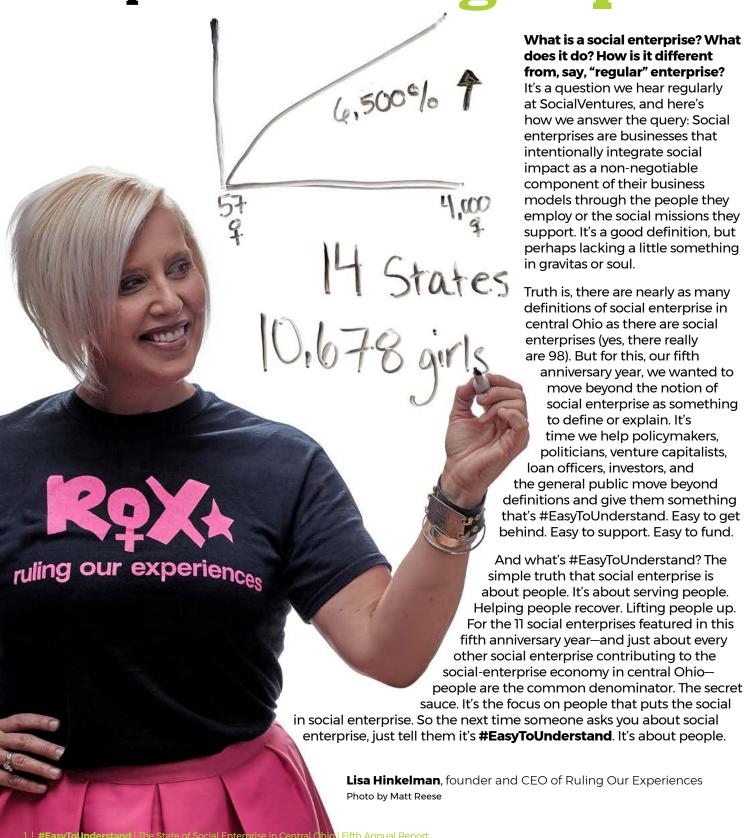


State of Social Enterprise in Central Ohio

Fifth Annual Report



Five years. Ninety-eight social enterprises. One big impact.



By the numbers*
A snapshot of this year's 11
featured social enterprises

1,099
Total employees



\$33.5

Total payroll in millions



49%



Growth in total employees on payroll in the past three years

*All figures from 2018 fiscal year.

Matthew Goldstein, founder and CEO of Besa Photo by Matt Reese

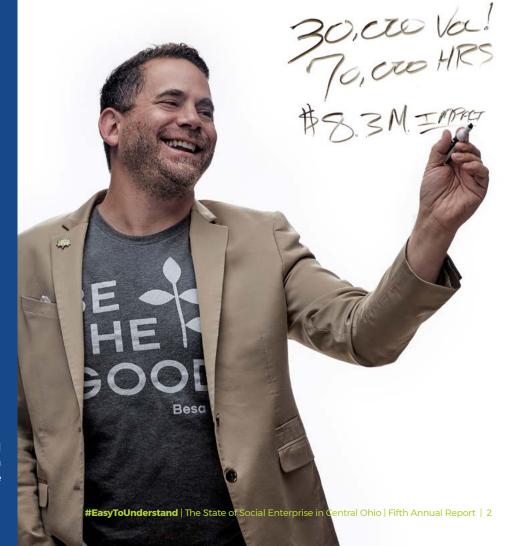
The Heart of Furniture Bank

Fearless leader: Steve Votaw, President

How it works: Furniture with a Heart, a furniture thrift store, and Downsize with a Heart, a professional mover and downsizing service, donate 100 percent of their proceeds to Furniture Bank of Central Ohio. Furniture Bank, funded in part by its two social enterprises, provides free furniture to central Ohio families and individuals struggling with poverty and other significant life challenges.

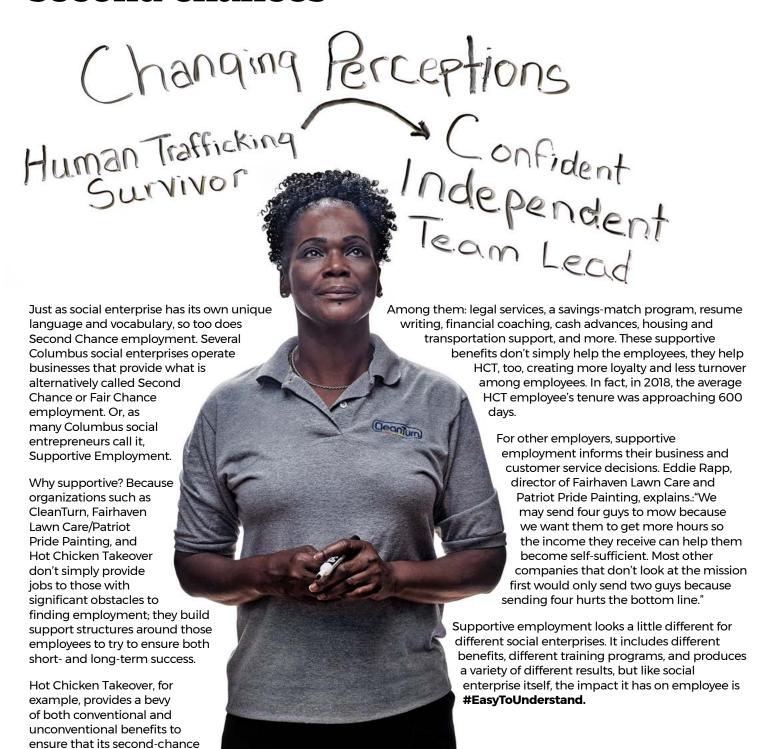
1,000
The number of families receiving furniture that were supported through the profit from Furniture with a Heart

#EasyToUnderstand: Diamond, seven months pregnant, has been sleeping on the hard floor throughout her pregnancy. She already has two small children and lives on a very modest income. Needing furniture, especially beds for the kids and herself to make the rest of her pregnancy easier, Diamond and her family came to Furniture Bank and selected beds, dressers and housewares. "This could not have come at a better time," she said. She was excited to finally have a place to rest her head, and now she and her entire family benefit from a good night's sleep in their new beds.



Finding a fair chance

Columbus social enterprises serve up second chances



Nancy, CleanTurn

Photo by Matt Reese

Spotlight:Hot Chicken Takeover

Fearless leader: **Joe DeLoss**, founder, owner, head fryer

The HCT story: Hot Chicken Takeover has three restaurants in Columbus, Ohio, serving Nashville-inspired hot chicken, and aims to create a sense of belonging, engagement and enthusiasm at every location. HCT's first out-of-market restaurant is on the menu for 2019 in Cleveland.

How they do it: By providing fairchance employment to men and women who typically struggle with access to employment, particularly those impacted by incarceration, homelessness, addiction, or another symptom of poverty.

#EasyToUnderstand: Before coming to work for Hot Chicken Takeover, Shannon was incarcerated for four years. During her incarceration, she aligned with mentors, resources, and developed a strong plan for her future. When she re-entered the community, she secured employment with HCT following a referral and introduction from Kindway, a community partner supporting re-entry in Central Ohio. Within her first six months. Shannon earned four promotions within the restaurant and was positioning herself for a role on HCT's administrative team. Now, nearly four years later, Shannon supports the leadership team as a critical contributor and business manager. "We choose to judge people on their future, not their past."

At a glance

CleanTurn employees provided with supportive employment since 2012.

of Fairhaven Lawn Care/Patriot Pride Painting employees advanced to other employment positions. Ninety-six percent found housing.

Number of Freedom a la Cart employees, almost all of whom are human trafficking survivors, who participated in paid workforce training over the past three years.

60% of Chicken Takeover's 140 employee workforce required Fair Chance employment consideration in 2018.

Adam, Patriot Pride Painting

Photo by Matt Reese

employees have the best chance

for success.

Tackling Trafficking

Social enterprises fight injustice with employment, philanthropy, and empathy

Every time someone drinks a latte at Roosevelt Coffeehouse, 100 percent of the profit goes to organizations fighting human trafficking, unclean water, and hunger. And the coffeehouse-that-could's mission is catching on. In the past year, Roosevelt opened a new location at Gravity in Franklinton and launched Roosevelt Coffee Roasters, generating more opportunities to tell the Roosevelt story and to generate revenue and profit. People understand and appreciate that their purchases are a part of something bigger (Roosevelt places impact flyers on every coffee table at the coffeehouse). So while profit sharing may be difficult to conceptualize, funding 1,000 Christmas meals through Faith Mission or building a basketball court with Love Does with a fraction of your purchase is **#EasyToUnderstand**.

Like Roosevelt, Freechuman trafficking. Esupportive employn services. In addition their driver's licenses has served up a taste light their driver's licenses has served up a taste light their driver's licenses has served. Tustice Coffee Cof

Kenny Sipes, founder and CEO, Roosevelt Coffeehouse Photo by Matt Reese

Eleventh Candle's work with trafficking survivors operates on a smaller scale than some other social enterprises, but in this case, small means mighty. In more than three years of operation, more than 90 percent of the trafficking survivors who have begun Eleventh Candle's training program have completed it. Founder Amber Runyon points to Eleventh's small class sizes as part of the secret to their success. She traditionally employs just four to six survivors at a time, creating a close-knit environment and a safe space for relationship-building.



Amanda Runyon, founder and CEO, Eleventh Candle Co.

Photo by Matt Reese

Felice's story

#EasyToUnderstand in action

Felice is the production manager at Eleventh Candle Co. It's been quite a promotion for the human trafficking survivor, who just two years ago had just begun working in the company's warehouse. When Felice was hired, it began the rebuilding of her life, starting with securing her own apartment for the first time. Now, she's helping other coworkers rebuild their lives.

Eleventh Candle Co. founder Amber Runyon says stories like Felice's are why she does what she does. "The beautiful part about all this is that I get to watch this firsthand. It's watching people get keys to their cars for the first time. People getting apartments for the first time at 35 or 36. People being able to buy Christmas presents for their kids."

Runyon says there are often immediate changes in the lives of her employees, but there are ripple effects, too. When Felice's life improved, when her housing and income stabilized, it changed her young son's life, too. Another employee was reunited with her child after providing paystubs and a letter of recommendation to the courts.

The impact Eleventh Candle is having on its employees and the community it serves is generational and compounding. It's also **#EasyToUnderstand**.

#EasyToUnderstand

Profits donated by Roosevelt Coffeehouse toward fighting human trafficking, providing clean water, and helping the hungry in 2018.

of Freedom a la Cart employees stayed out of the criminal justice system after participating in the program.

Human trafficking survivors employed and trained through Eleventh Candle Co.'s workforce training and mentoring programs since 2016.



Social enterprises serve central Ohio as an economic engine

Increased revenues and profits open door to serving, employing more people

As the two largest social enterprises in central Ohio, Pearl Interactive Network and Equitas Health are economic leaders in different ways. Founded in 2004, Pearl Interactive Network demonstrates the blending of delivering on both a social and for-profit mission that accesses a niche workforce attractive to the business community. Pearl meets both missions by providing government and commercial clients with program management and contact center staffing that gives hiring priority to skilled and talented disabled veterans, military spouses, people

with disabilities, and those who live in geographically challenged areas.

Pearl served nearly 5,000 clients within those demographics over the past five years, and Merry Korn, CEO, says they continue to try to innovate, recently rolling out a new telehealth initiative to provide access for those in rural communities.

Korn says Pearl stays focused on its profits, arguing that the stronger the business model and the greater the profits, the more people a social enterprise can impact. People like Tom.

"We hired a Vietnam War veteran who was a quadriplegic and had been in a wheelchair for 29 years. We hired him to make outbound calls for an insurance broker and worked with the Opportunities for Ohioans with Disabilities to outfit Tom's home with assistive technologies that enabled him to speak on the phone, send and read emails," Korn explains.

That hiring prompted an eight-page letter from Tom's wife on the day after Christmas, explaining how meaningful it was that for the first time in three decades Tom was able to share with his family his contribution to the outside world.

The letter was a game-changer for Pearl, and the job was a game-changer for Tom and thousands more like him with challenges to work who've been hired since.



Similarly, Equitas Health, a community-based healthcare system focused on serving the LGBTQ community and others needing a welcoming healthcare home, has experienced significant success providing low-cost or no-cost healthcare services to many of its clients as a result of Equitas' two social enterprises: PRIZM Magazine and Equitas Health Pharmacy.

The economic success of the pharmacy has helped Equitas Health, a federal Community Health Center, create a sliding-fee payment schedule for primary-care patients, ensuring no one is turned away as a result of financial need. All profits from its significant prescription fulfillment over the past five years are reinvested into Equitas Health's services, including primary care, dentistry, STI test-and-treat, care for those living with or at risk of HIV, and medical case management. Bill Hardy, Equitas' CEO, says that its pharmacy greatly contributes to the company's capacity to serve thousands of patients, including those who are privately insured, insured by government programs, and the uninsured.

"The beauty of a social enterprise is that it affords you the opportunity to take those risks in order to maximize the mission's social impact," Hardy explains. "We know that our pharmacy can sustain those risks because of the success of the business model." In the case of Equitas and Pearl, their business model acts as an economic catalyst for both the larger organization and the larger business community.

And what's true for Pearl and Equitas is true for the social enterprise sector as a whole in central Ohio. The sector is growing rapidly, with revenues increasing by the millions, hundreds of employees being added annually, payroll expanding, and further growth anticipated on the horizon. Of course, it's not just the number of employees, or the revenue, or the increased payroll that matters. It's the fact that many of those who are now working are traditionally from difficult-to-employ backgrounds or fall into the Fair Chance or Second Chance categories. They represent not only people who've joined company payrolls, but also those who no longer require government assistance or service or, at a minimum, less of it.

Numerically speaking

A brief look at social enterprise's impact on the economy—and people

Patients who will be reached in August beta test for Pearl Interactive Network's smart home and vital-sign monitoring case management technology.

Employees added to the collective payrolls of our featured social enterprises since 2015.

403,259

Prescriptions filled by Equitas Pharmacy in the past five years, allowing Equitas to double the number of clients they see on a sliding-scale basis.

Our progress and our thanks

Five years of supporting central Ohio social enterprise made possible by your generosity

SocialVentures advances remarkably good businesses—businesses that intentionally integrate social impact as a non-negotiable component of their business models.

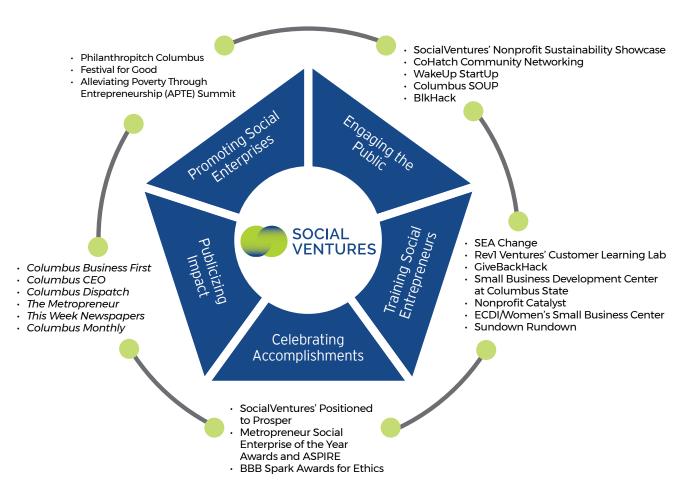
Founded as the Center for Social Enterprise Development in June 2014, SocialVentures is dedicated to developing a thriving ecosystem that supports social enterprises and social entrepreneurs from initial concept to sustained financial viability and creation of significant social impact.

Since its founding, the local social enterprise ecosystem has grown from 18 social enterprises to the 98 listed in the Marketplace at the end of this report. Equally remarkably, the number of individuals and organizations that support, promote, and celebrate our community's social enterprises has exploded from **four** in 2014 to the **24** shown in the graphic below.

The work of SocialVentures has benefited from the support of **62** donors since its founding, contributing a five-year total of **\$1,268,335** to advancing social enterprise in Central Ohio.

And we could not achieve our goal of creating a coherent ecosystem of support for social entrepreneurs without a host of collaborators in the true spirit of the Columbus Way. In the past year, SocialVentures advanced

social enterprise in collaboration with Abercrombie & Fitch, Better Business Bureau of Central Ohio. CauseImpact LLC, Columbus Business First, Columbus CEO, Columbus SOUP, Council of Better Business Bureaus, Festival for Good, GiveBackHack, Hopewell, Improving, KBK Buckeye Entrepreneurial Program, Kiva Columbus, Measurement Resources Company, The Metropreneur, NiSource, Notley Ventures, OhioHealth, The Ohio State University Fisher College of Business, Ohio University, TechGROWTH Ohio, Philanthropitch Columbus. SEA Change, and the Small Business **Development Center at Columbus** State.



A letter from our founder

Ninety-eight reasons to be excited about the social enterprise sector's future

Since its founding as the Center for Social Enterprise Development in June 2014, SocialVentures has been dedicated to the development of a thriving ecosystem that supports social enterprises and social entrepreneurs from initial concept to sustained financial viability and creation of significant social impact.

In this fifth anniversary of advocating and supporting growth in local social enterprise, we celebrate how far the sector has come in five short years. Initially dominated by nonprofit-owned social enterprises selling to the retail consumer, the numbers to the right clearly demonstrates that social enterprise is now a major economic force, increasingly for-profit, shifting toward business-to-business commerce, and emerging as a major creator of social impact. I think of the **98 social enterprises** today as **98 experiments** in how to create effective solutions to the economic divide that persists in our community.

To bring home the significance of this sector, this report features 11 social enterprises that have been leaders in the expansion of the sector: some through growth, some through innovation, some through popularizing mission-driven business, and some through forming expansive partnerships. You can see the difference they are making in their stories in these pages.

Their economic leadership is significant too. In 2018, the 11 featured companies saw a **24%** increase in revenue compared to 2017, earning almost **\$60 million** overall. There is only further growth on the horizon. In 2015, the seven of the 11 companies that were in existence then reported employing 706 people. In 2018, these 11 businesses reported **1,099 employees** on payroll. This represents a **49%** increase in employment over three years, significantly made up of employees from disadvantaged backgrounds.

All this is possible because more and more individuals and companies are discovering that they can make a difference by directing more of their purchases to local social enterprises.

BUY SOCIAL SO YOU TOO CAN MAKE A DIFFERENCE EVERY DAY.

We are especially grateful to Ernst & Young LLP, which has generously underwritten the design and production of this report. And to Brett Lawrence, Maggie Seikel, and Molly Tafrate of SocialVentures, who have done yeoman work to collect the data and tell the stories in this report.

Snapshot of the ecosystem

Operating Social Enterprises

57% Nonprofit

For-profi

Serving businesses (B2B)

Serving consumers (B2C)

Serving both B2B and B2C

Allen Proctor, President & CEO

Consumers have the power to advance the impact of the social enterprise sector

Consumers can learn more about and shop for goods and services sold by local social enterprises by visiting our Marketplace online: www.socialventurescbus.com/marketplace. Community Impact Ambassadors, indicated by the icon , are the organizations at the forefront of helping SocialVentures promote the cumulative impact of Central Ohio's social enterprise sector. The organizations highlighted in blue have profiles on our online Marketplace, specifying their social impact achievements.

Children/Toys

Bonifier 🧼

Impact Area: EducIUmldren https://www.bonifier.life/

COSI Science2Go

Impact Area: Education/Youth & Children https://shop.cosi.org/

Clothing/Jewelry

Goodwill Columbus

Impact Area: Employment & Job Training http://www.goodwillcolumbus.org/

HireLevel Promotions

Impact Area: Youth & Children https://www.coyfc.org/what/promotions/

Out of the Closet Thrift Store

Impact Area: Nonprofit Support/Health https://outofthecloset.org/

Shop Celebrate One

Impact Area: Youth & Children https://shopcelebrateone.com/

Wild Tiger Tees

Impact Area: Employment & Job Training https://www.wildtigertees.com/

Women Crafting Change

Impact Area: Employment & Job Training https://womencraftingchange.com/

The Awesome Company

Impact Area: Individuals with Disabilities/Employment & Job

https://www.theawesomecompany.com/

Clothe Ohio

Impact Area: Poverty Alleviation https://www.clotheohio.com/

Girl Set Free

Impact Area: Ending Human Trafficking https://www.girlsetfree.org

Impact Area: Nonprofit Support/Health https://shoppelotonia.org/

Salvation Army (Thrift stores and CORRC belts)

Impact Area: Poverty Alleviation http://co.salvationarmy.org/CentralOhio/

Education

Ruling Our Experiences

Impact Area: Education

https://rulingourexperiences.com/

School Performance Institute

Impact Area: Education http://www.unitedschoolsnetwork.org

Impact Area: Education/Youth & Children http://wearethecaravan.com/

Vanquard Veteran

Impact Area: Employment & Job Training https://vanguardveteran.com/

Financial Services

ECDI Lending

Impact Area: Employment & Job Training https://www.ecdi.org/invest/loan-program

In(form)ed

Impact Area: Nonprofit Support https://informed.communityshares.net

Food and Drink

Blue Bowtie Catering

Impact Area: Poverty Alleviation/Employment & Job

http://www.bluebowtiecatering.com

Bottoms Up Coffee Co-op

Impact Area: Poverty Alleviation/Health http://bottomsupcoffee.com

Coffee Crafters

Impact Area: Employment & Job Training https://www.coffeecraftersacademy.com

Dirty Girl Coffee

Impact Area: Poverty Alleviation https://www.dirtygirlcoffee.com/

Double Comfort Foods

Impact Area: Nonprofit Support/Hunger http://www.doublecomfortfoods.com/

Eat, Purr, Love Cat Café

Impact Area: Environment & Sustainability https://eatpurrlovecatcafe.com

Food for Good Thought

Impact Area: Individuals with Disabilities https://www.foodforgoodthought.com/

Food Fort Commissary Kitchen

Impact Area: Employment & Job Training https://www.ecdi.org/innovate/food-fort

Franklinton Farms

Impact Area: Environment & Sustainability https://franklintonfarms.org/

Freedom a la Cart 🧼

Impact Area: Ending Human Trafficking/Employment & Job Training

http://freedomalacart.org

Hot Chicken Takeover

Impact Areas: Employment & Job Training/Poverty Alleviation http://hotchickentakeover.com

Roosevelt Coffeehouse

Impact Areas: Nonprofit Support http://www.rooseveltcoffee.org

Roosevelt Coffee Roasters

Impact Area: Nonprofit Support https://roosevelt.coffee/

Roots Up Farms

Impact Areas: Health https://rootsup.com/

Square Seven Coffee House

Impact Area: Individuals with Disabilities/Employment & Job

https://www.artandclayonmain.com/square-7/

Too Good Eats

Impact Area: Health/Youth & Children https://www.toogoodeats.com/

Impact Area: Environment & Sustainability http://www.azoti.com

COSI Atomic Café

Impact Area: Education/Youth & Children https://cosi.org/visit

Franklin Park Garden Café

Impact Area: Environment & Sustainability/Arts http://www.fpconservatory.org

Global Gallery Coffee Shop

Impact Area: Employment & Job Training/Arts http://globalgallerycolumbus.com

Jubilee Market & Cafe

Impact: Nonprofit Support/Poverty Alleviation https://llchc.org/home/jubilee-market-and-cafe/

LA Catering

Impact Area: Poverty Alleviation/Health http://www.la-catering.com

Lettuce Work

Impact Area: Individuals with Disabilities http://www.lettucework.org/index.php

Spotted Cow Coffeehouse

Impact Area: Individuals with Disabilities/Employment & Job Training

http://www.spottedcowcoffeehouse.com/

South Side Roots Cafe

Impact Area: Health/Youth & Children https://www.southsideroots.org/

Third Way Cafe

Impact Area: Employment & Job Training https://thirdwaycafe.org/

Wexner Center for the Arts' Heirloom Café

Impact Area: Arts

https://wexarts.org/location/cafe

Health and Medicine

Equitas Health

Impact Area: Health http://equitashealth.com

First Aid Service Teams (FAST)

Impact Area: Health/Nonprofit Support http://www.redcross.org/local/ohio/buckeye/localprograms/fast

LifeCare Alliance/Corporate Wellness

Impact Area: Health/Poverty Alleviation https://www.lifecarealliance.org/social-enterprise/ corporate-wellness/

Home and Lawn Care

Fairhaven Lawn Care

Impact Area: Employment & Job Training http://www.fairhavenlawncare.com

Furniture Bank's Downsize with a Heart

Impact Area: Poverty Alleviation http://www.downsizewithaheart.org

Furniture Bank's Furniture with a Heart

Impact Area: Poverty Alleviation http://furniturewithaheart.org/

Habitat for Humanity MidOhio ReStores

Impact Area: Poverty Alleviation

http://www.restoremidohio.org

IMPACT Real Estate Holdings

Impact Area: Employment & Job Training/Poverty Alleviation

http://www.impactca.org/

Mod Squad 🥌

Impact Area: Nonprofit Support http://www.rtcentralohio.org/

Nature's Touch Landscaping & Lawn Care

Impact Area: Employment & Job Training/Poverty Alleviation

http://www.naturestouchlandscaping.org

Patriot Pride Painting Company

Impact Area: Employment & Job Training/Poverty Alleviation

http://www.patriotpridepainting.com

Professional Services

ARC Industries

Impact Area: Individuals with Disabilities http://arcind.com

BESA Promise

Impact Area: Nonprofit Support http://www.givebesa.org

Chroma Consulting

Impact Area: Employment & Job Training https://www.equalityohio.org/our-work/business/chromaconsulting/

CleanTurn 🧼

Impact Area: Employment & Job Training http://www.cleanturndemo.com

Greenleaf Job Training Services

Impact Area: Employment & Job Training http://www.greenleafits.com

GroundWork Group

Impact Area: Nonprofit Support http://www.groundworkgroup.org

HonestJobs.co

Impact Area: Employment & Job Training https://honestjobs.co/

Kicks Mix Bookstore

Impact Area: Individuals with Disabilities/Employment & Job Training

http://kicksmixbookstore.com

Makeshark Website Design

Impact Area: Youth & Children http://makeshark.com

Pearl Interactive Network

Impact Area: Individuals with Disabilities/Employment & Job Training

http://www.pinsourcing.com

Transitions 🧼

Impact Area: Employment & Job Training https://www.alvis180.org

Zero Waste Event Productions

Impact Area: Environment & Sustainability http://zerowastefest.com/

ds-connex

Impact Area: Individuals with Disabilities http://www.ds-connex.org

POINT

Impact Area: Nonprofit Support https://pointapp.org/

Other

CAREcutz

Impact Area: Individuals with Disabilities https://www.carecutz.com/

COSI Lifelong Learning Group

Impact Area: Education http://lifelonglearninggroup.org

EmpowerBus 🥌

Impact Area: Employment & Job Training https://www.empowerbus.com/

Fortuity Calling

Impact Area: Employment & Job Training/Nonprofit Support

https://www.fortuity.com/

Fit to Nativigate

Impact Area: Health/Employment & Job Training https://www.pfnstudios.com/

Prizm Magazine

Impact Area: Education/Health https://www.prizmnews.com/

Role Model Magazine

Impact Area: Youth & Children/Arts https://www.therolemodelguide.com/

SHARE

Impact Area: Employment & Job Training https://ridewithshare.com/

Welcoming City

Impact Area: Employment & Job Training/Nonprofit Support

http://ustogether.us/employment-services/

WOSU Productions

Impact Area: Arts/Education http://wosu.org

Design Outreach

Impact Area: Health https://doutreach.org

HireLevel Auto

Impact Area: Youth & Children/Employment & Training https://www.coyfc.org/what/wheels/

Recreation

Art and Clay on Main 🥌

Impact Area: Individuals with Disabilities https://www.artandclayonmain.com/

Bikes for All People

Impact Area: Youth & Children/ Employment & Job Training http://www.bikes4allpeople.com/

YMCA Family Fun Factory

Impact Area: Nonprofit Support/Youth & Children http://www.columbusfunfactory.com/

Franklinton Cycle Works

Impact Area: Youth & Children https://www.franklintoncycleworks.org/

Safari Golf Course

Impact Area: Environment & Sustainability/Youth & Children

https://safarigolf.columbuszoo.org/home

Zoombezi Bay

Impact Area: Environment & Sustainability/Youth & Children

https://zoombezibay.columbuszoo.org

Specialties and Collectibles

Eleventh Candle Co

Impact Area: Employment & Job Training/Nonprofit Support

https://eleventhcandleco.com/

Glass Axis

Impact Area: Arts

https://glassaxis.org

Growler's Dog Bones

Impact Area: Individuals with Disabilities http://www.growlersdogbones.org

Keepsake Theme Quilts (DEAF Initiatives)

Impact Area: Individuals with Disabilities/Employment & Job Training

https://tshirtquilts.com/

Sunapple Studio

Impact Area: Individuals with Disabilities http://sunappleco.com/kitchens

Columbus Museum of Art Museum Store

Impact Area: Arts

https://museumstore.columbusmuseum.org/

Franklin Park Conservatory Botanica Gift Shop

Impact Area: Environment & Sustainability/Youth & Children

http://fpconservatory.org

Open Door Art Studio

Impact Area: Individuals with Disabilities/Nonprofit Support

https://opendoorartstudio.org/

Wexner Arts Center Store

Impact Area: Arts http://store.wexarts.org

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