



2023 ANNUAL REPORT

Doing Good For Your Community



Goodwill

YOUNGSTOWN AREA GOODWILL
INDUSTRIES, INC., SERVING

Eastern Ohio | Western Pennsylvania

goodwillyoungstown.org



A Message From The Board



HaSheen Wilson

Dear Esteemed Community Members,
As the Chairman of the Board at Goodwill Industries of Youngstown, I am honored to present our 2023 Annual Report — a testament to our collective impact and unwavering commitment to our community.

Our Purpose and Vision

At Goodwill, we believe in the value of people and the transformative power of work. For over 125 years, we have served Eastern Ohio and Western Pennsylvania, striving to expand employment and training opportunities for those with disabilities or other barriers. Our mission is not merely about transactions; it's about creating lasting change.

Impactful Programs

Our Donated Goods Retail Program is at the heart of our mission. By turning donations into meaningful jobs and training opportunities, we empower individuals and divert millions of pounds of goods from area landfills. Your purchases directly support this vital work, making a difference in the lives of local people in need.

Gratitude

To each of you—our donors, shoppers, and advocates—thank you. Your involvement fuels our mission. Together, we create pathways to employment, vision screening, and work vouchers. We are more than just a store; we are a force for positive change in Youngstown.

Looking Ahead

As we reflect on our accomplishments, we also look forward. Workforce development remains our priority. Let us continue to build a stronger, more inclusive community—one where everyone has the opportunity to thrive.

Thank you for being part of the Goodwill family. Together, we transform lives.

Best,

HaSheen Wilson, Board President

Youngstown Area Goodwill Industries, Inc.



Scan the QR code to
learn about our impact.

LOOKING FORWARD



Shelley Murray

Dear Friends and Supporters,

As we reflect on the achievements and challenges of 2023, I am honored to present the Annual Report for Goodwill Industries of Eastern Ohio and Western Pennsylvania. This report encapsulates the dedication and resilience of our organization as we continue to fulfill our mission of empowering individuals through employment opportunities and supportive services.

At the heart of our mission lies our commitment to assisting individuals in finding, maintaining, and advancing in meaningful employment. Through our Mission Services program, we provide comprehensive workforce development services tailored to the unique needs of our community. Whether it's offering job training, resume assistance, or career counseling, our goal is to equip individuals with the tools and resources necessary to achieve their employment goals.

In addition to our core mission, we remain steadfast in our efforts to foster a diverse, equitable, and inclusive culture. We believe that everyone deserves access to opportunities for personal and professional growth, regardless of background or circumstance. By proactively contributing to the creation of such an environment, we aim to empower individuals to reach their full potential.

None of our accomplishments would be possible without the generous support of our community partners, donors, and volunteers. Through your contributions, whether in the form of grants, donations, or volunteer hours, you have helped us continue to change lives and make a positive impact in Eastern Ohio and Western Pennsylvania.

In 2023, we advanced our mission through our vision screening program and vision support group furthering our efforts toward prevention and support individuals with vision barriers. Furthermore, we increased our community partnerships by 133% which enabled us to meet the needs of approximately 1,500 individuals and families through our voucher program.

In terms of retail operations, we expanded our reach with the opening of the Niles location on April 6, 2023. We also secured the extension of the lease for our Greenville location, ensuring continuity in service delivery. We are also pleased to report a 4% improvement in overall revenue compared to the previous year. This growth is a testament to the dedication of our staff, the support of our loyal customers, and the quality of goods and services we provide.

As we look to the future, we remain committed to our mission of transforming lives through the power of work. With your continued support, we are confident that we will continue to make a difference in the lives of individuals and families in our community.

Thank you for your unwavering commitment to Goodwill Industries of Eastern Ohio and Western Pennsylvania.

Sincerely,

Shelley Murray, Interim CEO

Youngstown Area Goodwill Industries, Inc.



OUR IMPACT

Our mission services program assists individuals find, maintain and advance in employment, along with supportive services to aid in an individual achieving their employment goals. Goodwill's Mission Services department provides effective workforce development services to the community and proactively contributes to fostering a diverse, equitable and inclusive culture for persons served. Our goal is to ensure services meet the needs of the community, partner agencies and the local workforce. We are excited to help individuals in our community prepare for and find meaningful work.

These services are complimentary with the assistance of community grants, governmental funding, donations or partner agency support. Thank you for helping us continue to change the lives of those in Eastern Ohio and Western Pennsylvania.



1,727

Children screened for vision abnormalities.



148

Children referred for further vision care.



17

Volunteers certified through Prevent Blindness Ohio



195,449

Donations collected in 2023.



635,076

Customers served throughout our stores.



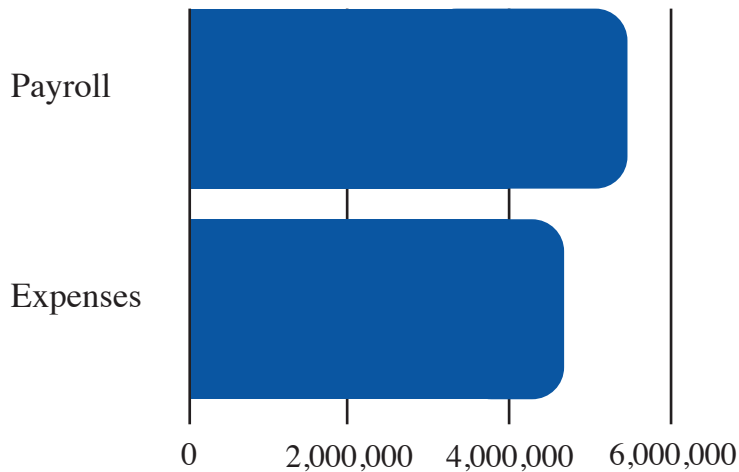
1,494

Individuals and families served through the voucher program.

2023 FINANCIAL STATEMENT

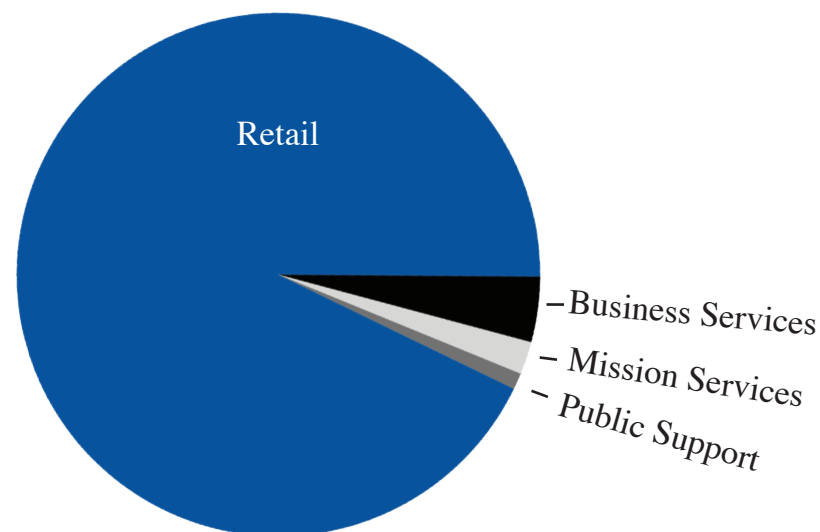
Operating Costs

Total operating costs: \$10,378,679*



Revenue

Total revenue: \$10,465,357*



* Please note figures are preliminary and not yet audited.

Total Number of Employees:

293

approximately

13%

are salaried

approximately

14%

are full-time, non-exempt

approximately

73%

are part-time

Employees Hired in 2023:

216

As an equal opportunity employer, we hired 216 employees from all walks of life and backgrounds, which may include visible and non-visible barriers.

2023 Board of Directors

HaSheen Wilson

President

New Vision Behavioral
Health Services

Anthony Sertick

Vice President

Attorney
Maguire Schneider Hassay, LLP

Karen Segesto

Past President

Attorney Robert S. Fulton

Secretary

Manchester, Newman & Bennett

Kyle Miasek

Treasurer

City of Youngstown

Mark Gasser

Director/Past President

Gasser Chair Co., Inc.

Annette Brown

Kathy Gerberry

Ron Gerberry

Mark Goloja

Joy Mistovich

Advisory Board:

Elizabeth H. Farbman

Roth, Blair, Roberts, Strasfeld & Lodge

Janice JanJanin

JanJanin Financial Group

Marc S. Mazzella

CPA, MBA

Cohen & Company

Jeffrey Moliterno

Terno & Associates, Inc.

We thank you for your continued support.

CONTACT INFORMATION

Youngstown Area Goodwill Industries, Inc.

2747 Belmont Avenue

Youngstown, OH 44505

(330) 759-7921

Learn about all 10 of our locations here:

goodwillyoungstown.org/locations



“We believe in the power of people and the value of work.”