

Growing GOODWILL

Goodwill Industries of Wayne and Holmes Counties, Inc.

APRIL 2011

Goodwill Industries and the Bureau of Vocational Rehabilitation: Working Together to Serve the Community

All of the services that Goodwill provides to the community are rooted in the basic principles of collaboration and cooperation; the understanding that the agencies and people who serve this community are stronger together than individually. This idea is embodied in the collaboration between Goodwill Industries of Wayne and Holmes Counties and the Bureau of Vocational Rehabilitation.

This collaboration has been enriching both agencies since 1994, when Goodwill gained CARF accreditation. The Bureau of Vocational Rehabilitation connects its consumers, who experience a variety of physical, mental, and emotional challenges, with services that will enable them to obtain and retain employment. This agency also assists some consumers with returning to school in order to gain specialized skills that will increase their marketability. In order to provide its consumers with these services, BVR refers individuals to Goodwill primarily for work assessments, vocational testing, job development, computer training, and job placement. But, Goodwill is also able to personalize these services for BVR clients to include life skills, conflict resolution, and stress-management trainings.

The process for referral from the Bureau of Vocational Rehabilitation to Goodwill is simple, and based upon each consumer's goals and skills. A BVR consumer can be referred by a counselor for vocational testing, a work assessment, or computer training, or, if a consumer is ready to begin looking for employment, that consumer can interview with and evaluate a variety of Job Development services and decide which one is the best fit for him or her. The initial phases of evaluation are performed by Bruce Breudigam, Goodwill's Workforce Development Case Manager. He administers tests designed to measure aptitudes, interests, and academic knowledge, in an effort to determine what will be the best course of training or employment placement for each consumer.

While the number of BVR consumers referred to Goodwill varies each year, based heavily on the local economy and job market, the average is approximately eighty-five to one hundred. Since the beginning of this collaboration, Goodwill has offered a wide variety of services to a wide variety of consumers, many of which are unique to Goodwill. The number of services that Goodwill offers in-house is an advantage to consumers, given the ease of accessing services and the ability to develop one-on-one relationships with the staff.

When asked about the successes experienced by BVR consumers in Goodwill programming, Jason Black, Goodwill's BVR Employment Consultant, can cite many examples, from baby steps to leaps and bounds. But, the common thread in all of the cases is that these two agencies, through collaboration, are able to give many individuals opportunities to grow, learn, and become fulfilled, productive members of our community.



Bruce Breudigam, Workforce Development Case Manager
and Jason Black, BVR Employment Consultant

Save the Date!

Goodwill Industries' 14th Annual Golf Outing

Monday, July 25th, 2011

at Wooster Country Club

Contact Carolyn Stefanik at

cstefanik@woostergoodwill.org

or 330.264.1300 x257 for more information!





Judy Delaney
President

Dear Friends,

Whether you are donating gently used items, computers, services, time, or money, your support helps to improve nearly 1,300 lives of Wayne and Holmes Counties residents each year. Donations are the lifeblood of Goodwill. Each time you donate, you make a conscious effort to support our mission and our community.

Your support in 2010 allowed us to assist eighty-five people in getting jobs in the community despite the economy— an amazing accomplishment! But, there are still thousands of people in our community with disabilities and barriers to employment that need help finding jobs.

That's why Goodwill has launched the "D Movement, Powered by Goodwill" which is designed to help educate more people about the impact that their donations have on our community. You can join the movement and make an immediate difference simply by donating. It's easy and tax-deductible. Goodwill around the country have partnered with companies such as Levi's and Hanes, so take a minute and check out this movement by visiting

<http://donate.goodwill.org>, where we feature a calculator that will quantify your impact.

We all have things around the house that we no longer need—or have even forgotten about! In addition to keeping these items out of local landfills, your donations benefit our mission of helping people find jobs. For example, a donation of just five shirts could provide one hour of resume preparation or job skills training for an out-of-work single mother.

We know that 2011 is bringing uncertainty in the economy, and even more for those who are already struggling. We know that we will be asked to do more with less, as we are predicting a decrease in our state and local funding. Therefore, I would like to take this time to thank you for your continued support and promise to use your donations wisely by providing services to the residents of Wayne and Holmes Counties. Your continued partnership makes it possible!

Sincerely,

Judy Delaney, President and CEO

Goodwill Receives Support from Dominion and Wayne County Community Foundations

On November 24th, 2010, Goodwill accepted a grant from the **Wayne County Community Foundation's Lillian Steiner Unrestricted Fund** in the amount of \$5,000.00. This grant will be used toward the purchase of a new agency-wide telephone system.

Goodwill has identified a need for improved telephone communication between the agency and its primary stakeholders, including roughly 200 active consumers at any given time, 40 employees housed at two corporate buildings and five retail stores, 24 trustees, and many community partners. The current Norstar phone system, installed in 1995, is well beyond its useful life and has developed technical issues that decrease its efficiency and reliability.

The ShoreTel Small Business Edition phone system was chosen because it provides the agency with all the capabilities it requires at a total acquisition cost lower than that of the other vendors considered. The ShoreTel system differs from Goodwill's current

system in the sense that it will allow for easier communication, both between Goodwill and its external stakeholders and among employees, improved system reliability, and minimal ongoing demands on Goodwill's IT department.

The Workforce Development Department has determined a need for ongoing assistance with consumers following employment to help them retain their jobs. Until 2010, when decreased state funding resulted in programming cuts, Goodwill provided retention services for individuals who had secured employment. These services included assistance with transportation and childcare, as well as purchasing items necessary for employment, such as workplace-mandated clothing and equipment. In December, Goodwill received a first-time award for \$2,500 from the **Dominion Foundation**, located in Cleveland, Ohio. The funds were granted in order to reinstate some of these employment-retention services that were previously discontinued when other funding was



Items purchased with Dominion funds included tools and work clothes.

decreased. In addition to the Dominion Foundation funding, revenue from both our Retail and Industrial Services Divisions will be used to support our employment-retention services.

Goodwill Industries of Wayne and Holmes Counties would like to thank all of its local community partners; including individuals, foundations, and corporations, for their support of services and programming that help individuals obtain and maintain employment!



Goodwill Launches Computer Recycling Partnership

On January 24th, 2011, Goodwill Industries of Wayne and Holmes Counties joined more than 2,200 other Goodwill locations as a new Dell *Reconnect* collection site. This national partnership between Dell and Goodwill Industries allows the public to donate used computers and accessories for no-cost, responsible recycling. This new initiative was celebrated with a roll-out event, giving board members, local business and governmental leaders, and the press an opportunity to view the process of preparing the computers for recycling.

This partnership contains two elements at the core of Goodwill's mission; environmental responsibility and local job creation. "Since it began, the *Reconnect* program has created hundreds of jobs at Goodwill locations across the country," said Judy Delaney, President and CEO of Goodwill Industries of Wayne and Holmes Counties. "Reconnect has allowed Goodwill to expand its focus on reducing waste and promoting environmentally friendly practices." Launched in 2004, *Reconnect* has diverted more than 170 million pounds of e-waste from landfills and created about 250 green jobs, with Goodwill employees managing the collection and disassembly of the equipment. The program supports Goodwill's job training programs, employment placement services, and other community-based programs for people who have disabilities, those who lack education or job experience, and others facing challenges to finding employment.

The procedure for donating your used electronics is easy, and, because Dell does not export non-working



CEO Judy Delaney and Board chair James Lanham kick off Goodwill's Dell *Reconnect* program.

electronics, consumers recycling through *Reconnect* can be confident that their equipment is disposed of responsibly. Simply bring your used computers and accessories to the donation centers at any of the five retail locations throughout Wayne and Holmes Counties. No appointment is necessary, and, as always, your donation is tax-deductible!

For more information about Dell *Reconnect*, including donation sites and qualifying items, contact Sherri Clark, Donated Goods Director, at 330.264.1300 x255 or sclark@woostergoodwill.org.

Eight Local Schools Donate to Project Recycle

Each spring, Goodwill Industries of Wayne and Holmes Counties hosts Project Recycle, a donation drive opportunity for elementary schools throughout Wayne County. The agency collects used clothing, shoes, books, and household items at the participating school sites to sell in its retail locations in order to generate revenue for its employment training programs. This event gives students a hands-on opportunity to support their community and, in the process, teaches them the importance of



environmental stewardship.

This year's drive ran from Monday, February 7th through Friday, February 11th, at eight participating schools. Goodwill Industries would like to thank the students, staff, and families of Kean Elementary, Wayne Elementary, Parkview Elementary, Marshallville Elementary, Dalton Elementary, the Montessori School of Wooster, Apple Creek Elementary, and Fredericksburg Elementary for collecting a total of 7,222 pounds of donated goods!



PLANNED GIVING enables donors to make substantial gifts in ways that can complement their personal financial planning while furthering the mission of Goodwill Industries. A planned gift to Goodwill brings financial benefits to the donor as well as the knowledge that your gift will make a lasting impact on someone from our community. Feel free to contact Sue Gorman, Vice President of Administration, at (330) 264-1300 ext. 222 to talk about how your gift to Goodwill could benefit Wayne and Holmes counties.

Outsource to Goodwill and Save Time and Money!

For quotes, call
Steve Apple at
330-264-1300
Ext 232.



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Goodwill... creating local jobs one donation at a time.
Visit us online at www.woostergoodwill.org



Mission Statement:
*To help people reach their
highest levels of independence
and success through training and
employment-related services.*

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Wooster Retail Store
149 West Milltown Road
Wooster, Ohio 44691
330-262-7196

Donation Center
524 Palmer Street
Wooster, Ohio 44691
330-264-1300

Schedule a Goodwill speaker!
Call 330-264-1300 Ext. 257



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— Carolyn Stefanik, Editor