

Empowering People

2016 Annual Report to the Community



A hand up, not a hand out.

Dear Community Partners,

Thank you for your continued support that helps transform the lives of children and adults across the Miami Valley and West Central Ohio. Thanks to your generosity, in 2016 Goodwill Easter Seals Miami Valley (GESMV) assisted **20,560** individuals on their journeys to independence. GESMV provides life-changing services across the age spectrum, helping families live more enriched lives through greater independence.

In 2016, GESMV also assisted 1,043 people with obtaining and maintaining employment. This is across the agency and includes adults living in poverty who are receiving services through Miami Valley Works, veterans working with the Veterans & Employers Connection, adults recovering from mental illness through the Miracle Clubhouse and people with disabilities through our traditional placement programs. Although the delivery may vary among the programs, the outcomes are the same: people experience the power of work and move toward greater independence and self-sufficiency.

In December 2016, GESMV sold its Kuntz Road facility that had served as our headquarters from 1979 to 2014. That was the final phase of our Building Independence campaign that allowed us to create facilities that better position GESMV to meet the needs of the community. GESMV also completed the expansion of retail services, building stores in Butler Township (north of Dayton), Lima, Huber Heights/Sulphur Grove and Van Wert. The stores created more than 65 jobs – especially for people with disabilities. The stores also provided revenue that helped us offer services free-of-charge to the community including Radio Reading Services, Medical Equipment Loan Program, Car Seat Safety Program and Child Screening Service.

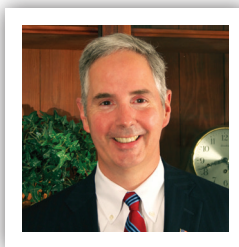
The need for services remains great throughout our region. To help assist those in need, GESMV continues to look for ways to expand or add new services. A key area for expansion is in the Allen County/Lima region where Goodwill Easter Seals opened a new Community Services and Regional Headquarters adjacent to the new Goodwill store last November.

Thank you for your investment in Goodwill Easter Seals and for helping us provide services to assist people with disabilities or other disadvantages. Together we can achieve our vision of making it possible for all people to live, learn, work and play with full inclusion in the life of the community.

We invite you to learn more about GESMV. Please visit our website, www.gesmv.org, or call us at **937-461-4800**.

**Together we can be
a force for change.**

Thank you



Lance W. Detrick
President & CEO



J. Michael Herr
Chair, Board of Trustees

Mission, Vision and Values

Our mission is to empower people with disabilities and other disadvantages to achieve independence and improve their quality of life.

Our vision is to make it possible for all people to live, learn, work and play with full inclusion in the life of the community.

Our values define our culture and guide our work through:

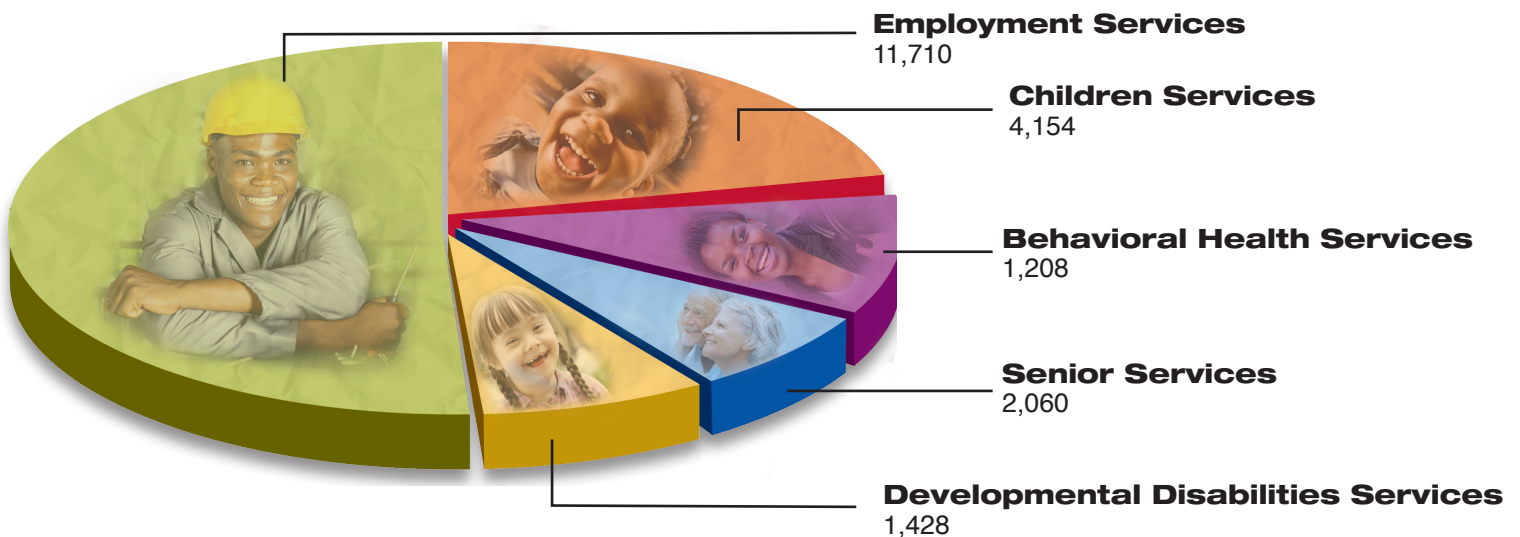
- Continually increasing our ability to serve
- Stewardship of community assets entrusted to us
- Individual responsibility
- Safety and wellness for employees and those we serve
- Superior external and internal customer experience
- Demonstrate compassion and empathy for those we serve

2016 Agency Highlights

- We served 20,560 people with disabilities and other disadvantages, helping them achieve independence and improve their quality of life.
- We assisted 1,043 youth and adults obtain employment and work towards self-sufficiency.
- We expanded services in the Allen County/Lima area, assisting nearly 1,400 people, an increase of 23 percent over the previous year.
- GESMV launched the Main Street Recovery Center, providing behavioral health services and bringing greater stability to 122 people.
- GESMV served 1,001 people through the Medical Equipment Loan Program, providing items to improve mobility and access to the community.
- GESMV's Business Services Division obtained two new janitorial contracts, creating 25 jobs for people with disabilities.
- GESMV engaged nearly 1,000 volunteers, enhancing the services we offer to the community.
- GESMV developed and launched its new, more accessible website. Be inspired at gesmv.org.



Serving your community in many ways



Helping people of all ages

AGE	NUMBER	PERCENTAGE
Birth-15 years	4,116	20%
16-24 years	1,697	8.25%
25-34 years	5,088	24.75%
35-44 years	2,262	11.00%
45-54 years	2,507	12.20%
55+ years	4,890	23.80%

People who received
life-changing
services
20,560

Giving Back: Volunteers

Goodwill Easter Seals Miami Valley's group of volunteers are a powerful source of talent, wisdom and devoted individuals. Volunteers offer useful skills, energetic compassion, willingness to give of themselves and generosity with their time. GESMV recognizes the value volunteers bring to our organization and community. In 2016, GESMV engaged nearly 1,000 volunteers with 23,000 hours of service provided. Volunteers help us to improve the quality of service we offer every single day and play an important role in our continued growth.

Volunteers are able to connect with our mission while also doing something they are passionate about. Whether that is assisting someone in our Community Computer Lab with computer skills, reading printed material over the radio to someone with a disability, playing Bingo with the participants at one of our five Easter Seals Adult Day Services centers—our volunteers can see and feel that they are making an impact in the lives of people in our community. Please visit www.gesmv.org to learn more about volunteering with GESMV.



For more on Lysandra and other success stories like hers, visit www.gesmv.org

Success Story: Lysandra Wilbert

Twenty-one year old Lysandra Wilbert came to Goodwill like many people feeling some anxiety. But, her goal was to secure long term, full-time employment.

Lysandra went through Goodwill's WIOA Allen County youth program in Lima. While she tried several different career paths, including healthcare and hospitality, Lysandra soon realized that these areas were not in line with her personality and skills. Her apprehension and concern increased, as she tried to identify where she really fit in the work world.

Goodwill Lima staff helped her work on her job skills, boost her confidence levels and become comfortable stepping out of her comfort zone. After a couple months of job coaching and supportive services, Lysandra agreed to try a work experience opportunity in the retail world and she soon realized that this was a great match. Eventually, Lysandra was asked to bump up to full-time status due to her exceptional work.

Lysandra has conquered all her fears, accomplished her number one goal and is now employed full-time, making valuable contributions to her employer. Lucky for us, Lysandra works at our Allentown Road Goodwill retail store in Lima!

The Community's Investment

* Sale of goods	28,572,000	58.56%
Contract earnings	4,977,000	10.20%
Program services	12,217,000	25.05%
Non-Profit support services	483,000	0.99%
Investment gain (loss)	1,305,000	2.67%
Public support	1,234,000	2.53%
The community investment	\$48,788,000	100.00%

Our Return to the Community

* Wages, benefits and taxes	\$31,428,000	64.41%
Supplies and services	8,043,000	16.49%
Facility expenses	4,643,000	9.52%
Investment in facility and equipment	2,674,000	5.48%
Purchased goods	1,005,000	2.06%
Future investment in program services	229,000	0.47%
Other	766,000	1.57%
The community return	\$48,788,000	100.00%
Net Assets as of December 31, 2016	\$41,046,000	

At Goodwill Easter Seals Miami Valley 84.55 percent of all revenue directly supports services for people with disabilities, with 14.85 percent administrative and 0.60 percent fundraising expenses.

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Goodwill Easter Seals Miami Valley

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