A TASTE OF SUCCESS

2018 ANNUAL REPORT
TRANSFORMING THE LIVES OF INDIVIDUALS WITH DISABILITIES AND OTHER BARRIERS THROUGH PATHWAYS TO INDEPENDENCE AND THE POWER OF WORK
To Our Community Stakeholders:

On behalf of the Board of Directors of Goodwill Columbus, special thanks for being a part of our success over the past 79 years. This annual report represents a reflection of the commitment our organization has to the central Ohio community and the individuals we serve.

This year’s theme, “A Taste of Success,” has many meanings including: success in providing for your family; securing full-time employment and financial stability; and becoming a self-advocate. Goodwill offers opportunities to assist every individual to be successful, through a diverse range of mission services and the businesses we operate.

Last year our agency offered a “hand up” to more than 2,000 individuals representing 1.16 million hours of service. Our Workforce Development team served nearly 1,100 individuals on their journey to competitive employment, and we supported more than 970 individuals with developmental disabilities through our Art Studio, Day Programs and Residential Services.

As we celebrate our achievements, we recognize that our success is possible through the support of the Columbus business community, our health and human service agency colleagues, Board of Directors, generous donors, dedicated staff, volunteers and individual stakeholders, who assist us every day in transforming the lives of individuals we serve through pathways to independence and the power of work!

We’re grateful to you for your steadfast support as a valued partner in our continued success.

John Kadlic, Board Chair  
Margie Pizzuti, President & CEO
GOODWILL — A FAN FAVORITE

Through targeted efforts, Goodwill Columbus garnered a number of awards, gaining wide exposure and providing funds for mission services. A few of the highlights included:

• Harry C. Moores Foundation grant to support The Community Experience
• Two Ohio Arts Council grants to support artists and the implementation of community-based outreach arts enrichment for the Goodwill Art Studio & Gallery
• CBus Top Pick “Best Thrift Store” 2018
• 614 Magazine “Best Thrift Store” 2018
• Besa 2018 Nonprofit Partner of the Year

COMMUNITY INTEGRATION THROUGH TCE

Through The Community Experience (TCE), Goodwill brings individuals out of the classroom and into the community with 100% community-based programming. Ranging in age from 18 to 84, individuals with developmental disabilities explore new learning experiences, take classes and volunteer in the community with organizations such as LifeTown, South Side Roots Café, Cat Welfare, the Clintonville-Beechwold Community Resource Center and Ronald McDonald House.

TCE provided over 21,600 hours of service to 49 individuals last year.

ENGAGING WITH VOLUNTEERS

With a commitment to further engage the community in our programs, Goodwill provided 2,586 volunteers from community organizations, corporations and educational institutions with opportunities to give back. Organizations like L Brands, Express, CoverMyMeds, IGS Energy, Cardinal Health, Nationwide, UPS, The Ohio State University and Otterbein University generously gave 37,679 hours to Goodwill through sorting clothing and donations, working hand-in-hand with Day Program individuals, mock interviewing and helping Goodwill artists find a taste of success.

The highlight of the year came in the fall when Besa, a local volunteer organization connecting people with local charities, named Goodwill Columbus its 2018 Nonprofit Partner of the Year. Since 2016 - when Goodwill’s partnership began with Besa - more than 700 volunteers from the partnership have participated in Health & Wellness activities with Day Program individuals.
CHARLOTTE MCGRAW TEACHES SELF-ADVOCACY

Congratulations to Goodwill Artist Charlotte McGraw, who was honored in October with a self-determination ESDY Award from the Ohio Self Determination Association for her work with Project STIR. ESDY Awards are given to individuals or entities that promote the principals of self-determination which have affected their own lives or the lives of others.

Throughout 2018, Charlotte led Goodwill’s Project STIR (Steps Toward Independence and Responsibility) program, a training program utilizing education, mentoring and leadership skills. To date, Charlotte has trained 40 individuals with the tools they need to take control of important decisions in their lives and advocate for themselves.

McGrav mentored and coached her peers on speaking up for themselves, problem solving, navigating which agencies to reach out to for assistance, resolving conflicts, social and professional appropriateness, community integration, techniques of joining groups and committees, and anti-discrimination practices.

“You have to demonstrate strong self-control, self-advocacy skills and leadership if you want to take on this role,” said McGraw.

ONSITE SUCCESSFULLY MOVES TO SUPPORTED LIVING

2018 saw the successful integration of nearly two dozen Onsite residents. The residents transitioned from living in the intermediate care facility of Goodwill’s Edgehill Headquarters into homes staffed by Goodwill Supported Living. Over the course of eight months, all 23 residents moved into nine homes throughout the Columbus community. The homes were renovated specifically for these individuals in partnership with Creative Housing, a non-profit organization dedicated to providing safe, accessible and affordable housing to individuals with disabilities.

“This move into the community has allowed our individuals to have more choice, freedom and control of their lives,” said Jamie Kinzelman, director of residential services. “Their care is now more person-centered. Many behavioral plans have been eliminated, and their quality of life has improved through new activities, outings and independent living.”

To see Ed’s reaction when he saw his new home, visit: goodwillcolumbus.org/edvideo

SUPPORTED LIVING PROVIDED MORE THAN 417,000 HOURS OF SERVICE TO 118 INDIVIDUALS WITH DEVELOPMENTAL DISABILITIES IN 76 HOMES
GOODWILL OUTLET STORE DEBUTS

In January 2018, Goodwill Columbus opened a 10,000-square-foot Outlet Store at 2675 Brice Road. At the Goodwill Outlet, unsold items from nine retail stores are placed on rolling tables for customers to sort through, with merchandise refreshed every few hours. With the exception of furniture and some large items that are priced individually, merchandise at the outlet is weighed and priced by the pound.

“Having a Goodwill Outlet has been one of our top customer requests for years, and we were so excited to add it to our business model,” said Goodwill President & CEO Margie Pizzuti. “The Outlet enables us to serve even more shoppers and donors and furthers our commitment to sustainability.”

In addition to housing the outlet, the 83,000-square-foot Brice Road location houses a donation center, as well as Goodwill’s warehouse, distribution center, e-commerce, and retail and donated goods support teams.

PARTNERING WITH DESIGNER BRANDS TO PROVIDE LOGISTICS PATHWAY

In 2018, Goodwill launched a partnership with Designer Brands, ARC Industries, Opportunities for Ohioans with Disabilities, and Medicaid to be a provider of Project SEARCH, a six-month program that trains individuals with disabilities to become job ready. As an outgrowth of Workforce Development, Goodwill is helping to train these individuals to work in the warehouse and logistics industries.

During the course of the 24-week internship at Designer Brands, Project SEARCH interns learn a variety of warehouse processes including shipping, receiving, labeling, inventory, packaging, and tagging. They are mentored in workplace behavior, leadership and social skills. The program seeks to develop reliable, work ready individuals who are trained for the supply chain industry.

In April of this year, Goodwill celebrated the graduation of two individuals, Aaron Robinett and Samantha Back, in the Project SEARCH class at Designer Brands. Both graduates were offered full-time employment upon completion of the program: Samantha at Cintas and Aaron at Micro Center.

DIVERTED 8.8 MILLION POUNDS OF MATERIALS FROM LANDFILLS

PARTNERED WITH 134 EMPLOYERS TO PUT LOCAL RESIDENTS TO WORK
CIT TRAINS COMPUTER SUPPORT SPECIALISTS

For the past two years, with funding provided through a TechHire Department of Labor Employment and Training Administration grant, Goodwill has provided information technology training to young adults between the ages of 17 and 29 in Franklin and Madison counties. The funding is targeted to serve at-risk and disadvantaged populations. All training, books, practice exams and exam certification are offered at no cost to students.

Students in the Careers in Technology Workforce Development course develop industry-recognized skills to become computer support specialists. Through partnerships with Nationwide Children’s Hospital, the Creating IT Futures Foundation, MedCerts and the Workforce Development Board/OhioMeansJobs, Goodwill offers three IT credentialed pathways including Comp TIA A+, Comp TIA Network Security +, and Microsoft Technology Associate certification.

“Our CIT program provides students with the skills to secure in-demand jobs in the IT field upon completion of the program,” said Director of Workforce Development Jenifer Garey. “Job placement with employment partners such as PCM, Nationwide Children’s Hospital, OhioHealth and JPMorgan Chase represent an opportunity for our students to transform their lives with an average wage of $15 to $18 per hour.”

By the end of 2019, Goodwill expects to have served close to 300 individuals in the CIT program.

GOODWILL CLIENTS WERE AWARDED 105 INDUSTRY RECOGNIZED CREDENTIALS IN HEALTHCARE, INFORMATION TECHNOLOGY AND HOSPITALITY/RETAIL.

ALVIS PARTNERS WITH GOODWILL HOSPITALITY & LODGING

Last year Goodwill continued its partnership with Alvis as a result of a $1.36 million Department of Labor grant awarded to the agency three years ago. Alvis received the funding to create a Career Pathway program that provides job training and placement, mentoring and follow-up services for individuals recently released from prison or previously involved with the justice system. Alvis is a nonprofit human services agency providing community reentry, behavioral health and developmental disabilities services.

Goodwill provides these individuals with pathways to careers in hospitality and lodging. After completing a digital literacy assessment and two-week Career Bootcamp where they learn job readiness skills, individuals enrolled in the program can go on to earn industry-recognized certifications from the American Hospitality & Lodging Educational Institute. They then complete two weeks of intensive training at partner sites including Crowne Plaza, Red Roof Inns, Hilton, the Rusty Bucket and Franklin International, with the goal of being offered a position at their internship or similar location.

During 2018, 62 individuals from the Goodwill/Alvis partnership were placed into employment.

To see Brittani’s Goodwill story, visit: goodwillcolumbus.org/hospitalityvideo
Progress. Tenacity. Commitment.

Larry Seay embodies those words today, but it wasn't always that way.

Larry first joined Goodwill Work and Community Services (WCS) in 2006, participating in vocational rehabilitation and socialization programs. In addition to having a developmental disability and being deaf from birth, Larry often struggled with anger issues and lashed out at staff, leading the WCS team to wonder about his future in a community setting.

Raven Williams, then a training specialist with Work and Community Services, began working with Larry shortly after he arrived at Goodwill, focusing on his vocational and communication skills.

“Larry didn’t read or write and only communicated in his own sign language,” said Raven. “He had confidence in his work, but not a lot of trust in those around him.”

Over several years, Larry progressed from day programs to a workshop setting, hanging and sorting clothes at the Goodwill warehouse and the Renner Road retail store. While he was doing quality work, Larry sometimes slid back into old habits when his anger issues surfaced. As a result, he was placed back at WCS.

Confident that Larry had the skills to succeed with the right tools, Raven doubled down on her efforts to help him. The two
eventually bonded, as Raven helped inspire Larry to continue on his pathway to permanent employment. By then, Raven had moved into Goodwill’s Workforce Development Disability Services program. The team there provided Larry with intensive job coaching, helped him learn soft skills and identify career goals.

After demonstrating his commitment to employment, Larry accepted a Donation Attendant position at Goodwill’s North Hamilton Road retail store. To ensure his success, Raven worked with Retail Manager Sandy Price and staff at the store to build an in-house support system for Larry - even creating a customized deck of cards to help Larry communicate with customers and staff.

“I love the people at Goodwill Columbus because they help me whenever I need it,” said Larry.

Larry has been in his position for over three-and-a-half years and has taught co-workers sign language to communicate with him. During that time, he has received several Goodwill accolades, including an employee ICARE Award, which recognizes outstanding achievements. Larry consistently places among the top retail employees participating in Goodwill’s in-store giving drives by soliciting and collecting cash gifts from retail donors. Those gifts in turn fund Goodwill mission programs.

This year, Larry is focused on the month-long Power of Giving campaign. His goal is to be the employee who collects the most cash donations for Goodwill.

“I love raising money, because I want to give other people the same chance I was given through Goodwill,” says Larry.

“Larry has come a long way from where his story began,” said Raven. “He has shown that with the right mindset, anyone can be successful. He conditioned himself to make changes and better his life.”

22 PERCENT OF GOODWILL’S WORKFORCE HAS A DOCUMENTED DISABILITY
Quiet. Nervous. Apologetic. Loner. These are all words that used to describe Laurel “Laurie” Champoux.

Until, that is, she transitioned into The Community Experience at Goodwill Columbus.

In the past, Laurie’s anxiety, depression and other mental health symptoms would manifest via behavior issues. Laurie began her Goodwill journey two-and-a-half years ago at The Learning Center (TLC) where individuals with a developmental disability and mental health diagnosis participate in adult day programs, vocational habilitation, and socialization programs. However, Laurie was not engaged in TLC activities and was often absent.

In 2018, Laurie had the opportunity to join The Community Experience, a community inclusion day program that brings individuals out of the classroom and into the community to share their gifts through volunteering and service. Although hesitant at first, Laurie joined TCE two days a week, participating in volunteer activities her group wanted to do, but never really speaking up for her wants and needs.

Through Goodwill’s Project STIR (Steps Toward Independence and Responsibility) program designed to help individuals with self-determination, self-advocacy and leadership skills, Laurie learned to take control of important life decisions. This experience led her to advocate for herself and her fellow TCE members. Her involvement has led Laurie to become a co-leader of a Healthy Lifestyles class, where she teaches fellow TCE members about hygiene, healthy eating, exercise and mental health issues.

Laurie is now a proud member of TCE and a fierce advocate, volunteering with the group at Cat Welfare, the United Methodist Free Store, the Clintonville Community Resource Center and Three Creeks Senior Living Community.

Laurie said she thrives on being in the community and giving back. “I love
animals and enjoy going into the shy cat room at Cat Welfare to read the cats mystery stories,” said Laurie. “The Free Store is like a little church where I get to help people by sorting clothes and donations.”

Never one for large, loud crowds, the smaller TCE group size has helped Laurie grow, evolve and flourish. Her anxiety has decreased, she’s forged strong friendships within the group, and speaks in public about her experiences. She also has learned to self-administer some of her medications.

“With TCE, Laurie has really come out of her shell. She is more charismatic, carries her head a little higher and holds her shoulders back,” said Chris Cline, Goodwill nurse who works closely with Laurie. “She smiles a lot more now. She used to be a bit of a wallflower and now she has more of a glow. She is definitely a different person.”

“Since joining TCE, I have really seen Laurie’s strengths brought to light. She is very encouraged and motivated by all the potential opportunities available to her now,” said McKenzie Barnhouse, manager of TCE.

Next steps for Laurie? With the help of TCE staff, she is working on her resume and interview skills with the goal of working full-time in a retail setting.
Saquez Hayden knew he had to make a change. A new dad, he envisioned a future for his daughter that included stability and security, but a recent employment loss had put all of that at risk. The job leads he pursued were going nowhere, and he found he had not been unemployed “long enough” to qualify for a local IT training program he was interested in.

That all changed when he was referred to Goodwill Columbus and the Careers in Technology CompTIA ten-week A+ certification program. The A+ certification, providing information technology training to young adults between the ages of 17 and 29 and offered at no cost to students thanks to a U.S. Department of Labor grant, is an essential component for a career in IT and is recognized worldwide by companies such as Dell, Canon and the U.S. Department of Defense.

After taking a skills assessment at Goodwill, Saquez was on his way. “To start over was challenging, but I had a new daughter that Christmas and it was time to look into a career that could support my growing family,” he said.

Saquez was familiar with computers, but he had been out of the classroom setting for a while. After getting past the initial fear of starting something completely new, he found the Goodwill learning environment to be professional and supportive. He liked the small class size and great support of his instructors. “Our teacher took the time to go over lessons in detail,” said Saquez. “A lot of content we went over was related to IT, but there was so much more that went into it.”
While still enrolled in the A+ certification class, Saquez was introduced to potential employers and upon completion of the course, was hired on for a State of Ohio contract IT position. “Goodwill helped me get my foot in the door with a great employer,” he said. “I could not have done that on my own. Taking the A+ certification can be a life-changing experience. I was opened up to a whole new job market and pay grade. The content from the course has really helped support me in my current role and learning the different ways to work the systems most definitely helps out.”

Saquez encourages everyone to look into Goodwill Workforce Development programs. “Even if you are not in the this targeted age group, Goodwill will have something for you,” said Saquez. “If you are considering reaching out, just do it. I did and now have a whole new future in front of me.”

This new future includes a brand new job that began April 29, 2019 as a help desk specialist at an IT solutions and services company.
GOODWILL BY THE NUMBERS FOR 2018

WHAT THE COMMUNITY GAVE (AUDITED)

- MISSION SERVICES $20,424,928
- CONTRACT SERVICES $7,376,681
- SALE OF DONATED GOODS $20,134,738
- OTHER PUBLIC SUPPORT $881,697
- OTHER $382,059

TOTAL: $49,200,103

WHAT GOODWILL GAVE BACK (AUDITED)

- MISSION SERVICES $19,213,291
- CONTRACT SERVICES $6,440,370
- DONATED GOODS $18,214,070
- FUNDRAISING $441,212
- ADMINISTRATIVE SUPPORT FOR PROGRAMS $4,856,374

Total: $49,165,317

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<thead>
<tr>
<th>Individuals served in 2018 and hours of intensive service provided:</th>
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<tbody>
<tr>
<td>Workforce Development</td>
<td>1089 served</td>
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<tr>
<td>SAGE</td>
<td>226 served</td>
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<tr>
<td>Art Studio &amp; Gallery</td>
<td>83 served</td>
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<tr>
<td>Young Adult Services</td>
<td>135 served</td>
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<tr>
<td>The Community Experience</td>
<td>49 served</td>
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<tr>
<td>Work and Community Services</td>
<td>170 served</td>
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<tr>
<td>Supported Recreation &amp; Education</td>
<td>180 served</td>
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<tr>
<td>Supported Living</td>
<td>119 served</td>
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<tr>
<td>Onsite Residence</td>
<td>15 served</td>
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<tr>
<td>TOTAL</td>
<td>2,066 served</td>
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<tr>
<td></td>
<td>1.16 million hours</td>
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WORKFORCE DEVELOPMENT

Placed 220 individuals into competitive employment
Partnered with 134 employers to put local residents to work
$4.4 million in total wages earned by clients
$882K in federal, state and local taxes paid

In a collaborative effort, Goodwill, OhioMeansJobs, ResCare, Columbus Urban League and Jewish Family Services enrolled an additional 805 individuals placing 315 into competitive employment at an average wage of $20 per hour.

<table>
<thead>
<tr>
<th>Career Pathway</th>
<th>Average Wage</th>
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<tbody>
<tr>
<td>Next Best Job</td>
<td>$16.64</td>
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<tr>
<td>Manufacturing</td>
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<td>Healthcare</td>
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<tr>
<td>Business Services</td>
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<td>First Job</td>
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<tr>
<td>Hospitality and Lodging</td>
<td>$10.42</td>
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<tr>
<td>Retail</td>
<td>$9.71</td>
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</table>

Goodwill Columbus is committed to helping individuals achieve economic self-sufficiency through the power of work, helping them advance on a career path. Below is a chart of the average wage of 2018 placements.
ORGANIZATION AND BUSINESS DONORS

We regret that space constraints limit the following list to donors of $100+. Donations made through December 31, 2018.

**$10,000 AND ABOVE**

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<tr>
<th>Organization</th>
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<tbody>
<tr>
<td>Anonymous</td>
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<tr>
<td>Columbia Gas of Ohio</td>
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<td>Computer Aid, Inc.</td>
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<td>Families and Friends Network</td>
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<td>Fox Foundation, Inc.</td>
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<td>Harry C. Moores Foundation</td>
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<td>L Brands Foundation</td>
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<tr>
<td>The Columbus Foundation</td>
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<tr>
<td>Wayne E. and Mildred K. Smith Memorial Fund of The Columbus Foundation</td>
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<tr>
<td>United Way of Central Ohio</td>
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**$5,000-$9,999**

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<th>Organization</th>
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<tbody>
<tr>
<td>AEP</td>
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<td>Anthem Blue Cross and Blue Shield</td>
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<td>Bartha</td>
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<td>Brainstorm Media</td>
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<tr>
<td>Cardinal Health, Inc.</td>
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<td>Crane Group</td>
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<tr>
<td>Hugh M. and Julia G. Hadley Endowment Fund of The Columbus Foundation</td>
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<tr>
<td>Huntington</td>
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<td>IBM iX</td>
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<tr>
<td>Jacquelin and Arthur J. Isaac, Jr. Fund of The Columbus Foundation</td>
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<tr>
<td>Nationwide</td>
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<tr>
<td>Ohio Arts Council</td>
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<td>OhioHealth</td>
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<tr>
<td>The Robert Weiler Company</td>
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<td>U.S. Bank</td>
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<tr>
<td>Vorys, Sater, Seymour &amp; Pease LLP</td>
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**$2,500-$4,999**

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<td>Designer Brands</td>
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<td>Giant Eagle</td>
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<td>KKS Global Consultants</td>
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<td>KPMG</td>
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<td>METTLER TOLEDO</td>
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<td>The David S. and Karen A. Shapira Foundation</td>
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<td>UC Assure</td>
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<td>Willis Towers Watson</td>
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<td>Worthington Industries</td>
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<td>Foundation of the Columbus Foundation</td>
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<td>Wright-Patt Credit Union, Inc. Employees</td>
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**$1,000-$2,499**

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<td>BakerHostetler LLP</td>
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<td>Battelle</td>
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<td>Capitol Waste and Recycling Services, LLC</td>
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<td>Carmen’s Distribution Systems, Inc.</td>
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<td>Columbus Radio Group</td>
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<td>Columbus Running Company</td>
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<td>Columbus State Community College</td>
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<td>Cushman &amp; Wakefield</td>
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<td>Delta Dental</td>
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<td>Donatos</td>
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<td>Elford, Inc.</td>
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<td>Enterprise Holdings Foundation</td>
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<td>Ernst &amp; Young LLP</td>
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<td>Fire Systems Professionals LLC</td>
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<td>Fifth Third Bank</td>
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<td>Franklin University</td>
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<td>GBQ Partners, LLC</td>
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<tr>
<td>Hart</td>
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<td>Ice Miller LLP</td>
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<td>KeyBank</td>
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<td>LOTH, Inc.</td>
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<td>Mount Carmel Foundation</td>
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<td>National Church Residences</td>
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<td>Nationwide Children’s Hospital</td>
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<td>NBBJ</td>
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<td>PNC Bank</td>
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<td>Porter, Wright, Morris &amp; Arthur LLP</td>
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<td>Primary Solutions</td>
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<td>Schneider Downs &amp; Company, Inc.</td>
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<td>St. Brigid of Kildare Catholic Church</td>
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<td>State Auto Insurance Companies</td>
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**$500-$999**

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<th>Organization</th>
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<tr>
<td>American Council of the Blind of Ohio, Columbus Chapter</td>
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<td>Cintas</td>
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<td>Lindsay Honda/Acura</td>
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<td>Mattlin Foundation</td>
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<td>Nationwide Foundation</td>
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<td>Plante Moran PLCC</td>
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<td>MT Business Technologies</td>
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<td>United Way of Metro Chicago</td>
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**$100-$499**

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<th>Organization</th>
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<td>Alvis, Inc.</td>
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<td>Directions for Youth and Families</td>
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<td>First Church of Christ</td>
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<td>Franklin County Board of Commissioners</td>
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<td>George C. Anderson Photography, Inc.</td>
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<td>I Am Boundless</td>
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<td>Irvin Public Relations</td>
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<td>JDI Apollo Graphic Communications</td>
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<td>Jewish Family Services</td>
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<td>Kohr, Royer, Griffith Inc. (URG)</td>
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<td>United Way for Southeastern Michigan</td>
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<td>United Way of Greater Atlanta</td>
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<td>United Way of Greater Philadelphia &amp; Southern New Jersey</td>
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<td>Marc and Lisa M. Westwater Fund of The Columbus Foundation</td>
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<tr>
<td>Wesley Glen Residents Council</td>
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</table>
INDIVIDUAL DONORS

We regret that space constraints limit the following list to donors of $100+. Donations made through December 31, 2018. Donors who gave at the $500 level and above are members of The Charles Graham Society.

$5,000-$9,999
- Anonymous
- Jamie Crane and Tim Miller
- Herb and DeeDee Glimcher
- Al and Laura Hill

$2,500-$4,999
- David and Nancy Braun
- Ruth H. Engelberg
- John and Kim Kadlic
- Fran Luckoff
- Rich and Mary Lundy
- Paul and Lorraine Riewe
- Tony and Dana Wells

$1,000-$2,499
- Anonymous
- Linda and Harry Brown
- John and Kate Brody
- Michael and Paige Crane
- David Dawdy
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