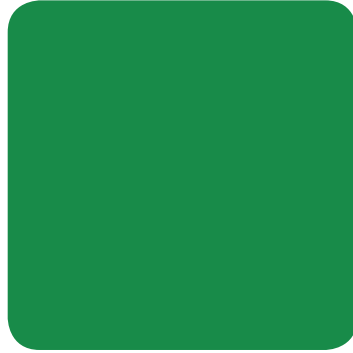
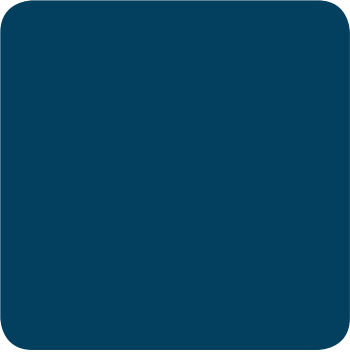


FALL 2012

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GOODWILL INDUSTRIES OF CENTRAL INDIANA, INC.

# WORKING TIMES



## President's Message

In 2010, we designed and launched a high school for older youth and adults who had dropped out of school. We did this in response to a request by the mayor of Indianapolis to see if we could find a way to help adults who lacked a high school diploma. There are a lot more people in that situation than I had imagined — over 15% of the adult population of the United States, including more than 100,000 in Indianapolis — and because existing adult education programs left a lot to be desired, those individuals have had very limited options.

We designed the school to fit the life circumstances of the prospective students. The Excel Center is open year-round, and schedules can be arranged to accommodate students' work or family obligations. Supports are available to help keep students on track and to address factors that might hinder education attainment. There's a free child care center for the children of our students while they are in class, and many of our students are able to take post-secondary courses for dual credit and begin working toward a post-secondary credential that will increase their employability and earning potential.

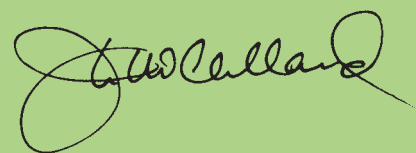
We opened the first Excel Center in September 2010. Although we did little advertising, by the following spring there were over 2,000 prospective students on the waiting list. Nothing we have ever done has resonated so quickly with so many people.

We are growing to meet the demand, and we now operate four Excel Centers in Marion County and one in Anderson. Total enrollment now exceeds 1,600 students. Three more sites are planned for 2013.

Fifty-eight percent of our students are 24 years of age or younger. We also have many parents who are in their 30s and 40s. We have even had a few students who were in their 60s. Many of the parents have told us they are doing this so their kids won't have an excuse not to finish school. Some of our students and their school-age children even do their homework together around the kitchen table.

We know our graduates will benefit from earning their high school diplomas and obtaining post-secondary credentials, as they will then qualify for better jobs than they've typically had. But we believe their children will benefit even more, as they have seen their parents going to school, doing homework, and, in many cases, having a renewed sense of purpose and excitement in life.

There are many reasons why students in our Excel Centers didn't finish high school when they were younger. Some admit they just made a mistake. As we've seen, though, there are a lot of adults eager for another chance to improve their circumstances and those of their children.



Want to read more insights from Jim McClelland? Check out his blog, *Perspectives*. <http://jmmcclelland.wordpress.com>



## Congratulations to our Graduates!

*This summer, we celebrated graduations at Indianapolis Metropolitan High School and The Excel Center*

Indianapolis Met, Goodwill's public charter high school for grades 9-12, honored the accomplishments of 90 graduates, its largest class to date. These grads had the highest percentage of technical and academic honors of any class in the school's history. Students were engaged in rigorous technical and academic post-secondary tracks, including industry-recognized certifications.

"This school is for kids who really want to learn and take the time out of their day to care about their education," said graduate Chelsea Arnold. "It's for students who want to open their doors to more opportunities and be better than the statistics." Arnold plans to attend Vincennes University for two years and then transfer to Indiana State University or Ball State University to pursue a bachelor's degree.

The Excel Center, which offers adults an opportunity to earn a high school diploma and begin post-secondary education tuition free, was proud to recognize a class where more than two-thirds of its 88 graduates plan to pursue post-secondary degrees or vocational training.

Twenty-five graduates have already earned certifications in areas such as forklift operation, patient access, COMP TIA or pharmacy tech, while others are working towards certifications in health care, emergency medicine and more.

"When I started, I was just getting my diploma to do what I would call 'grunt work' because that was all I thought I was capable of doing," said Aaron Viehe, a top student at The Excel Center's Decatur site. "Now I have plans, and I am excited about going to college." Viehe plans to attend Ivy Tech and later transfer to IUPUI to study business.

## New "GW Value Store" Offers Training Opportunities

*Employees gain new skills in a simulated retail environment*

Employees of Goodwill's Commercial Services division now have access to a new incentive and training opportunity. At the GW Value Store, employees can purchase items such as water bottles, flash drives and T-shirts, using a special currency — Goodwill Bucks, which they earn for going above and beyond in their daily responsibilities.

Just as important, the Value Store offers a training opportunity for employees enrolled in New Beginnings, a program that helps individuals transitioning from the corrections system gain work experience and build other life skills.

"We wanted to come up with a way to add more value for our employees," said Trelles Evans, Training and Development Manager. "The incentive of Goodwill Bucks was the first idea. Then we said, 'Let's have a store, but who's going to run it?'"

The answer came quickly. Commercial Services employees could shop at and run the store. "We have different positions: Store Manager, Inventory Specialist, Cashier, Housekeeper and Shipping/Receiving," Evans said. "Employees learn about responsibility, money management and leadership, too."

John Keefe helped set the store up prior to opening, and he's worked several shifts as a Cashier and Inventory Specialist. "It says a lot about Goodwill, that we can take these products and get something out of them," he said. "It's a nice thing to have for people."



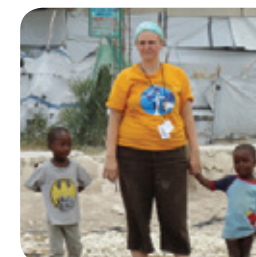
Left: Employees line up to spend their Goodwill Bucks at the GW Value Store. Right: Pictured are Trelles Evans and John Keefe.

Keefe recently moved from New Beginnings into a full-time position with the organization. "I have an opportunity to earn a steady income and work with good people. I'm back on track."

Evans believes that the basic retail experience that employees gain at the Value Store — combined with other training and work experience — will help them be better prepared for other jobs in the future, whether at Goodwill or with another company. "They're building new skills," she said. "That's been our goal since the beginning."

## Bringing Clean Water to Haiti

*Indy Met students' life-changing trip to help children*



This past June, eight Indianapolis Met students and three teachers journeyed to Haiti with Fountains of Hope, an organization dedicated to bringing clean drinking water to developing countries.

"It's a life-changing experience. I can tell you as much as I can and show you pictures, but it means nothing unless you go and experience it for yourself, and see what we went through and what we saw," said Tyler Mitchem, an Indianapolis Metropolitan High School junior.

The idea for the trip followed a class discussion on waterborne diseases, when members of the student group HOPE (Helping Out People Everywhere) became interested in ways to help provide clean drinking water for children in Haiti. Two sites were selected to receive purification systems, each of which treats 1,000 gallons of water in just 20 minutes.

"I'm really proud of what we did in Haiti," said junior Melissa Horn. "It far exceeded my expectations. I didn't know how important it was until we got there, and saw what they were drinking and how they were living."

One of the systems was installed at the House of Hope Children's Orphanage, previously home to Indianapolis Met student Rodeline Holcomb. It was Holcomb's first trip to Haiti since her adoption by an Indiana family several years ago. In the trip blog, Holcomb wrote: "If I had to choose the best day of my life, it would be today! I just saw my family for the first time in six years. And seeing how our group fell in love with the kids was amazing!"

Kristen Engle, a science teacher who accompanied the students, noted how the students came to appreciate having clean drinking water at their fingertips. "I think the students took away an immense sense of gratitude for what they have in the United States."

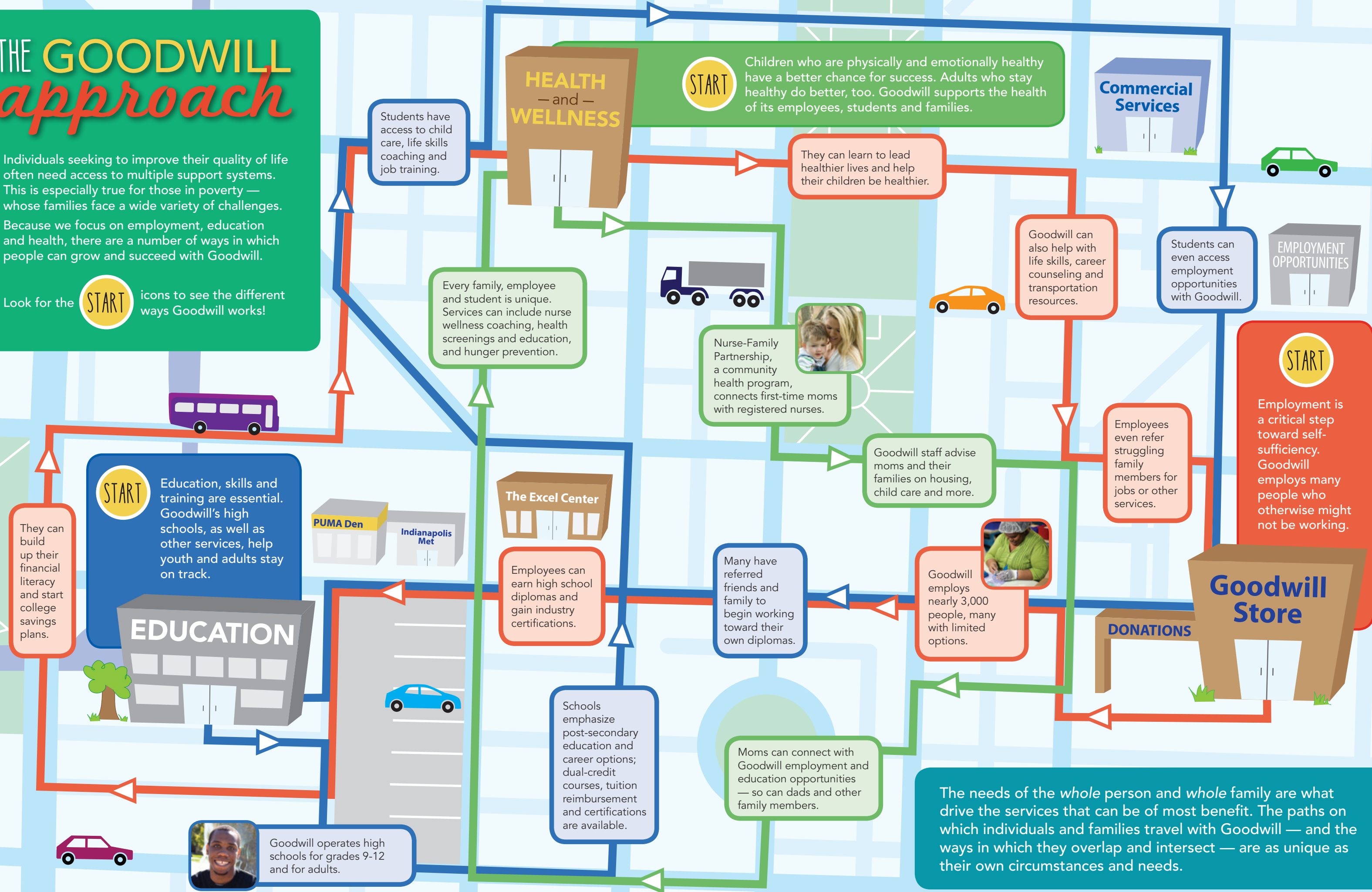
The trip was made possible by the students' own fundraising efforts and a grant from the Goodwill Foundation.

See more of the trip at the students' blog: <http://hope-haiti-trip.posterous.com>

# THE GOODWILL approach

Individuals seeking to improve their quality of life often need access to multiple support systems. This is especially true for those in poverty — whose families face a wide variety of challenges. Because we focus on employment, education and health, there are a number of ways in which people can grow and succeed with Goodwill.

Look for the **START** icons to see the different ways Goodwill works!



## HEALTH -and- WELLNESS

**START**

Children who are physically and emotionally healthy have a better chance for success. Adults who stay healthy do better, too. Goodwill supports the health of its employees, students and families.

Students have access to child care, life skills coaching and job training.

They can learn to lead healthier lives and help their children be healthier.

Goodwill can also help with life skills, career counseling and transportation resources.

Students can even access employment opportunities with Goodwill.

Every family, employee and student is unique. Services can include nurse wellness coaching, health screenings and education, and hunger prevention.

Nurse-Family Partnership, a community health program, connects first-time moms with registered nurses.

Goodwill staff advise moms and their families on housing, child care and more.

Employees even refer struggling family members for jobs or other services.

**START**  
Employment is a critical step toward self-sufficiency. Goodwill employs many people who otherwise might not be working.

**START**  
Education, skills and training are essential. Goodwill's high schools, as well as other services, help youth and adults stay on track.

They can build up their financial literacy and start college savings plans.

## EDUCATION

## The Excel Center

Employees can earn high school diplomas and gain industry certifications.

Many have referred friends and family to begin working toward their own diplomas.

Goodwill employs nearly 3,000 people, many with limited options.

Schools emphasize post-secondary education and career options; dual-credit courses, tuition reimbursement and certifications are available.

Moms can connect with Goodwill employment and education opportunities — so can dads and other family members.

Goodwill operates high schools for grades 9-12 and for adults.

## DONATIONS

## Goodwill Store

The needs of the *whole* person and *whole* family are what drive the services that can be of most benefit. The paths on which individuals and families travel with Goodwill — and the ways in which they overlap and intersect — are as unique as their own circumstances and needs.

## Donation Helps Students Explore Options

The Excel Center welcomes the Albert G. and Sara I. Reuben College and Career Readiness Center



Earlier this year, the Michigan Street location of The Excel Center debuted the first Albert G. and Sara I. Reuben College and Career Readiness Center. The center was made possible by a generous \$500,000 gift from the Reubens' estate, part of gifts totaling \$8 million directed to a variety of central Indiana organizations, including Goodwill.

The Career Readiness Center gives students the opportunity to explore career pathways in an interactive and engaging way. The students even had input in the development of the technology used in the center. A touch screen provides access to articles and videos from professionals discussing the education and work experience that is most beneficial for their careers.

"This one-of-a-kind technology helps our students explore options and careers they may not have considered before," said Betsy Delgado, Executive Director of The Excel Center. Those options include industries such as health care, information technology, logistics, advanced manufacturing and more.

Teachers and career advisors are even looking at creative ways to integrate the Center's technologies, including iPad integration, into classroom instruction. "I think this technology is wonderful," said Deborah Hester, a student at The Excel Center.

College and Career Readiness Centers will be installed in current and all future locations. They'll be tailored to The Excel Center sites' career focus areas and the recommendations of the college and career advisors.

## FOUNDATION REPORT

Honor gifts received by the Goodwill Industries Foundation of Central Indiana,

Inc. recognize birthdays, anniversaries or other significant occasions in people's lives. Memorial gifts to the Foundation honor the memory of a relative or friend and provide lasting help to people served by Goodwill Industries. The names listed are those memorialized or honored by donors during the period from January 1–June 30, 2012.

### Year-End Giving to Goodwill

The time between Thanksgiving and the winter holidays is special. Our thoughts turn to family, what we accomplished during the past year, and what we still need to get done by December 31. Most people make the vast majority of their charitable decisions during this period. Here are some not-so-subtle ways you can avoid holiday stress, potentially improve your tax situation and help others help themselves.

#### Top Reasons to Donate to Goodwill at Year-End:

*Avoid spending too much on rich foods this holiday season, and save your health.* You might also help improve the life and health of a first-time mother and her baby.

*Don't spoil the kids and grandkids with too many toys and gifts.* Instead, give the gift of transportation to an individual working hard to be economically self-sufficient.

*Lose the worry about how much certain stocks have appreciated.* Donate them to Goodwill, take a tax deduction, avoid capital gains tax and help students earn a high school diploma.

*Stop the losses from depreciated securities.* Sell them, and donate the proceeds to Goodwill. You can take a capital loss on your tax return, and high school dropouts can earn a diploma and move toward self-sufficiency.

*Manage your time by donating online at our secure site.* Consider making a monthly gift on a credit card that will help fund a college scholarship for an Indianapolis Metropolitan High School or Excel Center graduate.

*Your parents supported Goodwill.* Now you can honor their commitment by supporting the workers in our senior employment program. Your gift could help them learn skills to help them stay employed in a changing environment. And your parents will be honored or memorialized in our newsletter.

*You want to enjoy spring again!* If April every year is ruined by the check you write to the IRS, then donate to Goodwill now and perhaps see a refund in 2013.

*You want to help improve the lives of the people we help.* Goodwill is on the front lines of providing exciting new opportunities in education and employment.

[www.goodwillindy.org/donatenow](http://www.goodwillindy.org/donatenow)

### Honor Gifts

In Honor of Malcolm W. Applegate  
Anonymus

In Honor of Nancy Ayres  
Anonymus

In Honor of Elaine Bedel  
Anonymus

In Honor of Justin P. Christian  
Anonymus

In Honor of Mark Denien  
Anonymus

In Honor of  
Lori Efroymson-Aguilera  
Anonymus

In Honor of J. Scott Enright  
Anonymus

In Honor of Cindy L. Graham  
Anonymus

In Honor of the Marriage of  
Eric and Anne Lange  
Andrea Neal

In Honor of the Meyer Family  
Lucinda Meyer Kropp

In Honor of Marjorie Meyer  
Anonymus

In Honor of Ralph R. Meyer  
Anonymus

In Honor of Keith Reissaus  
Anonymus

In Honor of Steven C. Robinson  
Nan E. Girk

In Honor of Maribeth Smith  
James M. McClelland

In Honor of Jeffrey S. Ton  
Anonymus

In Honor of Richard A. West  
Anonymus

### Honor Funds

Susan B. Hetherington Honor Fund  
William F. Hetherington  
Anonymus

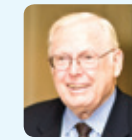
Bruce Jacobson Honor Fund  
Anonymus  
Nancy J. Meier

Thomas A. King Honor Fund  
Anonymus

H. Jean Kyle Honor Fund  
Anonymus

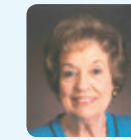
James M. McClelland Honor Fund  
Will A. Courtney

Thomas H. Sams Honor Fund  
Anonymus



About the William A. Carter Memorial Fund:

Bill Carter's service to Goodwill began in 1985, and except for a brief absence to work in California, continued until his death in 2010. He served as Treasurer of the Goodwill Board from 1992 to 1996, chaired the Goodwill Foundation Board from 1996 to 2004, was elected an Honorary Director of Goodwill in 2004, and remained an active member of the Foundation Board and its investment committee. Bill's intellect, astuteness, expertise and good sense were immensely helpful to the organization. As Chairman of the Foundation Board, he led by example, offered advice on fundraising and planned giving, and never hesitated to encourage others to give.



About the H. Jean Kyle Honor Fund:

Jean Kyle's involvement as a Goodwill volunteer spans more than half a century. Initially involved through the Methodist Auxiliary, Jean was a member of the Goodwill Service Guild from 1967 until it disbanded in 2010. During that time, she was best known as the organizer of "Fashions of Yesteryear," Goodwill's Antique Fashion Show. She and other volunteers spent countless hours caring for donated clothing, researching the fashions through history and preparing a program of fashions that spanned just over 100 years. In 2001, Jean received the Goodwill Industries Volunteer Services Lifetime Achievement Award from Goodwill Industries International.

### Memorial Gifts

In Memory of Carolyn A. Carter  
Betsy T. Dustman  
Robin Kares

In Memory of M. Elizabeth Curtis  
Barry Slivka  
Walter G. Vonnegut  
John M. Wendt

In Memory of Charles W. D. Gayley  
Denise D. Gayley

In Memory of Raymond Green  
Robert P. Dugas

In Memory of Doris Hemphill  
Wilma J. Clodfelter

In Memory of James E. Huffer  
Robert R. Girk

In Memory of Robert B. McConnell  
Rosalie M. Lange

In Memory of Irene A. Nielsen  
Helen M. McNeil

In Memory of  
Grace, Delores and Alfred  
Darrow A. Owens

In Memory of Carol D. Voss  
Robert J. Voss

In Memory of Carl W. West  
Stanley W. Dickson

In Memory of  
Hazel Jeanette DeVoss Williams  
John G. Baker

### Memorial Funds

Charles Bookwalter Memorial Fund  
Eleanor F. Bookwalter  
E. D. Frenzel Family Charitable Lead Trust

Rosemary and Alexander Bracken Memorial Fund

James M. McClelland  
Elizabeth B. Wiese

William A. Carter Memorial Fund  
Mr. Matthew B. Carter  
James M. McClelland

Peter D. Coquillette Memorial Fund  
Gary D. Penisten

Jack Dustman Memorial Fund  
Malcolm W. Applegate  
James M. McClelland

Frank F. Hirschman Memorial Fund  
James M. McClelland

Alan M. McNeil Memorial Fund  
Anonymus  
Helen N. McNeil

Shannon K. Slaughter Memorial Fund  
Anonymus (2)

Paul R. Atkinson  
Diane Cook  
Joan Fann

Lois J. Ingraham  
Judy A. Knuttila  
Kathleen A. Lyghtel  
Lowell D. Marsh  
McKenzie Place Homeowners Association  
Rodney F. Rugg  
Wayne Sengelaub  
Jon P. Slaughter  
Susan Slaughter  
James B. Thompson  
Anthony R. Uliana

For contributors and more donor listings: [www.goodwillindy.org/community](http://www.goodwillindy.org/community)



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## RETAIL UPDATE



### End-of-Year Donating

As much as we'd like to be a part of your New Year's plans, if you gather up that stuff in your house and head to Goodwill now, you won't have to wait in line at your nearest Goodwill store or donation center on December

31. Stop by soon, and get ahead of the curve. We're grateful for your gently used donations any time of year! And thanks to Goodwill Rewards, it's easier than ever to get a receipt and track your donations online.



### Expanding Donor Services

Tiptecanoe County residents have a new option for large donations. Goodwill is currently piloting home pickups in the area. If donors have a large quantity of clothing or household

goods, or if they have larger items such as furniture, they can call **1-855-GW-PIK-UP** for an appointment.

### Happy Anniversary!

November 11 marks the first anniversary of Goodwill Rewards! The customer loyalty program has exceeded expectations, resulting in more than 220,000 members to date. Rewards members receive exclusive rewards for birthdays, special holiday rewards, surprise rewards and more. They can even track and itemize their donations online for a quick and convenient tool for tax season! It's easy to join. Visit your nearest store or learn more at [www.goodwillindy.org/rewards](http://www.goodwillindy.org/rewards).



### A New Location for the Avon Store

Goodwill's new Avon store had its grand opening on October 30. Located at 193 Avon Village Parkway (at the intersection of U.S. 36 and Avon Village Parkway), the store is 3,000 square feet larger than the original Avon location. It features six checkout lanes, a double donation drive-thru center and has tens of thousands of items — modern and vintage designer clothes, household items, books and toys — for sale. The former location at Shiloh Crossing opened in 1998 and closed on October 27.

