President's Message

How often do you have a great day? What makes the difference between a good day and a great one? I’m fortunate that in my first seven or so months as Goodwill’s President and CEO, I’ve easily been able to find the good in every day. Not one has passed that I haven’t learned something new, seen people rise to the occasion, helped celebrate an achievement or talked to someone who’s interested in our work.

And the great days? Those are the ones when I’m able to spend some time with a student, employee or family making strides because they chose to connect with Goodwill. These are the people who’ve gained marketable skills and are going on to higher-wage jobs outside of Goodwill, the students graduating from The Excel Center and heading to college, the families in our Nurse-Family Partnership and many others.

Everywhere I look, the people we serve are moving forward with their lives, education and careers. The range of services and opportunities we provide allows us to offer what people need, when they need it — always with the goal of helping them move toward greater self-sufficiency. If hearing those stories doesn’t make a good day great, I don’t know what would.

Goodwill has had some great days this year, too. The Excel Center has expanded to Noblesville and Indianapolis’ south side. New stores have opened in Bloomington, Columbus, Greenwood and Noblesville. Our nurses have started serving families in more counties, including Delaware, Madison and Tippecanoe. More than a thousand job-seekers, most with significant barriers, have been hired by Goodwill and our partners. These achievements were, in some cases, years in the making — just as the plans we’re making today will define our work for years to come.

You make that work possible through your financial support, donations of clothing and goods, advocacy, leadership, hiring of our graduates and program participants, and more. Thank you for all you do to help Goodwill and those we serve be successful. I look forward to sharing more great days with you in the months and years ahead.

Kent A. Kramer
President & CEO
Goodwill Industries of Central Indiana

ANNOUNCING:
Goodwill’s Office of Community Engagement

In order to expand and strengthen Goodwill’s work with community partners, businesses and donors, Goodwill has formed an Office of Community Engagement. Kyle E. Lanham has been named Vice President of Community Engagement and Chief Advancement Officer and will lead the community engagement efforts.

Lanham, who previously served as Goodwill’s Vice President of Business Development, will oversee the fundraising and development activities of the Goodwill Foundation and the business development efforts that support Goodwill’s business and mission advancement growth. Staff will identify, cultivate, solicit and steward individuals who may engage with Goodwill in a variety of ways — as business customers, employers, volunteers or financial donors.

“Goodwill’s current business development approach has been tremendously successful in creating jobs and expanding revenue,” explained Lanham. “Since 2014, more than 30 new Commercial Services customers have allowed us to generate nearly $3 million in annualized revenue and create 97 full-time jobs.”

Gene Zink, Chair of Goodwill’s Board of Directors, noted that the organization expects that the increased emphasis and focus on community outreach will achieve significant organizational and financial efficiencies.

“Goodwill’s balance of running successful businesses with mission impact will be evident by combining our current business development efforts and expanding our community partner and donor outreach,” said Zink.

Elaine Bedel, Chair of the Goodwill Foundation Board, added, “Community outreach, leveraging Goodwill’s connections and sharing the Goodwill story are key to the Goodwill Foundation’s development efforts. We look at this as an opportunity to position us for future growth and community engagement.”
Since she was a child, Alex Knutson, student at The Excel Center, has wanted to work in forensic science. But growing up in difficult — and sometimes dangerous — circumstances at home left her with no one to turn to for support. She dropped out of school during her junior year.

Today, Knutson, 21, is back in school. In fact, she’s on track to become the first graduate at The Excel Center Noblesville. She has maintained a 3.15 GPA and earned an industry-recognized certification. After graduation, she plans to attend Ivy Tech Community College and keep working toward that forensic science career.

Earlier this summer, The Excel Center, Goodwill’s charter high school for adults, opened two new central Indiana locations — in Noblesville and on Indianapolis’ south side. These latest additions bring the total number of Excel Center sites operated by Goodwill Industries of Central Indiana to 11, with one other Indiana site operated by South Bend-based Goodwill Industries of Michiana.

Each new site was chosen for its proximity to a local education partner. The Noblesville site is housed in Ivy Tech’s Hamilton County campus, while the University Heights site on the south side is located near the University of Indianapolis.

“We are excited to take advantage of our location in the Ivy Tech building,” said Steve Dillon, Director, The Excel Center Noblesville. “We look forward to developing a strong partnership with Ivy Tech for the benefit of both our students and the community as a whole.”

According to the Census Bureau’s American Community Survey, there are more than 12,000 high school dropouts in Hamilton County and more than 26,000 on the south side of Indianapolis. The Excel Center is working to have an impact on these individuals, their families and the state by guiding graduates toward career paths that offer competitive wages. The school incorporates industry-recognized certifications and dual-credit courses into its Core 40 curriculum.

“The Excel Center model and our results in educating the adult population continue to have a positive effect on the state of Indiana,” said Erika Haskins, Director, The Excel Center University Heights. “We look forward to continuing this work in both new communities.”

To graduate and earn a Core 40 high school diploma, students at The Excel Center must fulfill all graduation requirements set by the State of Indiana’s Department of Education. Each site has qualified, licensed instructors who are trained to work with adults. The Excel Center offers flexible schedules, child care and more to help meet adult students’ unique needs.
Making the Most of a Goodwill Connection

Often, when people come to Goodwill, they already have their sights set on what they want to do next. Depending on where they connect with Goodwill, those next steps could range from college, to a better job, to an internship, an industry certification or something more. In all these cases, people are working toward better futures — for themselves and their families, too.

Here are three stories of people making the most of their Goodwill connections. Meet Jasmine Bible, Retail Store Manager; Kehinde Ligali, Indianapolis Metropolitan High School graduate; and James Wilson, Retail Warehouse Associate.

Jasmine Bible began working at Goodwill in 2009 at age 17 — her first job. Later, when she struggled to balance the priorities of work, school and being a single mom, she connected with Nathan Miller, a Goodwill staff member who guides employees toward resources and helps them develop career and life goals.

Jasmine had been considering a nursing career, which would have required additional education. In talking with Nathan about goals and priorities, Jasmine realized she had developed another goal — becoming a Store Manager. She decided to put her education on hold and focus on Goodwill. Eventually, she was promoted to Team Leader and then Assistant Store Manager.

She continued working with Nathan, who remembered her previous long-term goal of working in health care. He told Jasmine about a medical assistant certification class, and she jumped at the opportunity. Working full-time, she aced the course, took the certification exam and started a clinical internship with Eskenazi Health, a Goodwill partner.

“I love working for Goodwill. I love the mission and that Goodwill helps you meet your goals,” she said. “If you want to get a better job within or outside of Goodwill, the response is ‘What do you need to do to achieve that, and how can we support you?’

The same day that Eskenazi offered her a permanent position, Jasmine received another job offer — this one from Goodwill. Jasmine could become the Store Manager at Goodwill’s newest Vintage Vogue boutique in Indianapolis’ Fountain Square neighborhood, opening early next year.

Jasmine chose to continue her Goodwill career, though she plans to stay current with her medical assistant certification and hasn’t ruled out pursuing a health care career in the future.

“I look forward to leading the new Vintage Vogue team,” Jasmine said. “I enjoy my job and strive to provide excellent customer service. You can completely turn around someone’s day by providing them with a good experience.”

“I love working for Goodwill. I love the mission and that Goodwill helps you meet your goals.”
Kehinde Ligali is a 2012 graduate of Goodwill's Indianapolis Metropolitan High School and is currently enrolled at Indiana University in Bloomington. Kehinde was known as one of the most active Met students during her time at the school — participating in internships, Jobs for America's graduates, student council, volleyball and more.

Recently, Kehinde spoke to Goodwill supporters about the challenges of being a college student, the death of her twin sister and overcoming the odds. Here's part of what she had to say:

“As a first-generation college student, I can honestly say that the journey has been long and tough. During my freshman year of college at IU, I struggled in all of my classes.

I sought out tutoring services around campus and was introduced to what all-nighters really meant. I quickly learned that professors expected me to perform regardless of my barriers as a first-generation college student.

My college career has overwhelmingly been a roller coaster, to say the least. I wouldn’t be here if it weren’t for that non-traditional small high school with great character-building opportunities… and individualized, personal plans for each student; more specifically, those persons who continue to believe in me and remain constant advocates for my success.

Stay connected to Goodwill because it is good for you. Continue to persevere throughout your journey in life and be true to yourself. The sky — for you — is not the limit; it is the starting point.”

Now in her senior year, Kehinde plans to pursue a post-graduate degree in public affairs upon completion of her bachelor’s degree.

When James Wilson was released from prison in 2014, he had served 17 years for drug possession and conspiracy. His plan to successfully re-enter society hit a roadblock when employers weren't interested in hiring him. At Goodwill, he found employment as well as the support to get a driver's license, improve his reading skills and pursue additional education and job advancement.

“Goodwill gave me a chance to show that I had changed my life and was rehabilitated,” James said. “Before that, no one would give me a chance — not even an interview. Goodwill gave me an opportunity to prove myself.”

James accepted a job as a warehouse associate at one of Goodwill's outlet stores. He quickly impressed his managers and co-workers with his dedicated work ethic and willingness to help others. When he began training new employees, including those with barriers similar to his own and those with disabilities, his skills as a talented trainer also emerged.

“I enjoy training others, especially those who have a disability,” he said. “It’s important to help people grow their skills and minds. I’m glad Goodwill hires people with all kinds of barriers.”

James’ next goal was to obtain a driver's license. He connected with Goodwill’s Nick Ison for support with preparing for the written test. They practiced, and in September, James secured his license and got a car soon after. Nick, who advises employees on resources and goals, also observed that James had difficulty reading and offered to connect him with Indy Reads, a free, adult literacy program. James scheduled a meeting with a tutor and is eager to get started.

With transportation secured, his educational pursuit in progress and a job prospect of coaching fellow employees, James is on the right track.

“I’m really happy that I got a second chance to better myself and go on with my life,” James said. “I’m not stopping here — I’m going further.”
Moving? Downsizing?

Here's how Goodwill can help.

In 2012, Goodwill launched a unique service to fill an unmet need in central Indiana — free assistance for Hoosiers transitioning to new residences or needing to find new homes for loved ones’ possessions. Since that time, Goodwill’s Estate Services program has become quite popular, thanks in no small part to Jerry Jamison, Estate Donation Manager. We asked Jerry to share some of the insights he’s gained after working one-on-one with hundreds of donors.

**What makes this service unique?**

The care and concern that we have about the people and what they’re going through. Trying to help them cope with what they’re dealing with, whether it’s the loss of a loved one or the struggle of downsizing. I’m not aware of anyone else who can offer what we can — personal attention at zero cost, plus a benefit to the community.

**What advice do you have for people needing to downsize?**

Do it before you need to and not after. It’s much less stressful that way. Plan ahead. We can be flexible if the timing doesn’t work out as anticipated, but planning early makes a big difference.

**How can we help people that are feeling overwhelmed?**

We can do multiple pickups. For houses that are really full, we can clear out one room, then they can sort through the remaining items, and we can come back. Sometimes it’s also easier, emotionally, to do this process in stages.

**What kind of feedback do you get from donors?**

They’re grateful. They’re relieved. They love the fact that what they’re donating is supporting a good cause. A lot of times it’s one sibling that is “stuck” with the responsibility of clearing out a parent’s house. We can lift part of that burden and make the transition a little easier.

**What do you like about your role?**

The ability to be a rock for them when they’re trying to do this. It can be so overwhelming, and I can help direct them on how to get it done. When I moved, I would’ve loved someone like me to help. When it’s your own stuff, it’s more difficult. I enjoy helping make it a positive experience instead a stressful one. Sometimes donors just need someone to listen.

**How Estate Services Works**

Begin by calling 317-524-4563. We’ll conduct an assessment by phone to determine if an in-home evaluation is needed. Then, we’ll schedule a convenient time for our team to pick up your items. We’ll pack and remove your donations and provide you with an inventory for your records – all at no cost. Donations are tax-deductible.* Learn more at goodwillindy.org/estate.

*Goodwill will provide you with a receipt and itemized inventory. Check with your tax adviser about your individual circumstances.

“*When my 80-year-old mother needed to come live with me after 40 years in her home, it was an overwhelming and emotional situation for us both, for many reasons. We considered a garage sale and an estate sale, but neither were what we were able or willing to do. Goodwill made a difficult situation for me and my mom easier.”

—Tresa Robinson, Indianapolis
Honors gifts received by the Goodwill Industries Foundation of Central Indiana Inc. recognize birthdays, anniversaries or other significant occasions in people’s lives. Memorial gifts honor the memory of a relative or friend. Gifts given in honor or memory of a loved one, unless otherwise designated, now go directly to help provide life-changing services for people who are working hard to become healthier, more educated and more economically successful.

The names listed are those honored or memorialized by donors during the period from January 1 – June 30, 2015.

Honor Funds
Betsy T. Dustman Honor Fund
James and Gwen Fountain
Susan B. Hetherington Honor Fund
Anonymous
James M. McClelland Honor Fund
James and Gwen Fountain

Memorial Gifts
In Memory of Don Hannin
Mrs. William L. Halpern
In Memory of Ardis Ann Hendrix
Mrs. Donald Clodfelter
In Memory of Phillip Huffman
Mrs. Donald Clodfelter
In Memory of Mary Kratz
Mrs. Mary P. Bowen
Ms. Lisa D. Cole
The Klapper Family Foundation
Ms. Cindy Niemann
Ms. Marti Schroeder
In Memory of Larry Kreigh
Mrs. Donald Clodfelter
In Memory of Howard and Doris Lytle
Ms. Jacquelyn Lyrerly
In Memory of Elaine Miller
Ms. Maureen Madden
In Memory of Grace, Delores and Alfred
Mr. Darrow A. Owens

For donor listings, please visit: goodwillindy.org/foundation

Your support matters for those served by Goodwill.

At this time of year, many organizations ask for your attention and your contributions. At Goodwill, we already have much to be grateful for. This year, with the help of generous donors and our endowment match, we’ve raised $2.16 million for scholarships for participants in our programs. But there is one item on our wish list we’d like to fulfill: we’d like you to know what a difference your support for Goodwill makes.

Maybe you are a retail shopper or donor — wonderful! Please keep donating your gently-used goods and shopping in our stores. Your support helps provide employment for more than 2,200 people, many of them with barriers to other employment, including disabilities and limited education. And it doesn’t stop with a job. Hard-working employees have a chance to get further education and advance to higher-paying jobs at Goodwill or with one of our employer partners.

Goodwill Commercial Services provides jobs, too. Nearly 90% of employees in this division have a barrier. The division also runs a program for ex-offenders who are working to successfully re-enter society. After gaining both life and work skills, program graduates have a 96% job-placement rate and just a 5% recidivism rate, compared to 46% among all Marion County ex-offenders. If your business has a manufacturing or packaging need, Commercial Services may be able to help.

Since it began in 2004, Goodwill’s Indianapolis Metropolitan High School has graduated more than 550 students, and 60% have gone on to seek a college degree or post-secondary credential. The Excel Center, which opened its first of 11 sites just five years ago, has graduated more than 1,350 adults — most of whom have gone on to a higher-wage job or a post-secondary opportunity.

Goodwill’s Nurse-Family Partnership (NFP) has served more than 1,200 mothers since 2011. Each first-time mom is paired with a registered nurse. With a focus on helping participants have healthier pregnancies, nearly 90% of babies have been born at full term and at a healthy weight. Nurses also focus on babies meeting developmental milestones and families achieving life and career goals. Many moms have experienced gains in both educational attainment and wages since enrolling in NFP.

These are just some of the ways Goodwill is working to help people become healthier, more educated and more economically self-sufficient. If you’re considering a financial gift to Goodwill, know that it will have a positive effect on lives. And as always, 100% of your gift goes directly to providing services like these.

To give online or learn about other options, please visit goodwillindy.org/donate.

Thank you!
Robin Kares, Director of Development
Goodwill Industries Foundation of Central Indiana
Get a Head Start
Expect to see longer lines at your favorite Goodwill’s donation door the closer we get to New Year’s Eve — the last day you can donate and claim the donation on your 2015 taxes. There’s already a chill in the air, so don’t wait any longer to put those summer clothes away. Make your Goodwill pile, and beat the crowds by bringing your year-end donations now. If you do wait, we’ve got you covered. Our stores are open until 5 p.m. on December 31.

Downsizing?
Having Goodwill come out to your home or business makes it easy to donate — especially larger items. If you have a whole house full of stuff, consider Goodwill’s Estate Services. Our team will carefully pack your donations, take them to the nearest Goodwill store and provide you with an inventory. Call 317-524-4563 for more information.

New stores. More stuff.
A busy September and October saw three new or relocated Goodwill stores celebrate grand openings. Columbus West, which opened September 3, became the second location in that community. Stones Crossing, in Greenwood, opened on September 24, adding to a number of successful southside locations. And on October 6, our East Bloomington store relocated to a new, high-visibility site on South College Mall Road (now our largest store!). Each of these stores features our newest interior “look” as well as digital signage for an improved shopping experience.

Coming Attractions
Downtown and southside shoppers, get ready — next up are a new Vintage Vogue boutique in Indianapolis’ historic Fountain Square neighborhood and a new Goodwill Outlet in Greenwood. For the latest on these and other Goodwill happenings, visit goodwillindy.org or stay connected with us on Facebook (goodwillretail), Twitter (@goodwillindy) and Instagram (@goodwillindyin).