Goodwill Columbus: Advancing economic mobility through the power of work.

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We continued to move forward and leaned harder into our strategic goal of equipping 100,000 individuals with the tools to advance economic mobility through the power of work by 2030.

Simply put, the power of work can transform individuals, families and communities.

Special thanks to our dedicated employees and valued donors, volunteers, shoppers and community partners who help the people we serve learn, grow and advance.

Here’s to a continued and brighter future.

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Beth Kowalski
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Goodwill Columbus served 2,396 individuals in 2020.
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We will continue to work towards our goal of equipping 100,000 individuals with the tools to advance economic mobility through the power of work by 2030. Simple put, the power of work can transform individuals, families and communities.

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With a goal of employing 100,000 people with the work to advance economic opportunity by 2030, Goodwill’s Workforce Development team is training individuals for in-demand professions in information technology, healthcare, hospitality and lodging and retail. In 2020, 196 individuals earned industry-recognized credentials and 245 new jobs placed into competitive employment.

In collaboration with OhioMadeJumble, Empire, Columbus Urban League and Jostib Family Services, Goodwill provided training to 726 individuals through job workshops and placed 151 individuals into competitive employment with an average wage of $23.65.

Numbers Served

Adult Day Services - 602 Work and Community Services – 152 Supported Living – 94 Workforce Development – 2,906

Next Best Job Average Wage


First Job Average Wage

Retail, Hospitality and Lodging – $11.07

With a workforce of more than 1,000 employees, Goodwill ranks as a top 100 employer in Franklin County, and the fourth largest health and human service agency in Central Ohio. Our mission of transforming the lives of individuals through the power of work is near and dear to the people we serve. We apply this same commitment to the growth and development of our 1,000+ employees.

• Diversity, Equity and Inclusion – more than 50% of our internal promotions in 2020 were people of color.
• Several business units exceeds our goal of filling 50% of promotable positions with internal employees including Retail store leaders, Custodial management, Human Resources, Unarmed Security, Supported Living, Work and Community Services, and Adult Day Services.
• In 2020, nearly 22% of our total workforce had a documented disability – 413 individuals.
• More than 19% of new hires in 2020 had a documented disability.

The pandemic for Goodwill Columbus head on, causing us to create new processes and best practices to ensure our organization’s viability.

Workforce Development

Leveraged Facebook and YouTube to support job coaching and career development. Video conferencing platforms and social media enhanced distance learning on training, interviews, job searching, and IT, healthcare, and Hospitality Management curriculums.

Adult Day Services and Work and Community Services engaged additional health and safety protocols following Ohio Department of Developmental Disabilities guidelines and connected with individuals at least weekly. We implemented one-on-one home service, virtual health and wellness activities and occasional job training, and began a start-up business creating masks for the community.

Supported Living

Redefined the term “essential,” providing care to 94 individuals with developmental disabilities in 50 homes. Our staff continues to provide 24-hour on-call support, medication administration, and behavior support, while vigilantly focusing on safety protocols.

Business Services: Our Custodial and Security teams were on the forefront of the pandemic, becoming experts on masks, pandemic cleaning and safety protocols and persevering to deliver for our clients.

Retail and Auto Auction:

The necessary retail store closures and a 24-hour staff covering donation boxes, warehouses, and e-commerce for two months. When our stores reopened, new safety procedures like one-way aisles, masks, and lowered capacity were implemented. Our Auto Auction moved to an online platform, where the average vehicle price jumped, and e-commerce for two months. When our stores reopened, new safety procedures like one-way aisles, masks, and lowered capacity were implemented. Our Auto Auction moved to an online platform, where the average vehicle price jumped, and e-commerce for two months. When our stores reopened, new safety procedures like one-way aisles, masks, and lowered capacity were implemented. Our Auto Auction moved to an online platform, where the average vehicle price jumped, and e-commerce for two months. When our stores reopened, new safety procedures like one-way aisles, masks, and lowered capacity were implemented. Our Auto Auction moved to an online platform, where the average vehicle price jumped, and e-commerce for two months. When our stores reopened, new safety procedures like one-way aisles, masks, and lowered capacity were implemented. Our Auto Auction moved to an online platform, where the average vehicle price jumped, and e-commerce for two months. When our stores reopened, new safety procedures like one-way aisles, masks, and lowered capacity were implemented. Our Auto Auction moved to an online platform, where the average vehicle price jumped, and e-commerce for two months. When our stores reopened, new safety procedures like one-way aisles, masks, and lowered capacity were implemented. Our Auto Auction moved to an online platform, where the average vehicle price jumped, and e-commerce for two months. When our stores reopen...
With a goal of employing 100,000 people with the tools to advance economic opportunity by 2030, Goodwill’s Workforce Development team is training individuals for in-demand professions in information technology, healthcare, hospitality and lodging and retail. In 2020, 196 individuals earned industry-recognized credentials and 245 new positions were filled into competitive employment.

In collaboration with OhioMakablese, Espaa, Columbus Urban League and Job柜, Goodwill provided training to 726 individuals through job workshops and placed 151 individuals into competitive employment with an average wage of $29.65.

More than 1,000 people with disabilities in 50 homes. Our staff continues to provide 24-hour on-call support, medication administration, and behavior support, while vigilantly focusing on additional health and safety protocols following Ohio Department of Developmental Disabilites guidelines and connected with individuals at least weekly. We implemented one-way aisles, virtual health and wellness activities and occasional and job training, and began a start-up business creating masks for the community.

Nearly 22% of our total workforce had a documented disability - 413 individuals. In 2020, nearly 22% of our total workforce had a documented disability – 413 individuals. Nearly 22% of our total workforce had a documented disability – 413 individuals.

Our mission of transforming the lives of individuals through the power of work is not limited to the people we serve. We apply this same commitment to the growth and development of our 1,000+ employees.

With a workforce of more than 1,000 employees, Goodwill ranks as a top 100 employer in Franklin County, and the fourth largest health and human service agency in Central Ohio. Our mission of transforming the lives of individuals through the power of work is not limited to the people we serve. We apply this same commitment to the growth and development of our 1,000+ employees.

- Diversity, Equity and Inclusion – more than 50% of our internal promotions in 2020 were people of color.
- Several business units exceeded our goal of filling 50% of promotable positions with internal employees including Retail store managers, Customer service managers, Human Resources, Unarmed Security, Supported Living, Work and Community Services, and Adult Day Services.
- In 2020, nearly 22% of our total workforce had a documented disability – 413 individuals.
- More than 19% of new hires in 2020 had a documented disability.

What Goodwill Gave Back

| Mission Services | $18,763,264 |
| Contract Services | $8,328,382 |
| Donated Goods Retail | $904,156 |
| Contract Anticipated | $361,990 |
| Administrative Support | $4,863,080 |
| Gross | $19,590,703 |
| Net | $(268,267) |
With a goal of equipping 108,000 people with the tools to advance in-demand professions by 2030, Goodwill’s Workforce Development team is training individuals for in-demand professions in information technology, healthcare, hospitality and lodging. In 2020, 196 individuals earned industry-recognized credentials and 245 new positions were placed into competitive employment.

In collaboration with OhioMandible, Espan, Columbia Urban League and J restless Family Services, Goodwill provided training to 726 individuals through job workshops and placed 151 individuals into competitive employment with an average wage of $25.45.

Numbers Served

Adult Day Services – Work and Community Services – 152
Supported Living – 94
Workforce Development – 2,996

Next Best Job Average Wage

IT – $35.49
Healthcare – $35.63
Warehouse and Education – $14.50

First Job Average Wage

Retail, Hospitality and Lodging – $11.07

With a workforce of more than 1,000 employees, Goodwill ranks as a top 100 employer in Franklin County, and the fourth largest health and human service agency in Central Ohio. Our mission of transforming the lives of individuals through the power of work is near to limited to the people we serve. We apply this same commitment to the growth and development of our 1,000+ employees.

• Diversity, Equity and Inclusion – more than 50% of our internal promotions in 2020 were people of color.

• Several business units exceeded our goal of filling 50% of promotable positions with internal employees including Retail store leaders, Custodial management, Human Resources, Unarmed Security, Supported Living, Work and Community Services, and Adult Day Services.

• In 2020, nearly 22% of our total workforce had a documented disability – a 45% increase from 2019.

• More than 19% of new hires in 2020 had a documented disability.

More than 675 individuals were employed in our retail stores in 2020
With a goal of equipping 100,000 people with the tools to advance economically by 2030, Goodwill’s Workforce Development team is training individuals in high-demand professions in information technology, healthcare, hospitality and logistics. In 2020, 196 individuals earned industry-recognized credentials and 245 were placed into competitive employment. In collaboration with OhioMeansJobs, Equus, Columbus Urban League and Jewish Family Services, Goodwill provided training to 726 individuals through job workshops and placed 151 individuals into competitive employment with an average wage of $25.45.

**Numbers Served**

- **Retail and Auto Auction:** 106,072
- **Work and Community Services:** 152
- **Supported Living:** 94
- **Adult Day Services:** 335
- **Workforce Development:** 2,396
- **Mission Services:** 5,696

**Next Best Job Average Wage**

- IT — $15.49
- Healthcare — $13.65
- Warehouse and Education — $12.30

**First Job Average Wage**

- Retail, Hospitality and Lodging — $11.07

**What Goodwill Gave Back**

- **Mission Services** — $18,763,264
- **Contract Services** — $9,328,382
- **Donated Goods Retail** — $9,042,324
- **Administrative Support** — $4,863,080

- Total — $51,280,518

**What the Community Gave Goodwill**

- **Mission Services** — $12,243,373
- **Contract Services** — $9,333,463
- **Donated Goods Retail** — $9,942,324

- Total — $31,579,160

**Net** ($268,267)

More than 675 individuals were employed in our retail stores in 2020.

- Hours of Service provided to Job Seekers by Goodwill Career Consultants in 2020 — 1,676,760

- Nearly 22% of our total workforce in 2020 had a documented disability

- 84.4% of our total workforce in 2020 had the term “essential” providing care to 94 individuals with developmental disabilities in 50 homes. Our staff continues to provide 24-hour on-call support, medication administration, and behavior support, while vigilantly focusing on health and safety protocols.

**Business Services:** Our Custodial and Security teams were on the forefront of the pandemic, becoming experts on masks, pandemic cleaning and safety protocols and persevering to deliver for our clients.

**Retail and Auto Auction:**

- Custodial and Security teams took the term “essential,” providing care to 94 individuals with developmental disabilities in 50 homes. Our staff continues to provide 24-hour on-call support, medication administration, and behavior support, while vigilantly focusing on health and safety protocols.

- Business Services: Our Custodial and Security teams were on the forefront of the pandemic, becoming experts on masks, pandemic cleaning and safety protocols and persevering to deliver for our clients.

- In 2020, 106 individuals earned industry-recognized credentials and 281 were placed into competitive employment.

- In 2020, nearly 22% of our total workforce had a documented disability — 415 individuals.

- More than 19% of new hires in 2020 had a documented disability.

- In collaboration with OhioMeansJobs, Equus, Columbus Urban League and Jewish Family Services, Goodwill provided training to 726 individuals through job workshops and placed 151 individuals into competitive employment with an average wage of $25.45.

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- Goodwill’s Workforce Development team is training individuals in high-demand professions in information technology, healthcare, hospitality and logistics.

- In 2020, 196 individuals earned industry-recognized credentials and 245 were placed into competitive employment. In collaboration with OhioMeansJobs, Equus, Columbus Urban League and Jewish Family Services, Goodwill provided training to 726 individuals through job workshops and placed 151 individuals into competitive employment with an average wage of $25.45.

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Chief Financial Officer
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Brian Kowalski
Senior Vice President of Marketing and Development

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Last year, nearly 6.9 million pounds of material were diverted from local landfills thanks to Goodwill. The diversion of materials helped employ more than 675 individuals in our retail stores. All proceeds from donations and our recycling efforts are used to fund programs providing training and employment services to leverage the power of work in the Central Ohio community.

Green Snapshot

6.9 million pounds diverted from local landfills in 2020 thanks to Goodwill

In March 2021, after 15 years of service, former President and CEO Margie Pizzuti retired from Goodwill Columbus. With a passion for creating Workforce Development opportunities and programs for people to obtain their first and “next best” jobs, transitioning adults with developmental disabilities from facility-based services to integrated community-based settings, and expanding donated goods retail operations, Margie guided the organization through the most significant growth in its 81-year history. We wish Margie the best in her retirement.

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