



## Our Team

Youngstown Area Goodwill Industries has been serving Eastern Ohio and Western Pennsylvania for more than 130 years and successfully serves thousands of people each year. The nonprofit's mission programs strive to expand employment and training opportunities for individuals in the community, including those with disabilities or other barriers. Sales through the organization's 10 retail stores directly support its mission and help to divert millions of pounds of goods from area landfills.

Additionally, Goodwill's Business Services
Division creates additional employment
opportunities and provides a variety of quality
services to area businesses and organizations,
including janitorial, commercial laundry and
custom contracts.

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



Dear Friends and Supporters,

Founded over 130 years ago, Youngstown Area Goodwill Industries continues to be a cornerstone of community support, providing essential services throughout the Mahoning and Shenango Valleys. Through our mission, we employ over 300 team members because we believe in the value of people and the power of work.

2024 was a year of milestones. We forged new partnerships, completed a comprehensive community needs assessment, expanded our mission presence and achieved \$1 million in sales in five of our stores. What ties these milestones together is our unwavering commitment to our mission. This year, we introduced our motto, "More than a Store" alongside the question, "What Good Will You Do Today?" to reinforce that each donation and purchase directly supports our purpose. We continue to meet the community where they are, offering resources and referrals to break down barriers to employment.

We also hosted our first Mission Fundraising Breakfast — an event that will surely become a tradition. This gathering gave us the opportunity to share powerful success stories of individuals who, with the support of Goodwill, have overcome homelessness and physical disabilities to achieve financial independence. Their resilience, combined with our mission, is a testament to the impact we can make together.

Additionally, this was a landmark year for securing alternative funding through multiple community foundations. Their trust in our work fuels our commitment to reducing the workforce participation gap compared to state and national averages in our region by 50%. Achieving this goal will take a collective effort, leveraging the incredible resources and initiatives already at work in our community.

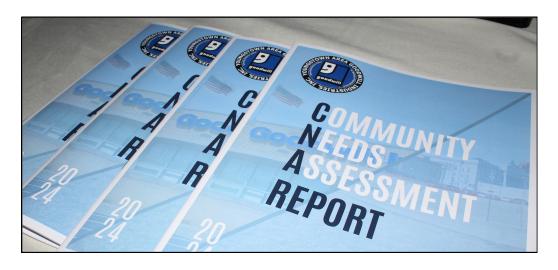
To our donors, customers, volunteers, and team members, thank you! Your support and trust enable us to serve and strengthen our community every day.

# Community Needs Assessment Report

In 2024, a comprehensive Community Needs Assessment survey was conducted to identify key challenges and opportunities in the Youngstown-Warren region. The results of this survey were presented to the public on October 11, sparking an enthusiastic response from community leaders and organizations. Together, these organizations are working to strengthen the local workforce and create sustainable opportunities for residents.

We appreciate significant funding provided by the Youngstown Foundation and the Community Foundation of the Mahoning Valley.

The groundwork laid by the Community Needs Assessment and the support of local organizations and foundations positions the Youngstown-Warren region for significant progress. With strong leadership, robust partnerships and dedicated resources, the region is poised to create meaningful opportunities for its workforce and address pressing community challenges.





Carol Holmes-Chambers was hired in December as Goodwill's new Community Solutions Director. Holmes-Chambers will manage the next steps of the Community Needs Assessment.

Learn more about Carol and the CNA report here:



goodwillyoungstown.org/cna

## Mission Services

### Clients

### Totals

Job Placement Activities (Resume development, interview help, applications, job postings)	419 (+27%)
Successfully Employed (Obtained employment)	40 (+25%)
Resource Referrals (SSI, SNAP, OMJ, diapers, housing, food, mental health, vouchers)	787 (+6%)
<b>Transportation Assistance</b> (Driver's license/permit, public transportation, car issues)	144 (+111%)
Individuals with record barriers (CQEs, CCA, background issues)	162 (+74%)
Goodwill CARES (Goodwill employee help)	120 (+48%)
OOD Clients (Intakes, job placement, drivers permit, Community Based Assessments)	27 (+35%)
Work Experience Program (WEP) and Bureau of Workers Compensation (Trumbull JFS and BWC/MCO clients)	5
ADP Applicant emails who asked for Missions Assistance (Applied to Goodwill and checked box for additional services)	230

Total: 1,934 (+41%)

\*Percentages represent increase from 2023

### **Our Impact**



Our mission extends far beyond operating as a thrift store. We are deeply committed to making a meaningful impact in our community by supporting individuals with disabilities, offering pathways to employment and providing essential resources to those in need. Through our diverse programs, we aim to inspire hope, empower lives and create opportunities for growth.

We offer mission, business and vision services, a voucher program, and the Youngstown Radio Reading Service. Together, these programs reflect our unwavering dedication to transforming lives and building a stronger, more inclusive community. We believe in the value of people and the power of work.













# Total Number of Employees: 296

approximately 80%

are salaried

approximately



are full-time, non-exempt

approximately

76.9%

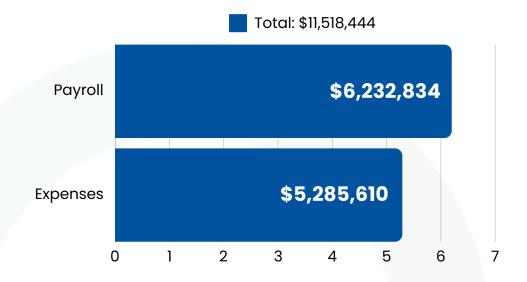
are part-time

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



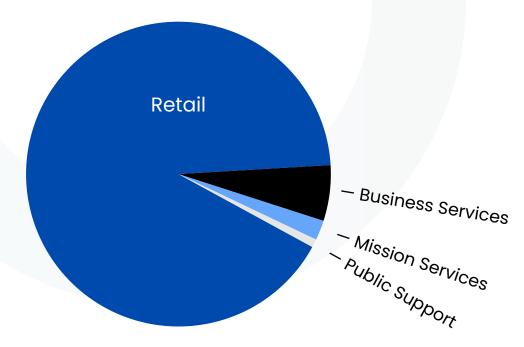
# Financial **Statement**

### **Operating Costs**



### Revenue

Total: \$11,718,540



## Board of Directors

### Board **Members**

HaSheen Wilson, President

**Anthony Sertick, Vice President** 

Kyle Miasek, Treasurer

Robert S. Fulton, Board Secretary

Karen Segesto, Past President

Mark Gasser, Director/Past President

**Jeffrey Moliterno** 

Marc S. Mazzella, CPA, MBA

**Kathy Gerberry** 

**Ron Gerberry** 

**Vicki Mincey** 

Dr. Joseph P. Lyons

**Trish Mossor** 

**Advisory Board** 

Elizabeth H. Farbman

**Joy Mistovich** 

Mark Goloja

**Annette Brown** 



### **Message From The Board**

Dear Valuable Community Stakeholders,

I am honored to address and share the remarkable progress we have made together over the past year. Your unwavering support and dedication have been instrumental in driving our mission forward. I am excited to highlight our collective achievements and future aspirations.

2024 has been a year of significant milestones for Youngstown Area Goodwill Industries. We have continued to expand our employment and training opportunities for individuals facing disabilities and other barriers, reaffirming our belief in the transformative power of work. Our programs have empowered countless individuals, providing them with the skills and confidence needed to thrive in the workforce.

One of our most notable achievements this year was the completion of a comprehensive Community Needs Assessment in partnership with the Youngstown/Warren Regional Chamber. This assessment has provided us with invaluable insights into the needs and aspirations of our community, allowing us to tailor our programs and services more effectively. The findings have highlighted areas where we can make the most impact, and we are excited to implement these insights in the coming year.

We are also thrilled to announce that Shelley Murray, who has been serving as our interim CEO, has officially been appointed as our CEO. Shelley's leadership and vision have been instrumental in guiding us through this period of transition, and we are confident that she will continue to drive our mission forward with passion and dedication.

Our Donated Goods Retail Program remains central to our mission. Through your generous donations, we have been able to create meaningful jobs and training opportunities while diverting millions of pounds of goods from local landfills. Your support has made a tangible difference in the lives of many individuals and families in our community.

To our donors, shoppers, and advocates — thank you. Your involvement is the driving force behind our mission, helping us create pathways to employment, vision screening and work vouchers. We are more than just a store; we are a catalyst for positive change in Youngstown.

As we reflect on our accomplishments, we also look forward with optimism to 2025. Workforce development will remain our priority as we continue to build a stronger, more inclusive community. The insights gained from our Community Needs Assessment will guide our efforts, ensuring that we address the most pressing needs of our community.

We are committed to creating opportunities for everyone to thrive and fostering a community where everyone has the chance to succeed. Together, we can achieve even greater things in the year ahead.







### Retail Locations

#### **Austintown Goodwill**

6009 Mahoning Ave. Austintown, OH 44515 (330) 792-8830

#### **Calcutta Goodwill**

15765 State Route 170 Calcutta, OH 43920 (330) 385-7998

#### **Hermitage Goodwill**

2986 East State St. Hermitage, PA 16148 (724) 346-4456

#### **New Castle Goodwill**

2611 Ellwood Rd., Space 3 New Castle, PA 16101 (724) 652-4877

#### Salem Goodwill

2350 East State St. Salem, OH 44460 (234) 567-4175

#### **Boardman Goodwill**

285 Boardman-Canfield Rd. Boardman, OH 44512 (330) 758-0282

#### **Greenville Goodwill**

25 Williamson Rd. Greenville, PA 16125 (724) 373-8070

### **Liberty Goodwill**

2747 Belmont Ave. Youngstown, OH 44505 (330) 759-0677

#### **Niles Goodwill**

56 Youngstown-Warren Rd. Niles, OH 44446 (330) 574-5003

#### **Warren Goodwill**

2083 Elm Rd. NE Warren, OH 44483 (330) 372-1214



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- ytowngoodwill@gmail.com

