

2012 Annual Report
Ohio Valley Goodwill Industries





we put people to work!



Helping People to Achieve Personal Success

FAST FACTS:

Did you know that Ohio Valley Goodwill started working with other Goodwill's throughout the United States and Canada on the Dell Reconnect program that collects unwanted computers and equipment? It's a free program that accepts any brand of computers and equipment in any condition. Since December 2011, we've collected more than 420,000 pounds of electronic waste and shipped it to Dell for recycling!

Ohio Valley Goodwill received the NISH Certificate of Achievement for 2011 in recognition of the high standards of performance in providing service for the Federal government under the Ability One Program. That means that Ohio Valley Goodwill has been providing outstanding overall service to persons with disabilities through its programs with the federal government.

CityBeat magazine awarded Ohio Valley Goodwill with its "Best Thrift Clothing Store" rating in the annual 2012 Best of Cincinnati awards. This is a tremendous rating since it is based on voting from actual customers! Ohio Valley Goodwill was pleased to have received this same rating in the past in 2009 and 2010!



Board of Directors:

Charles C. Wright
Wright Brothers, Inc.
Chairman

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Vice Chairman

Dennis J. Barron
Frost Brown Todd, LLC
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Tim Mooney
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Members:

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US Bancorp

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Executive Staff:

Joseph S. Byrum
President and Chief Executive Officer

Jo Ann Decker
Vice President, Rehabilitation Services

Gail Hana
Vice President, Contributed Goods

Doug Ostholthoff
Vice President, Administrative Services

Michael Flannery
Public Information Officer

Keith Koerner
Director, Facilities and Security

George Palmer
Director, Public Relations and Marketing



Mission Statement:

The mission of Ohio Valley Goodwill Industries is to provide vocational rehabilitation services to persons of working age who are physically, mentally, psychologically or socially disabled and vocationally limited for the purpose of maximizing their vocational independence.

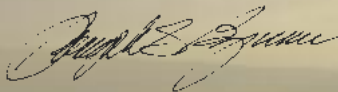
Letter From The President

Welcome to the 2012 annual report of Ohio Valley Goodwill Industries. Each year we pause to reflect on the many activities that our organization has accomplished over the past year and to share in the successes of the many men and women that we serve. This past year is no different. Ohio Valley Goodwill has achieved many great accomplishments, and we are happy to outline some of these in this report.

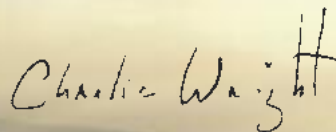
During the past year, Ohio Valley Goodwill served 3,153 individuals with disabilities and homeless veterans and was able to place 818 men and women into competitive community employment. Last year, we also assisted more than 650 veterans in their search for housing, jobs, vocational training, and support services. Our staff continues to be committed and dedicated to the mission of the organization and throughout the past year have been acknowledged for their efforts through distinguished awards and recognition.

Thanks to a giving community, we continue to receive donations of clothing, household goods and even vehicles which help us to offer the many programs and services that Ohio Valley Goodwill is able to make available to the thousands of individuals that we serve. Over the past year, we have received donations of more than 44 million pounds of textiles and household goods that are sold in our stores. This helps to make available over 60% of the income needed to provide the programs and services for the people that we work with each year!

We thank the community, our donors, and our business partners for the support that they provide to our organization, and we salute the many men and women who have achieved their goals during the past year. Goodwill appreciates your support.



Joseph S. Byrum
President and CEO



Charlie Wright
Chairman of the Board



Joseph S. Byrum and Charlie Wright

*“A measure of our success
has always been the
contributions we receive
from our community
and how we use these to
put people to work.”*

Joseph S. Byrum
President and CEO



*“With the support of the community
Ohio Valley Goodwill is able to
put people to work just like me! “*

Rehabilitation Services

Served over 31 00 individuals in 2011

Placed over 800 in competitive employment in 2011

The Rehabilitation Employment and Training division of Ohio Valley Goodwill Industries offers a wide array of services for men and women with disabilities and for others with barriers to employment. These services include Work Evaluation, Occupational Skills Training, Work Adjustment Training, Placement Services, Job Coaching Support, Recreational Coaching, and Ability One Program offerings. Funding for these programs are primarily provided by County Boards of Developmental Disabilities in Hamilton, Butler, Clermont and Warren Counties and the Ohio Rehabilitation Services Commission. Ohio Valley Goodwill also offers a number of services and support programs for homeless individuals, including veterans. Funding for these programs is provided through a variety of grants from the United States Department of Labor, HUD, and the Veterans Administration.

Ohio Valley Goodwill is proud of the quality programs and services it provides for the men and women it serves each year. Last year (2011), Goodwill served a total of 3,153 individuals and placed 818 men and women into competitive community employment. A comprehensive list of services offered during the past year is listed below. We extend our congratulations to the individuals who met their goals during 2011.

Services last year included:

Ohio Homeless Veterans Reintegration Program (HVRP)	274
Northern Kentucky Homeless Veterans Reintegration Program (HVRP)	203
HUD Housing	120
HUD Training.....	173
Dormitory	55
HAMCO (Hamilton County Community Block Grant Program)	133
Placement Assistance Center	604
THLP (Transitional Housing Leasing Pool).....	249
Work Adjustment Services	596
Placement Services - Woodlawn	246
Sheltered Employment	394
Job Coaching - Woodlawn.....	255
Skills Training (Office Procedures & Computer Technology, Food Services, Janitorial)	198
Work Evaluation – Woodlawn	109
Temporary Employment Services.....	17
Center for Advocacy, Recreation & Education (CARE)	82
Youth Services	140



*Helping people
to achieve
personal success.*





we put people to work!



“Shopping and donating to Ohio Valley Goodwill supports programs and services for individuals like me. Thank you for your support.”

Contributed Goods

Recycled more than 43 million pounds in 2011

Helping to provide the support for the programs and services of Ohio Valley Goodwill is a primary goal for the Contributed Goods division. Donations from the community and retail store sales provide over 60% of the income required to support the programs and services designed to meet the needs of the individuals that organization serves. Individuals with disabilities are helped in many ways and are provided with the opportunity to learn life skills and gain vocational preparation. Our community has continued to respond to the needs of the organization for over 95 years, and we appreciate their efforts.

Last year, over 671,000 donors contributed to Ohio Valley Goodwill and 1,277,140 customers visited our 16 tri-state retail stores. In addition, we received more than 12 million pounds of donated textiles and in excess of 30 million pounds of additional household goods which helps to make Ohio Valley Goodwill one of the largest recyclers in the Greater Cincinnati area. Putting people to work is Goodwill's first and foremost mission and by doing so we help to save more than 7.7 million dollars in governmental assistance and provide 66 million dollars in economic impact to the local economy.

An additional part of the Contributed Goods division is the successful Auto Auction program. One of the largest Goodwill vehicle operations among all such programs throughout the country, the department received a total of 1,599 vehicles during the past year with average revenue of \$1,076.87 per vehicle. The department collected a total revenue of \$1,707,910 during 2011. No vehicles were scrapped; every vehicle was sold at our in-house auction, again contributing to the overall recycling process.

Ohio Valley Goodwill thanks the Greater Cincinnati community for its continued support. Donations are always accepted at any of our Attended Donation Centers and retail stores. Every donation helps to support our very important mission of putting people to work!

Donations are always needed and help to provide programs and services for men and women with disabilities, veterans and others with barriers to employment. Every donation that we receive is essential to our very important mission of putting people to work!



*Community support
helps to put
people to work.*





we put people to work!



The cooperation that Ohio Valley Goodwill receives from local business and industry helps to make real work experiences available for people like me.”

Industrial Services

Worked with over 100 business partners over the past year.

Ohio Valley Goodwill's Industrial Services division helps the organization with its mission to put people to work. The division has worked with local and regional business and industry for many years and has offered them a way to lower their labor expenses, streamline their operations, and increase their output. This is accomplished in a variety of ways either through completing work at Goodwill's multiple facilities or through opportunities at the customer's own location. At Goodwill, the contract services department offers workers a variety of work options including packaging, assembly work, inspecting, shrink wrapping, labeling, mailing and other projects and services. Outside of the building, Goodwill's work crews perform a wide variety of work options including janitorial services and on-site work supervised by Goodwill staff. Goodwill can respond quickly, accurately, and in a timely fashion to satisfy the business owner's orders and turnaround times.

During the past year, the Industrial Services division has developed new relationships with businesses and maintained partnerships with local companies that have assisted with work assignments and labor for the people that Ohio Valley Goodwill serves. Goodwill appreciates the cooperation that it receives from local business and industry as it helps to make real work experiences available for the people that the organization serves. Companies can benefit from the capabilities, flexibility, and the considerable size of the work force that Goodwill offers to area businesses. Working with Goodwill's Industrial Services division helps the local business community by supplementing a variety of different operations and offering excellent customer service, while at the same time creating jobs for men and women with disabilities.

Ohio Valley Goodwill appreciates the work opportunities that it receives from the local business community and thanks its partners for the assistance that they provide to the organization and the experiences that they create for the men and women that we serve.

Throughout 2011, Goodwill has been pleased to have developed partnerships with many companies and businesses. These long-term customers include the following:

Advantage Mail Services
AMPAC
Artswave
Cintas
Dayton Supply and Tool Company
Dixon Bayco
Dubois Chemical
Eco-Pak
Fechheimer Brothers
Flipside Products
Flottman
Ford Motor Company
GE Aviation
Hacker Wood Products
Halo Branded Solutions
Hubert
J&M Marketing
The Kroger Company

Kutol Products
LaRosa's
Metro Container
Ohio Transmission Pump
Performance Plastics
Poster Service
Printing Plant
Proctor and Gamble
Stoner and Associates
United Envelope
U.S. Department of Energy
Wornick
Worthmore Food Products
Wyoming Athletic Department
XOMOX
Zatkoff Seals and Packings
Zwanenberg Food Group

New customers in 2012:
APEX
Armour USA
Ashley Ward
ASAP Events Advertising
Blue Chip Mailing Services
Color Resolutions International
Cosmetic Design Group
Curbell Plastics
Haag Streit USA
Luxottica Retail
Meridian Bioscience
Midwest Container Corp
Perfetti Van Melle
Signal Office Supply
Tytek
Veterans Affairs Medical Center



*We thank our
business partners for
the service they
provide to Goodwill.*





Ohio Valley Goodwill Industries Rehabilitation Center, Inc. congratulates the following individuals on their service and dedication to the organization during 21 02:

Administrative Services:

- 5 Years Amber King
- 5 Years Ana Mendoza
- 5 Years Michael Speed
- 10 Years Alfreda Lee
- 20 Years Tammy Artrip

Executive Office:

- 35 Years Joseph Byrum

Industrial Services:

- 5 Years Brad Ammon
- 5 Years Ronald Combs
- 5 Years Brittany Shockley
- 5 Years Donna Stollings
- 10 Years Willie Bailey
- 10 Years Harold Flemister
- 15 Years Marcheta Millen

Rehabilitation Services:

- 5 Years Sandra Holden
- 5 Years Sean Jackson
- 5 Years Rachel Lednik
- 5 Years Elizabeth Reed
- 5 Years Barbara Rogers
- 10 Years Michelle Ruschman
- 15 Years Edon Allen
- 15 Years Kip Hennig
- 15 Years Kimberly Steele
- 20 Years Dorothy Jones
- 25 Years Darlene O'Hair

Contributed Goods:

- 5 Years Donald Adkins
- 5 Years Theresa Anderson
- 5 Years Betty Andrade
- 5 Years Dana Batchelder
- 5 Years Anthony Bayless
- 5 Years Sherman Bell
- 5 Years Dorothy Berg
- 5 Years Jackie Black
- 5 Years Stephanie Boyajian
- 5 Years James Cole
- 5 Years Mamadou Diallo
- 5 Years Matthew Fortner
- 5 Years Kim Foster
- 5 Years Salvatore Gallina
- 5 Years Emily Garrison
- 5 Years Ronnie Gross
- 5 Years Gay Hall
- 5 Years Barbara Holbert
- 5 Years Nikki Holloway
- 5 Years Chris Holtzleiter
- 5 Years Ryan Jansen
- 5 Years Peggy Jones
- 5 Years James Kayden
- 5 Years Shannon Kayden
- 5 Years Se Lee
- 5 Years Catherine Lincoln
- 5 Years James Lusher
- 5 Years James Magee
- 5 Years Kathy Mohrhaus
- 5 Years Kirk Montgomery
- 5 Years Jeffrey Norris
- 5 Years Walter Obermeyer
- 5 Years Donald Osborn
- 5 Years Greg Patton
- 5 Years Eric Payne
- 5 Years Thomas Phelan
- 5 Years Michael Prestis
- 5 Years Connie Roehm
- 5 Years Sharon Rose
- 5 Years Brian Salyers
- 5 Years Sara Sams
- 5 Years Chris J. Serger
- 5 Years James Teepen
- 5 Years Raymond Thurkill
- 5 Years Joan Trauthwein
- 5 Years Maria Villalon
- 5 Years Cheryl Webster
- 10 Years Arlen Beal
- 10 Years Pamela Countryman
- 10 Years Thomas Digon
- 10 Years William Funderburg
- 10 Years Kevin McGuire
- 10 Years Katie Wilson
- 15 Years Kim Bick
- 15 Years Eve Lawson
- 15 Years Janet Macke
- 15 Years Donald Mueller
- 15 Years Mary Rue
- 15 Years Sharon White



2011 Financial Statistics

Funds Were Received From

Store Sales & Salvage.....	\$ 21,409,059
Industrial Contracts.....	3,457,038
Rehabilitation Services / Grants	11,195,283
Contributions & United Way	241,804
Other Revenue	480,457
Total Funds Received.....	\$ 36,783,641

Funds Were Used For

Salaries, Wages, Employees Benefits & Payroll Taxes	\$ 22,683,487
Operating Expenses	9,904,175
Debt Repayment.....	71,040
Capital Expenditures	1,408,324
Increase in General Fund	2,716,615
Total Funds Used.....	\$ 36,783,641

Financial Condition

Cash & Investments	\$ 20,896,685
Accounts Receivable	3,036,220
Inventory	3,954,927
Prepaid Expenses	232,341
Land, Building & Equipment (Net)	21,726,558
Total Assets.....	\$ 49,846,731

Liabilities & Net Worth

Accounts Payable	\$ 810,928
Accrued Expenses & Taxes	955,065
Deferred Revenue	585,617
Notes Payable.....	13,111,460
Other Liabilities	464,452
Total Liabilities.....	\$15,927,522
Net Worth	\$ 33,919,209
Total Liabilities & Net Worth	\$ 49,846,731

% of Programmatic Expense / Revenue Ratios

	Amount	Percent of Revenue
Program Expenses	\$ 29,646,715	80.6%
Management & General Expenses	2,688,066	7.3%
Fundraising Expenses	196,809	.5%
Totals	\$ 32,531,590	88.4%

Community Impact

Economic:

Total Wages Paid by Goodwill	\$ 18,550,112
Total Wages Earned by Placed Clients	14,904,469
Total Taxes Paid by Employees, Goodwill and Outside Employees.....	10,210,556
Other Expenses (Goodwill Only)	15,445,874
Governmental Assistance Saved.....	7,744,824
Economic Impact (Total of Above Figures).....	\$ 66,885,835
Total Rehabilitation Service Fees	11,195,283
Ratio of Community Impact/Service Fees	\$ 5.97: \$ 1.00

Individuals:

Clients.....	3,013
Employees.....	1,890
Donors.....	671,148
Store Customers.....	1,277,140
Volunteers.....	124
Businesses Involved With Goodwill.....	316
Total Individuals and Businesses affected by Goodwill	1,953,631

Recycling:

Textiles.....	12,128,501
Hard Goods	30,509,613
Cardboard.....	66,000
Steel.....	370,110
Office Paper.....	27,440
Total Product Recycled.....	43,101,664
Average Number of Employees / Day	732

2012 - 2011 Awards:

- 2012 "Best of Cincinnati" – Best Thrift Clothing Store, CityBeat Magazine
- 2012 Butler County Board of Developmental Disabilities, Community Recognition Awards - Aimee Rittner, Chelsea Combs, Summer McGriff (For Goodwill's Recreational / Leisure Program)
- 2012 Medical Mutual Pillar Award for Community Service presented to Joseph S. Byrum, President and CEO, Ohio Valley Goodwill Industries, Nonprofit Executive Director of the Year
- 2012 Hamilton County Developmental Disabilities Services, Sue Breiner Self-Advocacy Award - Matt Graves, Goodwill Program Participant
- 2012 Hamilton County Developmental Disabilities Services, Joanne Schreiner Outstanding Achievement Award - Paul Davis, Ohio Valley Goodwill Industries Board of Directors Member
- 2011 Southwest Ohio Rehabilitation Association (SWORA) Rehabilitation Organization of the Year – Ohio Valley Goodwill Industries
- 2011 Southwest Ohio Rehabilitation Association (SWORA) Rehabilitation Program of the Year – Ohio Valley Goodwill Job Placement Services
- 2011 Southwest Ohio Rehabilitation Association (SWORA) Rehabilitation Practitioner of the Year – Stephanie Eppley, Senior Case Manager, Work Evaluation
- 2011 Unsung Hero Award, National Coalition for Homeless Veterans, John Briggs, Ohio Valley Goodwill Homeless Veterans Reintegration Program



Ohio Valley Goodwill Industries
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Cincinnati, OH 45215
www.cincinnati-goodwill.org

we put people to work!



Find us on Facebook
www.facebook.com/cincgoodwill

Special Speakers and Tours Available:

You can help share the Goodwill spirit by inviting a speaker to your next meeting or function. Speakers are available during the day or evening. Or even better – come visit Ohio Valley Goodwill for a tour of our facilities! Contact George Palmer, Director of Public Relations and Marketing (513) 771-4800, ext. 6215 or at: gpalmer@cincgoodwill.org

Professional Affiliations: National Rehabilitation Association, Ohio Provider Resource Association, Ohio Rehabilitation Association, Southwest Ohio Rehabilitation Association, Ohio Association of Goodwill Industries, Ability One, Society for Human Resources Management, Cincinnati USA Regional Chamber, Woodlawn Chamber of Commerce

An Equal Opportunity Employer and Services Provider
A United Way Agency

Accredited by: The Commission on Accreditation of Rehabilitation Facilities (CARF)
Ohio Valley Goodwill Industries is proud to be recognized as one of the top 3% of CARF accredited organizations world-wide, with no recommendations for improvement. This is the third consecutive triennial audit in which Ohio Valley Goodwill has attained a perfect outcome.

Ohio Valley Goodwill Industries is a 501 (c) 3 tax exempt organization.
Donations to Ohio Valley Goodwill are tax deductible.

The on-going generosity of citizens in the Greater Cincinnati community has helped the organization to maintain its environmental commitment to re-use, re-new and recycle. 2012 Annual Report written by George Palmer, Director of Public Relations and Marketing
Artistic Concept and Design by Wilz Design, Inc.

