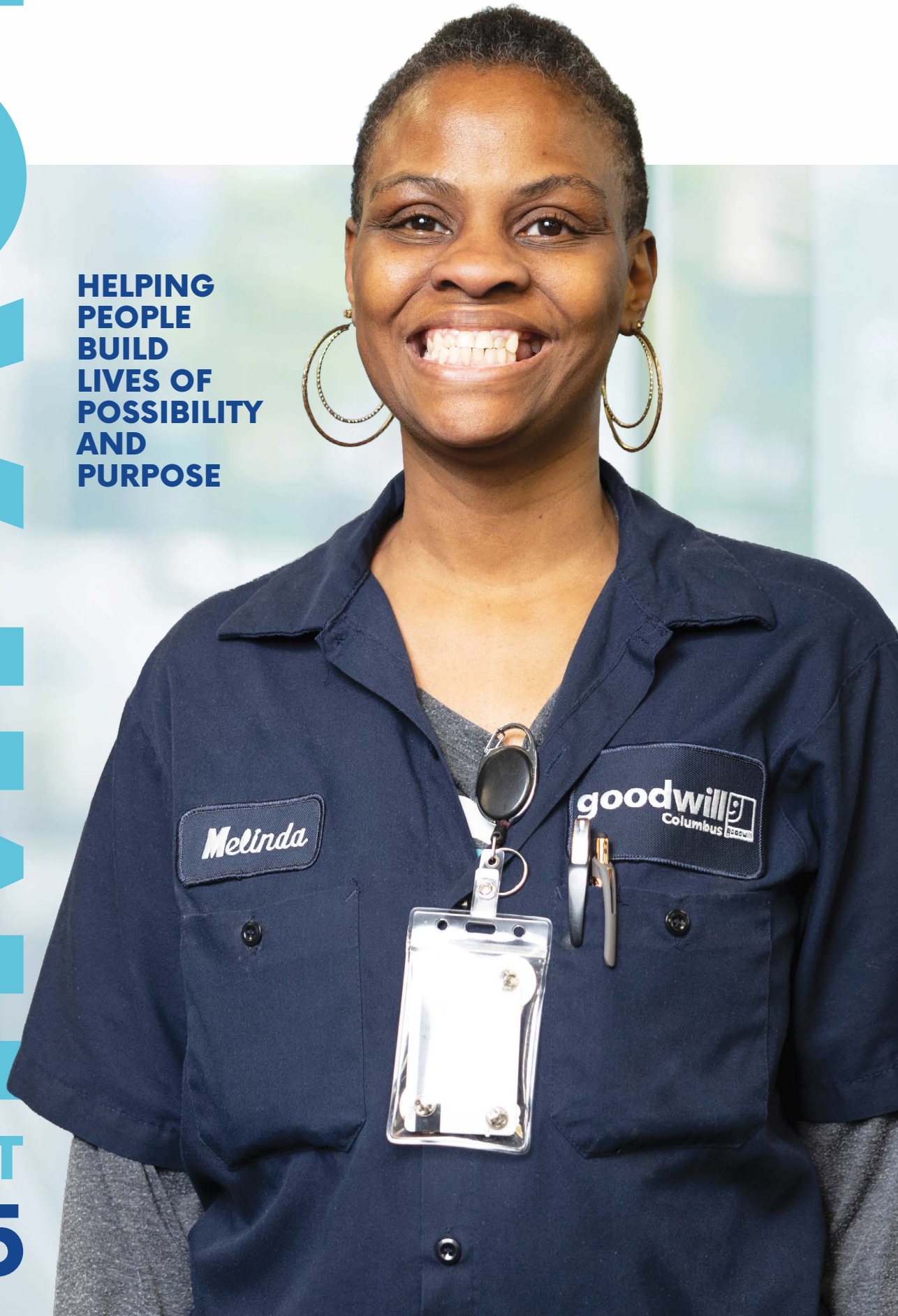


IMPACT

REPORT
2025

**HELPING
PEOPLE
BUILD
LIVES OF
POSSIBILITY
AND
PURPOSE**



WE
S
O
P
R
E



Letter from leadership



DEAR GOODWILL COLUMBUS SUPPORTERS,

I am proud to share that in 2025, Goodwill Columbus achieved its strategic goal of equipping 100,000 individuals with the tools to advance economic mobility through the power of work by 2030. We did this five years ahead of schedule by serving 117,000 individuals. That is not just a number. It is a declaration that when mission and opportunity come together, we can build lives of possibility and purpose.

And we did not stop there.

Across our workforce development efforts, we redesigned career pathways, delivered digital skills training, distributed 500 free computers, helped 501 individuals earn credentials, and supported 417 people in getting better jobs paying \$18 to \$27 per hour.

In our services for individuals with developmental disabilities, we expanded participation, improved facilities, created more welcoming environments, and delivered record levels of community integration.

We invested in growth. We launched the “Do Good” donor loyalty program, strengthened our community partnerships, bolstered our Workforce Development operations, and signed a lease for a new store in Westerville that opened in March 2026.

We also successfully navigated major transitions in our custodial and security operations, creating new opportunities for team members and better positioning those services for the future.

At the same time, we strengthened the organization itself. We expanded leadership training for our team, improved compliance and risk management, completed a major cyber maturity assessment, and advanced a culture of greater accountability and operational excellence across key functions through our organizational values (Integrity, Collaboration, Accountability, Respect, Entrepreneurial).

In closing, I will say that these are uncertain times for nonprofit organizations. The headwinds are real and we are not immune to those dynamics. But I have never been more confident in Goodwill Columbus. We are making the right investments in people, systems, facilities, safety, leadership, and in the capacity to serve. Those investments will help Goodwill endure not only the challenges of the moment but stand strong for decades to come.

Thank you for believing in Goodwill Columbus. I am grateful for your support.

Sincerely,

Ryan D. Burgess
President & CEO

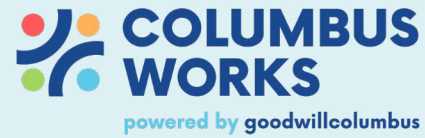
117K

INDIVIDUALS SERVED
since 2021



THAT IS NOT JUST A NUMBER. IT IS A DECLARATION THAT WHEN MISSION AND OPPORTUNITY COME TOGETHER, WE CAN BUILD LIVES OF POSSIBILITY AND PURPOSE.

2025 Highlights



EXPANDED OUR REACH FOR JOB SEEKERS

Welcomed Columbus Works into the Goodwill family to provide a more seamless and comprehensive path to employment.



INVESTED IN THE CENTRAL OHIO WORKFORCE

Secured a \$350,000 Career 500 Grant to fuel high-impact training and career development for local talent.



HELPED MAKE RUNNING GEAR MORE CIRCULAR

Continued our 15-year partnership with the Columbus Marathon to provide runners with warm clothing at the starting line and collect more than 10,000 pounds of gear after the race, giving items a second life in our stores.



PIONEERED REGIONAL CIRCULARITY SOLUTIONS

Teamed up with SWACO to launch a first-of-its-kind textile recycling pilot and execute a comprehensive waste-diversion study.

76% of items in local landfills could have been recycled, reused, or composted



LAUNCHED THE "DO GOOD" DONOR LOYALTY PROGRAM

Debuted a new way to celebrate and reward our community for their commitment to circular sustainability.



LEARN MORE ABOUT "DO GOOD"



REDEFINED THE BEAUTY OF SECOND-HAND

Collaborated with Columbus College of Art & Design to showcase the creative potential of sustainable fashion through student-led design.



CELEBRATED A RECORD-BREAKING YEAR OF SUPPORT

Hosted our most successful Extraordinary People Luncheon (EPL) fundraiser to date, raising more than \$225,000 to directly fuel our mission-driven programming.

FINANCIALS



Revenue

The revenue from sales and contributions from donors like you directly support the community.

Expenses

Nearly 90¢ of every dollar spent directly supports mission-related programming.

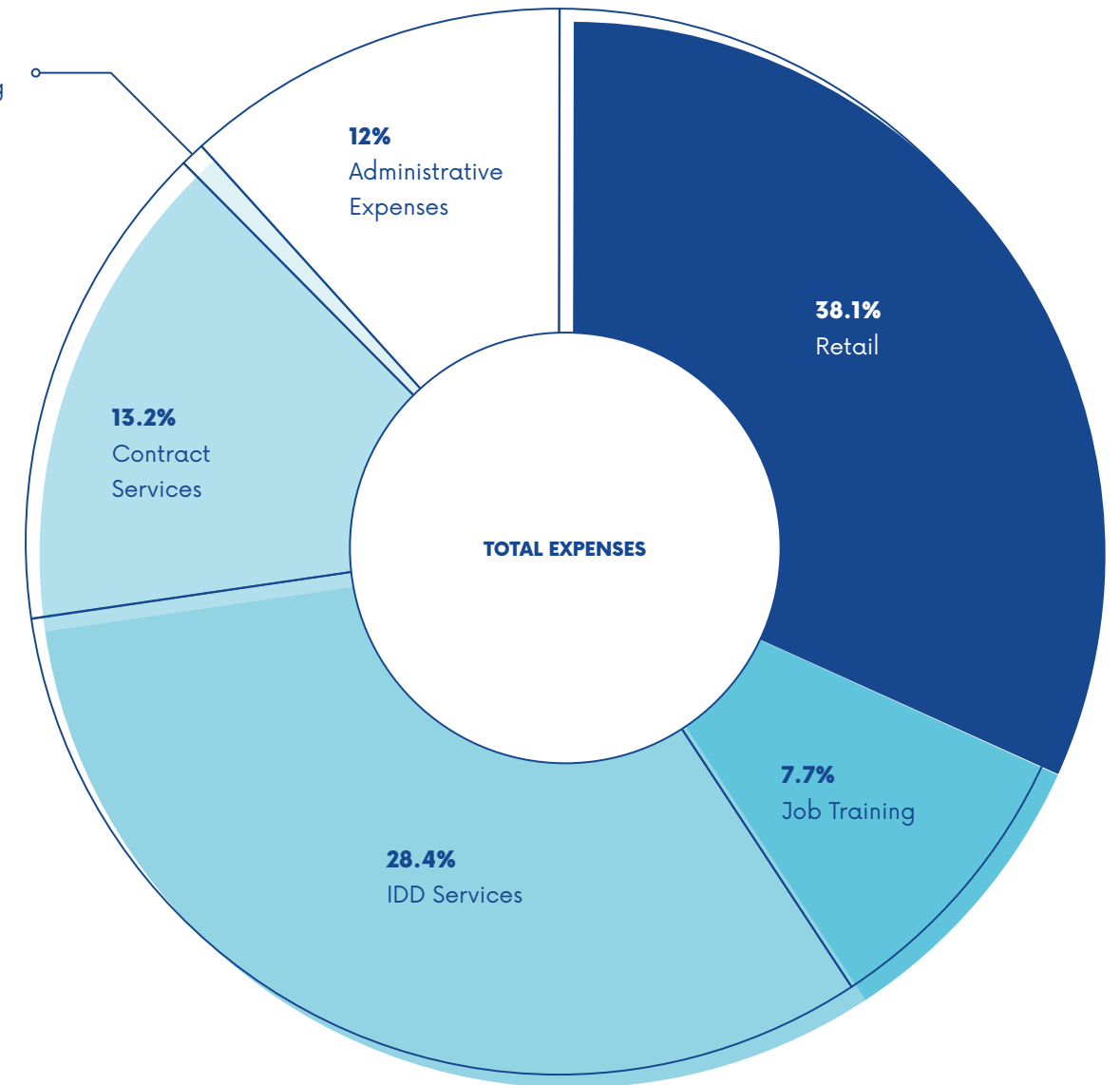
TOTAL REVENUE

67,420,091

OPERATING EXPENSES SUPPORTING MISSION PROGRAMS

89%

0.6%
Fundraising



*Unaudited 2025 financial information

GOODWILL
PROVES
FOR

S
B
O
R

33

%



OF ALL OPEN GOODWILL COLUMBUS POSITIONS were filled by internal candidates, reflecting our commitment to upward mobility

BUSINESS SERVICES WHERE PROFESSIONALISM MEETS PURPOSE

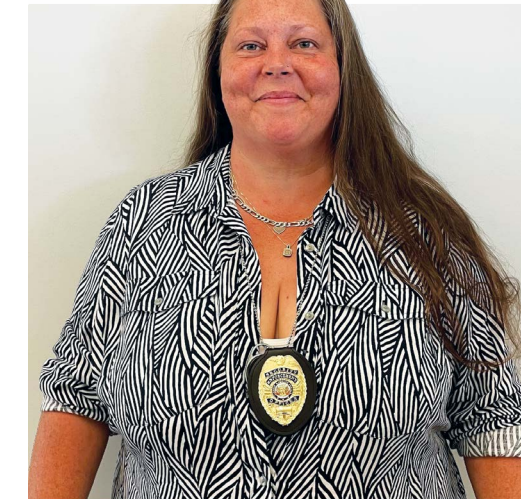
Since 1988, Goodwill Columbus has provided premium security and custodial services, servicing over six million square feet of facility space daily. Our Business Services division is a dual-impact engine: we provide elite solutions for our partners while employing over 300 individuals in stable, meaningful careers — **with a primary focus on creating opportunities for people with disabilities.**

By investing in professional excellence, we ensure our clients receive top-tier service while our team members gain the skills to **reach their full potential.** Whether maintaining a pristine environment or securing a complex facility, we believe in the **power of work** to transform lives.

31%

OF OUR TEAM MEMBERS report having a disability — a representation nearly 5x the national average

Our mission begins within. As a premier Central Ohio employer, Goodwill Columbus helps our team members build lives of **possibility and purpose.** By investing in the development and well-being of our 1,200+ employees, we ensure our internal strength directly powers our community **impact.**



“
I LOVE THE RESPONSIBILITY OF LEADING OTHERS TO REACH THEIR POTENTIAL. AT GOODWILL, I'VE FOUND A TEAM I CAN TRULY GROW WITH.

MONICA,
Senior Area Manager of Security at Goodwill Columbus

THREE YEARS, THREE PROMOTIONS

Three years ago, Monica joined Goodwill Columbus looking for a stable environment after a high-risk career in loss prevention. Leadership quickly recognized her expertise, and she has since earned three promotions to become our Senior Area Manager of Security. Now a certified CPR instructor, Monica oversees 50 officers across 10 state contracts.

150

COMBINED YEARS OF SERVICE were honored as 5 dedicated team members celebrated 30-year milestones in 2025

OFFERING FREE JOB TRAINING



At Goodwill Columbus, we believe in **the power of work**. By offering free, accessible training in high-growth industries, Goodwill Columbus equips our neighbors with the tools they need to unlock their full potential and achieve long-term professional success. Our programs don't just develop skills — they fuel a stronger, more resilient community.

417

INDIVIDUALS successfully advanced into competitive employment opportunities, strengthening our local workforce and achieving greater financial independence

THE POWER OF PARTNERSHIP ZACH AND MORGAINÉ'S STORY

Zach's journey with Goodwill began in 2021 as a student in our **Summer Youth Work Experience** program, but his connection to his career consultant, Morgaine, actually started years earlier in a high school math class where she served as his tutor. Today, that bond has evolved into a professional partnership that has helped Zach navigate specialized training programs like **Project SEARCH** and transition into a thriving career in logistics.

After honing his skills through internships at Giant Eagle and Designer Brands, Zach worked alongside Morgaine to master the interview process. The results were immediate: within three months, Zach secured a role at FedEx, where his dedication earned him the prestigious "Rising Star" award. As Zach sets his sights on new goals — including forklift certification and a future in automotive manufacturing — Goodwill remains a dedicated partner in his journey.



\$21.07

AVERAGE WAGE EARNED by individuals entering employment through our programs

IMPACT SPOTLIGHT DISABILITY SERVICES

Summer Youth Work Experience

A seasonal program where students earn a paycheck while gaining first-hand experience in a real work environment.

Project SEARCH

An intensive six-month paid internship program at Designer Brands flagship retail store Designer Shoe Warehouse (DSW) for young adults with disabilities.

BEYOND DISABILITY SERVICES

While these programs provide specialized support, Goodwill's career services are available to every job seeker in our community, regardless of background or ability.

363

PEOPLE completed Occupational Skills Training to gain specialized credentials

SUPPORTING SUSTAINABILITY



When you shop or donate at Goodwill Columbus, you're fueling a local circular economy. Beyond **diverting 25+ million pounds of goods** from landfills annually, our retail operations create stable career pathways for **nearly 400 individuals**. Every item on our shelves is an investment in a greener Central Ohio and a stronger, more inclusive workforce.

25M+

POUNDS OF ITEMS diverted from local landfills, protecting our environment through a circular economy

REDEFINING WASTE A FIRST-OF-ITS-KIND RECYCLING PILOT

In 2025, Goodwill Columbus joined forces with SWACO and local partners to tackle one of the most complex challenges in sustainability: textile waste. By participating in a first-of-its-kind pilot program, we provided our donors with a thoughtful way to give "end-of-life" clothing a second life. Instead of these materials heading to a landfill, they were collected at select Goodwill stores and recycled into essential products like automobile insulation and furniture padding. This collaboration is a vital step toward a circular economy, proving that even worn-out fabrics can fuel a greener future for Central Ohio.

514K+

DONATIONS ACCEPTED in 2025, making it convenient for neighbors across Central Ohio to give back

DESIGNING THE FUTURE UPCYCLING HIGH-FASHION FROM SECOND- HAND

Goodwill Columbus and the Columbus College of Art & Design (CCAD) teamed up to give fashion design students a hands-on masterclass in sustainable craftsmanship. Guided by local designer Xantha, students explored our Brice Road facility and sourced "shopping day" materials to upcycle into high-fashion looks. This collaboration merged creative research with real-world professional skills, proving that the future of fashion is both accessible and eco-conscious. By showcasing these final garments in our retail stores, we are proud to provide a platform for student talent that celebrates the endless possibilities found in second-hand textiles.



“**THIS PARTNERSHIP REALLY BROUGHT A UNIQUE EXPERIENCE [TO THE STUDENTS] BEYOND TECHNICAL INSTRUCTION. GOODWILL IS NOT ONLY ENVIRONMENTALLY CONSCIOUS, BUT THEY ALSO DO TONS OF OTHER GREAT THINGS FOR THE COMMUNITY.**”

AUDREY NICOLAS,
CCAD professor

EMPOWERING INDIVIDUALS



INDIVIDUALS received daily support and life skills training to foster independence through our Adult Day programming

186

Inclusion is at the heart of everything we do. Through our Residential, Work & Community, and Adult Day Services, we work alongside adults with disabilities in Central Ohio to advance new opportunities for growth, lifelong learning, and deeper community integration. By providing the right resources and a steady support system, we help individuals achieve lives of possibility and purpose.

THE "KING OF THE ARTS" CHRISTOPHER COLE

Christopher Cole is a force of nature in the Central Ohio art scene, and a proud participant in our Adult Day Services (ADS). At the Goodwill Art Studio & Gallery — a vital pillar of the ADS program — Christopher has spent years expanding his skills and refining his bold, colorful style. Whether sculpting with clay or painting portraits of national leaders, his journey highlights how our services foster lifelong learning and meaningful community integration.

For Christopher, the studio is a professional space where he brings his masterpieces to life, pursues his biggest dreams, and continues to grow. His success — including a featured spotlight on PBS's Broad and High — is a powerful testament to what happens when individuals are given the resources and community support to truly advance their independence.



ELEVATING OUR ARTISTS 2025 HIGHLIGHTS

Professional branding

Equipped our artists with personalized business cards to help them network and share their work with confidence.

Digital expansion

Launched a new online gallery and streamlined online inquiry form to connect local talent with a broader audience of collectors.

28

PARTNERSHIPS were forged with local organizations to create meaningful volunteer opportunities for individuals with disabilities

73

CENTRAL OHIOANS received comprehensive, 24-hour in-home care through Residential Services

\$235K+

EARNED BY PARTICIPANTS through stable employment at mobile work sites and facility-based jobs

Our 2025 funding and strategic partnerships

Goodwill Columbus is proud to recognize the funders and partners who supported our mission in 2025*. Through grant funding, fee-for-service partnerships, use of our custodial and unarmed security services, event sponsorships, in-kind gifts, and unrestricted support, **these partners helped create meaningful opportunities** that strengthened our community.

Able Printing	Daughters of Erin	Integrated Building Systems	Opportunities for Ohioans with Disabilities
AEP	Delta Dental	JPMorganChase	Origo Branding Company
AEP Ohio Foundation	Department of Administrative Services	KeyBank	Porter, Wright, Morris & Arthur LLP
AndHealth	Department of Developmental Disabilities	King T's	Primary Solutions
ASPYP Career 500	Elevated Integrity Construction	KPMG LLP	Pursuit
Astute Technology Management	Elford, Inc.	McGohan Brabender	Retail Control Systems, Inc.
Aurora Exhibit Solutions, Inc.	Emblem Promos	Mettler-Toledo	The Robert Weiler Company
BakerHostetler LLP	Enterprise Mobility	Minutemen Staffing	The Scotts Miracle-Gro Company
Bartha	Fifth Third Bank	National Church Residences	Sidecar Health
Bath & Body Works Foundation	Franklin County	National Retail Federation	State Fire Marshall
Battelle	Franklin County Board of Commissioners	Nationwide	Stonehenge Financial Holdings, Inc.
Brainstorm Media, Inc.	Franklin County Board of Developmental Disabilities	Nationwide Children's Hospital	Sustainable Columbus
Cardinal Health, Inc.	Franklin County Department of Job and Family Services	Ohio Arts Council	Taft Law
Carmen's Distribution Systems, Inc.	Eversole Run	Ohio Bureau of Workers' Compensation	UpRys Foundation
CASTO	Genesis Building Systems, Ltd.	Ohio Department of Commerce	Vaco LLC
Cintas Corporation	Goodwill Industries International	Ohio Department of Development	Vorys, Sater, Seymour & Pease LLP
City of Columbus	Governor's Office of Workforce Transformation	Ohio Department of Insurance	Westfield
Coastal Ridge Real Estate	Grange Insurance Company	Ohio Department of Medicaid	
The Columbus Foundation	The Harry C. Moores Foundation	Ohio Department of Taxation	
The Columbus Marathon	Huntington Bank	Ohio Department of Transportation	
Columbus Museum of Art	Hylant	Ohio Environmental Protection Agency	
Columbus State Community College		OhioHealth	
CVS Health		OhioMeansJobs	
Crane Group			

*Recognition includes contributions and partnerships totaling \$1,000 or more received between January 1 and December 31, 2025.

Equipping Central Ohio to thrive

We've equipped more than 100K people with the tools to advance economic mobility since 2021, achieving our strategic goal five years ahead of schedule.



PEOPLE EQUIPPED with training, skills, and opportunities to advance their careers

Acknowledgments

Executive Leadership Team

RYAN BURGESS
President & Chief Executive Officer

MARK KOENIG
Chief Financial & Compliance Officer

JENNIFER MARSHALL
Senior Vice President of Mission Impact & Strategy

KEVIN MEIER
Senior Vice President of Retail Growth Strategy & Operations

SIMONE ATTLES
Vice President of Marketing & Communications

Board of Directors Officers

JEFF GIRARD
Chair
Designer Brands

LINDA ROUBINEK
First Vice Chair
Grange Insurance

TED ADAMS
Secretary
Bricker Graydon Wyatt

CHRIS GRAHAM
Treasurer
Nationwide Mutual Funds

ANDREA DARBY
Non-Officer Executive
OhioHealth

MARISSA PEIRSOL
Non-Officer Executive
BakerHostetler

JENNIFER YAROSS
Immediate Past Chair
Quility

Members

SHANE ABEYRATNE
Cardinal Health

ERIN BENDER
Stonehenge

JEFF DAVIS
Ohio Department of Developmental Disabilities

SUSAN DIMICKELE
National Church Residences

TOM FEUSSE
Wallick Communities (Retired)

JOHN HALL
The Robert Weiler Company

GEORGE LEUGERS
FCBank

DR. TASHA LEWIS
The Ohio State University

JEN MARTIN
TailorMed

MATT MCKENZIE
AEP

SCOT MCLEMORE
Columbus State Community College

Emeritus Board Members

Jane Abell
Rhodes Baker
William Barath
Johnni Beckel
David Braun
John Brody
Christi Cabungcal
Jamie Crane
Doreen DeLaney Crawley
Elizabeth Dorsey
Jim Dutey
Charlotte Glenn
Dianne Haggins
Joseph Hendricks
Thomas Hess
Alton Hill
Michael Hofferr
Douglas Houser
Mark Johnson
Deborah Julian
John Kadlic
Megan Kilgore
Joel Kingsley
Richard Lundy
Lori Maite
John Malone
Angel Montero
Kathy Olson
Kari Palmer
Vince Parisi
Peter Pavarini
Keith Pierce
Fred Pressley
Jean Reynolds
Marc Reitter
Julie Sloat
Kristen Sydney
Marc Tasse
Donna Teach
Nina Webb-Lawton





EIN: 31-4379448
Tax status: 501(c)(3) Public Charity

671 South High Street, Suite 800
Columbus, Ohio 43206
goodwillcolumbus.org

