

70th
Anniversary
1939-2009



Many Faces **One** Goodwill

2008 Annual Report

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Message from the President and CEO



Dear Friends:

Our strength as a community organization in Columbus comes from the “many faces” that unite everyday to learn, work and support our mission as “One Goodwill.” Faces of achievement, determination, mutual respect, quality of life, opportunity, pride, self expression, strength and wellness highlight our 2008 Annual Report.

There is much to celebrate in 2009 through our achievements as reflected in our rich history. This is a time to acknowledge and reaffirm our commitment to our mission as we observe a milestone – 70 years of empowering individuals with disabilities and other barriers.

The Rev. Charles W. Graham established Goodwill Industries of Central Ohio in 1939 in an abandoned church on Mt. Vernon Avenue in Columbus. Nine workers sawed, painted, sewed, and repaired donated household odds and ends. Today, more than 800 workers are employed at Goodwill Columbus, making it the eighth largest nonprofit social service organization in central Ohio and among the top 100 employers.

In 2008, the staff at Goodwill Columbus provided 1.2 million hours of service to more than 3,200 participants through our many habilitation services, training, job placement and work programs. We are pleased to share many departmental highlights in our 2008 Annual Report including:

- A 44 percent increase in the number of people participating in our Workforce Development programs.
- The opening of a \$20,000 state-of-the-art, multi-sensory room in Onsite Residence. Based on the Snoezelen® philosophy, the room puts Goodwill Columbus at the forefront of a proven therapeutic approach to helping participants with mental retardation, autism and dementia.

- A 65 percent increase in the number of consumers receiving Supported Living services.
- A strong relationship with the Franklin County Board of Mental Retardation and Developmental Disabilities that continues to grow, embracing our program successes in Sage, Work & Behavioral and Young Adult services.
- Strategic measures taken in Janitorial and Security divisions to reposition and strengthen our mission of training and employing individuals with disabilities while continuing to deliver excellent service to contracted state agencies.
- The opening of a retail store in Dublin and a new donation center in Upper Arlington, giving our retail operation another productive year.
- A full schedule of classes in the Art Studio & Gallery. More than 135 participants attended with 67 percent receiving paychecks from the studio for their own artistic creations.
- The opening of the fitness center in Health & Wellness to program participants and the beginning of a weigh control program that helped a group of employees shed nearly 900 pounds.

I invite you to read about the “many faces” that fully define the scope of our successful work together-- as staff, board members, volunteers and our many community partners -- for the past 70 years, now and in the future.

Margie Pizzuti

President & CEO

Department Highlights

Assembly & Fulfillment

Our Assembly & Fulfillment business provided temporary employment opportunities for 68 ex-offenders who were re-integrating into the community.

Art Studio & Gallery

In 2008, the Art Studio & Gallery had a full schedule, offering 23 weekly classes and serving 139 participants. Sixty-seven percent of these individuals received a paycheck from the studio for selling their own artwork. Helping to fulfill Goodwill's mission of providing income opportunities to those with disabilities and other barriers, the studio paid more than \$4,000 in income to the participants with the highest paid artist receiving \$327.

Health & Wellness

The Health & Wellness department opened its fitness center to program participants in January. More than 70 participants now use the center one or more times per week. Hundreds of Goodwill employees participate in year-round Health & Wellness offerings – aerobics, ballroom dancing, nutrition programs and yoga. A Weight Watchers at Work program empowered employees to collectively lose nearly 900 pounds. Blood pressures screenings, flu shots, mammograms and a Health Risk Assessment rounded out the department's many preventative care initiatives which included an annual Health & Wellness Fair.

Janitorial & Security

Supporting Goodwill's mission by providing training and work opportunities for individuals with disabilities or other barriers, Janitorial and Security divisions of Contract Services continued to maintain large State of Ohio Corporate Center contracts in 2008.

Onsite Residence

In March, a state-of-the-art Snoezelen® Sensory Room opened in Onsite Residence for participants and staff to use. This has made a significant impact on our resident's ability to relax and enjoy sensory stimulation. Later in the year, volunteers helped to create an Ohio State University-themed Buckeye Game Room for the 23 individuals who reside at Goodwill. With a 99 percent occupancy rate in 2008, Onsite Residence is proud to note that all residents this year were involved in community activities outside of Onsite Residence.

Retail

In 2008, a new retail store opened in Dublin and a new donation center opened in Upper Arlington. A new Career Closet location also opened inside the Morse Road retail store in Columbus. Goodwill provided free career clothing to more than 400 individuals through its Career Closet program, now operating in three Goodwill retail store locations.

Sage Senior Services at Edgehill and Crosswoods

Sage Senior Services delivered nearly 300,000 hours of services to 342 participants in 2008, providing opportunities in work services, and social-recreational and volunteer activities. Two-hundred participants were trained on 21 different jobs. Sage had over 100 participants who volunteered in the community, providing assistance at West Central, the Nisonger Developmental Center, Watkins Elementary School, The Columbus AIDS Task Force, the Bixby Living Skills Center and Odyssey Health Care.

At the Crosswoods location, Sage Senior Services achieved a 96 percent rate of satisfaction from participants, families and all other stakeholders who completed the 2008 Annual Satisfaction Survey. New activities at Crosswoods, from contests to dances for participants, were added each quarter last year. Volunteer opportunities increased, too, as participants were more involved in such things as sending letters to the troops in Iraq or cookies to local firefighters.

Supported Living

The number of individuals in Supported Living increased by 65 percent in 2008 as a result of Goodwill serving a greater number of individuals with mild developmental disabilities through classroom, social and recreational activities, supported living services and Special Olympics teams. Every week, Supported Living provides nearly 7,000 hours of in-home services at more than 70 locations in Franklin County.

Volunteer Partner Support

In 2008, this community outreach program, designed to pair volunteers with adults with disabilities in Franklin County, hosted nearly 150 volunteers who provided 1,698 hours of service to program participants requesting social interaction or assistance with daily activities -- errands, reading, shopping and transportation. Volunteers and participants spent some of those hours involved in community-based activities such as art museum tours, audio described movie nights, Clipper's ball games and the annual Holiday Pops.

Work & Behavioral Services

Work & Behavioral Services continued to provide work opportunities to individuals with a dual-diagnosis in a safe, structured, and supported environment. The staff was able to successfully discontinue the use of its time-out room last year in all of its participant behavioral support plans, and has increased the number of outings its participants experience in the community each year.

Workforce Development

Workforce Development experienced a 44 percent growth in the number of people participating in its programs during 2008 by providing services to more than 1500 individuals; 663 through work readiness and employment-related programming and 857 through an eligibility assessment contract with the Central Ohio Transit Authority.

Young Adult Services

Young Adult Services served 68 participants in 2008 by integrating them into the community via learning to use COTA bus routes and engaging them in daily cultural and community-based activities. Trips to the Franklin Park Conservatory, COSI, Ohio Statehouse and locally-performed Broadway musicals were common. Giving back to the community was another facet of Young Adult Services last year. Volunteer activities involved participants in making food for the local firefighters, helping with flyers for the Arthritis Foundation, working at local Salvation Army chapters and at the Delaware County Humane Society.

Programs & Services

Onsite Residence

Services offered in our Onsite Residence program are designed for adults with developmental disabilities. Onsite Residence is much more than simply a place to live. It is a place to build a life. At Goodwill, residents participate in activity, work or school programs based on the belief that every person has inherent worth and value.

The program has a state-of-the-art sensory room, resident store and daily and weekly activities in the residence and community. There are also art programs, therapy activities, smoking cessation classes and anger management. In addition, we arrange gatherings for family and friends, and opportunities to take at least one vacation a year. The residence is certified as an Intermediate Care Facility for individuals with mental retardation. It serves 23 adults and is staffed by direct care personnel and nurses 24 hours a day.



Supported Living

Our Supported Living services are a life line for people with disabilities who are living in their own homes. We provide 24-hour on-call support. And our staff is trained to address many vital responsibilities, including medication administration, CPR, first-aid, behavior support and crisis intervention. In addition, we provide a comprehensive range of services from the planning and preparation of meals to budgeting and financial assistance.

Weekly classes promote independence and skill building. We also offer a variety of recreational and social activities throughout the community. We assist individuals in organizing advocacy groups, fitness classes, recreational activities, vacations, and in developing relationships within their communities. What's most important to remember about these services is that they are designed to meet the specific needs of each individual. We work in conjunction with a team of people to develop a supported living plan that fits within the life goals of every person we serve.



Sage Senior Services

Exclusively for people with developmental disabilities who are age 45 and older, Sage Senior Services is dedicated to accommodating the choices, interests and abilities of each individual we serve. This unique program is the only one of its kind serving this age group, and we have more than 30 years of experience in this exclusive area of service.

The scope of our services enables us to recognize each participant as a unique individual with personal goals, aspirations and experiences. We identify opportunities specific to the aging population that embrace each person as a dignified and valued member of society. Program activities include paid work, recreation, leisure, volunteer, socialization, art and health and wellness. Activities at Sage Senior Services are provided at two locations.



Work & Behavioral Services

At Goodwill, we believe challenges can be overcome, which is precisely the thinking behind our Work and Behavioral Services program. Here, we reach out to individuals with developmental disabilities who have been diagnosed with both mental retardation and mental illness.

As specialists in this area and with our high staff-to-participant ratios, we are uniquely qualified to help individuals learn work and social skills. We provide adult day support, work, activity groups and socialization programs, all in a safe and caring environment. Here, the intense needs of every person are met, including comprehensive behavior services and on-site medical assistance.



Young Adults Services

The Young Adult Services program provides unique and varied opportunities for individuals with mental retardation and other developmental disabilities to become involved in the community.

Self-respect, self-worth and the feeling of being part of something meaningful only begins to describe the rewards of this program. As an alternative to employment, community involvement can have a positive, long-lasting impact on a person's life. Here, participants will build skills in many areas, from socialization, to health and safety, to self direction. Most importantly, participants learn the skills to build interpersonal relationships. Goodwill provides access to the community through a wide range of relationships established over the years.



Workforce Development

Workforce Development at the Battelle Career Education Center, under the advice and direction of a Business Advisory Council, offers a wide array of services that help individuals with physical, mental and emotional disabilities and other barriers to employment overcome obstacles, and obtain and retain competitive employment. Other barriers may include such circumstances as low socio-economic level, criminal history, homelessness and lack of education or work experience.

Workforce Development services include vocational evaluations, career exploration, barrier and risk assessments, case management, job readiness and soft skills training, transitional employment, occupational skills training courses in high demand fields, job development, placement, retention, and job coaching. Each service offered is flexible enough to meet the physical and intellectual needs of every customer.

Workforce Development also has a three-year contract to perform Para-Transit Eligibility Assessments for the Central Ohio Transit Authority (COTA).

Additionally, in an effort to support and promote the career progression of employees at Goodwill Columbus, a Career Ladders Program is offered to encourage hourly and salaried non-exempt staff to upgrade their skill sets in order to increase their opportunities for promotions and higher wages.



Art Studio & Gallery

The Goodwill Art Studio & Gallery is an innovative fine arts program for persons with disabilities and other barriers. Our programs offer participants many opportunities for creative self-expression, improved self-esteem, increased life satisfaction and a sense of accomplishment through encouragement and collaboration with professional artists. The result is the creation of high quality artwork that is original and expressive. Our artists gain recognition through exhibitions in local galleries, Goodwill Art Studio and Gallery tours and open houses, as well as other community-based art events.



Health & Wellness

Goodwill Columbus is dedicated to creating a culture of wellness through its Health & Wellness department. A number of professionals -- nurses, personal care specialists, dietician, occupational therapist, massage therapist, activity coordinator and several exercise experts and volunteers -- provide health and wellness services to program participants and staff at Goodwill Columbus.

Through the generous support of Cardinal Health and the Columbus Medical Association Foundation, Goodwill Columbus has developed a comprehensive wellness program which includes nursing support, health screenings, CPR and first-aid training, medication assistance, health education and personal care assistance. All habilitation programs have nursing staff onsite or available as needed to provide daily support to more than 700 program participants and to more than 750 employees each year.

Two state-of-the-art adaptive exercise rooms are available along with exercise classes and walking and weight management programs. Sports teams have been developed for participants and employees. Some of our athletes also participate in Special Olympics activities.

Volunteer Partner Support

The Volunteer Partner Support program provides adults with physical disabilities volunteer services in order to increase their level of independence and involvement in the community.

Volunteers reach out to individuals who are visually impaired or who have mobility limitations. Volunteers assist these individuals in leading more productive, enriched and independent lives. Ideally, each participant in the program will be matched with a volunteer who may assist with shopping, errands, transportation, reading mail, companionship or light housekeeping and food preparation.

For the participant, the support of a volunteer through the Volunteer Partner Support program:

- Increases the individual's level of independence in the community.
- Improves and enhances the individual's personal lifestyle and involvement in the community.
- Reduces the individual's feeling of isolation.



Auto Auction

In 2008, the Goodwill Auto Auction recognized its fourth full year in operation. All vehicles donated to Goodwill Columbus are sold through the Goodwill Columbus Auto Auction. Revenue generated by the donation and sale of these vehicles helps Goodwill Columbus provide rehabilitation, training and employment services to individuals with disabilities or social and economic barriers to employment. One hundred percent of the proceeds from the sales at the Auto Auction stays in central Ohio to support the Goodwill Columbus Mission.



Retail Stores

Goodwill Columbus retail stores provide a vital service to the community by offering value-priced, gently used items as well as some new merchandise. Retail store sales help finance Goodwill Columbus' training programs and services for individuals with disabilities and other barriers to employment. Goodwill Columbus operates multiple retail stores and attended donation centers in the Columbus area.

In 2008, Goodwill Columbus opened a new attended donation center in Upper Arlington, a new retail store in Dublin, and Career Closets in three of our retail locations – Morse Road in Columbus, Dublin and Gahanna. Through the Career Closet, women seeking economic self-sufficiency receive professional clothing, free of charge, for job interviews.

In 2009, plans are in the works at Goodwill to open four more attended donation centers, bringing the total to nine and building a strong foundation for the future development of additional Goodwill retail stores.

Assembly & Fulfillment



Goodwill Columbus offers comprehensive assembly, packaging and storing solutions that have been performing at a high level for area businesses for more than 60 years. Companies such as Abbott Nutrition and Siemens Airfield Solutions have routinely turned to us to meet their specific needs.

Our experience and flexibility are unparalleled and our pricing is remarkably affordable. We're structured to provide a wide range of logistical options that are managed by a dedicated and knowledgeable on-site team.

Members of the team include an operations manager, quality manager and a logistic specialist.

Most importantly, our agility and versatility enable us to gear up quickly and provide the following benefits: space to accommodate business needs, direct access shipping, sub-assembly, in-line model modifications and pricing with no hidden charges or overrun costs.

Janitorial Services

At Goodwill Columbus, we have embraced our role as a key provider of janitorial services to companies and organizations throughout central Ohio. In fact, we've put the systems in place to ensure our services meet the needs and standards of every customer.

It begins with a customized contract that meets the customer's individual needs. We also provide on-site supervision to make sure customers receive consistent, quality services. And to carry out the work, Goodwill employs people who pass stringent background checks. This is an approach that greatly reduces employee turnover, making Goodwill unique in the janitorial services industry.



Security Services

We understand the importance and the sensitivity of providing unarmed security services in today's world. In fact, our security training plan exceeds the State of Ohio mandate to secure Level 5 facilities. This is the highest security level demanded by the state. In addition, all Goodwill Columbus officers are licensed by the Ohio Department of Homeland Security (ODHS) and are approved by ODHS to work as licensed security officers in the State of Ohio.

Our focus on training is matched only by our commitment to quality. We take a proactive approach to every customer relationship and conduct weekly evaluations to ensure that all needs are being addressed. And because we put people in a position to be successful, our turnover rate is simply unrivaled.



Individual Portraits

While creating art with colorful city street plans and glue, Gloria Fosnaugh tells you how she has mapped out a pretty good life for herself.

"I have four children, all girls . . . I'm really proud all of them graduated. It's important that they made it," she said smiling and going on to mention her husband, George, of many years, and her 11 grandchildren and one great granddaughter.

The 63-year-old, who has a mild developmental disability, is a Sage Senior Services participant at Goodwill Columbus. She maintains her own home, is known for making exceptional potato salad, and works part-time packaging goods at Goodwill Columbus despite having a few health concerns related to aging.

"I have a bad right knee. . . I'd like to go back to work (full-time) doing janitorial and still have one day to do art. I love my art work," said Gloria, giggling about her creative use of maps in the Goodwill Art Studio and Gallery. "I think it's something different. I've never seen anyone use them . . . It's fun."

Gloria's artwork has been selling on consignment at Goodwill since she began using maps to make Paper Mache cats, flowers and a replica of the Statue of Liberty, fondly called "Lady Liberty." The three-foot patriotic piece has found a prestigious home in the Edgemoor office of Sage Senior Services' Program Director, Kathy Ramey.

"I added her jumper last and put little buttons on it. . . ." said Gloria, talking about Lady Liberty and caressing her knotted hands, "See, she's stood so long that she's handicapped."

Gloria is quick to note that so many people have barriers at Goodwill, where she has made so many good friends.

"This is a good place for anybody to come who has a disability," she said. "I like the people here, and I'm happy when people like my work."

The staff at Sage Senior Services report that Gloria takes great pride in her work. They applaud what she has accomplished in her life with only a little assistance.

I am
the face
of...
pride.



Gloria Fosnaugh
Sage Senior Services

Anthony Kelley's face just beams when you talk to him about art. Creating with pen, pencil and brush at Goodwill Columbus started about a year ago to the delight of instructors at Goodwill's Art Studio and Gallery.

I am the face of... self-expression.

self-esteem, increased life satisfaction and a sense of accomplishment through encouragement and collaboration with professional artists.

For the last seven years, Tony has been doing janitorial work locally through ARC Industries Inc., allowing him to pay "every penny" for his art classes at Goodwill. He jokes with his instructors about paying for their "wisdom" – free advice. His sessions at Goodwill are twice a week with travel to the art studio provided by his cousin and provider, Julie Sanford.

At age 5, Tony began drawing comic books for his friends, but his parents say his interest in art began long before then with primitive drawings being done as early as age one. Tony believes his artistic ability is inherited from his mother, also an artist. That connection between the two provides endless hours of camaraderie.

At the art studio today, Tony is revered by his instructors as a talented young artist, eager and devoted to his craft. Goodwill's Lead Artist, Debbie Griffing, said "He does really well drawing from observation and from imagination."

Tony said his art helps him express his feelings when communicating is sometimes difficult. He explains, "Art makes me just feel relaxed, in my own world, and I like being here with other people who like art."

"I learned about Goodwill from an article in the newspaper," said

Tony, noting that his parents, Steve and Sally Kelley of New Albany, Ohio, thought the Goodwill Art Studio and Gallery would provide a nurturing environment.

Their 26-year-old son has a social anxiety disorder.

"Since coming here, Tony has been a lot happier about life.

He's accepted and part of the group here. He likes talking to the teachers and

other students. They share a common interest. The experience has added tremendous value to his life," said his father, who believes the Goodwill Art Studio and Gallery lives up to its reputation. The program is defined as an innovative fine arts program for individuals with disabilities and other barriers that offers the opportunity for creative self-expression, improved



Anthony Kelley
Art Studio & Gallery

I am the face of... wellness.

Described by caregivers as a hip 43-year-old Italian guy, Bruno Errante likes the little extras in life – a good meal, wearing cologne and flirting, especially with those who tell him he's handsome.

"He has a beautiful smile," said Freda Scott, the Nursing Administrator of Onsite Residence at Goodwill Columbus.

Bruno has been using sign language and smiling much more during the last year as his caregivers at Goodwill have changed his diet, altered his sleeping habits and have accumulated medical information to provide a clear picture of his needs and how to deliver them. Now Bruno is more medically stable, visiting the hospital less frequently for a multitude of health concerns in addition to his visual impairment and developmental disability.

"I just see him so happy. He just loves being there (at Goodwill). I believe this is why his health has improved," said his older sister and guardian, Antoinette Errante. "Now that Bruno is receiving such great care, I can be back to just being his sister."

The staff agrees that Bruno loves to be around the other 22 residents of Onsite Residence, located on the third floor of

Goodwill's Edgehill Road facility. He has lived there since October 2007.

"He's made some friends. He likes the attention from staff . . . and Bruno knows

he's healthier now. It's alleviated some of his fears," said Scott, who is proud that a relationship of earned trust is now in place between the staff at Goodwill Columbus, Bruno and Antoinette.

Bruno's social development, accented with many new friendships, and time spent in the Goodwill Art Studio and Gallery have given Antoinette some peace-of-mind. She says that Bruno and she are now able to enjoy each other's company.

"As his situation has stabilized, mine has stabilized . . . and he looks to me now with such love and gratitude," she said, adding, "At Goodwill, the people on staff are really special and extraordinary. They had the patience and determination to get to the bottom of Bruno's needs. . . I would do anything for Goodwill."



Bruno Errante
Onsite Residence

I am
the face of...
quality
of life.



Doris Parker
Sage Senior Services at Crosswoods

It's hard to keep up with Doris Parker. At 82, she leads a very active life.

Doris is a participant in Goodwill Columbus' Sage Senior Services at Crosswoods where she is involved in community-based retirement activities for adults, ages 45 and older, with mental retardation and developmental disabilities.

On Mondays and Fridays at Sage, you generally can find Doris working on a latch hook rug or doing some needlepoint.

"I've done it my whole life," she said, adding that in the past she has made needlepoint crosses for residents of a local nursing home.

Doris also enjoys community outings offered through Goodwill. She has been shopping, to the library and out to eat dinner.

"It's fun. I like it," said Doris, who is an active member of the Advisory Council at Sage Senior Services at Crosswoods. "We talk about things . . . plan special events for the year."

Goodwill's Alana Reich said Doris is one of eight participants who serve on the council and help their peers understand rights and responsibilities related to people with disabilities.

"I help with the newsletter, too," said Doris.

On Tuesdays and Thursdays, Doris fills her time working -- packing materials at ARC North in Columbus. ARC Industries provides employment and training opportunities for more than 2,000 adults with mental retardation or other developmental disabilities in Franklin County, Ohio.

Wednesdays and weekends are Doris' days off -- if you can call them that. Those days, she makes time for her boyfriend, does laundry, goes shopping, attends church and sometimes joins other MRDD participants for dancing and bowling. Occasionally, she goes out to eat lunch or to a movie with friends. Doris reconnected with one special friend -- Maryann Belcher -- when she came to Sage six years ago.

"We call each other the Toledo Bums," said Doris, laughing about how she and Maryann were friends growing up in Toledo, Ohio, and now both participate in Sage at Goodwill.

"I like the people here," said Doris. "I've made friends and found an old friend."



Amanda Baker
Work & Behavioral Services

I am
the face of...
achievement.

Reading colorful bracelets is often part of Amanda Baker's afternoons filled with activities in Work & Behavioral Services at Goodwill Columbus. Her mornings are brimming with work opportunities.

"I like making money," said the outgoing 27-year-old, who sorts clothing for Goodwill retail stores and puts together kits of products for local companies that contract with Goodwill.

On the job, mild developmental disabilities sometimes challenge Amanda, who said, "Sometimes it's hard getting it (the product) into the package the right way. . . (but) I like the job."

Amanda adds that spending her earnings is the rewarding part of working. She likes to spend free time shopping and dining out at local restaurants.

Service providers at Goodwill say Amanda's dexterity and social skills have improved since starting her job at Work & Behavioral Services in August. She also is learning to keep on task and to be more honest in her relationships with other people.

Community service outings with other participants at Work & Behavioral Services give Amanda time to work on her social skills. She has gone bowling, visited art museums and toured a chocolate manufacturer. One of her favorite places to visit in Columbus is Al's Delicious Popcorn company, affectionately referred to as the "popcorn factory."

"You name it, they've got it," said Amanda, her face lighting up with excitement about sampling the buttery treats there.

Amanda was referred to Goodwill by the Columbus Development Center as staff there thought it would be a good fit. At Goodwill, she has found work and has made a few friends. One good friend is Chanita Williams, a Training Specialist at Goodwill, who has noticed that Amada loves to share.

"Amanda is very social and seems to thrive in a group setting where she can be creative and have structure," Williams said.

I am the face of... opportunity.

Like many 23-year-olds, Jeff DiGiacomo has many interests – video games, ghosts and cars.

“Jeff is a young, hip guy who likes to have fun and joke with others . . . He’s very curious and asks lots of questions about different things,” said Tiffany Mickley, manager of Young Adults Services at Goodwill Columbus.

Jeff joined the transitional unit at Young Adult Services needing to overcome some socially inappropriate behaviors in order to acquire and maintain a job. After a year of working to improve social skills, Jeff applied for and received a job through ARC Industries in Franklin County. Now he is employed two days a week doing janitorial work at Franklin County Children Services.

“Jeff has been able to maintain his success through his personal determination and the support of his family, work supervisors and the staff at Young Adult Services. Ongoing communication between all parties makes it work,” Mickley said.

Jeff said he’s enjoyed making a little money, some new friends and learning some socially helpful skills “. . . things I shouldn’t say or do.”



Jeff DiGiacomo
Young Adult Services

A mild developmental disability has not stopped Jeff from wanting to explore many topics. He’s interested in geology, criminal justice, psychology and the military. He’s even thought about studying to be an MRDD assistant at Columbus State Community College.

“I would like to help other people,” Jeff said, noting that he sees employees at Goodwill assisting others and believes it would be a nice way to give back.

Hobby-wise, Jeff is a self-proclaimed “techie.” He plays video games. He likes catching spiders and keeps a pet tarantula. Ghosts are on his radar, too, and he chuckles about his entrepreneurial thoughts of developing a company called Columbus Ghostbusters.

Right now, Jeff is seriously interested in learning to drive a car. His car of choice? A 2010 Ford Mustang. With his father’s encouragement, he’s beginning to read about both.

“I’d like to drive so I can do some stuff by myself . . . Tell a friend that I’ll come by your house, pick you up and we’ll go to a movie,” said Jeff, thinking about all the possibilities.

We are the faces of... mutual respect.

Regan Oaks has been part of the Volunteer Partner Support program at Goodwill Columbus for 19 years and all of that time has been spent as a volunteer, serving the needs of someone who has become a good friend.

John Hannan, 92, is blind, widowed and now living in an assisted care facility in central Ohio. As a retired American government teacher from Bluffton, he’s an enchanting story-teller and Regan, who is a public school teacher too, has heard all his tales over the years.

“He’s ornery. He’s funny. He’s smart . . . and he’s one of the few people I have known that is non-judgmental,” said Regan, who now considers John to be family.

In earlier years, Regan would spend time with John at his home, reading his mail, taking him to doctor’s appointments and going grocery shopping every other week. Later in their relationship came weekly lunch outings and a strong friendship bundled in unconditional love. Today, Regan always picks John



Regan Oaks & John Hannan
Volunteer Partner Support

up at his home on concert nights as he likes to listen to her sing a cappella as part of a group called Maggie Consort.

“He thinks I’m cute, even though he can’t see me,” said Regan, playfully teasing John.

John replies, “Well, yes . . . and she’s helpful, a good friend . . . We get along.”

At one point in their partnership, Regan found herself needing personal assistance. She was unable to drive, requiring her and John to use public transportation. The experience became eye-opening for Regan when she and John found themselves stranded at a grocery store for five hours. That day Regan felt helpless and learned first-hand the difficulties in seemingly simple situations that confront those with disabilities and other barriers on a day-to-day basis. On one occasion, she needed to get to the doctor’s office and was unable to obtain a ride. Goodwill Express was able to help.

“It’s a feeling I don’t want anyone to have to experience. It’s one of the reasons I volunteer,” said Regan, who encourages others to join Goodwill’s Volunteer Partner Support program. “You know, it’s true -- you receive a lot more than you give when you share your life with others. . . I think we’re supposed to take care of each other. It’s just being community-minded, and there’s a huge need.”

Travis Derouaux began his career by gathering carts from the parking lot at Giant Eagle, a grocery store in Grove City. He was quickly promoted to Prepared Foods Associate in the store's deli. Today, he is also helping to train students in the Goodwill Columbus work program -- where he got his start.

With smart eyes, a boyish grin and a bulky 6-foot, 2-inch build, Travis appears to be your typical 20-year-old until he talks or is asked to write. Then his disabilities -- a vocal cord disorder and a cognitive learning barrier -- are quite evident. His ability to achieve a reading level above the third grade left him behind in school. To compound his learning challenges, a number of his peers were less than kind.

Love and support have come from his mother, Beverly, a single parent and his sole provider. She has embraced her son's disability and has moved him forward. In the fall of 2006, one teacher, Sherry Clark, with the help of Goodwill's Workforce Development Educational Facilitator, Jennifer Dudley, encouraged Travis to enroll in Project Opportunity, a 12-week program that consists of four weeks of classroom job skill training and eight weeks of on-the-job training at Giant Eagle.



Travis Derouaux
Workforce Development

Travis proved to himself that he was reliable and a self-starter. After some job coaching at Goodwill, Travis applied for a position at Giant Eagle. His reputation as "an excellent worker" proceeded him, and he was hired in February 2007.

Extremely proud that Travis is now training students in the work program at Giant Eagle, Dudley said.

"Travis has touched my life in many ways . . . his job accomplishments have really shown me that I make a difference in each of these kid's lives."

Travis is grateful to have a full-time job that can provide for all his needs after graduating from Central Crossing High School in June 2007. Some of his peers, even those without disabilities, cannot say that. At Giant Eagle, Travis also has learned to use his clout.

"I got my brother a job here, too," he said, smiling and adding, "I feel really good about my job today . . . I've made some friends. They go the extra mile to help me out . . . and I would do the same for them."

**I am
the face of...
determination.**

Yolanda Jones has always wanted to live "an ordinary life," and so far the 40-year old is meeting her goals as a consumer of Supported Living services at Goodwill Columbus.

She is married. She and husband, Ken, have a 2-year-old daughter, Sankay, and a 17-year-old step-son, Kenny.

Yolanda has taken courses at Columbus State Community College, enough to qualify her as a certified Assistant Training Specialist, who now works at ARC East in Columbus. ARC Industries provides employment and training opportunities for more than 2,000 adults with mental retardation or other developmental disabilities in Franklin County, Ohio.

Having been diagnosed with developmental disabilities has done little to slow Yolanda down in life. While her barriers are evident "on the outside," Yolanda told Angie Willetts, Assistant Program Director of Supported Living at Goodwill, that she does not feel like she has a disability "on the inside."

"I have so much support. . . My mom, Sandra, my Godsisiter, Tamara Shelton, and my counselor, Nevalyn Nevil, never let me



Yolanda Jones
Supported Living

**I am
the face of...
strength.**

feel I have limitations," Yolanda said, grinning proudly.

Through Supported Living at Goodwill, Yolanda receives assistance with transportation, housekeeping, medical appointments, meals and taking care of her daughter.

Yolanda says she is blessed to work with people with disabilities. At ARC East, she helps five or six individuals. Part of her routine is to feed them, take them for walks, play games and assist them in the restroom. She has done this every weekday since August.

"I love it. It makes me feel so fulfilled. They can't do what I can do. I love to be busy and do things that benefit people," said Yolanda, writing her feelings on paper when her vocalizations are misunderstood.

Betsey Kunz, a Training Supervisor at ARC East, said the individuals Yolanda assists respond well to her.

"She doesn't let them say 'no,'" said Kunz, chuckling about Yolanda's positive determination.

In fact, the word "no" doesn't seem to be in Yolanda's vocabulary as her list of life goals grows day-by-day. Some of her biggest dreams are attainable. She wants to go back to college. She wants to write a book. And she wants to be an advocate, communicating publicly for people with disabilities.

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You can volunteer at Goodwill Columbus by donating your time to assist individuals with disabilities and other barriers.

You can give a tax-deductible donation to Goodwill Columbus and support education, training and employment services that empower individuals with disabilities and other barriers to become more independent at home, work and school.

You can join our Goodwill Columbus Champions Society and make a real difference in the lives of others by including Goodwill as a beneficiary in your estate plans. Estate and planned gifts enable Goodwill to provide life-changing programs and services to individuals with disabilities and other barriers for generations to come.

To discuss giving options, you may contact Tyler James at 614-583-0295 in Goodwill's Development Department.

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Thank you to the following individuals and organizations that made donations to the Goodwill Columbus Capital Campaign in 2008.

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2008 Financial Statement

Statement of Activity Support & Revenue

	2008	2007
Program Services/Operations/Retail	\$29,748,187	\$27,957,332
United Way	400,994	391,830
Public Support	636,243	1,281,321
Total Support & Revenue	\$30,785,424	\$29,630,483

Expenses

Program Services/Operations/Retail	28,213,589	25,434,541
Management & General	2,663,554	2,494,147
Depreciation	1,258,495	784,280
Total Expenses	32,135,638	28,712,968
Excess of Support & Revenue Over Expenses	(\$1,350,214)	\$917,515

Statement of Financial Position

Assets		
Cash & Investments	\$5,424,764	\$7,517,639
Receivables	6,931,711	2,743,194
Prepaid Expenses & Inventories	328,014	270,287
Land, Building, Equipment	11,424,408	11,900,225
(Net of accumulated depreciation of \$10,024,000 in 2008 & \$8,765,000 in 2007)		
Total Assets	\$24,108,897	\$22,431,345

Liabilities & Net Assets

Liabilities		
Accounts Payable	\$446,633	\$1,156,293
Accrued Expenses	2,610,321	2,545,860
Deferred Revenue	4,309,631	22,044
Notes Payable	585,840	1,200,462
Total Liabilities	7,952,425	4,924,659

Net Assets

	16,156,472	17,506,686
Unrestricted	15,740,870	17,041,706
Temporarily Restricted	415,602	464,980
Total Net Assets	16,156,472	17,506,686
Total Net Liabilities & Assets	\$24,108,897	\$22,431,345

Source of Support & Revenue – 2008

Program Services/Operations/Retail	96.6 percent
United Way.....	1.3 percent
Public Support	2.1 percent

Distribution of Expenses – 2008

Program Services/Operations/Retail	87.8 percent
Depreciation	8.3 percent
Management and General	3.9 percent

Schneider Downs audited financial statement available upon request.

Our Mission

Building independence, quality of life and work opportunities for individuals with disabilities and other barriers.

Our Vision

All individuals with disabilities and other barriers are embraced as valued and dignified members of our community.

Our Core Values

Integrity

Honesty, trustworthiness and promise keeping

Caring

Caring for others, while caring about the organization's success

Accountability

Taking responsibility for problem-solving, actions, decisions and results

Respect

Valuing all people regardless of diverse traits and backgrounds

Excellence

Leading initiatives, which achieve highly valued results





70th
 Anniversary
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