



# Empowering People

## 2017 Annual Report to the Community

### A hand up, not a hand out.

Dear Community Partners,

Thanks to your continued support, Goodwill Easter Seals Miami Valley (GESMV) assisted **16,693** individuals on their journeys to independence in 2017. GESMV provides life-changing services across the age spectrum, helping families live more enriched lives through greater independence. We truly appreciate your commitment to improving the quality of life for your neighbors in need.

In 2017, Goodwill Easter Seals assisted 994 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 who work with 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 towards greater independence and self-sufficiency.

#### OTHER HIGHLIGHTS FROM 2017 INCLUDE:

- GESMV employed 569 people with disabilities, nearly 50 percent of our workforce;
- The Main Street Recovery Center increased the number of people it assisted by 133 percent, providing behavioral health services to 285 people;
- Radio Reading Service began streaming broadcasts of newspapers and magazines via the internet helping people with vision loss stay connected to their communities;
- GESMV opened a new retail store in Oakwood and relocated to a new location in Piqua. When we open a store we create jobs, especially for people with disabilities, and training opportunities. Revenue from the stores supports free services in the community.

Goodwill Easter Seals will always be here to assist our community's most vulnerable citizens. Thank you for all you do to make that possible.

If you would like to learn more about our efforts, please call us, 937-461-4800 or visit [gesmv.org](http://gesmv.org).

**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:

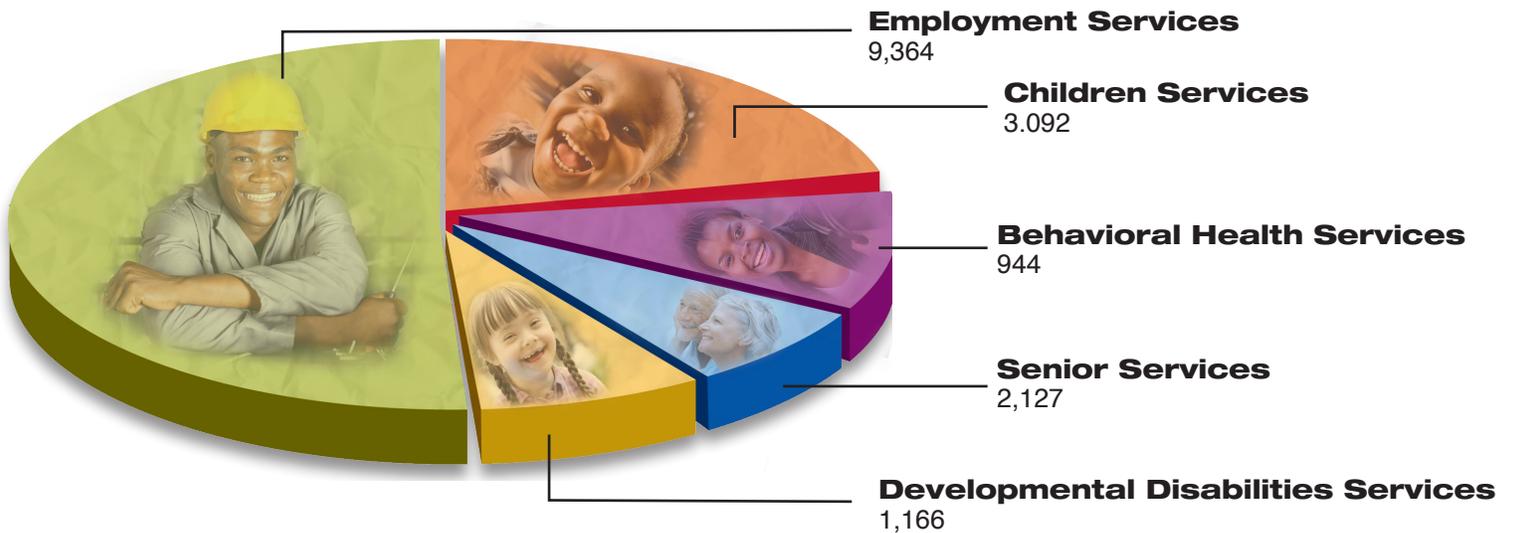
- Continually increasing our ability to serve
- Stewardship of community assets entrusted to us
- Individual responsibility
- Safety and wellness for employees and those we serve
- Superior external and internal customer experience
- Demonstrate compassion and empathy for those we serve

# 2017 Agency Highlights

- We served 16,693 people with disabilities and other disadvantages in a 23-county area, helping them achieve independence and improve their quality of life.
- We assisted 994 youth and adults obtain employment and work towards self-sufficiency.
- In its second year, the Main Street Recovery Center provided 285 individuals behavioral health services bringing greater stability to their lives.
- GESMV was one of ten Goodwill's in the country to receive a \$300,000 Digital Skills Grant from Goodwill Industries International and Google to offer free training classes to help individuals improve their computer skills.
- Goodwill retail opened a new store in Oakwood and relocated its Piqua store closer to I-75 and near other major retailers.
- GESMV's Business Services Division continued to grow by obtaining a new janitorial contract, creating eight jobs for people with disabilities.
- GESMV engaged more than 900 volunteers, enhancing the services we offer the community.



## Serving your community in many ways



## Helping people of all ages

AGE	NUMBER	PERCENTAGE
Birth-15 years	3,065	18.36%
16-24 years	1,317	7.90%
25-34 years	3,880	23.24%
35-44 years	1,895	11.35%
45-54 years	1,930	11.56%
55+ years	4,606	27.59%

People who received  
life-changing  
services

**16,693**

# Giving Back: Volunteers

Goodwill Easter Seals Miami Valley has incredible and talented volunteers that connect with our mission every single day. Our volunteers are passionate about helping people and they do so with kindness, energy and patience.

GESMV recognizes the value that volunteers bring to our organization and services we offer. In 2017, GESMV engaged over 900 volunteers with almost 20,000 hours of service provided. Volunteers have continued to play an important role in the growth and quality of service we are able to offer to the community.

At GESMV we strive to create purposeful volunteer opportunities that align with the person's passions, skills and interests to create a more meaningful experience. In doing so, our volunteers know they are making a difference in the lives of people right here in our community.

Please visit [www.gesmv.org](http://www.gesmv.org) to learn more about volunteering with GESMV.



## Success Story: David Onuorah



David began his journey of self-awareness back in 2012, when he joined Miracle Clubhouse. Miracle Clubhouse is a member based community where people living with persistent mental illness come to rebuild their lives. It is a place of hope, growth, and opportunity. Prior to joining the Clubhouse, David struggled to stay out of hospitals and to keep his anger under control.

The road to self-awareness was not easy for David; his sense of pride tried to hold him back.

*"I viewed the Clubhouse as a Daycare...Mickey Mouse Club. But they fed me lunch on the first day even though they had limited resources – only one table originally. They were nice and asked my opinion about things even though I was cynical."*

Miracle Clubhouse has supported and advocated for David. It has helped David gain self-determination, hope, and that YOU CAN DO IT! "They show that they care about me as a person. Miracle Clubhouse is a supportive community; we are brothers and sisters who come together to bring structure into what is sometimes a chaotic world"

When asking David what you would like others to know about mental wellness, his reply is simple "Build trust." People with mental illness need to feel accepted and not prejudged. Remove the stigma of mental illness and try to understand the person. David says he is still on his journey. "Acceptance is courage to change. Change can be painful, but if you accept the circumstances then you can switch the pain to joy."

Since joining Clubhouse, David has returned to Sinclair College and is working towards his Social Work degree. His goal is to continue his education and receive a Bachelor's Degree in Political Science, Economics or possibly Philosophy. David is also on the advisory board for Miracle Clubhouse and has not been back to a hospital setting for 8 years.

## The Community's Investment

* Sale of goods	29,842,000	61.88%
Contract earnings	5,348,000	11.09%
Program services	10,475,000	21.72%
Non-Profit support services	503,000	1.04%
Investment gain (loss)	1,125,000	2.34%
Public support	931,000	1.93%
<b>The community investment</b>	<b>\$48,224,000</b>	<b>100.00%</b>

## Our Return to the Community

* Wages, benefits and taxes	\$30,008,000	62.23%
Supplies and services	7,162,000	14.85%
Facility expenses	4,671,000	9.69%
Investment in facility and equipment	2,891,000	5.99%
Purchased goods	1,073,000	2.22%
Future investment in program services	1,393,000	2.89%
Other	1,026,000	2.13%
<b>The community return</b>	<b>\$48,224,000</b>	<b>100.00%</b>
Net Assets as of December 31, 2017	\$42,668,000	

**At Goodwill Easter Seals Miami Valley 85.94 percent of all revenue directly supports services for people with disabilities, with 13.53 percent administrative and 0.53 percent fundraising expenses.**

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Thank you to our 2017 donors. Please visit [gesmv.org](http://gesmv.org) for a list of donors.

## Goodwill Easter Seals Miami Valley

660 S. Main St. • Dayton, Ohio 45402 • 937-461-4800 • [gesmv.org](http://gesmv.org)

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