



# IMPACT REPORT

**the power of work**

**2021**

# LETTER FROM OUR LEADERSHIP

2021 was a transition year for every organization, including Goodwill Columbus. Still, in the midst of the pandemic, we kept providing critical services for those in need in our community, including those unemployed or underemployed, individuals living independently through our residential services, and the businesses to which we provide custodial and janitorial services.

Throughout it all we pushed forward keeping focused on our 2030 strategic goal of equipping 100,000 individuals with the tools to advance economic mobility through the power of work.

Through direct assistance to individuals in our mission services, to partnerships with organizations like OhioMeansJobs and Ohio To Work, and training our own employees, Goodwill equipped 7,563 individuals on their way to their first job or next “best job.” We also assisted 930 individuals advance through job placement, industry-recognized credentialing, and job promotions, including 29% of our own workforce.

Through these efforts we are transforming individuals and families on pathways to a better life, as well as transforming the communities in which we all work and live.

We thank our dedicated community partners, donors, volunteers, employees and shoppers who help us help the community learn, grow and advance.

Here’s to a future where everyone feels the effects of the power of work.



**Ryan Burgess**  
**President & CEO, Goodwill Columbus**



**Marc Reitter**  
**2021 Board Chair**

# WE ARE GOODWILL

From no-cost career consulting to job placement, donated goods retail stores to custodial and security services, vocational habilitation to in-home support, we are passionate about people and transforming communities through pathways to independence and the power of work.

people services

donated goods retail

business services

## OUR IMPACT

**Goodwill Columbus is committed to equipping 100,000 people with the tools to advance economic mobility through the power of work by 2030**

## OUR MISSION

Transforming the lives of individuals through pathways to independence and the power of work.

## OUR VISION

All individuals are embraced as valued and dignified members of our community.

# WE BELIEVE IN OPPORTUNITY

## Workforce Development

We recognize that some communities have historically lacked access to the opportunities required for economic mobility. Our trainings and certifications are offered free of charge and are focused on preparing individuals for in demand jobs in the healthcare, information technology, hospitality, retail, and business sectors. Goodwill Columbus is committed to a future full of opportunity regardless of age, color, gender identity, justice system involvement, national origin, race, religion, sex, sexual orientation, veteran or disability status.



**Ron Dalzell**

Ron had over 30 years in retail management, but since earning his CompTIA A+ Certification he has moved into a successful career in IT. He is now at his next best job, as a System Support Specialist with Gosh Enterprises.



**Ida Johnson**

After retirement, Ida enrolled in and completed our Digital Literacy course and with those new skills, now works part-time with Nationwide Insurance.

## BRIDGING THE DIVIDE

Now more than ever, we are witnessing the increasing digital divide in our community. Our Workforce Development team has dedicated resources tackling the digital literacy and basic computer skills required to learn and grow for our most underserved populations.

# WE BELIEVE IN COMMUNITY

## Work & Community Services

Our Work and Community Services program helps individuals with a dual diagnosis of a developmental disability and mental health issue find their life path through job training and career exploration. In 2021, this team added new skill building opportunities, including carpentry and bicycle maintenance.



## Residential Services

Our team of Direct Support Professionals (DSPs) continued to work around the clock providing service to individuals in need and enabling those individuals to live happy, safe, and fulfilling lives.

In 2021, this group introduced new technology to offer remote support monitoring and services in multiple homes.

## Adult Day Services

In 2021, Goodwill incorporated over 300 individuals into communities across Columbus. Through small groups, Goodwill helps individuals with developmental disabilities find their passions through job exploration, volunteerism, educational programming, and recreational activities.



## GOODWILL MAKES ART

Did you know? The Goodwill Columbus Art Studio and Gallery has long served as place for self-expression and social enterprise, where artists can create and sell artwork throughout the year.

# WE BELIEVE IN JOBS

## Donated Goods Retail

Our familiar donated goods retail stores are more than a destination for affordable secondhand shopping. Our locations across Franklin County employ hundreds, promote a sustainable future, and generate the dollars required to fund our aforementioned work.

In 2021, donations of clothing and household goods continued to provide Goodwill with over \$23 million to support our services.

## Business Services - Unarmed Security and Custodial

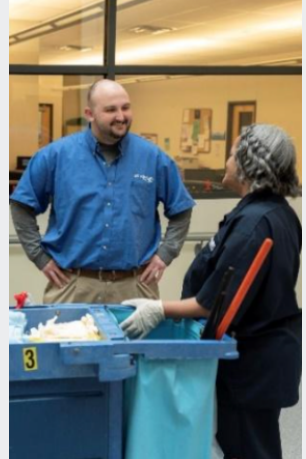
Goodwill Columbus is proud to employ hundreds of custodians and unarmed security officers who serve partners and businesses across Central Ohio. In 2021, this group generated over \$10 million in contracted revenue.

## Our Team

- More than 50% of our promotable positions were filled internally, and of those internal promotions over half were filled by people of color

### Bruce Amstutz

After graduating our Columbus City Schools' Janitorial Program and over ten years with Goodwill Columbus, Bruce currently serves as a Custodial Area Manager, overseeing 25 employees and 10 buildings. That's the power of work.



## BEFORE THE JOB



In partnership with Columbus Urban League, our Morse Road retail store proudly serves as a designated distributor of suits and ties for young men preparing for job interviews.

# BY THE NUMBERS

## operating revenues

### People Services

\$19,290,770

### Business Services

\$10,787,914

### Donated Good Retail

\$23,074,694

### Other Public Support

\$946,112

### Other

\$20,500

### Total

\$54,119,990

### Net

\$299,135

## expenses

### People Services

\$17,768,627

### Business Services

\$9,676,327

### Donated Good Retail

\$19,937,442

### Other Public Support

\$5,432,476

### Other

\$805,983

### Total

\$52,589,569

7,563



people  
equipped

7.1 MIL



pounds diverted  
from landfills

22%



percentage of  
employees with a  
diagnosed disability

# ACKNOWLEDGEMENTS

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**Marc Reitter**

AEP Ohio

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Nationwide Insurance

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BakerHostetler LLP

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## Executive Leadership Team

**Ryan D. Burgess**

President & Chief Executive Officer

**Mark Koenig**

Chief Financial and Compliance Officer

**Jennifer Marshall**

Senior Vice President of Mission  
Impact and Strategy

**Lynne Leger**

Senior Vice President of Retail  
Operations and Business Services

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