GOODWILL

GREATEST HITS OF

2015
CAREER SERVICES
In 2015, 176 students completed courses at the Goodwill Career Center. 6,264 Occupational Skills Training sessions took place, 14 certifications for our MOST (Medical Office Skills Training) were received, 9 Customer Service Certifications and 106 computer course certifications were also achieved by students.

EMPLOYMENT SERVICES
Goodwill Employment Services helps individuals overcome barriers by assisting them in finding work in local communities. In 2015, our Employment Specialists were able to place 54 people into jobs in the community. 427 individuals were served through our program and 6,674 Job Readiness Training sessions took place throughout the year.

Megan Amster
Prior to Megan Amster’s enrollment as a consumer of the Medical Office Skills Program, she had only held one job, that lasted for five months. In a wheelchair, Megan felt that no employer could see past this. She openly admitted during the enrollment process, that her goal was for people to see her as a person without a disability. After enrolling in the program, Megan’s self-esteem and self-confidence dramatically improved. Upon completion of the program, she gained 12 college credits and became a Certified Medical Administrative Assistant. Soon after, HIMG hired her as a Registration Clerk. Eight months later, Megan is still employed at HIMG and is known among co-workers as “giggles.” Her positive attitude has been an encouragement and motivation to patients and HIMG employees.

Student
A homeless consumer was referred to our program by the West Virginia Division of Rehabilitation Services for Work Adjustment Training (WAT) in July of 2015. She successfully completed Work Adjustment with perfect attendance and was referred for Direct Job Placement Services. Our Employment Services Team assisted her in getting a job at Chick-fil-A, where she continues to enjoy her work. Upon completion of the program, her self-confidence and communication skills significantly improved. She is no longer homeless and has overcome barriers that had held her back in the past, to becoming an employed member of our community.
FAMILY SERVICE COUNSELING
In 2015 alone, our Licensed Mental Health Counselors conducted over 5,400 individual and group counseling sessions and worked with over 560 clients, throughout the year. Our counselors saw individuals with concerns ranging from anger management, substance abuse, depression and anxiety, stress management, partner violence, grief and loss, and hosted group counseling programs and treatment plans for adult and juvenile offenders.

A client was referred to our services for her depression and anxiety over her pending divorce. She was encouraged to focus on re-integrating her coping skills through exercising and relaxing to music. After a few sessions, she was able to remain calm in situations and avoid arguing with her current spouse, to keep from upsetting their child. As the client’s anxiety and depression decreased, she became more positive and energetic in all aspects of life, especially at work, where she has since received a promotion.

CONSUMER CREDIT COUNSELING SERVICE
Consumer Credit Counseling Service (CCCS) managed over $1.8 million dollars of debt during 2015, while serving 755 clients in the community. Whether it is mounting credit card debt or medical bills, your home being in danger of foreclosure or you simply need help with saving and budgeting, Consumer Credit Counseling Service, a division of Goodwill Industries of KYOWVA Area, Inc., offers counseling services designed to bring peace of mind to any financial situation.

Consumer Credit Counseling Service Client
Consumer Credit Counseling Service (CCCS) had a client who began the Debt Management Program (DMP) in 2012. She was $42,000 in credit card debt and wanted to avoid bankruptcy. She began paying off the debt through CCCS and finished the program in 45 months. In the beginning, she mentioned her struggle to make payments and keep up with bills. As time went on, her attitude and ideas about spending started to improve and the urge to impulse buy had stopped. She said, “I am grateful to my counselor and the CCCS program for getting me back on track to a debt-free life!”
EVERY PURCHASE HAS A PURPOSE

In 2015, our Retail Stores and E-commerce Division had a combined total of $4,737,978 in sales. We would like to thank our 82,027 donors for their generous support and donations throughout the year. Retail is the means to our mission! In 2015, we were able to expand and introduce new program areas to our Retail Division. Our food & drink program, purchased goods and new goods, such as: purses, wallets and Bible cases, were expanded to allow for more inventory and sales. In addition, we are proud that we were able to introduce socks, leggings, pet supplies and cleaning supplies in all of our stores in 2015.

RECYCLING

Last year, with your help, Goodwill Industries of KYOWVA Area, Inc., recycled more than 1,200 tons of salvage goods, keeping nearly 2.4 million pounds of materials out of area landfills. That’s in addition to 296 tons of mixed paper, 239 tons of cardboard and 54 tons of metal. Last year, we recycled nearly 82 tons of desktop computers, laptops and computer accessories. Goodwill’s school recycling program allowed us to partner with over 30 schools, across two counties. Through that comprehensive program, we recycled more than 140 tons of paper products this past school year.

Don’t dump...Donate!
GRAND OPENINGS

Known for its thrifty retail shops and job placements in the community through employment services and other programs, Goodwill Industries of KYOWVA Area, Inc. opened 4 new retail stores and relocated 1 retail store to a new location in 2015! All of our openings were accompanied by an official grand opening celebration and ribbon cutting ceremony by the local Chamber of Commerce.
THE MISSION BEHIND OUR STORES

J.W. Scott Community Center
In 2015, 120 children attended the various youth programming activities hosted by the Scott Center. With 2,826 visits throughout the year, children received meals, experienced learning activities, field trips, special events & more!

Backpack Program
Through our 2015 backpack program, we were able to assist 125 different individuals on a weekly basis, by providing food each week and hygiene products when needed. The program supported local schools, the Scott Community Center and Goodwill's Adult Hunger program.

Coats For Kids
Goodwill was able to raise over $3,400 for our 2015 Coats for Kids Campaign! With this money, we were able to purchase brand new coats for local children and help keep them warm last winter.

Hire Attire
Through our Hire Attire program, we were able to place over 150 men into jobs within the local community in 2015. We would like to thank our 17 community partners for their assistance in job placements and referrals last year.
In 2015, Goodwill Industries of KYOWVA Area, Inc. employed 445 employees, with a total payroll of $3,660,091. Through all of the programs that were offered in 2015, we were able to serve 3,515 individuals. 680 free tax returns were completed last year, through our designated VITA (Volunteer Income Tax Assistance) site locations. 9 public grants and 13 private grants were received during 2015.

### Key Financial Information 2015

**Goodwill Industries of KYOWVA Area, Inc.**

**Public Support:**
- Donated Goods Value: $1,282,803
- Number of Donations: 82,027

**Revenue:**
- Grants/Fees/Gifts: $856,298
- Stores & E-commerce: $4,737,978
- Sale of Recycled Goods: $168,867
- Contract Cleaning Services: $733,402
- All Other Including Investments: $274,020
- **Total Revenue:** $6,770,566

**Balance Sheet:**
- Assets: $7,545,874
- Liabilities: $440,937
- **Net Worth:** $7,104,937
WE EMPOWER PEOPLE TO OVERCOME EMPLOYMENT BARRIERS
AND HELP STRENGTHEN INDIVIDUALS, FAMILIES AND COMMUNITIES.

Goodwill Rocks! Goodwill definitely rocked 2015! We hope that you find our unique Greatest Hits Annual Report a fab read, as you see all of our Greatest Hits during the past year!

We opened three incredible brick and mortar Goodwill Retail Stores in 2015:
- February 2015 - 9th Avenue, Huntington, West Virginia
- August 2015 - Inez, Kentucky
- December 2015 - West Hamlin, West Virginia

And... an off the charts online E-Commerce Retail Store in 2015:
- December 2015 — shopgoodwill.com/goodwillkyowva where the world is now our market!

And... she's thrifty, she's cool, she's a treasure huntin' fool, she's chic and she's our very own Goodwill Geek! Check out her rockin' Goodwill Geek Facebook page today!

The cool thing about opening these new, hip retail locations is that it not only provides more employment and training for people in our local communities, but the revenue generated from all stores is utilized for our awesome, holistic programs and services provided to over 3,515 individuals last year! Retail is the Means to our Mission!!

Goodwill Missions rocked it out in:

- Family Service Counseling
- Goodwill Career & Employment Center
- Consumer Credit Counseling Service
- Hire Attire
- Coats for Kids
- Goodwill Recycling &
  Industrial/Janitorial Contracts Center
- Child & Adult Food Scarcity Backpack Programs
- J.W. Scott Community Center:
  serving the youth in the Fairfield Community

We could not do all these super cool things without the tremendous support of our awesome community partners, amazing donors, fab board members, super-fly employees, rockin' funding sources and our fantabulous consumers and customers!! You all totally ROCK!!

Alissa Stewart
Executive Director

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