



The Goodwill Insider

Goodwill Pays Tribute to Retiring Executive Director

On May 14th, 2011 surrounded by family, friends, staff and Board members (past and present), Goodwill hosted a party at the Country Gentleman restaurant for retiring Executive Director Jeanie Welch.

In a career spanning 31 years with Goodwill Industries of the Columbia, Jeanie leaves the organization in significantly better shape than the doors she first walked through in 1980.

“When I came to Goodwill I needed a job. Never in my wildest dreams did I imagine it would turn out to become a career,” she said. “And what a career it has been.”

In 1980, Goodwill was in the midst of a financial crisis. Nearly bankrupt,

the organization closed some of its operations, employees were let go and buildings were sold in order to keep the doors open.



In February 1980, Goodwill Industries of America sent J.D. Robins and his wife Mary Edith to Pasco to assist the struggling agency.

J.D., a lawyer by trade, but a man who would spend the rest of his life helping turn-around Goodwill organizations in financial trouble hired Jeanie to help

out in the office.

“I remember stacks of papers everywhere and bills that were unpaid. Soon, we set up a system where with each current bill we paid, we also paid the oldest outstanding payment.

By July, Goodwill was on firm enough ground that the Board of Directors hired Frank McGree as the Executive Director.

Services for people were in decline and Jeanie had to return Goodwill’s CARF certification.

By 1985, Goodwill was in the black again and Frank McGree was hired as the Executive Director of the Goodwill in Omaha, Nebraska. Following Frank’s departure, Jeanie was hired as Goodwill’s Executive Director. Cont. on Page 4.

Wenatchee Goodwill’s “Business After Hours” Event a Great Success!

On June 22, Goodwill hosted the Wenatchee Valley Chamber of Commerce’s monthly Business After Hours event.

Business After Hours is a gathering of Chamber members and is held at different businesses each month. Catering for this

event was provided by the Cellar Café.

The event was attended by 50 Chamber members, many of who had never been to Goodwill. Staff provided a tour of Goodwill showing each step in the process of turning donations into the items

used for job-training and for sale in our store. The entire group was very impressed.

According to Chamber Executive Director Craig Larsen, “Having done a lot of Business After Hours, this was a really fun event.” Cont. on page 3.

Inside this issue:

What’s Happening Inside the Stores	2
Quarterly Meeting Schedules to Keep Employees ...	2
Top Tips to Keep Organized This Summer	2
Goodwill Board Appoints New Executive Director	3
Wenatchee Hosts Business After Hours	3
Scott’s Thoughts	4

Special points of interest:

- Every 43 seconds of every business day, Goodwill Industries puts someone in a job.
- Every 13 seconds of every business day, some accesses Goodwill Industries for assistance to overcome a barrier to employment and get a job.
- Goodwill Industries remains the largest provider of services helping people go to work in the world.

What's Happening Inside the Stores

"We want to welcome Laura Chavez, Katie Wattenberger, Mandie Strong, Isabel Longoria, Francisco Heredia, Enrique Esley, Jessica Watt, Robert Still, Robert Wilstead and Ralphie Couture to the **Richland** store. On June 30th we hosted a "kick off to summer" luau BBQ! This was a great event, the food was good and has become an annual event. The e-commerce department has purchased an Eco Master that resurfaces CD's, DVD's and Video Games. We have stated listing those items on our Amazon and eBay sites and have seen great response! We are looking forward to a great summer!"

Robert

"At the **Kennewick** Store, we have added 2 new part-time employees, Teresa Burnes and Sarah Hanson. They are a great addition to our team. We have had a busy quarter with display's: Mother's

day. Father's day, Graduation, summer and Fourth of July. We also had National Goodwill week where we raffled off a nice gift basket, which our customers seemed to enjoy. We are looking forward to a busy summer in our store."

Carey

"Team **Sunnyside** is doing great! Sales are "Rockin!" I am very proud of my team. They have all been working very hard since we lost our Assistant Manager and Lead Cashier. Despite the shortage of help, they have all pulled together to get the job done. Currently we are in the process of hiring an Assistant Manager and recently promoted Nicole Sandoval to the position of Lead Cashier. Also new to our team in the wares processing department is Megan Orum. Lots of training ahead, but very excited to have a full crew again. Finally, congratulations to our cashier Josie Rios, who is expect-

ing to deliver her second child in mid December."

Chella

"**Walla Walla** got to meet the new CEO on June 20th which was very exciting to show him our store that we are so proud of. We also would like to give a special thanks to the Richland store for giving us some extra gondolas in order for us to expand our book section which has lead to increase our book sales. Darah Kirk just celebrated his first Wedding Anniversary to former employee Patti Kirk. Congrats to both of them. The Walla Walla store just celebrated its 13th year of being a part of the Goodwill Industries of the Columbia this June. We look forward to a great summer!"

Holli

"**Pasco** welcomes new employees Tinae Donesouda, Joanna Rodriguez, Yadira Borques, Erendida Martinez,

Cont. on page 3

Quarterly Meetings Scheduled to Keep Employees Informed

Beginning July 19th and scheduled to take place on a quarterly basis, Goodwill will be holding informal employee meetings to keep everyone informed of the changes taking place inside the agency.

The plan to meet quarterly is one of the first changes Gordon Comfort has initiated to ensure employees from every level of the organization have the opportunity to participate in "open conversations" to help grow the organiza-



tion from the inside out. With several years of experience facilitating change within large organizations, it is his hope that by allowing employees to take a part in open discussion, the result will be greater participation and input to

help Goodwill further its business and mission to the community.

The first meeting will be held over lunch at Country Gentleman restaurant. Following the quarterly meetings, staff will meet in smaller groups of employees to discuss and develop goals from ideas generated at each meeting.

Employees who know a little bit about the meeting on the 19th are excited for this event and look forward to engaging ideas from inside the company.

Top Tips to Stay Organized This Summer

By **Lorie Marrero**, best-selling author of *The Clutter Diet®* and *Goodwill Donate Movement®* spokesperson.

For more than a year, I have worked with Goodwill and the Donate Movement to show people that cleaning out their closets and donating is one way to live simply, live green and impact their communities.

There's no better time to start than now! Summer brings its share of relaxation and fun - and also its fair share of mess.

Here are a few ideas to stay organized while staying cool:

Get ready for summer guests.

It's very motivating to get organized when you have summer visitors! Make sure you have nice accommodations for them, whether it's a dedicated guest room or an inflatable mattress. If you need some new towels, sheets, and pillowcases, don't forget to donate your gently used ones to Goodwill.

Clean out and organize your personal files.

In the slow, hot days of summer, stay cool with a productive indoor project. Sort through your stacks and finalize your files by thinking of the "A.R.T." of paper management: Action-Reference-Trash. Action means you need to do something with the papers; Reference means no action is required, but you need to keep it; and Trash means toss, shred or recycle.

Goodwill Board of Directors Appoint Gordon Comfort as New Executive Director

Former Richland High School Principal, Gordon Comfort has been appointed to the position of Executive Director of Goodwill Industries of the Columbia.

Gordon received his *Bachelor of Arts in English* from Brigham Young University in Provo, Utah; received his *Masters in Education* from Harvard University in Boston, Massachusetts; a *Certificate in Educational Leadership* from Northern Arizona University, in Flagstaff, Arizona and is a *Ph. D. candidate pursuing a Doctorate in Organizational Management* from Cappella University.

Prior to his appointment, Gordon served as a member of the Goodwill Industries Board of Directors.

A native Washingtonian, Gordon

grew up in Seattle and has held several leadership positions within the field of junior and senior high school education.

Gordon has been married to his wife Carrie for 13 years and has one daughter Scout 12, and four sons Gehrig 9, Brian 5, Rocky 3 and Henry 1.



Goodwill Industries of the Columbia Executive, Gordon Comfort

In his spare time Gordon enjoys reading, sports, camping, family time and wood working.

“The reason I wanted to apply for this position was because of the mission of Goodwill, helping people with job-training and employment. The additional benefit of having a tremendously successful retail operation to support mission services that help our community makes Goodwill a truly unique enterprise,” says Gordon.

“I am blessed to be a part of this organization and look forward to working with the staff and employees to see what we can accomplish in this new chapter of Goodwill.”

If you haven’t met Gordon yet, you soon will. Part of his plan is to meet all employees within the next few weeks.

What’s Happening Inside the Stores! Continued from page 2

John Hockaday, Nick Barrett, Veronica Negrete, Eduardo Arroyos and Juan Rodriguez. We want to give a big “*shout out*” to Blanca Castillo, Gloria Perigrino and Ana Lopez for completing their first quarter of ESL classes! Pasco has gone another quarter without an accident -- yeah! Regarding new equipment and facility updates, we have a new rolling fence in the east yard, added a new (used) tractor to our fleet, and are undergoing a renovation to the parking lot across the

street from the store. Best of all, we are all glad to hear Gale Brandner, one of our long-term ADC attendants is recovering very well following a recent heart attack. You are in our prayers!” **Elena**

“In **Wenatchee**, we welcome new employees Marlon Batista and Erica Scharpp. Cinthia Covarrubias has been promoted to Cashier Lead and Kirsten Magnussen has transferred to production and is training to become our production lead. We were presented with the *Heart*

of the Panther award from Wenatchee High School for our High school job training program this year.” **Anna**

“The news in **Hermiston** is that Perla Hernandez got married! We are all so excited for her! Perla also received her Associate of Arts Transfer Degree from BMCC. She will be moving on to a bigger school in the near future. We just hired Ashley Vyhnal as a cashier. Brenna Merrill just returned from a trip to Greece and Turkey. **Ashleigh**

Wenatchee Goodwill Hosts Business After Hours continued from page 1

Goodwill also provided two gift baskets as door prizes for members in attendance. But, best of all, the entire facility looked great.

The work put forth by all employees really made this Goodwill event special. The work stations, displays, and sales floor all looked absolutely fantastic. Anna and Team Wenatchee, we can’t thank you all enough for the good impression you made with Chamber members.





**GOODWILL INDUSTRIES OF THE
COLUMBIA, INC.**

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**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:

Having just returned from a Goodwill Industries International (GII) Delegate Assembly in Rochester, New York, I am always glad to touch base with friends and executives from other Goodwill organizations who share things taking place throughout the Goodwill movement. And what a powerful movement we are. During the opening business session, GII President Jim Gibbons shared the following statistics with the attending membership.

In 2010, as a collective enterprise Goodwill Industries: Served more than 2.4 million individuals with barriers to employment, (a 26% increase over 2009). Assisted 170,000 in obtaining community employment (a 7% increase over 2009). More than 85% of whom were employed outside of Goodwill. Total revenue (retail, contracts and services) grew 9.9% to more than \$4 billion dollars for the first time. Retail sales, the economic engine for Goodwill programs and services accounted for 66.7% of all revenue, followed by contract services which contributed \$635 million to overall revenue (up 10% over 2009). The Goodwill enterprise itself continues to provide necessary economic stimulus employing 98,667 people at year-end (Goodwill employment is up 8.5% over 2009).

Pretty impressive statistics of just how powerful Goodwill's presence is in North America helping people, our communities and planet. When I visit our facilities, I see the hard work taking place and the amount of effort each and every employee and participant puts forth to help us achieve our organizational goals. And I really appreciate what you do.

I hope that by seeing the results of what Goodwill is doing, you will appreciate how you are helping our community be a better place.

Goodwill Pays Tribute To Retiring Executive continued from page 1

In the 25 year's since taking on the helm of Goodwill, the organization has undergone a significant transition from a nearly lost organization to a well-respected and capable human service agency.

Here are a few accomplishments from the past 25 years.

1985: Goodwill regains its CARF accreditation to provide Community Employment Services.

1986: Goodwill obtains it's first contract with Benton and Franklin Counties Department of Human Services to serve individuals with disabilities.

1987: Goodwill expands its retail operation into Richland opening a small store on Goethals Avenue.

1988: Goodwill contracts services with DHS to provide pre-vocational training services to individuals transitioning from State institutions to living in the community.

1992: Goodwill opens the Kennewick

retail store and moves the Employment Services offices to the Kennewick location.

1994: Goodwill opens a retail store in Sunnyside and expands facility-based job-training services in the Lower Yakima Valley.

1997: Goodwill receives a Welfare-to-Work contract with the State of Washington to provide Employment Services for TANF recipients.

1997: Goodwill designs and builds its first owner-operated retail store in Richland.

1998: Goodwill merges with Goodwill Industries of the Blue Mountains in Walla Walla.

1999: Goodwill builds its second stand alone retail store in Wenatchee.

1999: Pasco store reaches \$1 million dollars in sales. 2004: Richland store reaches \$1 million dollars in sales. 2008: Wenatchee store reaches \$1 million dol-

lars in sales. 2010: Walla Walla store reaches \$1 million dollars in sales.

2000: Goodwill builds the WorkSource Columbia Basin Building and moves the corporate offices to Kennewick.

2003: Goodwill contracts with the State of Washington to provide employment services for Ex-Offenders.

2006: Goodwill receives contract in Wenatchee to provide pre-vocational services to individuals with disabilities

2007: Goodwill expands services into Walla Walla contracting with the Walla Walla Department of Human Services to provide pre-vocational services for individuals with disabilities.

2009: Goodwill purchases land across the street from the Pasco store and builds a 30,000 square foot warehouse.

2010: Goodwill purchases the 229 E. Alder St. property to expand the retail store and provide space for additional training opportunities.