Seasons of Change
That is definitely what I have seen since beginning my position of Executive Director of Goodwill Industries of KYOWVA Area, Inc., on July 1, 2013. A caring, compassionate, dedicated and talented team that strive every day to make positive changes in the communities in which we live. Family Service empowers individuals and families on how to succeed in their everyday challenges; Consumer Credit Counseling Services educates people on how to best manage their finances/credit; and our Employment Services/Career Center departments instruct, coach and inspire consumers to be the best they can be in their certifications and the career paths they choose. At the Scott Community Center, we mentor youth who are facing risk factors such as substance abuse, bullying and difficulty in school.

Let’s talk about our carbon footprint. Who knew that Goodwill’s Recycling Center would have processed more than 840 tons of paper, cardboard, books, junk mail, computers/electronics and clothing/shoes/purses/belts last year alone? These are awesome numbers! Also, who would have known that this same division would employ more than 40 people to clean and take care of commercial lawns, the I-64 rest area, state office buildings, public stream accesses and business offices? And, we hear that Goodwill is “only retail…”

All of these wonderful programs are made possible by our ten retail stores, our mobile store division, permanent Milton Flea Market booth and eCommerce department. We have more than 100 employees just in this division alone who make sure every day that they provide our customers a fabulous retail experience. Why do they do this? They know they are the means to our mission. They help support the programs and outreach that we provide seven days a week, 365 days a year. (Just ask the employees who work the overnight shift at the rest area on holidays!)

In closing, I only have three wishes for our annual meeting. First, I want to take this opportunity to personally thank the Goodwill of KYOWVA team for a warm and inviting welcome. You all are amazing! Secondly, I want to thank our community partners. We could not provide all these great services and programs to our local communities without you. And, most of all, I want to celebrate the successes of the people we were so graciously able to serve during the past year. I can’t wait to see how they change our community and world.

“Never believe that a few caring people can’t change the world. For, indeed, that’s all who ever have.” ~ Margaret Mead
Our Mission: Goodwill Industries of KYOWVA Area, Inc., empowers people to overcome employment barriers and helps strengthen families and communities.

Annual meeting and luncheon
April 25, 2014 ~ 11:30 a.m.

Welcome
Invocation
Lunch
Recognition of Goodwill’s administrative assistants
Keynote speaker
Presentation of 2013 annual report
Presentation of certificates to consumers
Recognition of community partners
Prize drawings

Goodwill would like to thank Rebel Barn Catering, Perennial Favorites Greenhouse and New Baptist Church for their contributions to today’s annual meeting.
Goodwill of KYOWVA Area, Inc. empowers people to overcome employment barriers and helps strengthen families and communities.
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**Goodwill of KYOWVA**

In 2013, 327 Goodwill of KYOWVA employees received $3,256,409 in wages.

Blues Day every Tuesday $1 off sale with every pair of jeans donated.
Donating to Goodwill

Donations to Goodwill of KYOWVA Area, Inc.’s retail stores help fund our mission of providing therapy services, credit counseling, career training and employment assistance to people in our local communities.

Customers may bring donations to any Goodwill store location. Donations are sorted, processed, and distributed to the sales floor for waiting customers. When you donate your gently used items to Goodwill, you can be confident they will be used wisely.

Recycling operations

Goodwill partners with several salvage companies to get the most out of your donations. Clothing, books, shoes, stuffed animals, cell phones, and computers in poor condition are processed and sold as salvage.

Goodwill has a partnership with Dell to recycle obsolete or broken computer equipment. Anything that attaches to a computer can be recycled through this residential recycling program. Computer towers, monitors, disks, CDs, keyboards, mice, speakers, etc., can be dropped off at any Goodwill retail store.

We Accept All Clothing!

Any Style, Any Condition

We accept donations of:

All Clothing, Shoes, Jewelry, Accessories, Housewares, Appliances, Exercise Equipment, Records, Electronics, Furniture, Toys, Newspaper, Cardboard, Office Paper, Books and More!
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**Goodwill of KYOWVA**
Custodial services

We offer competitively priced, quality custodial services with on-time delivery. Free estimates are provided for each job. We can provide any type of custodial service:

- General Office Cleaning
- Hard Surface Floor Care
- Carpet Care
- Restroom Cleaning
- Window Cleaning
- Recyclables Removal

Floor care

Goodwill's staff is trained and experienced in all types of floor care. We can provide a one-time clean, strip, and finish service or continuous floor maintenance. Our trained and supervised staff provides excellent service at competitive prices and ensures the job is done to your satisfaction.

Fulfilling business needs

Goodwill provides a broad range of business services customized to your unique requirements. Our Industrial Contracts Division ensures that the cleaning services at your office or worksite are handled professionally and at reasonable prices. Effective quality control programs are utilized meeting all federal, state, city, OSHA, and customer guidelines.

Lawn care/groundskeeping

Goodwill offers commercial lawn care and groundskeeping. Call 304-429-3261 for an estimate.

Goodwill has the expertise to care for all types of facilities:

- Offices
- Schools
- Warehouses
- Laboratories
- Banks
- Courtrooms
- Hotels
- Food Service
- Morgues
- Museums
- Hospitals
- Retail
- Churches
- Factories
- Day Cares
- Gymnasiums
- Medical facilities
- Colleges
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15 **Father’s Day**
16 **Mobile store @ WV Coal Festival Madison, WV**
17 **Blues Day every Tuesday $1 off sale with every pair of jeans donated**
18 | 19 | 20 | 21 | 22 | 23 | 24
22 | 23 | 24 | 25 | 26 | 27 | 28
29 | 30 | **2013 Contracts employees: 58**
30 | **Goodwill of KYOWVA**

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**JUNE**

**Super Saturday every Saturday $5 off every $25 spent**

**Flag Day**

**Mobile store @ Point Pleasant River Festival**

**Ramadan Begins**

**Over 12,000 sq. ft. maintained 2013 labor hours worked: 52,061**
Unlimited bargains

Many Goodwill of KYOWVA Area, Inc.’s locations sell “distressed” merchandise from big box stores. These major retailer returns consist of a little bit of everything like lamps, bedding, exercise equipment, toys, games, home décor, and patio furniture.

These items are distributed throughout our 10 retail locations in West Virginia and Kentucky.

Online shopping

We post items to a variety of online shopping sites (with more to come in 2014!) that reach customers across the country every day. It’s an easy and fun way to find just what you’ve been looking for. Check out our eBay store: @goodwillKYOWVA and watch our website and social media pages for more options coming soon!
Independence Day

30% off sale
Independence Day

2013
sales from
donated goods
$4,077,852

Blues Day every Tuesday
$1 off sale with every
pair of jeans donated.

30% off sale

Back To School
sale

Clothes, school supplies and more! We accept WV Clothing Vouchers!

Super Saturday
every Saturday
$5 off every $25 spent

Mobile store @ Cabell County Fair

2013 Retail
employees: 143

Goodwill of KYOWVA
Making a difference in our community

Goodwill of KYOWVA Area, Inc., operates a community center located in the heart of the Fairfield West community in downtown Huntington. The J.W. Scott Community Center has been in operation in the community since 1928, and under Goodwill’s management is staffed by a youth programs manager and a community outreach specialist.

The center has recently undergone a renovation project with funding from several of our community partners.

Thanks to those partners and sale of donated goods in our retail stores, the Scott Community Center is able to offer a variety of free classes for youth and adults.

Available programming

Classes and programs presented at the Scott Community Center include:

- Money management
- Life skills
- Parenting
- Computer basics
- Education and tutoring
- Job readiness
- Resume writing
- Free tax preparation (VITA)
- Arts and crafts
- Anti-bullying and personal safety presentations

Volunteer opportunities

Do you have a particular hobby or interest to share? Maybe a few hours a week to help tutor a child or teach an adult to read? Contact one of our staff members at 304-751-7446 to see how you could become part of our mission.
August

Sunday

Youth mentored: 3/4

Monday

Blues Day every Tuesday
$1 off sale with every pair of jeans donated

Tuesday

Goodwill Matters!

Wednesday

Thursday

Friday

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Super Saturday every Saturday
$5 off every $25 spent

Saturday

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National Thrift Shop Day
Watch for details!

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Goodwill of KYOWVA

Mobile store @ Hatfield & McCoy Festival in Pikeville, KY
Lifelong learning begins at Goodwill

Goodwill of KYOWVA Area, Inc., believes in lifelong learning. Our educational programs are designed to reflect that by meeting the needs and interests of a wide variety of students.

Our programs prepare students from all walks of life for a new career in as few as four weeks. In addition to specialized, real-world training, students receive job search and resume preparation assistance.

The Career Center also offers comprehensive Life Enrichment programming centered on the latest technologies and popular trends, as well as classes in computer basics using Windows software and Microsoft Office suite.

Other benefits of our Career Center include:

- Certifications and training in medical office skills; retail sales/mgmt.; customer service; direct care; and basic/advanced janitorial.
- Identification of employment barriers
- Job coaching
- Interviewing skills, behavior and attire
- Adult Literacy Education and GED
- Financial aid and college credit available through local collaborations
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Goodwill of KYOWVA
Goodwill puts people to work

Part of our mission at Goodwill is to train and place local residents in jobs throughout the region. In 2013, we served 3,498 people, identifying 4,235 barriers to employment. Of those individuals, many were placed in jobs inside and outside of our organization.

Our placement services department makes finding a job easier for unemployed and underemployed men and women age 18 and older.

Beyond job placement assistance, Goodwill works with students to be certain they have the long-term skills needed to maintain employment and thrive in their new career.

We follow up with students for months and even years following their experience at our facility, helping to ensure that their path to success is clear and serving any needs as they arise.

Work Adjustment Training and Work Skills Assessment

Our Work Adjustment Training is a combined 60-day classroom and job site training program. Our curriculum is followed by on-site training to make the transition as seamless as possible.

Work Skills Assessment is a 30-day program to assess workplace capabilities, with no classwork required.

Job Prep

The Job Prep program guides students through skills necessary to land a job including assistance writing resumes and cover letters, an understanding of interviewing tactics, teaching of life skills and more.
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**October Events:**

- Teacher Appreciation Day: 50% off with teacher ID
- Columbus Day
- Blues Day: $1 off sale with every pair of jeans donated
- Boss's Day
- Sweetest Day
- Halloween merchandise: 50% off!
- Mobile store @ Milton Pumpkin Festival: Yom Kippur Begins at Sundown
- Mobile store @ C-K AutumnFest
- Mobile store @ Super Saturday: $5 off every $25 spent
- Mobile store @ Super Saturday: 50% off!
- Halloween: People served: 3,498 Training sessions: 22,183

*Goodwill of KYOWVA*
The secret’s out!

Family Service Counseling at Goodwill Industries of KYOWVA Area, Inc., has been called “the best kept secret in town.” Well, we’re no longer a secret!

Family Service is a licensed behavioral health center that provides counseling services to individuals of all ages in the Tri-State area. Our experienced and skilled counselors serve hundreds of individuals and families each year.

We accept payment from most private insurances and Medicaid, and receive funding from the Victims of Crime Act and United Way of the River Cities. We also offer affordable rates and sliding scale fees for private pay appointments.

Areas of focus

Our professionals assist members of our community in many areas:

- Individual, couple and family counseling
- Interpersonal communication
- Parent-child relationships
- Geriatric counseling
- Anger management
- Depression and anxiety
- Childhood physical and sexual abuse
- Stress management
- Partner violence
- Grief and loss
- Post-Traumatic Stress Disorder
- Substance abuse counseling
- Victims of crime counseling
- Licensed Batterers Intervention Prevention Program
- Sexual offender treatment program

Contact us

For an appointment in a comfortable, therapeutic environment or to ask additional questions about our program, call 304-523-9454.
Donate any vehicle

Goodwill accepts donations of any type of vehicle: car, truck, ATV, motorcycle or boat. If it has wheels, rolls or floats - and it works, we’ll take it! Call to arrange drop-off of your plane, train or automobile. All you need is the title and keys.

Tax deductions

Donate your working wheels today and receive a tax deduction for the gross proceeds received from the sale of the vehicle.* After your vehicle has sold, you will receive tax documentation in the mail.

Vehicle sales

Goodwill is a great place to purchase your 16-year-old’s first ride or a dependable second car for your family. Proceeds from the sale of vehicles supports Goodwill’s mission.

Steps to donate

- Verify the car has a clear title and do not sign the title until the time of the donation.
- Call Goodwill’s Virginia Avenue store at 304-523-9177.
- Have your vehicle’s title and your state-issued ID ready when making your donation.
- Your vehicle is offered for sale at our Virginia Avenue retail store parking lot.
- When your vehicle sells, we will mail you a 1098C tax form for tax deduction purposes.

*Consult your tax advisor for details.
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- **December 7**: Pearl Harbor Remembrance Day
- **December 13**: National Miners Day - 30% off for our coal miners
- **December 20**: Super Saturday - Fly by every Saturday, $5 off every $25 spent
- **December 27**: Stuff the Truck donation drive - Huntington Mall
- **December 28**: Goodwill of KYOWVA Super Saturday - $5 off every $25 spent
- **December 29**: Blues Day every Tuesday - $1 off sale with every pair of jeans donated
- **December 30**: Hanukkah Begins at Sundown
- **December 31**: Christmas items - 75% off sale

**Goodwill of KYOWVA**

**Your donated ride is tax-deductible!**

In 2013, Goodwill’s recycling program - housed at a dedicated complex on West 19th Street in Huntington - saw HUGE numbers! We recycled more than 240 tons of paper, cardboard and newsprint and more than 600 tons of salvage. Take a peek:

- 16 tons of office paper
- 139 tons of cardboard
- 5 tons of newspaper and junk mail
- 14 tons of books
- 30 tons of metal and wire
- 577 tons of salvage textiles
- 26 tons of salvage accessories

E-Recycling

Our FREE residential computer recycling program is operated in conjunction with Dell Reconnect, giving us an opportunity to recycle desktop computers, laptops and all computer accessories. In 2013, we partnered to keep 60 tons of computers and components out of the landfill.

We are always accepting non-working or outdated computers and components, printers, scanners, fax machines and cell phones at our Industrial Contracts Center, 525 19th Street West, Huntington.

School programs

Goodwill partners with 30 schools across the Tri-State for its comprehensive school recycling program. To find out how your school can get involved, call 304-429-3261.
January

Sunday

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Salvage goods sales: $300,032

Don’t Dump It, Donate It!

Ring in the New Year with 15% off your purchase!

New Year’s Day

Valentine’s items available in stores!

Blues Day every Tuesday

$1 off sale with every pair of jeans donated

Super Saturday every Saturday

$5 off every $25 spent

30% off sale

MLK Jr. Day

Goodwill of KYOWVA
What is upcycling?

Upcycling is the process of converting old or discarded materials into something useful and beautiful, such as repurposing old T-shirts into a T-shirt quilt. While recycling takes consumer materials and breaks them down so their base materials can be made into a new consumer product, upcycling uses your own creativity to make a new purpose for your unwanted items. Plain and simple, upcycling makes a positive impact on the environment by removing items from the global garbage stream.

Very Pin-teresting!

Have you visited our Pinterest page yet? If not, what are you waiting for? Goodwill of KYOWVA Area, Inc.’s Pinterest page, located at http://www.pinterest.com/goodwillkyowva/, is bursting with upcycling ideas, easy crafts you can do at home and ways to repurpose cool items you’ve found on your Goodwill shopping expeditions. Check out these topics:

- 25 things to do with old jeans
- Repurpose an empty picture frame
- Five ways to color Mason jars
- Turn a too-small shirt into a cardigan

Class is in session

Goodwill is excited to offer upcycling craft classes at our Virginia Avenue location. Call 304-523-7461 for an updated list of class offerings, dates and times, supplies needed and cost.

February 2015

Repurpose an old T-shirt

1. Lay the shirt on a flat surface; cut off the hem and discard. Then, cut the body of the shirt horizontally into strips approximately 3/4” long. (They will actually be loops.)
2. One at a time, pull the loops open and stretch until the fabric starts to curl. Stack the loops on top of one another so that all the T-shirt side seams are in the same spot.
3. Once you have the thickness you desire, wrap the seams with a scrap piece of fabric (about 6 inches long) from the same shirt. Tuck the end of the scrap under itself.

Thrifty record bookends

1. Visit our local Goodwill and pick up a few inexpensive records for as little as $1 each.
2. Slice the record down the center using a straight-edge and knife.
3. Bend in half until the record snaps on the line.
4. Fold in half and glue brackets, holding in place with clothespins until glue dries.
5. Unclip and enjoy decorating!
<table>
<thead>
<tr>
<th>MONDAY</th>
<th>TUESDAY</th>
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<td>Super Saturday every Saturday $5 off every $25 spent</td>
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<td>All red or pink items 50% off Valentine’s Day</td>
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<td>Valentine’s Day</td>
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<td>Valentine’s items 50% off sale Presidents’ Day</td>
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<td>Valentine’s items 75% off sale Presidents’ Day</td>
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<td>Easter merchandise in stores!</td>
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<td>Pinterest.com/Goodwill KYOWVA</td>
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<td>For FREE tax preparation, call 304-525-7034 for eligibility requirements.</td>
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Goodwill of KYOWVA
What is CCCS?

Consumer Credit Counseling Service, a division of Goodwill Industries of KYOWVA Area, Inc., is a member of the National Foundation for Credit Counseling. NFCC is the nation’s largest and longest-serving national non-profit credit counseling organization.

We are staffed by two nationally-certified consumer credit counselors and a nationally-certified housing counselor.

CCCS programs

Among the services we can offer to clients are budgeting help, credit reviews and debt management plans. We also offer low-cost complete credit reports, debtor education and pre- and post-bankruptcy counseling. We serve as employee assistance for area businesses and community education speakers. Our CCCS counselors provide individual assistance with managing your money, examining current financial problems and educating to prevent future difficulties.

Housing counseling

Housing counseling is a valuable personalized tool for homebuyers, explaining home buying criteria, mortgage readiness, saving and budgeting, and closing information. We also offer assessments of your personal housing situation.

- Debt management plans
- Budgeting
- Credit reports
- Debtor education
- Bankruptcy counseling
- Credit reviews
- Housing counseling
- Community education
- Online money management
- Mortgage readiness
- Saving money
Average amount of time it takes a consumer to become free of credit card and medical debt: 3 to 5 years
Special thanks to the thousands of people in our community who shop and donate to our retail stores.

Strong Community, Strong Values

Barboursville Volunteer Fire Department
Cabell County Schools
Cabell County Sheriff’s Department
Cabell County Solid Waste Authority
Cabell-Huntington Health Department
Contact Rape Crisis Center
Dollar General
Dress for Success River Cities
Elder-Beerman
Fifth Third Bank
First Sentry Bank
First State Bank
Foodfair
Foundation for the Tri-State Community
Fraternal Order of Police
General Building Supply
Gailynn Bowman
Goodwill Industries International
Goodwill Industries of Kanawha Valley
Goodwill Industries of Southern Ohio
Huntington City Mission
Huntington Housing Authority
Huntington Internal Medicine Group
Huntington Mall
Huntington Work Release Center
Huntington YMCA
JP Morgan Chase Bank
Kentucky Office of Vocational Rehabilitation
Kiwanis International
KSK Management
KYOWVA Mall
Marshall University
Marshall University ROTC
Marshall University Sustainability Department
Mason County Schools
Mingo County Schools
Mission West Virginia
Mountwest Community and Technical College
Ohio Rehabilitation Services Commission
PACE Enterprises
Peoples Bank
Perennial Favorites Greenhouse
Playmates Child Development Center
Poca Valley Bank
Prestera Center for Mental Health Services
Redman Bingo
ResCare
Shoney’s Restaurant
Sodexo America LLC
Southwestern Community Action Council, Inc.
South Western Region 2 Workforce Investment Board
Starlight Behavioral Health Center
The Counseling Connection
The MENTOR Network
Trifecta Productions
Triple Crown Beverage Group
Tri-State Food Systems
Tri-State Literacy Council
United Bank
United Way of the River Cities
Unlimited Future, Inc.
Walmart
West Tenampa Mexican Restaurant
West Virginia Department of Health and Human Resources
West Virginia Division of Rehabilitation Services
West Virginia Division of Corrections
Workforce WV
2013 Financial Information

The community gave to Goodwill:

- Public support $1,016,133
- Sale of donated goods 4,377,885
- Industrial & community contracts 757,389
- Mission services 807,790
- Other revenue 227,189
- Total $7,186,386

Goodwill gave to the community:

- Program services $5,627,577
- Administrative expenses 932,886
- Fundraising expenses 290,685
- Total $6,851,148
Strategic plan

Goodwill Industries of KYOWVA Area, Inc., has just completed its 2016-2017 Strategic Plan. Information about strategic plan goals will be available on our new website coming soon.

CARF survey

We are proud to have received CARF’s highest-awarded accreditation of three years in early 2014. CARF is an independent, nonprofit accrediting body whose mission is to promote the quality, value, and optimal outcomes of services through a consultative accreditation process that centers on enhancing the lives of the persons served. Founded in 1966 as the Commission on Accreditation of Rehabilitation Facilities, and now known as CARF International, the accrediting body establishes consumer-focused standards to help organizations measure and improve the quality of their programs and services.

Community outreach

Goodwill Industries of KYOWVA Area, Inc., is committed to the communities in the areas we serve. We are an active community partner in events that better the lives of individuals and families. We participate in events such as Project Homeless Connect, area job fairs and expos, boot drives to provide winter coats to children in need, free tax preparation for 529 people and mobile food pantries in cooperation with Facing Hunger, Foodbank.

Outlet store

Coming soon, an all-new way to shop Goodwill!

Grant funding

Goodwill Industries of KYOWVA Area, Inc., secured $491,988 in total grant funding in 2013.

Goodwill on the Go!

An innovative and exciting approach to retail sales, our mobile events division take our stores into unserved and underserved communities and locations across West Virginia and Kentucky. Call us at 304-523-7461, ext. 411, to set up a mobile event at your business or non-profit organization, and benefit your community today.

Employee training

New employees with Goodwill complete multiple hours of training in their first 90 days of employment. This training consists of numerous topics including techniques to specific department training, like cashier training or carpet cleaning. All employees attend annual training on topics such as customer service, harassment, diversity, and hazardous communications.

Tax deductions

Anything you donate to Goodwill is tax-deductible. That means clothes, shoes, jewelry, kitchen appliances, housing supplies, vehicles, toys - the sky’s the limit! Be certain to get a tax receipt when you donate to tell Uncle Sam where you’ve made your charitable contributions.

Donation drives/workplace campaigns

Are you looking for a way to give back to your community? Are you an organization looking for an opportunity to serve? Consider a jeans drive for our Jeans For Jobs program or a workplace campaign with on-site Goodwill donation bins available. Would you like to sponsor a donation bin to be placed in your community? Call 304-523-7461, ext. 411, to set up a donation drive at your office or organization or learn more about partnership opportunities.

All sales listed in this calendar are subject to change.
Professional Ethics

It is the policy of Goodwill Industries of KYOWVA Area, Inc. to adhere to a comprehensive code of professional ethics in all aspects of its operations, including, but not limited to: marketing, business dealings, service delivery, human resources, and professional responsibilities. For a copy of our complete policy, please contact Goodwill Industries of KYOWVA Area, Inc.'s Human Resources Department.

Equal Opportunity Employer

The written Goodwill Industries of KYOWVA Area, Inc. EEO policy may be viewed at the Administrative Office located at 1102 Memorial Blvd West, Huntington, between the hours of 8 a.m. and 4:30 p.m. Monday through Friday.