



DOING GOOD FOR YOUR COMMUNITY

2021 ANNUAL REPORT



Goodwill

YOUNGSTOWN AREA GOODWILL
INDUSTRIES, INC., SERVING

Eastern Ohio | Western Pennsylvania

GOODWILLYOUNGSTOWN.ORG

INTRODUCTION

MISSION STATEMENT:

// We exist because we believe in the value of people and the power of work.

We're more than just a store.

Youngstown Area Goodwill Industries has been serving Eastern Ohio and Western Pennsylvania for more than 125 years. The nonprofit's mission programs strive to expand employment and training opportunities for those with disabilities or other barriers and successfully serve thousands of people each year. Sales through the organization's ten retail stores directly support its mission and help to divert millions of pounds of goods from area landfills. Additionally, Goodwill's Business Services Division provides a variety of quality services to area businesses like janitorial, commercial laundry services, lawn care, and custom contracts, all while creating employment opportunities.



MESSAGE FROM OUR FORMER CEO*

Mark Goloja

Believing in the value of people and the power of work truly drives our mission at Youngstown Area Goodwill Industries, and leading through this belief has been a great honor. As I move on to a new professional opportunity, I know our organization will be in the most capable of hands.

In nearly three years, we have reached a number of goals through our programs, services and retail support. Internally, we focused on our culture and team. We strived to build an environment where people want to continue to work at in addition to becoming a destination for new hires and those who want to continue to grow in their careers. Even with the obstacles created by the pandemic, we not only persevered, but we grew at an amazing rate.

I appreciate your support over the years and your commitment to helping us improve lives throughout Eastern Ohio & Western Pennsylvania. I am so proud to have been part of this organization and will continue to support this amazing community from afar.

From all of us at Youngstown Area Goodwill Industries, thank you to all of our donors, shoppers, team, board members and community for *believing in the value of people and power of work*.



”

We not only
persevered, but
we grew at an
amazing rate.

**Mark resigned from his position of Youngstown Area Goodwill Industries CEO in February of 2022. The Board of Directors has appointed Annie Phillips, current chief missions officer/chief operating officer, as Interim CEO.*

OUR IMPACT

We are making an impact in our community through our mission services. We are able to continue our mission through the support we receive from our customers, donors and community. Did you know that when you shop at Goodwill, *your purchase directly funds our mission programs*? Thank you for helping us continue to change the lives of those in Eastern Ohio and Western Pennsylvania.



841

Children screened for vision abnormalities



96

Children referred for further vision care



24

Volunteers certified through Prevent Blindness Ohio



84

Clients served through workforce development services



188,579

Donations collected



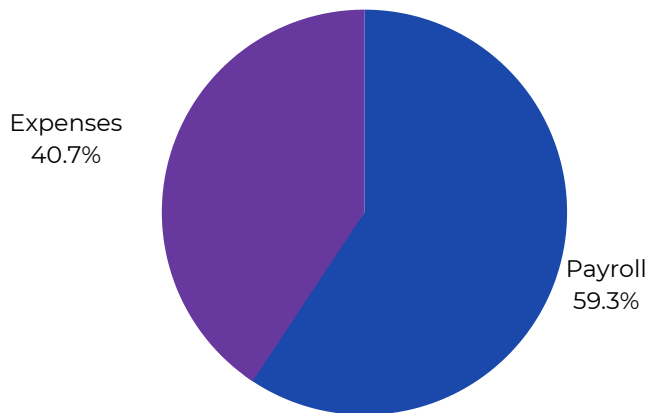
472

Individuals and families served through the voucher program

Financial Statement for 2021

Operating Costs

Total operating costs: \$8,918,641



Total Number
of Employees:
315

10%

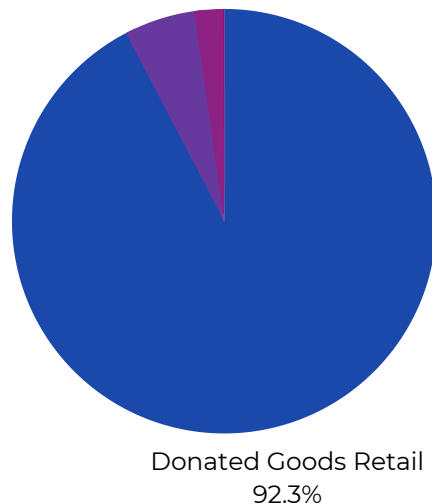


of employees are
salaried

Revenue

Total revenue: \$9,381,481

Business Services
5.4%



11%



of employees are
full-time

79%



of employees are
part-time

\$2.20

In 2021, Youngstown Area Goodwill Industries was able to increase wages for every employee by \$2.20 per hour.

SUCCESS STORIES

Meet Lionel

Meet Lionel, who is going on his 28th year working at Youngstown Area Goodwill. Lionel is a valued team member of our business services department, but specializes in laundry. He continues to display his impressive ability to get things done and was recently promoted to Lead Washer Dryer Operator. "Goodwill is a special place. I'm happy I can do what I do and be appreciated for it." During his tenure at Goodwill, he has gained experience working in various areas of our organization. From textiles to janitorial, he said he has enjoyed meeting different people and becoming an asset. "I get satisfaction in knowing I can do my job well, and people rely on me and put their trust in me."



Meet Josh

After completing outside training and job coaching, Josh had built up his confidence and was ready to find a job. He joined the Goodwill team as a Book Scanner in 2018 and, a few months later, started working in this current role as an E-commerce Clerk. Josh helps the department in many areas and says the coolest item he has ever listed was a vintage Marvel comic book. Josh really enjoys his job, but says his favorite part about working at Goodwill is inspiring others to be confident in themselves. "I am happy I can help people like myself get a job."

CELEBRATING 45 YEARS

Youngstown Radio Reading Service, a department of Youngstown Area Goodwill Industries, celebrated 45 years of broadcasting in 2021.



In May, Youngstown Radio Reading Service, a department of Youngstown Goodwill, celebrated 45 years of broadcasting. The nonprofit radio station, dedicated to providing independent access to information for people who are blind or print impaired, operates around the clock airing a variety of original interview shows and special-interest programs on top of content from newspapers, magazines and books, read by volunteers.

During 2021, Goodwill and its Radio Reading team, who is predominantly blind or visually impaired, also created a vision support group. The monthly meetings, designed to offer peer support and valuable resources related to visual impairment, are held the third Thursday of each month at 10 a.m., at the main office, 2747 Belmont Avenue in Youngstown.



I often think of all the time and hard work from so many great people over the years that went in to making YRRS what it is today. It is a great honor for me to be part of the service and help continue the mission of Goodwill and Radio Reading.

Mike Muder, Radio Reading Coordinator

SUCCESS STORY

Meet Amy

Amy is a sorter at our Warren location and has been with Youngstown Area Goodwill Industries for 29 years. Her managers describe her as dependable and hard-working. “Amy isn’t afraid to jump in and help; she doesn’t even ask, she just does it,” said assistant managers Tamika and Lori.

Prior to taking on her role in sorting, Amy previously worked as a cashier and donation attendant throughout the years. One of the things she loves most about Goodwill are her co-workers. “I like the people I work with and the energy of our environment.” Amy says her role as a sorter has allowed her to see all kinds of new and interesting finds. Her work, she says, “it’s never boring.”



Do good for your community. Goodwill.

Board of Directors:

Hasheen Wilson
President
New Vision Behavioral
Health Services

Anthony Sertick
Vice President
Attorney
Maguire Schneider Hassay, LLP

Attorney Robert S. Fulton
Secretary
Manchester, Newman & Bennett

Kyle Miasek
Treasurer
City of Youngstown

Karen Segesto
Past President
PNC Wealth Management

Mark Gasser
Director/Past President
Gasser Chair Co., Inc.

Annette Brown
Chemical Bank

Melanie Cann
Cafaro Company

Adam Divilbiss
Platz Realty Group

Joseph Fleming

Kathy Gerberry

Janice JanJanin
JanJanin Financial Group

Marc S. Mazzella, CPA, MBA
Cohen & Company

Joy Mistovich

Jeffrey Moliterno
Terno & Associates, Co.

Dan Pecchia
Pecchia Communications, LLC

Larry Truzzie

Mark Zeidenstein
L. Calvin Jones

Advisory Board:

Patrick Briceland

J. Daniel Eicher

Elizabeth H. Farbman
Roth, Blair, Roberts, Strasfeld & Lodge

We thank you for your continued support.

CONTACT

Youngstown Area Goodwill Industries

2747 Belmont Avenue
Youngstown, OH 44505

330-759-7921

www.goodwillyoungstown.org