



# DOING GOOD FOR YOUR COMMUNITY

## 2022 ANNUAL REPORT



# Goodwill

YOUNGSTOWN AREA GOODWILL  
INDUSTRIES, INC., SERVING

Eastern Ohio | Western Pennsylvania

[GOODWILLYOUNGSTOWN.ORG](http://GOODWILLYOUNGSTOWN.ORG)

## 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 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.

# MEET OUR NEW CEO

## Annie Phillips

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Youngstown Area Goodwill Industries, along with its board of directors, proudly announced Ann Phillips as the new CEO of the Youngstown nonprofit in June. The board of directors named Phillips as their selection after Phillips acted as interim CEO for the prior four months. The term followed the resignation of former CEO, Mark Goloja, in February.

“As the board, it’s our honor and privilege to name Ann Phillips CEO,” said HaSheen Wilson, board president. “Phillips has continuously demonstrated her ability to simultaneously lead and follow, which is an exceptional attribute in being an effective leader. Ann’s laser focus to details, ability to simplify and communicate complex information and situations, while keeping her sights on the future made her a clear choice to lead Goodwill through our next era.”

Since joining Youngstown Area Goodwill, Phillips has served the organization through her work in many roles. She began in an entry-level position in 2018, and, after a six-month departure, returned in 2019 to a grants and data management role. She was promoted to Assistant Controller, and shortly after, added the title of Director of Retail, until transitioning into the roles of chief operating officer and chief financial officer. In addition to the interim CEO role, Phillips most recently served the organization as chief operating officer and chief missions officer. She holds a BSBA and MAcc from Youngstown State University.

“I am extremely thankful and excited to be named the CEO of Youngstown Area Goodwill Industries, Inc.,” Phillips said. “I know the importance employment has had in my own life, and I’m grateful my experience at Goodwill has led me to translate that appreciation into action that serves others.”

Phillips says Goodwill has so much to offer and plans to continue focusing on workforce development in the community.

“We pride ourselves on providing resources that help individuals with barriers to employment find, maintain and advance their careers and skills in addition to providing meaningful jobs within our own company,” Phillips noted. “We also enjoy working with our partners and area businesses looking to support their employees’ workforce development needs. Goodwill wants to share and gift our mission of believing in the value of people and the power of work.”

# 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.



1962

Children screened for vision abnormalities



168

Children referred for further vision care



12

Vision Support Group meetings we held



100+

Clients served through workforce development services



190,722

Donations collected



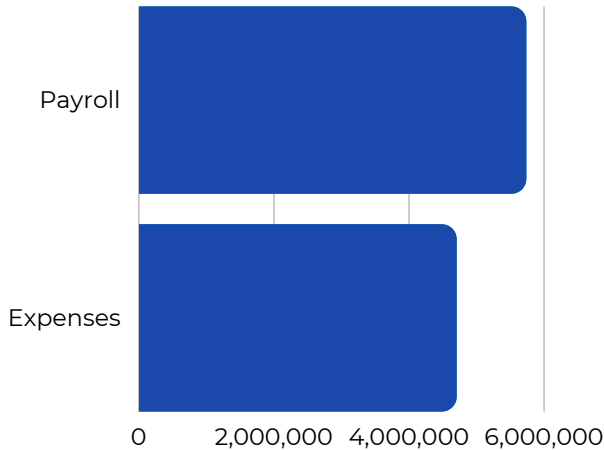
1,206

Individuals and families served through the voucher program

# Financial Statement for 2022

## Operating Costs

Total operating costs: \$10,421,000\*



Total Number  
of Employees:  
**310**

*approximately*

**12%**



of employees are  
salaried

*approximately*

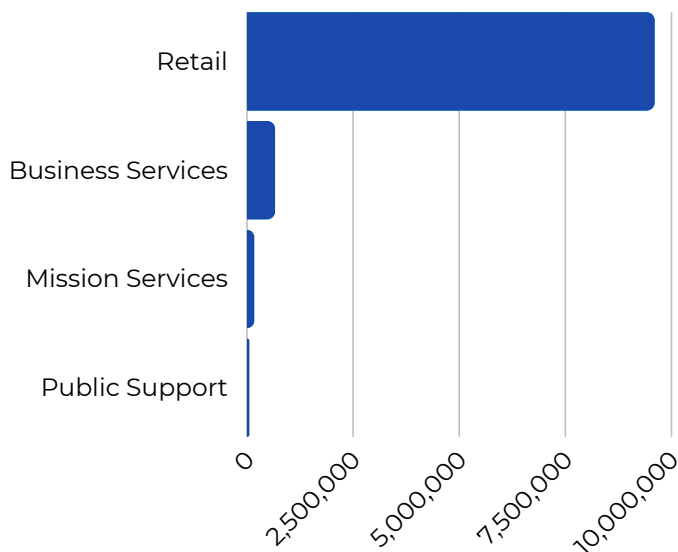
**15%**



of employees are  
full-time, non-exempt

## Revenue

Total revenue: \$10,408,800\*



*approximately*

**73%**



of employees are  
part-time

*\*Please note, figures are preliminary and not yet audited.*



# SUCCESS STORIES

## Meet Tammy

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Meet Tammy! Tammy is a Youngstown native and has been a sorter with us for the past two years. At the time, she was looking to rejoin the workforce and found the perfect job opportunity with Goodwill. Tammy joined the organization, helping to sort through donations, quality check items and separate merchandise based on department. She said she enjoys working at Goodwill and has learned more about clothing brands and how to recognize quality items."

"It's a nice place to work," she said. "They work with you and help people with disabilities."



When asked what her favorite part of the job was, Tammy quickly responded, "My team."

"The thing that keeps me coming back here is the people," she added. "The people are very friendly, and I've gained a lot of friends."



## Meet Otho Mae

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Meet Otho Mae! Also known as Ms. O, she joined Goodwill when the Society of the Blind closed in 1992. She became part of our contract services team and worked to become the department supervisor. She handled quality control, helped train co-workers and managed the services. After contracts, she stayed with Goodwill and transferred to our textiles department.

While Ms. O continues to work in textiles, a few years ago, our Missions department asked her to also join the Radio Reading team. Ms. O says she loves working in Radio Reading and loves that every day is a new challenge. Her favorite aspect is working closely with our volunteers.

In addition these roles, Ms. O also works as a phone receptionist for Goodwill. As she continues to learn in all of her one thing has remained a constant: she has worked with individuals who are visually impaired for more than 30 years. She encourages anyone struggling with their vision to find a volunteer opportunity, job or hobby. "Although you have lost your sight, there is something out there for you to do to make you feel independent and useful. Keep pushing," she said.

# YOUNGSTOWN RADIO READING SERVICE CELEBRATES 30 YEARS AT GOODWILL



In March, the Youngstown Radio Reading Service celebrated its 30 year anniversary at Youngstown Area Goodwill Industries. YRRS, which celebrated 45 years of broadcasting in 2021, is a special non-profit radio station dedicated to providing independent access to information for people who are blind or print impaired. YRRS operates 24 hours a day, seven days a week, airing a variety of original interview shows and special-interest programs on top of content from newspapers, magazines and books, read by volunteers.

“What our Radio Reading service has accomplished is extraordinary,” said Annie Phillips, interim CEO. “Our YRRS team is made up of a group of dedicated individuals who are enthusiastic about executing the mission of Youngstown Goodwill and Radio Reading.”

Originally part of the Youngstown Society for the Blind and Disabled, YRRS began broadcasting in 1976 and operated for two years on the Youngstown State University campus before moving to studios at YSBD in 1978. When YSBD closed in 1992, YRRS moved to its current location at Youngstown Goodwill’s corporate offices on Belmont Avenue, where it has been for the past three decades.

“There was a lot of unknowns when we came over from the Society of the Blind and Disabled in 1992,” said Mike Bosela, who was Radio Reading Coordinator when the service transferred to Goodwill until 2018. He still works in the department as a Radio Reading Broadcast Tech. “I soon learned that Goodwill was a nurturing, understanding and welcoming environment. We were positioned to succeed, and thanks to the staff, we all have continued to do so.”



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**Mike Bosela, Radio Reading Broadcast Tech**

*(pictured center)*

# MEET OUR WORKFORCE DEVELOPMENT TEAM



**Joe Paloski**

*VP, Mission Services*

**Meet Joe!** Joe joined Goodwill as the Vice President of Mission Services in September. Joe manages our career services team, community outreach, grants, clothing voucher program and agency partnerships. "The ability to help someone and make a more accessible world of work is deeply fulfilling," he said. "When someone reaches out to us, we make every effort in connecting that person to the right community resource or helping them find meaningful employment to better their lives."

Joe is a Mahoning Valley native and graduated from Youngstown State University with a BA in Political Science and a MA in History. Joe remains community-minded in his role at Goodwill and says he looks forward to implementing additional community and workforce development programs in the Mahoning Valley.

This will add to the services we offer our staff and clients, as well as bring concrete change to our community," he noted.



**Robert Mitchell**

*Career Services Manager*

**Meet Robert!** Robert is one of our Career Services Managers and has been employed with Youngstown Area Goodwill Industries for more than 23 years. During his tenure, Robert has worked in many capacities, holding roles such as a Job Coach, Job Placement Specialist, Outreach Worker, Community Liaison and Human Resources Coordinator. Robert enjoys the people-friendly environment of Goodwill and focuses on supporting its mission of believing in the value of people and the power of work, citing one of his favorite quotes as, "the value of people is priceless."

He served on the Ohio Governor's Council for People with Disabilities from 2011 to 2015 and is presently on the Family Self Sufficiency Committee with the Youngstown Metropolitan Housing Authority. He enjoys working with people and providing support for individuals looking for employment, as well as working with the homeless and underserved population.

"I am looking forward to being a light to the community and making sure that Goodwill is the go-to-place for resources and services for everybody," he said.



# MEET OUR WORKFORCE DEVELOPMENT TEAM CONTINUED



**Teaza Ingram**

*Career Services Manager*

**Meet Teaza!** Teaza has been with Goodwill for almost two years. She started her career at YAGI as a Career Coach and was promoted to a Career Services Manager. Teaza is an Ursuline High School alum and graduated from Youngstown State University with a BA in Communications and English. Teaza is passionate about helping people from all walks of life, in particular those with barriers. "As a mother of three special needs children, I am passionate about working with organizations dedicated to those with disabilities," she said.

Teaza says really enjoys working for Goodwill and has always admired the work that the organization performs. "I love working with Goodwill because, as Career Service Manager, I am able to go out in the community and create partnerships and lead workshops for those in the community."



**Roger Beltz**

*Career Services Manager*

**Meet Roger!** Hired in August 2022 as a Career Services Manager, Roger plans to utilize his experience to assist individuals with barriers to employment, provide various supportive services and community outreach at Goodwill. "I enjoy the opportunity to continue to make a positive impact in the lives of people through increased community outreach, while working with a very experienced and dedicated team," he said.

Roger worked as a Workforce Program Manager and Counselor at MYCAP for 10 years and holds a Master's degree in Clinical Health Education with an emphasis in Addictions and Mental Health. Roger explained, "With my skill set and experience, I have the opportunity to build new working relationships and

help educate the public about what Goodwill really does in Eastern Ohio and Western Pennsylvania."

Roger is a Licensed Social Worker and Licensed Master Level Addictions Therapist with national certification. He is also a member of the Trumbull County Crisis Response Team and a certified Ohio Notary. He has 18 years of experience as an Adjunct Faculty Staff at Penn State Shenango in the Biology Department. Roger was awarded Doctorate of Divinity with Diaconate in January.

## Do good for your community. Goodwill.

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Health Services

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*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 Divelbiss**  
Platz Realty Group

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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

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

*We thank you for your continued support.*

## CONTACT

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*\*Our Board of Directors has since changed for 2023.*