Goodwill Named Healthiest Employer

Goodwill is the 2013 recipient of the Indianapolis Business Journal’s Healthiest Employer award for organizations with 1,500-4,999 employees. This award recognizes organizations that have impactful and innovative wellness programs.

“ Wellness is at the center of what we do,” said Lisa Allen, Director of Benefits. “If you are worried about your finances or health, then the road to productivity is much harder.”

Good Signs, Goodwill’s wellness program, helps employees physically, emotionally and financially. Initiatives like Garden on the Go (a mobile produce market), wellness grants, Fit Club and a partnership with American Health Network (AHN) are among the programs that set Goodwill apart.

Drop-In Center Makes High School Diploma Achievable

Cheree Sampson and Sutton Sykes have always emphasized the importance of education to their four boys, all under age 15. Watching the boys go to school each day, Sampson and Sykes knew it was time to get their high school diplomas so they could take steps toward life goals that include providing a stable environment for their children.

“We decided to go back to school because of the kids,” said Sykes. “I didn’t like sending them every morning when they knew I don’t have my high school diploma. They could say, ‘You don’t have your diploma, so why do I have to go?’ We have goals, and we wanted to set a good example,” said Sykes.

Sampson left high school when she became pregnant with her first child. Sykes says that it was a lack of concentration and determination that led him to drop out. Now, they’re both enrolled at The Excel Center on Franklin Road, planning to graduate in June 2014 and then pursue college.

One of the ways The Excel Center eliminates the barriers preventing students from returning to school is with child care drop-in centers at each of its nine locations. The drop-in centers provide a safe, learning environment for kids — ages 6 months to 12 years — while parents attend class. Last year, 469 families took advantage of the free service.

Sampson and Sykes’ youngest child, also named Sutton, is 2 years old, and without an option for free child care, they would not have returned to school at this time. Sutton attends the drop-in center four days a week. Sampson and Sykes also take advantage of the center for their older children, on occasion.

“One of the benefits I hear from many students is that their child is in the same building as they are,” said Nicole Collins-Tunstill, Child Care Director. “For many children, this is their first time away from their parents. It gives the parents an extra level of comfort and helps them to focus.”

The goals of the drop-in center are simple — helping children learn and develop.

“We are not about babysitting,” said Collins-Tunstill. “We have a curriculum that we follow, and just as the students are learning, so are their children. We want the kids to be developmentally ready whenever they leave us. If they’re moving on to pre-school or kindergarten, we want them to be ready.”

The drop-in center curriculum changes every two weeks. Themes include community helpers, zoo animals, transportation and more. Each theme has an associated color, shape, number and letter that the students are learning, so are their children. We want the kids to be developmentally ready whenever they leave us. If they’re moving on to pre-school or kindergarten, we want them to be ready.”

“Sutton loves it here. He can’t wait to go to school,” said Sampson. “He loves playing with the other children, making crafts and learning songs. He wants to keep up with his brothers and parents. He knows we are all going to school, so he wants to go to school, too.”

Employee Records Specialist

“Routine exercising and meeting with a personal trainer at Fit Club helped me go from three medications to one. It has increased my energy level and endurance.”

— Donna Franklin, Employee Records Specialist

President’s Message

In the late 1930s, in the midst of the Great Depression, the small Goodwill organization in Indianapolis offered:

• A kindergarten
• A prenatal clinic
• A dental clinic for school children
• In conjunction with the Marion County Medical Society and Methodist Hospital, a home-based health care program
• Classes for female heads of households; topics included childcare, food preparation and purchasing, and how to run a household when a spouse is in prison
• A library where mothers could borrow books to read to their children

And yes, the organization also provided jobs in Goodwill stores. While the number of people served was relatively small, Goodwill worked with the whole person and often with the whole family.

That wasn’t a new concept for Goodwill. In fact, Howard Lytle, Goodwill’s CEO in those days, had seen a similar approach in Boston, the site of the first Goodwill.

In its early decades, Goodwill in Boston had a kindergarten, a day nursery, a fresh air camp and for city kids, and a music school. They also operated an industrial training school where kindergarten, a day nursery, a fresh air camp also served was relatively small, Goodwill worked with

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In its early decades, Goodwill in Boston had a kindergarten, a day nursery, a fresh air camp and for city kids, and a music school. They also operated an industrial training school where adults could learn carpentry, cobbling, printing, dressmaking, and other trades. If no jobs were available elsewhere for those who had been trained, Goodwill employed as many as possible to repair and sell goods that had been donated. The organization worked with the whole person and often the whole family.

That approach began changing in the 1940s with U.S. involvement in World War II. Subsequently, there was a steady move in our society toward specialization. Individuals and organizations tended to become better and better in increasingly narrow fields. Goodwill was no different, focusing primarily on training, employment, and job placement services largely for people with disabilities.

While the increased specialization has brought many benefits, it has also contributed to a fragmentation of efforts to address a wide array of social problems. I believe this is a major reason why a number of significant social indicators have worsened over the past 30–40 years despite enormous increases in spending.

At Goodwill, our experiences — especially during the past 10 years — have led to our involvement in education and, to some extent, in health and family services. In addition, we are now able in many situations to link employment, education, health and family services in a coordinated approach that considers the needs of the whole person and often the whole family. Frequently, we also use the services of other organizations that are very good at what they do.

We have a lot more knowledge and expertise available to us today than did the Goodwill pioneers. But they connected the pieces much better than we have in recent decades. The better we learn in our communities and in the nation as a whole to do what they and others of their era did so well, the quicker we will start to see a significant reduction in some of our most pressing social problems.

At Goodwill, we’re moving strongly in that direction. In a sense, we’re coming full circle.

Want to read more insights from Jim McClelland? Check out his blog, Perspectives.

http://jmmcclelland.wordpress.com
Most people don’t dream up their Halloween costumes in February. Then again, most people aren’t among the 100 volunteers of the Children’s Museum of Indianapolis Guild, planning the country’s oldest haunted house museum’s biggest fundraiser of the year.

When costume shopping gets underway in the spring, Goodwill is the destination for Guild volunteers and has been for years, according to Vicki Burdick, 2013 Haunted House Co-Chair.

“Goodwill is so cost-effective. We’re a fundraiser, and we don’t have thousands of dollars to spend on costumes,” said Burdick.

Every year, the Guild uses more than 80 costumes, not to mention clothing items for resident skeletons and mannequins, accessories and décor. Nearly all of it comes from Goodwill. They hold up because they’re real clothes. Off-the-shelf and rented costumes wouldn’t last, and we couldn’t customize them,” said Burdick. “Shopping at Goodwill allows us to do that.”

Burdick’s volunteers are practically pros, but she believes anyone can find a costume at Goodwill.

“It’s all in your ‘character’ — the theme you want to have. Take it piece by piece. The fun is in the hunt,” she said. “It’s just a matter of manipulating pieces and adding accessories. Paint and shred the fabric in places, and add other elements to make it complete.”

The result is costumes that are fun and convincing.

“We get comments every year, especially when the lights are on for our ‘friendly hours.’ People tell us how great the costumes are,” said Burdick.

This year’s theme, Time Warp, is a frightening look back at 50 years of the Children’s Museum Haunted House, and Burdick expects about 70,000 visitors through October 31.

“I’m thrilled to have Goodwill as a resource. There’s a lot of alignment in our missions. We’re both doing great things,” she said. “The dollars we spend at Goodwill are going right back into the community, and they’re helping people. That feels really good.”

Longtime Volunteer Finds Employment in Crawfordsville

Kathy Smith needed a reason to get out of the house and give back to her community. She found that opportunity as a volunteer at the Crawfordsville Goodwill store. After five years of volunteering, Smith was offered a part-time position in 2012, a surprise to her and her family.

“Mom wanted me to do volunteer work,” said Smith. “She never dreamed I’d be working.”

Smith faces both speech and mobility impairments, especially with her hands. Store management makes sure to find tasks that she is comfortable with and that best suit her skills. Smith doesn’t allow her barriers to keep her from being successful at work. Her responsibilities include sorting clothes, straightening areas on the sales floor and helping customers.

“When we give her an assignment, we make sure she is only purging items on shirt hangers and not on clip hangers, which are difficult for her,” said Sherri Farfan, Assistant Store Manager.

“Kathy also works on purging wares and straightening the store.”

When Smith was initially approached with a job offer, she was so surprised she thought it was a joke. It was, after all, April 1. But it was no joke. The Crawfordsville team was eager to bring Smith’s great attitude and work ethic on board.

“What impresses me most about Kathy is her attitude,” said Farfan. “Even when she was a volunteer, she was always happy to be here.”

According to her manager, Smith’s attitude and customer service help create a happy working and shopping environment for co-workers and customers alike.

“And at the end of each day,” said Smith, “I just can’t wait to come back to work.”
As a retailer, Goodwill provides a service to its consumers—a means for them to dispose of unwanted clothing, household goods and more, and an opportunity to purchase similar items at great prices. But retail customers aren’t Goodwill’s only customers. Goodwill also offers services to businesses, something the average shopper or goods donor probably doesn’t realize. Like our stores do, Goodwill’s business-to-business services help generate revenue that supports Goodwill’s mission—providing jobs for those with limited options, creating educational opportunities, and helping people be on their way to healthy and financially secure futures.

**GOODWILL COMMERCIAL SERVICES**

Goodwill Commercial Services provides advanced, outsourced solutions to companies in Indiana and across the globe.

**SUPPLY CHAIN AND LOGISTICS:**
- Eight shipping docks, 24/7 access to real-time inventory

**MANUFACTURING AND ASSEMBLY:**
- Hand assembly, automated lines, kitting, sorting, finishing

**PACKAGING AND REPACKAGING:**
- Packing and label printing, bundling, sealing, sorting

Each year, Commercial Services ships hundreds of thousands of finished products for customers. High standards for quality and dependability are hallmarks of the division’s work. Commercial Services employs more than 300 people, most of whom have a disability, criminal background or other barrier. The division also provides commercial cleaning services to many government facilities in Indianapolis.

**GOODWILL TALENTSOURCE**

Goodwill TalentSource provides qualified, work-ready candidates to meet companies’ hiring needs. Unlike a traditional staffing firm that places “walk-in” candidates, Goodwill only places individuals that we already know:
- Graduates from our schools
- Employees from our businesses
- Nurse-Family Partnership families

We’ve invested our time and resources in our candidates’ success. After all, helping to connect individuals with long-term career opportunities is a big part of Goodwill’s mission.

Goodwill TalentSource specializes in placements for:
- Manufacturing
- Information technology
- Logistics
- Financial services
- Customer service
- Healthcare

TalentSource candidates are ready to contribute to companies’ success. In doing so, they’re creating better futures for their families.

**GOODWILL IS ALWAYS LOOKING FOR NEW WAYS TO MEET THE NEEDS OF BUSINESSES. TO DISCUSS OPPORTUNITIES, CONTACT:**

**COMMERCIAL SERVICES AND TALENTSOURCE**

Kyle Kerrigan, Business Development Manager, 317.524.4418 or kkerrigan@goodwillindy.org

**CORPORATE DONATION DRIVES**

Joe Scherrer, Business Development Manager, 317.524.4074 or jscherrer@goodwillindy.org

Companies connect with Goodwill in a variety of ways to increase capacity, improve their bottom line and more.
Nurse-Family Partnership Continues to Grow

Goodwill’s implementation of Nurse-Family Partnership (NFP)—the national, evidence-based, nurse-home visitation program for first-time, low-income moms—continues to thrive. Goodwill has nearly 30 trained, registered nurses serving more than 400 families in Marion County.

Idamarie Collazo, 23
Child: Daughter, born July 2013*
Enrolled at 25 weeks | Nurse: Kelly Connell, RN

What’s it been like to work with Kelly?
It was exactly what I needed to help me with the pregnancy—the medical advice as well as the emotional support. Kelly was just loaded with info, but I could pick and choose topics. It was never overwhelming.

What did you work on during pregnancy?
The stages of birth frightened me the most. She provided information about that, and we also talked about warning signs to look out for during pregnancy. I ended up developing severe pre-eclampsia. I went in for a checkup, and they admitted me. My daughter was in the NICU for about nine days. She's doing great now. She's healthy.

What do you and Kelly talk about now?
We talk about how to care for her—and since she was a preemie, paying really close attention to her feeding and temperature. We talk about playing with her and making sure she's doing the things she needs to, like cooing, following objects with her eyes and exercising her neck. We've talked about some post-partum things for her, like depression and how to manage stress.

What are your future plans?
I'm planning on going back to school in January. I'd like to pursue an associate degree in early childhood education. I want my daughter to have a very peaceful life, I want Adrian to be a positive child, to be able to explore and do what he wants to do. And I want to support those decisions.

What do you and Kelly talk about now?
We've talked about how to care for her and what to expect. She connected me with The Excel Center, and I'm on track to graduate in December. The staff there is wonderful. They're really hands-on, and they have great resources.

What would you tell others about NFP?
I would recommend it. She and Cora both have. Laura helped me get back on track with my education. She connected me with The Excel Center, and I'm on track to graduate in December. The staff there is wonderful. They're really hands-on, and they have great resources.

I think the relationship has had a really positive impact on Idamarie. We've talked about nurturing, reading and interacting. She has always been receptive and has asked a lot of questions. I know she wants to make sure her baby has a better childhood.

—Kelly Connell, RN

Alexis Davis, 18
Child: Adrian, born July 2012
Enrolled at 10 weeks
Nurse: Cora Daniel, RN | Guide: Laura Fuhrmann

How did you learn about NFP?
I was a student at Indianapolis Metropolitan High School. I found out I was pregnant, and the counselor told me about the program. The first time I met Cora was there at the school.

What did you work on during pregnancy?
We met every week at the beginning, then every other week. We talked a lot about preparation—for getting ready for him to come home, cribs, car seats, baby safety, prenatal care and good diet. I wasn't a great eater before I got pregnant, and I wanted to be healthier.

What do you and Cora talk about now?
Cora has helped a lot with scheduling. I thought being a mom would be more about my time, but it's really all about Adrian. She helped me plan for day care and a baby sitter. I breastfed him until he was 6 months, and we talked about how to transition to formula. She has helped me recognize things he should be doing during his different stages.

What have you worked on with Laura?
Laura has been absolutely wonderful—I and Cora both have. Laura helped me get back on track with my education. She connected me with The Excel Center, and I'm on track to graduate in December. The staff there is wonderful. They're really hands-on, and they have great resources.

What are your future plans?
I'm planning on pursuing a bachelor's degree in nursing. I want to be a neonatal nurse.

I'm planning to go back to school in January. I'd like to pursue an associate degree in early childhood education. I want my daughter to have a very peaceful life, I want Adrian to be a positive child, to be able to explore and do what he wants to do. And I want to support those decisions.

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—Kelly Connell, RN

Adrian is advanced, as far as his development, because Alexis encourages so many different activities for him. I love to visit her. It's exciting to see her so engaged. She really cares about the visits. Working with families like this is what I love about nursing.

—Cora Daniel, RN

NURSE-FAMILY PARTNERSHIP DATA (AS OF SEPTEMBER 2013)

<table>
<thead>
<tr>
<th>Clients</th>
<th>Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>427 ACTIVE CLIENTS</td>
<td>Nationally, Nurse-Family Partnership sets outcome benchmarks for all implementing agencies. Goodwill currently tracks ahead in most key objectives. Local outcomes include:</td>
</tr>
<tr>
<td>304 babies</td>
<td></td>
</tr>
<tr>
<td>49% age 19 or under</td>
<td>10.8% Low birth weight (under 5.5 pounds)</td>
</tr>
<tr>
<td>33% age 20-24</td>
<td>87% Breastfeeding initiation</td>
</tr>
<tr>
<td>91% UNMARRIED</td>
<td>95% Immunizations at 6 months</td>
</tr>
<tr>
<td>50% LACK HIGH SCHOOL DIPLOMA OR GED</td>
<td></td>
</tr>
<tr>
<td>13% PREFER SPANISH</td>
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</tbody>
</table>
Is “Leaving A Legacy” on Your Bucket List?

How often do you think about your legacy? It seems like everyone is talking more about their bucket lists. I guess it probably is more thought of in terms of financial assets, but many people hold substantial value in the goods they own, too. When someone downsizes or moves into a retirement community, those goods—furniture, clothing, books, housewares and more—often need new homes, too. When a loved one passes away, it’s up to families to determine what to do with items they aren’t keeping.

For all these reasons, Goodwill has created Estate Services, a unique, free donation service for those transitioning to a new residence or handling a loved one’s estate. No matter the situation, Goodwill can make the process easier by picking up items that aren’t being relocated.

At a convenient time of the donor’s choosing, Goodwill’s professionals will come to a residence, carefully pack any donations, provide an inventory for tax deduction purposes, and bring those donations to local Goodwill stores. The revenue from their sale helps create more opportunities for education and employment in central Indiana.

To learn more about Estate Services or to discuss a donation opportunity, please visit goodwillindy.org/estate or call 317.524.4563.

Join the Club

Your tax-deductible gifts to the Goodwill Foundation help Goodwill provide education and employment services to help people be more successful and economically self-sufficient.

Lytle Lifetime Giving Clubs: Recognizing a donor’s legacy of giving

Named for Howard Lytle, the first leader of the Indianapolis Goodwill, these clubs celebrate individuals who have helped assure Goodwill’s future financial strength through gifts over time. Gifts are invested and available as grants for new programs and activities critical to mission fulfillment.

All gifts made by a donor are summarized to arrive at the giving club level. From Good Givers at $100 in cumulative gifts, through gifts in excess of $100,000, donors who make a gift each year are also listed as members of the Lifetime Giving Clubs. Donors’ names will appear on a special recognition wall at our Goodwill headquarters. Special recognition and membership are available at the following levels:

- Helms Club: Named for the Reverend Edgar J. Helms who founded Goodwill in Boston in 1902, the Helms Club recognizes individuals whose cumulative giving is $25,000 or more.
- Jack Dustman Society (JDS): Named for a long-time Board Member and generous donor to Goodwill, this society recognizes individuals whose cumulative outright gifts or documented future gifts total $50,000 or more. Members receive a commemorative JDS eagle statuette and an invitation to an exclusive members-only annual dinner.
- Founders Council: Recognizes individuals whose cumulative giving totals $75,000 or more.
- Dustman Eagles: Recognizes individuals whose cumulative gifts total $100,000 or more.

1635 Society: Representing Goodwill’s spirit of innovation

Become a member of our premium annual fund gift club by making a tax-deductible contribution to our annual fund each year. Gifts to the 1635 Society support current innovative programs and services designed to help improve people’s lives through education and employment, helping to address generational poverty in our community. Membership in this society is by invitation only for those who have made an annual gift of $1,000 or more. Each member will receive a lapel pin designating membership in this exclusive group as well as an invitation to a donor appreciation reception and other special events.

James M. McClelland Society: Recognizing gifts that help ensure Goodwill’s future

The James M. McClelland Society recognizes those loyal donors and friends of Goodwill who have included Goodwill in their estate planning. A documented planned gift of at least $5,000 earns membership in this exclusive group.

For more information about membership, for a question about your giving level or how you can support Goodwill with a monitary donation, please contact Robin Kares at 317.524.4347 or rkares@goodwillindy.org.

For contributors and more donor listings: goodwillindy.org/foundation

Honor Gifts

In Honor of Malcolm W. Applegate
Anonymous
In Honor of Nancy Ayres
Mr. James McClelland
In Honor of Elaine E. Bedel
Anonymous
In Honor of Marjorie Meyer
Mr. James McClelland
In Honor of Rick and Margy Moorhead
Mrs. Robert G. Moorhead
In Honor of Maribeth Smith
Mr. James McClelland
In Honor of Richard A. West
Mr. James McClelland

Memorial Gifts

In Memory of Anne McConnell Barth
Mrs. Philo B. Lange
In Memory of Velma Harlen
Ms. Louise Aten
In Memory of Qing Hurley
Ione L. Delfolt
In Memory of Howard and Doris Lytle
Ms. Jackie Jerny
In Memory of Grace, Dolores and Alfred
Mr. Darow A. Owens
In Memory of Robert E. Rainhardt
Mrs. William L. Halpern
In Memory of Joan Robinson
Charles and Betty Dryer
In Memory of Albert M. Rust, Jr.
Ione L. Delfolt
In Memory of Luella A. Wilson
Mr. Steven Campbell

Honor Funds

Betsy T. Dustman Honor Fund
Mr. James McClelland
Susan B. Hetherington Honor Fund
Anonymous
H. Jean Kyle Honor Fund
Mr. James McClelland

Memorial Funds

Charles Bookwalter Memorial Fund
E. D. Frenzel Family Charitable Lead Trust
Rosemary and Alexander Brackett Memorial Fund
Mr. James McClelland
William A. Carter Memorial Fund
Anonymous
Jack Dustman Memorial Fund
Robert and Ann Ferrell
Mr. and Mrs. Ralph R. Meyer
Mr. James McClelland
Frank P. Hirschman Memorial Fund
Mr. James McClelland
Alan M. McNeil Memorial Fund
Anonymous

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 honored or memorialized by donors during the period from January 1 – June 30, 2013.

Wealth transfer is generally thought of in terms of financial assets, but many people hold substantial value in the goods they own, too. When someone downsizes or moves into a retirement community, those goods—furniture, clothing, books, housewares and more—often need new homes, too. When a loved one passes away, it’s up to families to determine what to do with items they aren’t keeping.

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To learn more about Estate Services or to discuss a donation opportunity, please visit goodwillindy.org/estate or call 317.524.4563.
Year-end Donating
With the holidays just around the corner, you can expect your house to be filled with more gifts, family, friends and food than normal. Maybe it’s time to make some space? Don’t wait to donate those unused items filling your closets and drawers. Drop them off at any of our more than 50 locations. If you’re a Goodwill Rewards member, you can get an email receipt and track your donations online, too.

New Southside Location
On August 20, Goodwill opened a new, 11,000-square-foot store in the Southern Plaza shopping center at 4200 S. East Street in Indianapolis. This is the eleventh new or relocated store since 2010. The store brought 30 new jobs to the community, employing many southside residents who live within minutes of the store.

Donating in Fishers Just Got Easier
In July, Goodwill opened a new attended donation center at 8906 E. 96th Street in Fishers, just east of I-69. Open Monday through Saturday from 10 a.m. to 6 p.m. and Sunday from 12 p.m. to 6 p.m., it’s a quick and convenient donation drop-off point for far northeast-side residents.

Donation Drive Underway
Boy Scouts and Girl Scouts are currently participating in the second annual Good Turn for Goodwill donation drive. Last year, more than 120 Boy Scout and Girl Scout troops participated in the drive, collecting over 112,000 pounds of donations. The drive has expanded to include even more troops. If you know a scout, please support them as they collect donations through November 17.