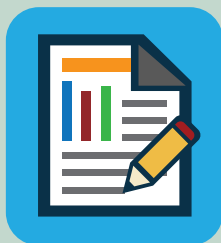
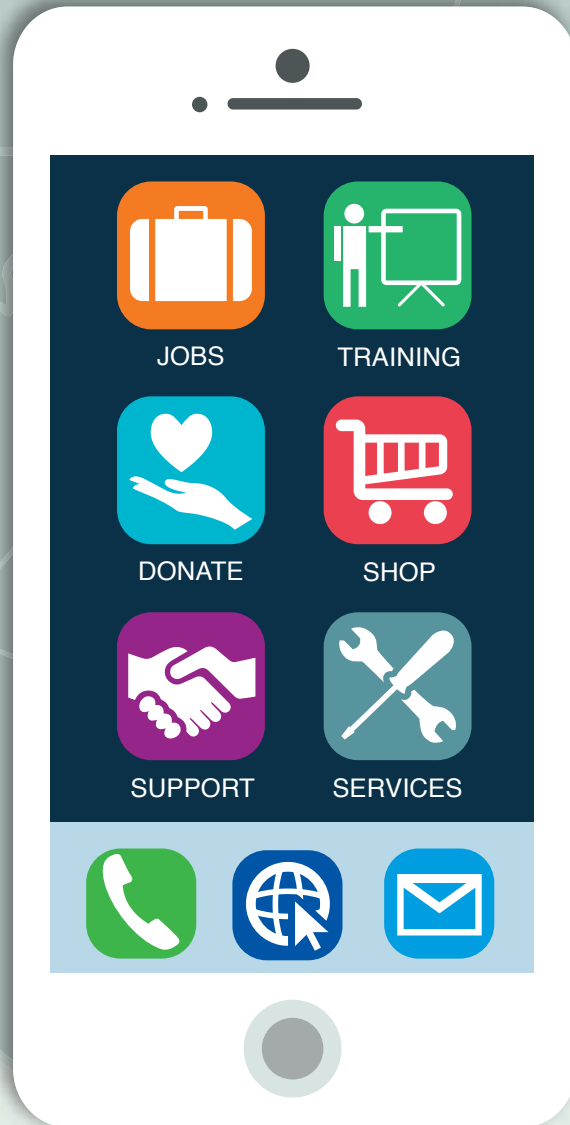




GOODWILL KEEPS YOU CONNECTED



REPORT TO THE COMMUNITY





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JOHN McCAIN, CEO

Friends of Goodwill:

2016 was a busy year for Horizon Goodwill in both visible and not so visible ways. We made connections that have long reaching impact for us, for the people we serve, and for our community.

Since the beginning of Goodwill®, we have been at the forefront of sustainability, particularly around reuse. Last year, our collection of 225,000 donations of household goods diverted an estimated 4,500 tons from landfills in our four-state territory. We make every attempt to recycle any goods not sold in our stores, and recycle millions of pounds of household goods every year. In 2016, we also worked toward reducing our energy consumption. We converted our corporate office to LED lighting, which reduced our consumption by 500 kWh per year. In August, we installed a solar panel array at our corporate headquarters designed to generate nearly one megawatt of clean energy. On sunny days, we often generate more electricity than we use and send the excess back to the grid.

In January, we announced our partnership with AMVETS®, the largest and oldest veterans service organization open to all veterans. This partnership gives Goodwill access to hundreds of veterans seeking employment services, and gives AMVETS access to the premiere organization serving people with barriers to employment. Through this connection, Horizon Goodwill served 165 veterans last year, including 23 direct job placements.

We worked hard to connect to the people who provide the economic engine of creating opportunities for work experience in our donated goods retail program. We opened our first drive through donation center, and we also opened a heated, fully enclosed drive-in donation center, the first of its kind anywhere. We opened our 18th and largest store in November, which attracts thousands of shoppers each month. Our 225,000 donors and 828,000 customers created opportunities for over 600 people to get a paid work experience.

We expanded our existing connections as well. By working with partners such as Ceramcor, American Woodmark and others, Horizon Goodwill created 220,000 hours of paid work training for people with disabilities and other barriers to employment. Expanding our connection with education providers such as Kaplan University, Lord Fairfax Community College, Allegany College of Maryland and Pittsburgh Institute of Aeronautics, Horizon Goodwill removed barriers for 186 individuals through GED preparation, participation/completion of a trades program, and/or job placement after training.

Our theme for 2016 is that Goodwill “Keeps You Connected.” Thank you for connecting to Horizon Goodwill, and helping us fulfill our mission of “Removing Barriers, Creating Opportunities”.

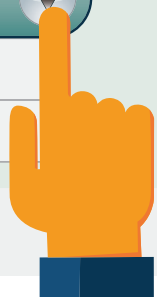


John McCain, CEO & Ron Bowers, Board Chair

CHARACTER

Raynelle Watson

Eric Fugate



Raynelle Watson



JOBS

Raynelle came to Goodwill in 2013 after graduating high school hoping to build the employability skills needed to get a job. From the beginning, Raynelle worked on building her self-esteem, while her Goodwill Job Readiness Team worked to get her the opportunities to practice her growing work skills. Though excited about the process, she struggled to find her inner confidence.

In early 2016, it all came together! Raynelle gained community employment with Washington County Public Schools as a food service worker at E. Russell Hicks Middle School. At first, she required job coaching, but then began to use that support to learn how to work more independently, keep up with a fast-paced work environment, and to be more open with her co-workers when she had a question and needed answers.

Raynelle's supervisor is very pleased with the quality of her work and says that Raynelle is a "huge asset" to their team. Raynelle is more independent in transportation and with her job duties, increasing the scope of her daily work and engaging more with co-workers. Raynelle is quick to make her peers and team laugh, growing competent in her job knowledge and most importantly, believing whatever she sets her mind to she can achieve.

Character!

Eric Fugate



TRAINING

Eric came to Goodwill in 2015, and enrolled in paid work training in 2016. He moved to Cumberland from Baltimore with all intentions of straightening up and putting his life back together. He came here with nothing but a book bag filled with all the belongings he owned. Eric entered the program with high expectations and has achieved almost everything he set his mind to, working hard to overcome those behaviors that had put his life on hold.

Eric had no job, spent time in jail, struggled with addiction, and lost his driver's license. Eric's confidence has improved and he is seeking employment. He now has his own apartment and is once again a licensed driver. Eric has even reconnected and has communication with his son again. He has been off probation and has been no longer using the methadone clinic.

Addressing his barriers to employment, Eric is attending the G.E.D. classes offered at Goodwill's Career Campus in Cumberland, MD to obtain his diploma. He is also using Goodwill's Legal Expungement & Assistance Program to remove eligible activity from his criminal record.

Eric's work ethic and attitude is great: coming in everyday and getting the job done. Not only is he a very hard worker devoted to his training, but other trainees look up to him with respect as he continues to move forward to set more goals for himself. He has a lot of determination to get where he wants to be and is motivated to succeed.

Through their journeys, Raynelle and Eric demonstrate a strength of character – being honest, being persistent, turning bad days into better tomorrows and never giving up – and that the power to achieve is inside each of us.

Character!



CELEBRATION



Ryan DeWitt



JOBS

Celebrating victories, milestones, and (most importantly) people, is something that all successful organizations should make time for. In addition to feeling great in the moment, it rejuvenates us and motivates us to create new opportunities for future celebrations!

Ryan DeWitt is an individual that is certainly worthy of celebrating. After serving in the United States Marine Corp from 1998-2000, Ryan suffered a tragic injury that rendered the left side of his body not fully functional. As a result, he received an honorable discharge. Facing a barrier of this nature could cause many people to lose hope, but that was not the case for Ryan. Through the help and support of the ARC of Frederick County, Ryan connected with Goodwill. This partnership led Ryan to submit an application and ultimately earn a position on our janitorial team at Fort Detrick.

Since joining the team in 2012, Ryan has proved that he can adapt to his situation and remain determined. Not only is he a great asset to our team, but he also brings a warm smile and positive attitude to work each day. His outward enthusiasm and joy is contagious. Everyone on the Ft. Detrick team knows Ryan's laugh and also knows that he can be relied upon to do a great job. This type of determination is a perfect example of an individual that would not let a disability set limits to what he could accomplish. We are extremely proud to celebrate Ryan!

Celebration!



PASSION



Lindsay Tosten



TRAINING



JOBS

Lindsay came to Goodwill after her release from incarceration for drug related crimes. She enrolled in Goodwill’s paid training program in 2015, and graduated to an intensive training program within Mission Services in January 2016 learning to find jobs for veterans struggling to balance recovery and work – an endeavor close to her heart. During her training, Lindsay aggressively pursued employment opportunities, mentored and encouraged co-workers, and started exploring a career path within human services. She was living with her mom after completing her residential addiction treatment program, and taking care of her 4 children. She continues to stay sober, taking it one day at a time.

In January 2016, we announced our partnership with AMVETS, the largest and oldest veterans service organization in the country, to help connect veterans and their families to careers. Lindsay took on the role of AMVETS Coordinator and was recognized 7 times for most placements and most enrollments nationally – competing with 9 other AMVET Career Centers, many of which have more than 1 person staffing the effort to find jobs for veterans. She earned honorable mention for her performance from Jan 2016 – June 2016.

Throughout her training, Lindsay learned new computer skills, completed community outreach, and went to job/career/veteran services fairs. She presented her story to Goodwill’s Board members at a board meeting and to Columbia Bank of Hagerstown members after the BonTon drive – helping to change people’s perceptions of capability and drive.

We hired Lindsay as a Goodwill Employment Specialist in August of 2016, and she has hopes of becoming a case manager. She is passionate about what she is learning from her journey and how she can help others: veterans and their spouses, working mothers, those in recovery, and those who want to work but struggle to find it. Lindsay is not only an ambassador and an advocate, she is an asset to our clients, our communities, her family, and to our Goodwill team!

Passion!



SERVICE



Kaplan University



SUPPORT



SERVICES

Kaplan University in Hagerstown, Maryland is dedicated to Goodwill’s mission of removing barriers and creating opportunities, believing in Goodwill’s vision that everyone should have the opportunity to realize and achieve their fullest potential. Throughout 2016, Kaplan’s partnership repeatedly demonstrated that “supporting [someone] where they are with what they need to succeed is at the forefront of all [they] do”.

Ten staff members came to Goodwill to help retrofit and design the Horizon Goodwill Job Connections Center on Prospect Street that opened in October of 2016. Kaplan staff donated over 100 staff hours onsite and many more behind the scenes working on materials and training. They worked on materials that became the foundation of our newest job readiness program, Get OnBoard! which served over 50 people in its first 2 months.

Kaplan was the first true community advocate of LEAP, Goodwill’s Legal Expungement and Assistance Program, referring students and graduates with criminal charges. Wanting to minimize or remove barriers to employment and maximize the student’s investment in their career, Kaplan referred 10 individuals to LEAP resulting in over 25 charges expunged. Kaplan staff continue to advocate for their students with criminal backgrounds by promoting the LEAP program to their students and the public. In doing so, they help us reach farther into our communities. By helping their stakeholders remove legal barriers to employment, they increase the chances of an individual achieving their job attainment and career advancement goals.

The Kaplan Team never stops asking how they can help and where they can invest their efforts. We cannot thank them enough for remaining dedicated to the achievement of the people we serve. We are proud to call them Goodwill’s 2016 Mission Partner of the Year.

Service!



COMPASSION



Ceramcor



JOBS



TRAINING



SUPPORT

Ceramcor makes a line of ceramic cookware branded as “Xtrema Cookware.” These products are the finest high temperature ceramic cookware in the world. In 2007 Ceramcor partnered with Horizon Goodwill Industries to conduct all of their warehouse and order fulfillment needs throughout the 50 States and to over 50 countries worldwide. They are truly compassionate people that saw a great value in what Goodwill does for the community. Wanting to be a part of something bigger than just a vendor relationship, they took a chance on us. A chance that is a true success story.

Entrusting the timely, accurate packaging and shipping to our team gives us an incredible opportunity. Our staff that work on this account can become forklift certified and get a chance to touch all the steps of warehouse fulfillment work. This is a great skill set to have in our local job market as these jobs are in high regional demand. It is an easily transferable resume builder to helping the individuals we serve find competitive employment. Ceramcor staff work side by side with Horizon Goodwill staff. They exhibit true compassion for our mission of removing barriers and creating opportunities. To see them interact, it is instantly evident that they want to see our team members develop and succeed. Ceramcor employees show patience and provide coaching that helps refine our staff. This in turn ensures that every Ceramcor customer is satisfied with every order our team prepares and ships.

It is a true win-win. Through the hard work of both sides of this partnership, their annual revenues have grown from about \$35,000 in 2007, to millions today! We have grown with them every step of the way and recently invested thousands of dollars into expanding our capacity to meet their increasing demands. We are excited to see what the future holds for this growing partnership and we are thrilled to be an active part of their success!

Compassion!



Connecting You 2 Opportunity



SERVE

PEOPLE SERVED: 6,989



TRAINING

TRAINING & EDUCATION

Sessions of Job Coaching & Career Advancement: **16,492**
 Days of Paid On-the-Job Training: **139,783**
 Adult Basic Education / GED Sessions: **3,408**
 One on One Financial Coaching Sessions: **4,147**



JOBS

JOBS

Companies that hired Goodwill-trained workers: **329**
 Job placements: **413**
 Average wage per hour: **\$12.81**
 Wages paid to clients & employees with barriers: **\$4,258,909**



TRANSPORT

TRIPS TO AND FROM WORK & TRAINING: 8,734



EXPUNGE

APPLICATIONS FOR EXPUNGEMENT: 339

CONNECTING

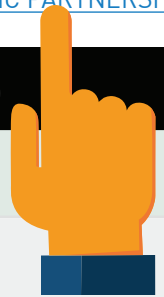


REMOVING BARRIERS, CREATING OPPORTUNITES

WHY we do what we do:
Because everyone has the right to realize and achieve their fullest potential

- WHAT** we connect you to: OPPORTUNITY
- Education
 - Job Training & Readiness
 - Veteran Services
 - Employment
 - Re-entry & Expungement Services

HOW we do it: [STRATEGIC PARTNERSHIPS](#)



Strategic Partnerships



Allegany College of Maryland

AMVETS

Columbia Bank

Gatekeepers

Kaplan University

Lord Fairfax Community College

PIA - Hagerstown

REACH of Washington County

United Way of Washington County

Valor Ministries

Washington County Sheriff's Office



SUPPORT



JOBS



TRAINING

EXCELLENCE



AMVETS

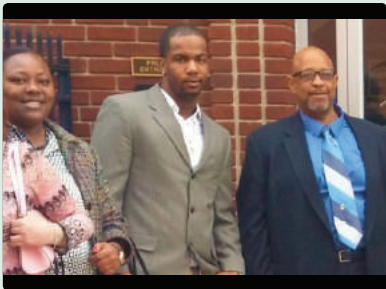
Horizon Goodwill partners with AMVETS to find jobs For America’s Veterans. Goodwill has succeeded the number of placements they were assigned. In 2016, more than 23 veterans headed back to work thanks to Goodwill.



Drive-Thru Donation Centers

Horizon Goodwill leads the way, with donations on the go. Horizon Goodwill opened drive-thru donation centers in Hagerstown and Frostburg, Maryland. Local residents will no longer have to brave the wind, rain, heat and snow to donate goods to Horizon Goodwill.

“To serve our donors better, we want to make the donation process as easy and convenient as possible,” says Horizon Goodwill CEO John McCain. “A drive-thru donation center allows the donor to be protected from the elements as it isn’t necessary to leave the car.”



Goodwill Resource Centers

Specialists available to help all individuals (including people with criminal backgrounds, disabilities, older workers, veterans and military families, youth, and people re-entering or changing careers) understand their skills, interests and abilities and ultimately find employment. Goodwill Resource Centers provide access to computers, printers, weekly job leads, community resource board, and other customized assistance. Locations include Hagerstown, Cumberland, Winchester, and Martinsburg.



Solar Array

In 2016, Horizon Goodwill completed a 959.5 kW solar project, consisting of 1,170 ground mounted and 1,876 roof mounted solar panels installed at the Horizon Goodwill Headquarters in Hagerstown, MD. This project will generate 1.2 million kWh of electricity per year, which will avoid more than 840 metric tons of carbon dioxide emissions per year, the equivalent of electricity used by 125 homes. Horizon Goodwill expects to save over \$950,000 in electricity costs over the next 25 years, enough to place an additional 60 people in jobs each year.



Largest Goodwill Store Opens

In 2016 Horizon Goodwill launched the largest store of their four state region. The store, located in the south end shopping center in Hagerstown, MD, boasts over 18,000 square feet of shopping space and also has a drive-thru drop-off site for donations. The new location now employs twenty people and has the most extensive shopping area of any store.

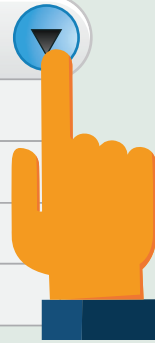
BOARD OF DIRECTORS



OFFICERS

Officers:

- Ron Bowers, Retired, Chair
- Bernard "Butch" Adams, Pittsburgh Institute of Aeronautics, Vice-Chair
- Steven Michael, Bank of Charles Town, Treasurer
- Lori Wriston, Valor Ministries, Secretary



BOARD

Board of Directors:

- Nicole Alt-Myers, Myers Building Systems
- Walter Bell, Retired
- Lynn Brumbelow, Homewood Retirement Centers Corp.
- Sam Cool, Planet Technologies
- Stuart Czapski, Allegany County Chamber of Commerce
- Rebecca Fishack, Senator Andrew Serafini
- Paul Frey, Hagerstown-Washington County Chamber of Commerce
- Bill Gaertner, Gatekeepers
- Heather Guessford, Kaplan University
- Mark Halsey, University System of Maryland
- Dolores Harmon, Maryland State Dept. of Education
- Tracie Hovey, Ovation PR & Advertising
- Mary Ann Keyser, Retired
- Norma Kolson Layton, DatAchieve Digital
- Laura Lowry, First United Bank & Trust
- Susan Mades, The Columbia Bank
- John McCain, Horizon Goodwill Industries
- Paul Muldowney, Retired
- Gus Shahrooz, National Golden Tissue
- J. Scott Shipe, Frederick County Maryland Govt., Division of Util.
- William Valentine, Carl G. Valentine & Son, Inc.
- F. Christian Wright, Wright-Gardner Insurance, Inc.
- Michael Zampelli, Associated Radiologists
- Marianne Zeigler, Retired



LOADING...100%

