



The Goodwill Insider

The Insider Goes Past, Present and Future...

Preparing a newsletter that is informative, up-to-date and fun can sometimes have its challenges.

Looking back at some of previous editions, the one thing missing in ours has been sharing what's taking place now and in the near future, as well as reviewing what's already taken place.

So, in the spirit of the Jacob Marley, here we go!

First reported in the spring edition of the Insider, the Pasco warehouse building is near completion.

Seven months since breaking ground, the 31,500 sq. ft. warehouse will be ready for occupancy by the end of October.

Goodwill's sponsorship of Boys and Girls Club's *Career Launch* and *Job Ready* kicks off this October. These two programs will pair high school kids with mentors in learning

to go visit your local stores -- they look ghoulishly great. As we begin the last quarter of the year, stores are getting ready for not only Halloween, but the day-after Thanksgiving sale and the final push into Christmas. This has been another great year for the retail operation.

Goodwill is in the process of updating its webpage. Looking to freshen up its look, content and appeal to visitors, we look forward to launching the new site in October.

Along with the launch of the redesigned webpage, Goodwill is also putting the finishing touches on a new agency brochure for distribution at community presentations as well as a new employer packet for Job Development staff.



how to prepare for getting a job and keeping it.

The stores are all decorated for Halloween! If you have a chance, I encourage you

Overcoming Challenges Leads Participants to Self-Discovery and Employment Success!

Brooke Z. was referred to Goodwill's Supported Works program March of 2008.

She was a single mother of 2 young boys and was on cash assistance through the State of Washington TANF program while she applied for Social Security

Disability.

Brooke had dealt with both domestic violence issues and drug abuse and was diagnosed with drug induced Psychosis. Her doctor said she would never be able to work again.

What she found, however,

was quite the opposite.

Brooke started in the Goodwill program participating only 8 hours per week, but soon found herself wanting to do more.

She set a goal for herself to prove to DSHS and her

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Special points of interest:

- Last year, Goodwill Industries organizations across North America served 650,000 individuals and placed 165,000 people into jobs.
- In 2009, Goodwill Industries of the Columbia served 1,343 individuals and placed 133 people into jobs and 338 people into work-- experience training with community employers.

What's Happening Inside the Stores

"The Pasco store's Annual Halloween Fashion Show is going to be held on Saturday, October 23, 2010 at 1:00 p.m. and will be the best show ever! It's a fun and exciting event for people of all ages. Bring your kids and have a great time."

Elena, Pasco

"The Wenatchee store just took delivery of a brand new truck and we love it! It is a great representation of who we are and what we do here in Wenatchee. Other good news is that one of our employees, Cary is now a grandmother! We are so happy for her."

Anna, Wenatchee

"Congratulations to Yolanda, new mom to baby Sophia. We've recently added new employees to the Richland team and are really happy with the growth and development in our management staff."

This includes Cole, Dave, Yolanda, Mireya and Abel. Our E-com lead Jessica is getting ready to have her baby and we are all happy for her."

Rob, Richland

"The Walla Walla store has added new staff. One of our hires, Adelina is from the Philippines. The team is working great together which is showing through our sales. The employees are excited that Goodwill is looking into expanding the store. We're keeping our fingers crossed."

Holli, Walla Walla

"We've have two promotions in the store recently, Jessica is now our Assistant Manager and Perla is our Lead Cashier. Darcie received her five-year pin. We've had a few issues with the HVAC units, but all is well as it is now turning cold. Last but not least, we received a Dyson vacuum cleaner

for the store. I am so into keeping the store clean, this is really exciting!"

Ashleigh, Hermiston

"Luz is getting ready to have her baby and will work until the time comes. Her doctor thinks that baby will be born near the end of November, but Luz thinks it will be earlier. We held a baby shower for her and everyone had a great time. We've had a lot of minor work done around the building to finish things up. The employees and store are doing great!"

Chella, Sunnyside

"Being a new manager is certainly keeping out team busy. During the last quarter we have added new staff and are making positive strides. So far so good, we've surpassed monthly sales goals three months in a row!"

Carey, Kennewick

Meet Our New Employees and Participants

During the third quarter, Goodwill hired the following employees:

Employment Services: Leah Sanders

Pre-vocational Services: Emily Daniel, Desiree Fisher, Michelle King and Jody Otness.

Pasco Store: Matthew Winter.

Kennewick Store: Tina Mays.

Richland Store: Rachel Bunten, Steven Cary.

Sunnyside: Donna Aquino, Josephina Rios.

Walla Walla Store: Adelina Bade, Erlynn Cantu and Tammy Phillips.

Wenatchee Store: April Griffin, Josh Gideon and Jesse Posthwait, Maria Aguinaiga and Stacie Wallis.

Participants: Joshua C., Corrie H., Tania M., Derek P., Sheldon R., Elijah B., Viola C., Raul M., Anavi T.,

Carolyn B., Lisa D, and Edith H.

We welcome all new employees and participants to Team Goodwill! We are glad to have you aboard and believe you will soon discover the important work we do in the community helping people and our planet.



Safety in the Workplace is a Shared Responsibility

At the start of the new year, Goodwill will implement a new Safety Incentive Program to heighten employee awareness of the importance of safety in the workplace.

Currently we are reviewing employee submissions for a company-wide safety slogan. This will be provided to all facilities for posting.



The employee with the winning submission will receive a cash prize of \$50.00 for their creative idea.

Part of the program also provides monetary recognition for facilities that do not have a recordable accident during determined time periods throughout the year.

With the busiest time of the year upon us, now is the time to think safety and to watch out for any safety concerns that

may cause injury to a co-worker. This is why safety is a shared responsibility. You see, safety is not about any individual employee... it's about all employees of the company.

Think safe. Act safe. Most of all, be safe. Being safe saves the company and employees money, saves employees from missing work and saves co-workers from having to do extra work.

Participant Transitions Towards Community Employment

Patrick F. hurriedly makes his way from the bus stop to the Columbia Basin Racquet Club in Richland. After 14 years with Goodwill, and most of those at the Pasco store specifically, Patrick knew he was ready for new challenges.

Patrick has been trying lots of new things. Not too long ago, he completed a DVR assessment working in a warehouse. At the conclusion of that assessment, his support team identified a few key skills that still needed some polishing before he would be ready for community employment. Patrick is working on these things in the Pre-Vocational employment program at the Pasco Goodwill.

Two times a week, Patrick went out on the Goodwill trucks to make deliveries or

home pickups. He enjoyed meeting new people and spending time with Goodwill truck drivers. The remainder of his time was spent doing general production



support. Patrick is a great team player and has talent for helping others. While his performance remained strong, it was

very clear to Patrick that he needed to “move on.”

Over the years, Group-Supported Employment has been considered for Patrick, but there always seemed to be something that got in the way. Not today. Patrick moved to the enclave at CBRC during the last week of September and he couldn't be happier. He enjoys the physical work of cleaning equipment and windows, and has made new friends in his coworkers.

Patrick still has his eye on individual community employment. With the performance he shows his new supervisor every day, that can't be too far away. In the meantime, Patrick will continue bringing his A-game and pushing himself to meet the challenge. Way to go, Patrick!

By: Jessica Schultz, Program Services

Quarterly Puzzler

1. True or False: One of Goodwill's Store Managers is a former Navy Corpsman?
2. What famous celebrities did commercials asking people to support Goodwill in the 60's?
3. Project Goodwill is a partnership with what well-known bookstore?
4. Which president instituted Thanksgiving as a national holiday?
5. Who will win the election for Washington's senate seat Patty Murray or Dino Rossi?
6. How many presidents served more than one term in office?
4. Goodwill Industries. 5. May 14th. 6. 1942. Hint: The Summer of '42.

Summer Puzzler Answers:

- 1.False. The name Goodwill industries was adopted in 1916.
2. Cole Cook from the Richland Store.
3. 615 S. Wenatchee Avenue.



It's That Time of Year...

If you haven't already noticed, it's an election year in Washington. With all the signs, pamphlets, radio and television ads, we just can't seem to escape the blitz of the candidates, referendums and initiatives.



However, what is making this year a little more interesting this year is the condition of the state and national economies at this point in time.

Prospects for a bleak financial outlook still persists and tough choices face our legislators this coming session. Funding cuts to programs have already been announced and we will see a minimum 10% reduction for services that Goodwill provides.

However, you can make a difference. How? Vote.

One privilege we have as citizens in our

society is the right to vote.

But before you do, please read the intent statements carefully. Crafty wordsmiths are being employed and you have to read carefully to understanding what's being written.

Exercise your right to vote and let's see what happens this November.

You'll be glad you did.



GOODWILL INDUSTRIES OF THE COLUMBIA

Corporate and Employment Services Offices
815 N. Kellogg St., Suite A
Kennewick, Washington 99336

The mission of Goodwill is to provide services that help people with disabilities and disadvantaging conditions achieve their highest level of employment.

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Scott's Thoughts

Goodwill Industries is proud to launch the “**Donate Movement**” (DM) in our local community. The new movement is a national public awareness program focusing on the positive impact that donating has on people, our community and the planet. The DM delineates Goodwill’s commitment to building stronger families and vibrant communities through employment and with environmental sustainability.

As a leading social services enterprise, Goodwill’s purpose in our community is achieved through the collection and sale of donated goods received from the public. The revenues we generate through our stores create jobs, provide training and support employment programs helping people go to work. For more than 100 years, Goodwill’s practice of “reuse with a purpose” has helped millions of people on the fringe of full participation in society regain their dignity, achieve independence, self-sufficiency and self-respect through having a job.

The DM was launched with partners Levi Strauss Company, Family Circle Magazine and Lorrie Marrero, Certified Professional Organizer and author of the *Clutter Diet* to help raise awareness of how important purposeful reuse (donating) is.

We hope that over time, you will see the D icon on more products identifying what items can be donated. Join us in helping spread the word of how important a donation to Goodwill is, how we change lives, put people to work and help keep our environment clean.



Overcoming Challenges Leads Participants to Self-Discovery and Employment Success Continued from page 1.

doctor that she could do it, and by July 2008 she was taken off disabled status and was training 20 hours per week.

Brooke continued working hard and in December of that year she was enrolled in the Community Jobs Program.

When a local agency contacted Goodwill to get applicants for a receptionist position, Brooke was the first person that came to mind.

In April of 2009, Brooke was hired full time at Domestic Violence Services of Benton and Franklin County as a Office and Volunteer Coordinator. "It changed my life in many positive ways. I was able to get involved in a causes that meant a lot to me because of my previous life experiences. I could make a difference and help someone in need."

Brooke's success in her new career also led to success in her personal life. She has been drug-free and is no longer a

victim of domestic violence since 2007.

Her parents still allow her to rent a room from them, but she is close to having saved enough money to move out on her own. She goes to the gym regularly and has lost 75 pounds. "I am really focused on working towards building my inner strengths and living a healthier life all around."



Once told she was never going to be able to work again, now she has goals of returning to college and earning a black belt in taekwondo.

Brooke is now the direct supervisor of all Goodwill Participants placed at the Domestic Violence Services office. Since she has personal experience in the program, she is able to assist them in navigating the requirements and making sure they are gaining the skills that will get them ready for full time work.

"I am very happy with how far I have come in the last few years, and am very grateful to Goodwill for the opportunity and support. Thank You!"

**By: Amy Payson,
Community Jobs/Supported
Works Case Manager**
