



The Goodwill Insider

Goodwill Joins the Relay Nation!

On your mark... Get set... Walk! -- as part of Team Goodwill at the 2011 American Cancer Society's Relay For Life "race to find a cure," fundraising event.

Relay For Life is the signature event of the ACS to raise funds to help find a cure for cancer.

For those of you who were on the team last year, you know that taking part in the American Cancer Society Relay For Life event is an amazing experience!

Picture the scene: you're surrounded by your family, friends and co-workers each urging one another on to make another lap around the track. The air is crisp, filled with the

sound of laughter and sometimes tears, as our community celebrates those who have fought and won their battle with cancer, and remembering loved ones we've lost to

helping people stay well, helping people get well and by working to find a cure. Are you ready to join the fight?

To find out more about the ACS and Relay for Life, go to www.relayforlife.org and follow the directions to join Team GOODWILL. If you have any questions please contact Casey Cunningham at 735-0400.



this disease that has taken too many, often too soon.

Will you join Team Goodwill for this year's Relay? The American Cancer Society is saving lives by



By: *Casey Cunningham, Case Manager*

Wenatchee Hosts Open House

On March 16th, Wenatchee Goodwill held an open house and reception to unveil a new high school transition and outreach program and to thank Bank of America for contributing to this pilot program.

The event drew a crowd of

50 people from throughout the Wenatchee Community, including students, parents, school teachers and administrators.

For the event, special presentation banners were created showing Goodwill from the days of Edgar

Helms to the present.

The entire store looked great and Goodwill staff received many positive comments regarding the training and work that goes on in providing services and goods to the community. Continued on page 3.

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Special points of interest:

- *Project Goodwill, a high school fashion show (using donated materials furnished by Goodwill), will be held on May 18th at the Tri-Tec Skills Center.*
- *June 22nd, Wenatchee Goodwill will host a "Business After Hours" event with the Wenatchee Valley Chamber.*
- *Hanes and Planet Green are Goodwill's latest partners to join the Donate Movement.*

What's Happening at the Stores

The best part of this time of year is seeing the sun shine and daylight lasting longer. Two sure signs that spring is right around the corner.

To help Goodwill welcome spring, here are a few words from our store managers about what's happening at our stores.

"It's been really exciting to see Goodwill's mission in action more prominently at the *Walla Walla* store. We are in the midst of our first L&I training and are also providing training for a WEX participant. Both are doing well and adjusting to Goodwill. In addition (no pun intended), there is an excitement in the air with the plans being developed for our remodel and expansion of the store. Customers and employees are getting excited and look forward to the growth of Goodwill in Walla Walla. We recently

opened a new collection center at the Wal*Mart in College Place. Finally, Walla Walla Goodwill held a retirement luncheon for Michaela "Micki" Palomarez. At the tender age of 82, Micki came to Goodwill through a mature worker program and was later hired to work in both production and the store. Micki recently celebrated her 87th birthday and plans on doing some traveling. We wish her all the best!"

Holli Walla Walla



"Everyone at the *Pasco* store is pretty excited these days following the 100% mystery shop we had recently. We also received a score of 100% on the first mystery visit to one of our Attended Donation Centers. The donation attendant that was visited was Jorge Heredia, who has only been with Goodwill for one month. Good job Jorge! All employees are working hard to achieve our safety goals. Pasco will be having a store party for winning the award for the best in-store seasonal displays for the fourth quarter of 2010. Last but not least, I just found out that my son Danny and his wife Maria are expecting a baby girl this coming August. Best wishes to all for a great spring season."

Elena, Pasco

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Meet Our Newest Employees and Participants

During the first quarter of 2011, Goodwill welcomed the following employees to our team:

Program Services: Christen Merrick.

Pasco: Jorge Heredia, Ereneida Martinez, Veronica Negrete, and Mayra Bueno.

Kennewick: Leticia Aguilera.

Richland: Amber Clark, Sandra Berrigan and Elsha Lloyd.

Walla Walla: Kyle Preas, Elizabeth Barbosa and Susan Gibb.

Hermiston: Zarai Flores-Hernandez and Alonzo Hernandez.

Program participants:

Pasco: Kim and Morgan.

Children's Center Enclave: Lauren.

Walla Walla: Ben.

Wenatchee: Cathy, Hailey, Cody, Ryan,

CJ, Vince, Nick, Celfia, Stephanie, Deicy and Christina.

Welcome aboard to all our new employees and participants!



Participant Finds Employment Success!

Pam O. came to Goodwill through the Supported Works program in January 2010. During her intake with her case manager, Pam shared several barriers she was facing: past issues of domestic violence and a physical disability requiring knee surgeries. A single parent raising a teenage son, Pam was also dealing with a legal issue regarding a criminal charge brought against her.

Pam shared her experience working as a

certified welder, but, because of carpal tunnel and several surgeries, she was unable to return to that line of work.

Pam always enjoyed doing what people might consider "a man's job," but was now interested in exploring new employment options.

With her barriers and physical limitation to consider, Pam thought finding employment was going to be near impossible.

However Pam was a fighter and never gave up.

Working with her Job Developer, Pam not only wanted a fresh start, but a work-site where she could gain new experiences and build her resume. She was placed at Safe Harbor thrift store as a cashier and processing worker.

Happy to be back to working, Pam was

Continued on Page 3.

Participant Finds Employment Success! continued

progressing at her training site and taking care of her legal issues. During this time she also began going to physical therapy.

By April, Pam was doing so well that she was enrolled in the Community Jobs (CJ) program and began to earn a paycheck. Earning her way, Pam was now able to take care of her legal fees and medical bills.

Pam completed the CJ program in November 2010. Through the program, she still had 90 days of access to job development to help her obtain community employment.

Pam continued her job search and was finding it difficult obtaining employment because of her background. However, Pam remained positive believing that something good was going to happen with Goodwill's help.

This past February, Pam was hired on a full-time basis as a Laundry Attendant at the Red Lion Inn. In a little over one year, she has come from not believing she could obtain community employment to getting a full-time job. Best of all, Pam is now a proud, working parent.

Stories like Pam's aren't much different from many others who receive services at Goodwill. The fact is, at Goodwill we believe that the people we serve *can* work and that given the right guidance and support, everyone can reach their own level of success.

We are proud of the accomplishments Pam has achieved and know she will do great in her position. We wish her well in this new position.

By: **Traci McGee, Case Manager and Dora Lopez, Employment Specialist.**



Goodwill Featured in New Television Show on Planet Green

What do you get when a creative fashion designer goes to Goodwill? Find out on April 19th at 10:30 p.m. as Planet Green premieres "Dresscue Me, Saving Women One Dress at a Time."

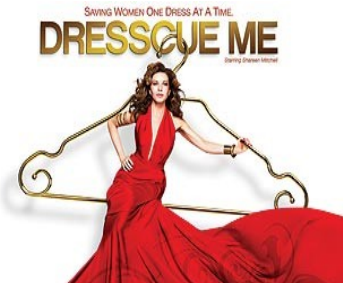
The new show follows designer Shareen Mitchell, as she demonstrates her creative ability to turn Goodwill garments into chic, fashion-forward one-of-a-kind outfits. A self-taught designer with retail outlets on both coasts, Mitchell is renowned for her ability to create and help women

look and feel their best.

"Every girl is beautiful, and it's so rewarding with those who just don't know it yet," said Mitchell. "To watch someone jump up and down after seeing herself look a way she never imagined, you can just see their self-esteem skyrocket. I'm interested in changing someone's life."

Don't miss this opportunity to see Goodwill in the spotlight and the fashions created from what we sell in our stores.

Dresscue Me will premiere on the following channels: **Dish 119, Direct TV 286 and Charter 119.**



Wenatchee Host Open House continued

Scott Shinsato provided a brief welcome to the attendees and spoke of the support received from Bank of America to help fund the program.

The transition and outreach program has expanded Goodwill's training relationship with the Wenatchee and Eastmont School districts. The transition and job-training and outreach program is under the supervision of Jerrilea Crawford.





GOODWILL INDUSTRIES OF THE COLUMBIA, INC.

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

Hope • Ability • Prosperity

Visit us at www.goodwillotc.org



Scott's Thoughts

This March, Goodwill welcomed the newest corporate sponsor to join the **Donate Movement**: Hanes. The world's largest textile manufacturer is supporting Goodwill's commitment to reduce waste, provide meaningful services helping people and protect the planet. The number of companies showing interest in becoming a part of the Goodwill family continues to grow, and we look forward to announcing additional partners in future newsletters.

Spring is in the air which means one thing at Goodwill: time to ramp up for yard sales and the beginning of our donation season. Coming out of March used to be a tricky time of year for Goodwill in year's past. Depending on the amount of donated product we were able to collect and store by the end of December would often determine if we were going to be able to maintain full-time employment through the winter. Lower donation levels meant fewer donations to process and less material to provide job-training with which often resulted in reduced work schedules. But through it all we each made sacrifices to ensure everyone remained employed at least part-time.

Which brings me to the point of this thought. Goodwill has made significant strides in marketing our education, training and employment services and donated-goods retail program equally. We don't market one part of the business over the other. We market both as interrelated pieces of the same pie; we need both parts of the operation to make us whole. This is one reason Goodwill is becoming attractive to more corporations who support the Donate Movement.

Where else can you find a business model that is as committed to meeting community needs, helping people overcome challenges to employment and actively does its part to be a good environmental steward? This is important stuff. In today's economy, we are being challenged to do much more with much less. Businesses are realizing the value Goodwill provides. I am glad that GII launched the Donate Movement and hope this will help spread the word of the powerful work we are doing to help our community.

What's Happening at the Stores *continued*

"This past quarter has been very busy at the *Richland* Goodwill. We have undergone some recent changes in staffing which will support our continued growth in the retail store. One of our employees, Rachel Bunten just gave birth to a beautiful baby girl. Lead Cashier Yolanda Gomez recently accepted a new position working in the processing department. We are planning to have the outside of the store painted. Moving forward, we are in the mode of training our new employees and look forward to great things as we head into spring and summer."

Robert, Richland

"During the last quarter, Megan Gephart was promoted to the position of Lead Cashier at the *Kennewick* store. Following the hiring of a cashier, we are back to being fully staffed -- yeah! We have also completed our spring change-over and have our Easter displays up. Sales continue to get better with each passing month."

Carey, Kennewick

"Following a brief period of being short two employees in *Hermiston*, both positions are now filled and one of our new hires previously worked at Goodwill Industries of the Columbia Willamette in Gresham. Darcie Bauer recently spent two weeks on a mission to New Orleans during Mardi Gras... need I say more about her experience?"



was so happy to have her picture on the home page of our website! We think it's a great picture of her. Finally, attending the Annual Meeting in Pasco was a real treat. However, sitting at a table full of Board members was a little overwhelming. I had a great time."

Ashleigh, Hermiston.

"The *Sunnyside* store is off to a great start for 2011. Sales have been very good and I am proud of my team. We have been a little short-staffed at times, but we have all pitched in and managed to meet or exceed our monthly goals. We are pleased to report that our safety calendar is full of green stickers which means we are meeting our safety goals as well. During the quarter we celebrated three anniversaries: Raphaela Urena and Antonia Roman both celebrated one-year with the company and Anthony Esparza celebrated his third year with Goodwill."

Chella, Sunnyside

"The *Wenatchee* store held an open house to share its new high school transition to the community. It was well attended and great to have so many people come to Goodwill for the event. Ed Bookwalter recently returned to work following neck surgery. Josh Gideon just completed his studies and received his GED. I am happy to say that I am expecting and due in September!"

Anna, Wenatchee