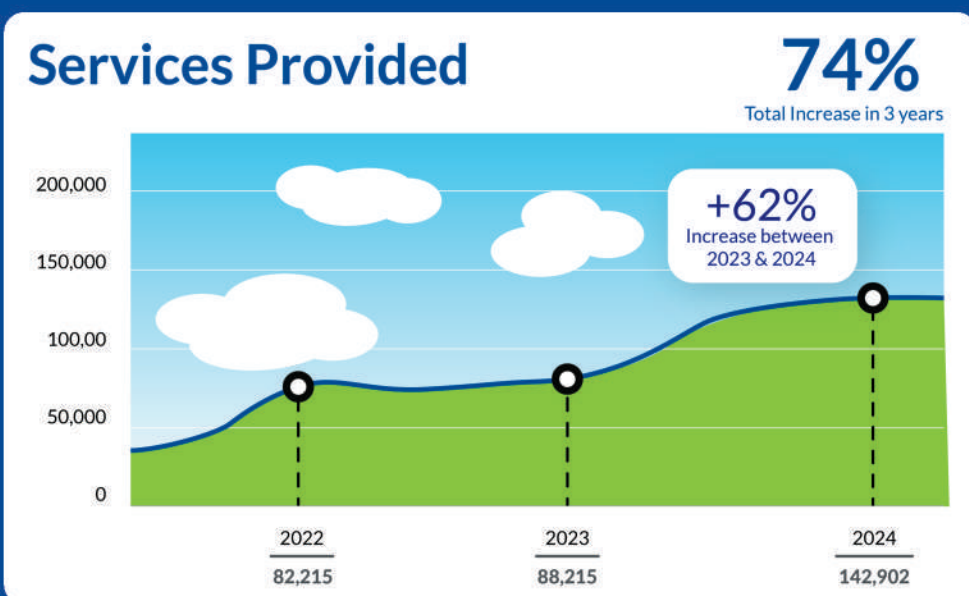
Our closed-loop system gives every item a second life—whether sold, reused, or recycled.

*It's how we reduce waste, support a circular economy, and stay true to our commitment to environmental stewardship. Through this effort, we not only protect our planet, but also fund vital mission services that uplift individuals and strengthen communities.*



# Turning Donations Into Outcomes

Year after year, more people are turning to us—and we're ready. This growth reflects not just rising demand, but our commitment to meet it with compassion, resources, and results.



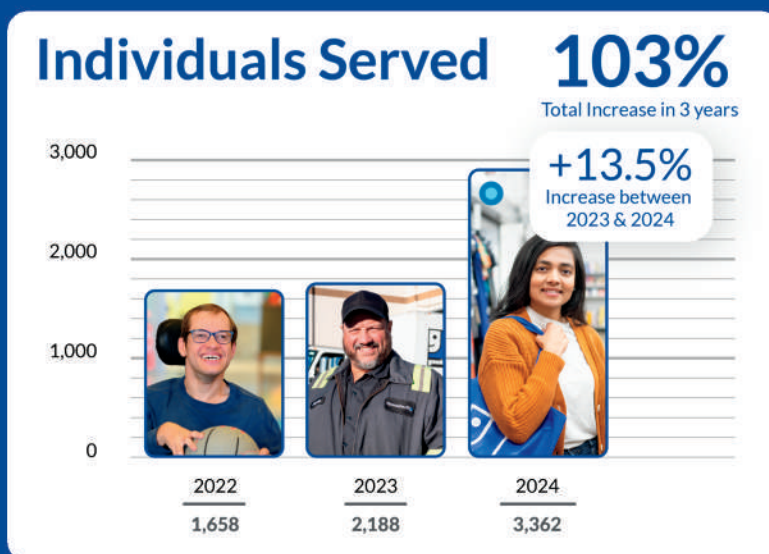
Behind every service is a step forward.

A 74% increase means more people are accessing the support they need to thrive.



More lives touched.  
More futures changed.

*In just three years, we've more than doubled the number of people served.*



# 2024 Financial Overview

## Mission

To eliminate barriers, empower individuals, and elevate human potential.

## Vision

Create a vibrant sustainable community where everyone has an opportunity to make an impact.

## Our Impact At A Glance

**1.9M<sup>+</sup>**

Individuals Impacted

**92,934**

Services Provided

**53.2M<sup>+</sup>**

Economic Impact

**36.1M<sup>lbs</sup>**

Products Recycled

**477**

Clients Placed in Employment

**5.9M<sup>+</sup>**

Wages Earned by Clients

## A Bold Step

**From Vision to Action.  
A Five-Year Path Emerges.**

With a bold vision to expand programs, grow financial sustainability, invest in people, and modernize systems. That vision is already making waves: more careers launched, more veterans supported, and more lives changed across Greater Cincinnati.

This year we introduced **Empowered by Will** and **GoodCommunities** to reflect the spirit and scope of our work—powered by every donor, shopper, partner, and team member shaping a more inclusive future.

## Community Impact

### ECONOMIC NUMBERS

Total Wages Paid by Goodwill	\$26,592,252
Total Wages Earned by Placed Clients	\$7,612,049
Total Taxes Paid by Employees, Other Goodwill Employees	\$5,293,154
Other Expenses (Goodwill Only)	\$13,918,209

**ECONOMIC TOTAL \$53,415,664**

### INDIVIDUAL NUMBERS

Participants	1,188
Employees	1,735
Donors	800,138
Store Customers	1,115,179
Volunteers	36
Businesses Involved with Goodwill	80

**TOTAL INDIVIDUAL & BUSINESSES AFFECTED BY GOODWILL 1,918,356**

### RECYCLING

Textiles	7,074,603 lbs.
Hard Goods	2,748,404 lbs.
Cardboard	335,450 lbs.
Metal	580,880 lbs.
Office Paper	1,430 lbs.
E-Waste	295,976 lbs.

**TOTAL POUNDS RECYCLED 11,036,743 lbs.**

## Board of Directors

**Kendra Bach,**  
Chairperson

**Keith Cheesman,** Vice  
Chairperson & Treasurer

**Jennifer Smith,** Secretary

**Mark Hiemstra,**  
President & CEO

**Bill Courtney,**  
Former Chairperson

**Sue Bureson,**  
Service Guild President

**Kathy Lamping-Arar**

**Patti J. Broshar**

**Zach Horn**

**Zachary Kempton, CPA**

**Unique Kizer**

**Kimberly Mauer**

**Shannon Kuhl**

**Shane Satterfield**

**Charles C. Wright**

## Executive Staff

**Mark Hiemstra,**  
President & CEO

**Jeff Eastham,**  
VP Operations

**Kelly Schoembs,**  
VP Employee Experience

**Dawn Corley,**  
VP Retail Services

**Gladys Ahovi,**  
VP Community Impact

**Sherwood MacVeigh,**  
VP Marketing

**Mike Speed,**  
CFO



# Program Participation

## ADULT DAY & SUPPORTED EMPLOYMENT SERVICES

	PARTICIPANTS SERVED	SERVICES PROVIDED	DURATION
Adult Day Services	56	7,340	1 Day*
Vocational Habilitation	298	44,469	1 Day*
Individual Employment Supported	1,224	3,992	1 Hour
Summer Youth Work Experience	40	153	1 Week
Pre- Employment Transition Services	16	403	1 Hour
Community Based Assessment	18	217	1 Day*
Job Development	200	229	1 Meeting
Job Coaching	216	10,011	1 Hour
<b>TOTALS</b>	<b>1,188</b>	<b>66,814</b>	

\*4+ hours = 1 Day

## SHELTER & SUPPORTIVE HOUSING SERVICES

Homeless Veteran (Dorm)	57	6,287	Ongoing*
Meals Provided (Dorm)	14.5	15,330	3 Per Day
Case Management (Dorm)	14.5	1,508	2 Per Wk
Goodwill Veteran Program	204	1,131	Ongoing*
Housing and Urban Development (HUD)	96	1,427	Ongoing*
Placement Assistance Center (PAC)	300	1,427	Ongoing*
<b>TOTALS</b>	<b>689</b>	<b>26,120</b>	

\*May have included enrollment, placement, financial assistance and/or monthly case management.

## WELLNESS 3,237

\*Included food pantry, medical equipment loans, and new bank accounts set up/financial coaching with First Financial Bank.

# Financial Statistics

### PROGRAM FUNDING SOURCES

Goodwill Store Sales & Service	\$28,392,337
Goodwill Industrial Contracts	\$6,699,249
Rehabilitation Service/Grants	\$7,679,249
Contributions	\$1,443,524
Miscellaneous Revenues	\$851,427
<b>TOTAL FUNDS RECEIVED</b>	<b>\$45,066,274</b>

### FUNDS INVESTED

Salaries, Wages, Employee Benefits & Payroll Taxes	\$31,967,063
Operating Expenses	\$10,547,731
Debt Repayment	\$0
Depreciation Expenses	\$2,159,153
Increase in General Fund	\$2,916,614
<b>TOTAL FUNDS INVESTED</b>	<b>\$47,590,561</b>

### FINANCIAL CONDITION (ASSETS)

Cash & Investments	\$54,267,337
Accounts Receivable	\$2,110,133
Inventory	\$8,839,045
Prepaid Expenses	(\$1,783,597)
Right of Use Assets - Operating Leases	\$8,135,823
Land, Building & Equipment (net)	\$27,966,321
<b>TOTAL ASSETS</b>	<b>\$99,535,062</b>

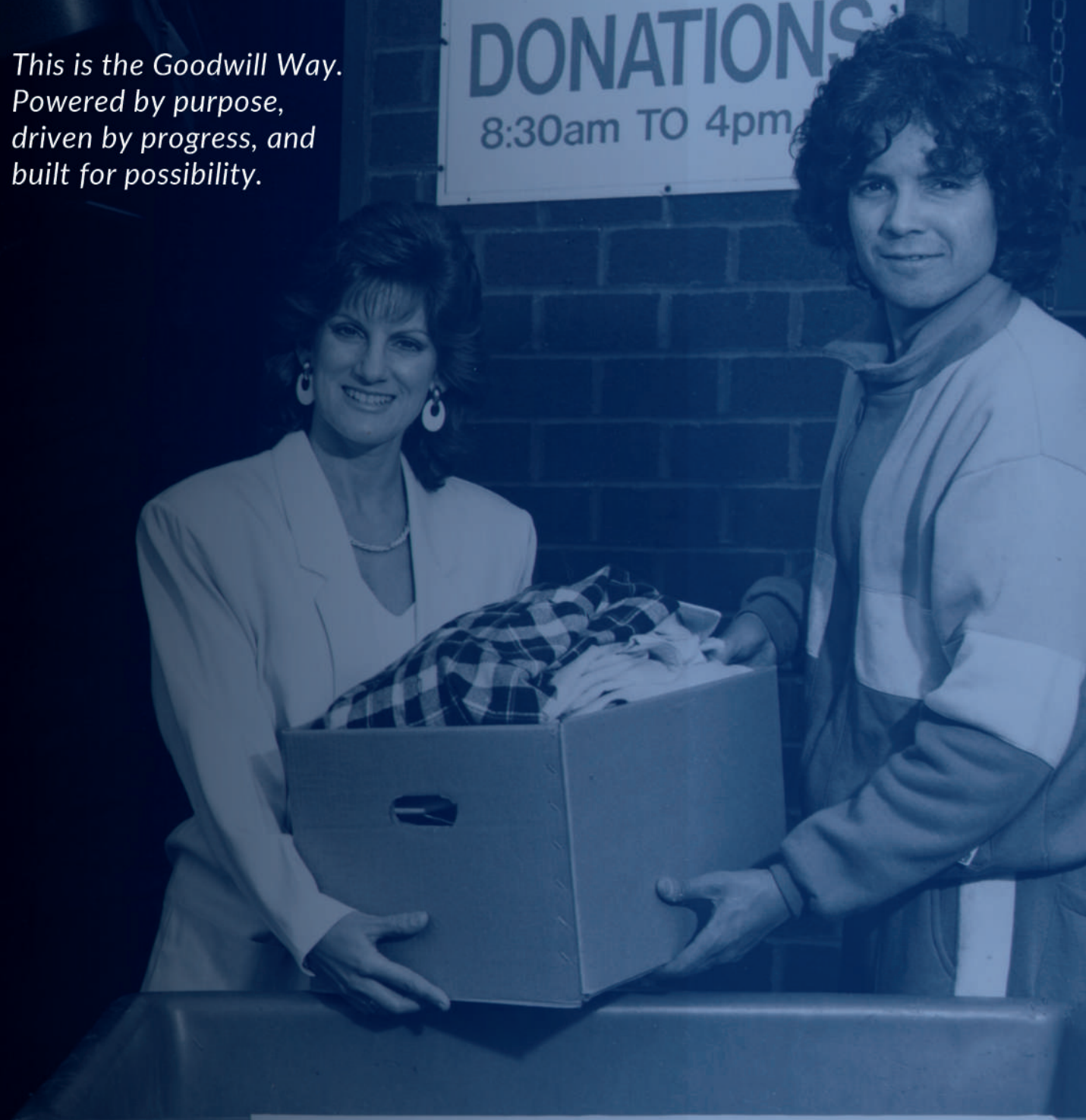
### FINANCIAL CONDITION (LIABILITIES/NET WORTH)

Accounts Payable	\$347,852
Accrued Taxes	\$1,729,783
Deferred Revenue	\$10,904
Lease Liability - Short Term	\$7,774,608
Lease Liability - Long Term	\$684,889
Other Liabilities	\$1,209,445
<b>TOTAL LIABILITIES</b>	<b>\$11,757,481</b>
<b>NET WORTH</b>	<b>\$87,803,477</b>
<b>TOTAL LIABILITIES &amp; NET WORTH</b>	<b>\$99,560,958</b>



*This is the Goodwill Way.  
Powered by purpose,  
driven by progress, and  
built for possibility.*

goodwill  
INDUSTRIES  
DONATIONS  
8:30am TO 4pm



GOODWILL   
INDUSTRIES



# Honoring Our Past. To Shape Our Future.

## Growing Impact, Deepening Commitment

Our vision is bold: to create vibrant, sustainable communities where everyone has the opportunity to make an impact.

In 2024, we redefined our mission and launched **GoodCommunities: Impact + Investment Services**—a unified approach to delivering life-changing support through **GoodLife**, **GoodWorks**, and **GoodSupport**.

This renewed strategy reflects our deep commitment to breaking down barriers, investing in people, and building lasting self-sufficiency. It's about creating ripples of positive change that reach across our region and beyond.

Looking ahead, we're expanding how and where we serve. By 2030, our goal is to operate **30 retail locations** that fuel both sustainability and services, and to grow a network of **Opportunity Centers**—walk-in spaces where individuals can directly access support. Fairfield and Tri-County are already leading the way, with more to come.

### Our roadmap forward is clear:

- Invest in people and compassionate leadership
- Expand services and deepen impact
- Eliminate barriers and open doors to opportunity



# Reimagining What's Possible

## Empowering Potential Across Every Path

At Ohio Valley Goodwill, our programs are the heart of our mission—designed to meet individuals where they are and help them move forward with purpose, support, and dignity. Each service we offer is grounded in our commitment to eliminating barriers and elevating human potential. In 2024, thousands of individuals engaged with our programs—each story, a step toward self-sufficiency, inclusion, and personal growth.

Across all programs, our focus remains the same: to serve people with compassion, to support individual goals, and to build communities where everyone belongs. These programs are more than services—they're stepping stones to opportunity, driven by the belief that everyone deserves a chance to thrive.

Together under **GoodCommunities**, these service lines embody our promise to champion potential, remove obstacles, and help people write their own success stories.

### GoodWorks Pathways

- **Strengthens** workforce development
- **Prepares** individuals for meaningful employment
- **Builds** job readiness, mobility, and growth

### GoodSupport Housing

- **Provides** access to safe, stable housing
- **Connects** individuals and families to housing solutions
- **Promotes** long-term stability and community integration

### GoodLife Services

- **Supports** a life of dignity, independence, and purpose
  - **Enables** person-centered, choice-driven services
  - **Fosters** inclusion, empowerment, and belonging
- (Formerly Developmental Disability Services)*



# GoodWorks

## Pathways

Fueled by skill.  
Driven by will.

GoodWorks Pathways connects people to opportunity through job training, career coaching, and meaningful employment—supporting economic mobility and long-term success.

### Workforce Development & Training

GoodWorks Pathways is a comprehensive workforce development initiative that provides training, coaching, and employment support for individuals navigating a wide range of challenges. Whether someone is entering the workforce for the first time, transitioning careers, or overcoming personal barriers to employment, GoodWorks offers:

- Job readiness training and skills development
- One-on-one career coaching
- Connection to employment opportunities tailored to individual goals and abilities

GoodWorks is more than a job training program—it's a pathway to empowerment, economic mobility, and lasting success.

### Key 2024 Highlights

# 137

Placements at PAC  
(Placement Assistance Center)

# \$16.77

Average Wage

# 111

New Employment Opportunities





# More Than A Job Search

Confidence. Care. Opportunity.

At **GoodWorks**, employment is just the start. Participants arrive daily, facing barriers like housing, childcare, and reentry challenges.

Through job coaching, AI training, and essentials like food and hygiene kits, the **GoodWorks** team helps individuals take steady steps toward self-sufficiency. People like Rex return often, working with staff to build resumes, prepare for interviews, and navigate difficult conversations with potential employers. **GoodWorks** isn't just a place to find work—it's a place to rediscover potential. With deep compassion and clear vision, Michael Bradshaw leads the team that empowers every visitor with tools, belief, and the support they need to succeed.

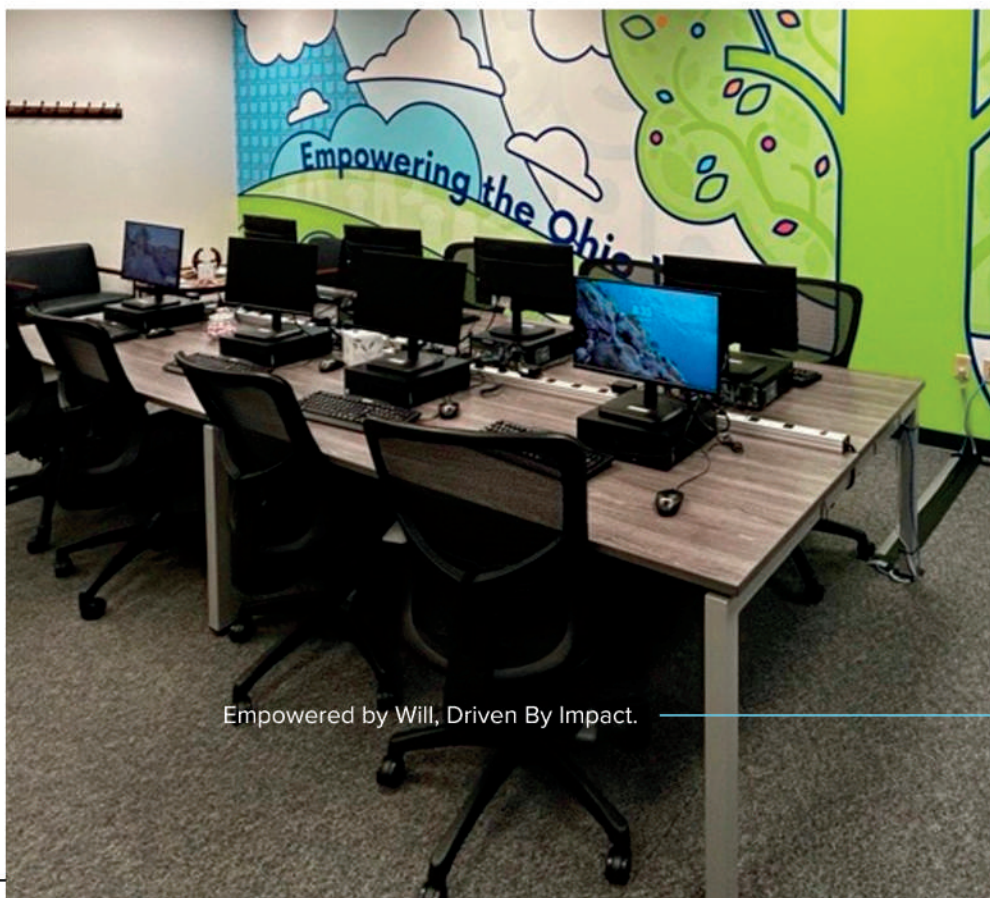
## Leadership In Action



**MICHAEL BRADSHAW,**  
Director of Workforce Development

*“Our job is to help participants become self-sufficient—through soft skills, SMART goals, and daily encouragement to be their best.”*

**MICHAEL BRADSHAW**



Empowered by Will, Driven By Impact.

# GoodSupport

## Housing

# Opening doors. Rebuilding lives.

GoodSupport Housing helps individuals and families navigate life's challenges with stable housing, personalized care, and pathways to long-term stability.

### Housing & Veteran Dorm Programs

Ohio Valley Goodwill's housing programs help individuals and families facing homelessness regain stability and independence. We offer person-centered support that meets immediate needs and promotes long-term housing success, including:

- Transitional housing for veterans
- Daily meals
- Case management and personalized plans
- Rapid re-housing
- Permanent housing placement
- Eviction prevention

Together, these services break the cycle of homelessness and strengthen our community.

### Key 2024 Highlights

# 77

People Housed

# 60

Veterans Served

# 3,261

Housing Services Provided





# Serving Those Who Served Us

## Veterans Services

We've long supported veterans transitioning to civilian life. In 2024, we expanded that commitment with tailored job training, housing support, and mental health resources.



**GREGG WEIKERT**  
Veteran Dorm Supervisor

### Supporting Veterans with Purpose

As a veteran himself, **Gregg Weikert** brings empathy and purpose to his role supporting others through housing, employment, and guidance. Whether it's through housing assistance, employment guidance, or a listening ear, Gregg leads with empathy and experience. In 2024, his dedication was honored at a Cincinnati Bengals game, where he was named **Veteran of Honor**—a fitting tribute to someone who never stops serving.



**JESSE WALKER**  
Dock Foreman

### 2024 Veteran's Luncheon Recognition

In 2003, Marine Corps veteran **Jesse Walker** faced unimaginable loss and homelessness. A conversation with a VA nurse led him to Goodwill, where he began Rebuilding through transitional housing and HVRP support. He started on the loading dock and rose to Dock Foreman—known for his quiet strength and leadership. Though health issues briefly paused his journey, Jesse returned with purpose, becoming a mentor and steady force in the Goodwill community.

# Finding More Than A Home

## Participant Stories

At the heart of our mission are the people we serve. These are their stories—stories of perseverance, growth, and transformation that inspire us every day.





Quentin D. joined Goodwill's HUD (Housing and Urban Development) Rapid Rehousing program in fall 2024 after relocating from Georgia in search of stability. Within a month, he secured housing and began working closely with his case manager to build a strong foundation. By November, Quentin was hired at the **Goodwill Tri-County store** and quickly promoted to Lead thanks to his dedication and reliability. He remains actively engaged with both **Housing and Workforce Development** teams as he pursues his next career goal—becoming a truck driver.

Quentin's journey reflects the power of stable housing, employment opportunity, and a positive mindset working in sync to drive long-term success.



Quentin D.

## A Landlord Who Listens

Andrew "Andy" Smith is a trusted partner in our **GoodSupport Housing** efforts, providing safe, affordable housing across Cincinnati for over three years. As a real estate attorney and compassionate landlord, Andy goes above and beyond—offering quality units without requiring burdensome deposits and responding to tenant needs with care and urgency.

Many individuals housed through our programs choose to stay in Andy's units long-term, a reflection of the stability and respect he helps create. His professionalism and empathy make him an essential part of our mission to build lasting housing solutions.



# GoodLife

Services

Everyone  
deserves  
to thrive.

GoodLife Services creates supportive environments where individuals with disabilities can grow in independence, connect with others, and live with purpose.

## Formerly Developmental Disability Services

Ohio Valley Goodwill empowers individuals with developmental disabilities through programs that foster independence, social connection, and employment. Our person-centered services include:

- Adult Day Services (CARE Program): Personal development, social engagement, and life skills
- Job Coaching: One-on-one employment support
- Work Adjustment Training: Workplace readiness and skill-building
- Summer Youth Work Experience: Job experiences for students with disabilities
- Support Work Opportunities: Supervised jobs to build work habits and self-reliance
- Pre-Employment Transition Services: Career exploration and soft skills training for youth

Together, these services help individuals lead fuller, more independent lives at work, at home, and in the community.

## Key 2024 Highlights

10,011

Job Coaching Services for  
216 Individuals

7,340

Adult Day Services for  
56 Individuals

44,469

Vocational Habilitation Services  
for 298 Individuals





# Every Choice Creates A Ripple

## Participant Stories

### Matt came to Goodwill looking for opportunity and connection

**Matt Graves** started working at **Goodwill** in April 2007, just weeks after the program opened. From the beginning, he brought warmth, determination, and a desire to connect with everyone who walked through the door.

Today, he's more than a team member—he's a leader and a friend. Whether he's sorting hangers with focus or greeting local business owners on his daily walk to work, Matt leads with heart. He reminds us that showing up, working hard, and pushing forward—every day—can create a ripple of change.

## Proud Moments

Matt's mom beams with pride as she reflects on his journey. At Goodwill, he's found more than a job—he's found confidence, connection, and purpose.



MATT & BEVERLY GRAVES

Goodwill has had an impact on Matt's life socially. And it's just been a great experience. As a parent I know that when he's there he's safe, and valued.

BEVERLY GRAVES  
Matt's Mom



Empowered by Will, Driven By Impact

# 3-Year CARF Accreditation

## Commission on Accreditation of Rehabilitation Facilities



Ohio Valley Goodwill has earned a three-year accreditation from CARF—an independent organization that sets rigorous standards for quality and impact in human services. This recognition reflects our commitment to excellence in the following areas:

- Community Employment Services: Employment Supports
- Community Employment Services: Job Development
- Community Integration
- Comprehensive Vocational Evaluation Services

Ohio Valley Goodwill is a leader in innovation and advocacy, driven by a culture where people don't just come to work—they come to make a difference.

The CARF Survey Team noted:

## Areas of Strength noted included:

### Family Experience

- Families expressed high satisfaction with all programs.
- Staff are trusted to act in the best interest of participants.
- One parent shared: "They make dreams come true for our adult children."

### Staff Commitment

- Staff are known for their warmth, sincerity, and deep engagement.
- Communication is regular, responsive, and person-centered.
- Teams are described as caring, flexible, and "thinking outside the box."

### Service Excellence

- Discharge summaries are detailed and outcomes-focused.
- Programs are regularly and objectively evaluated for quality.
- Goodwill effectively identifies its role among broader community resources.

### Community Reputation

- The organization is well-regarded and respected across the region.
- Partnerships and collaborations are strong and impactful.

### Employer Feedback

- Employers praised the responsiveness of employment services staff.
- Many prefer to hire through Goodwill due to reliability and service.

### Funder & Partner Impressions

- Funders and referral sources reported high confidence in service delivery.
- Staff were seen as professional and easy to collaborate with.

### Civic Engagement

- Title sponsor of PigAbilities, drawing record participation and media coverage.
- Strong advocacy and presence in the disability inclusion space.

### Leadership & Infrastructure

- CEO credited for growing the organization twentyfold with lasting impact.
- Facilities are modern, well-maintained, and managed by expert staff.
- VP of Rehabilitation Services praised for county- and state-level advocacy.

### Pandemic Response

- Maintained most services through virtual support.
- Returned strong with relationships intact post-pandemic.

For more information about the 2022 CARF survey, contact Ohio Valley Goodwill Industries at (513) 771-4800.

# Thank You

## A Message of Gratitude from Our CEO

To Our Ohio Valley Goodwill Community,

As we reflect on a year of impact and progress, I want to express my deepest gratitude to the many people who make our mission possible.

**To our dedicated staff**—your compassion, resilience, and commitment are the heart of everything we do. You show up every day to create opportunities and change lives.

**To our donors and funders**—your belief in our mission ensures we can continue providing critical services that help people build brighter, more independent futures. To our shoppers—thank you for choosing to support Ohio Valley Goodwill.



This model funds job training, housing, and vital support—creating sustainable communities rich with opportunity.

Every purchase you make creates real impact. In fact, 85 cents of every dollar spent in our stores helps fund our programs, from housing and job training to disability and youth services.

**To our program participants and their families**—thank you for your trust, your strength, and your partnership. You are the reason we do this work, and we are honored to support you on your journey.

Together, we are creating sustainable communities rich with opportunities to live dignified and purposeful lives. Thank you for being part of this mission.

With heartfelt appreciation

**Mark Hiemstra**

President & CEO Ohio Valley Goodwill Industries





every small choice  
can create a ripple  
of lasting change.



**Goodwill**  
Ohio Valley

**Good  
Communities**  
Impact + Investment Services

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