

2013 - Program Report

Goodwill Industries of Central Illinois, Inc.



*Supporting individuals and families
who are working to better their lives*

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who are working to better their lives*

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Learn more about these Goodwill programs at www.goodwillpeo.org.

Our Coverage Territory - 21 counties or portions of counties throughout central Illinois: Grundy, Henderson, Knox, Livingston, Marshall, Mercer, Peoria, Putnam, Stark, Tazewell, Warren, Woodford, and portions of Ford, Champ, Fulton, Mason, McDonough, Bureau, LaSalle and Henry.



Goodwill Industries Vocational Services 2013 Program Summary

Goodwill of Central Illinois offers vocational programs to serve individuals in support of our mission:

“Supporting individuals and families who are working to better their lives”

In 2013, Goodwill served **2,952** individuals – veterans, youth, and individuals looking for work or seeking a better job. In 2014, we plan to expand services to veterans, un/underemployed individuals, women and more at-risk youth in the area. With the help of the central Illinois community, we will achieve our goals.

Veterans’ Services

- **Gen. Wayne A. Downing Home for Veterans** – Opened in 2005, this home provides permanent supportive housing for ten homeless U.S. Military veterans with an honorable discharge and a diagnosed disability.
- **Veterans Employment Act Program** – This program provides training, support services, and job referral opportunities for any honorably discharged U.S. Military veteran.
- **Homeless Veterans’ Reintegration Program** – Designed to assist homeless veterans by providing training, support services, and job referral opportunities with employers in central Illinois.

Youth Mentoring

■ **GoodGuides® Youth Mentoring** – This program serves at-risk youth ages 12-17 in central Illinois by giving them a positive influence through the guidance of a trusted mentor.

Goodwill Learning Centers – Peoria, Galesburg, Pekin, and e-Learning

■ **Computer Classes & Workshops** – Instructor led classes focus on computer basics, Microsoft Word, Excel, and PowerPoint, plus job readiness. Various workshops and seminars were held in 2012 ranging from computer related topics, banking/finance, writing, and many more.

■ **Forklift/Job Readiness** – Classroom instruction and hands-on operation are included in this two-day class. OSHA Certification and a Certificate of Completion are awarded upon successful completion of the class. Job Readiness was also included as part of the forklift training program.

Beyond Jobs

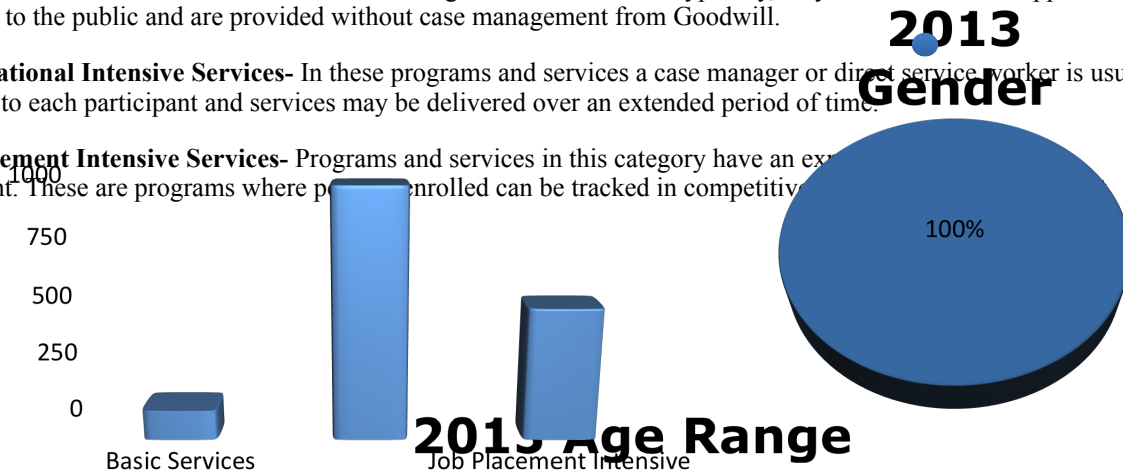
■ Funded by the WalMart Foundation, Beyond Jobs is a program to help connect women to employment opportunities. Goodwill of Central Illinois obtained this grant November 2012.

Persons Served by Service Category & Demographics

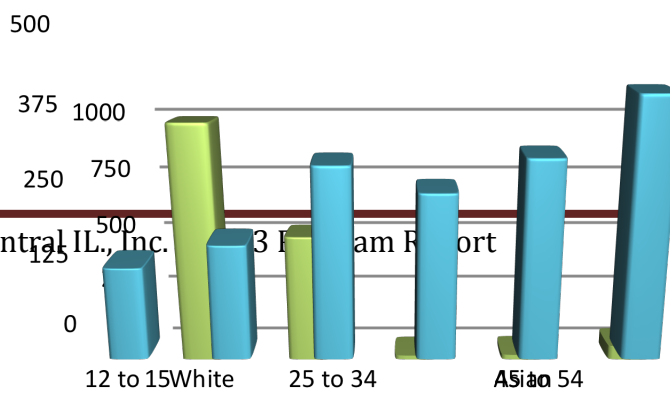
Basic Services- These services are described as “light touch” in nature. Typically, they include discrete support services available to the public and are provided without case management from Goodwill.

Organizational Intensive Services- In these programs and services a case manager or direct service worker is usually assigned to each participant and services may be delivered over an extended period of time.

Job Placement Intensive Services- Programs and services in this category have an explicit goal of job placement. These are programs where participants can be tracked in competitive



2013 Ethnicity



Program Statistics – Based on Total Number of Persons Served – 2013

**The number of participants served in the total below is a duplicated count. This means that some participants have enrolled in more than one program or class at Goodwill.*

*** The number of mission services shows the total number of times participants received a service or a Goodwill program.*

Number of Participants Served

Veterans' Home	15
Veterans' Services	495
~Stand Down	145
Youth Mentoring	258
Peoria Learning Center	310
Galesburg Learning Center	399
Pekin Learning Center	374
Forklift/Job Readiness	584
e-Learning (Virtual)	25
Beyond Jobs	347
*Total Persons Served	2,952

Mission Services Provided (Number of instances of services)

Intake/Eligibility for service	2,022
Work assessment/evaluation	736
Job readiness/soft-skills training	4,238
Occupational skills training (computer & forklift)	5,521
Transportation assistance	9,727

Days of residential housing	3,580
Mentoring hours provided	7,575
Achieved at least one goal – Youth Mentoring	89%
Vet Home Supportive Services (other than transportation)	4,667
**Total Mission Services	38,066

Home for Veterans

Served 15 participants in 2013

Overview and Program Information:

The General Wayne A. Downing home is a permanent, supportive home for male veterans who have been honorably discharged, homeless, and have a diagnosed disability. A majority of the residents have a history of substance abuse. The capacity of the home is 10. The greatest disadvantaging condition was homelessness. Counselors and case managers work with each individual to develop a program plan to help each resident improve his condition and reach self-sufficiency. Trained staff members are available at the home 24/7.

2013 Accomplishments:

- Residents volunteered and participated for the Ham Radio event at the Peoria Civic Center.
- Hosted the Ham Radio group at the home Oct 28 (cookout) and Nov 18 (donation presentation)
- Three residents gained employment within the community
- Five residents are currently enrolled at ICC (one made the president's honor roll)
- Residents participated in growing vegetables in the garden at the Vet Home
- Residents enjoyed a Thanksgiving meal at Wild Life Prairie Park paid for by a friend of Goodwill
- Hosted DAR ladies and initiated support for the residents. (they each adopted a resident)
- AMVET Riders provided a cookout for the residents on June 4th
- Hosted the riders of the Sundress ride donation and tour of home Sept 17

- Hosted the Tazewell County Riders Sept 13
- Hosted and received donations from “Daughters of revolutionary war veterans” Nov 19
- Presentation to receive the “Outstanding Firm Recognition Award District III” from Amvets Riders Nov 9



Veterans' Services – HVRP & GW-VEP

Served 495 participants in 2013

Overview and Program Information:

The Homeless Veterans Reintegration Program (HVRP) is designed to assist homeless veterans who are working to better their lives. We provide job training, counseling, job readiness, and skills training to expedite the reintegration of homeless Veterans into the work force. The program began in the fall of 2009.

The Goodwill Veterans Employment Program (GW-VEP) provides similar services to any honorably discharged United States Military Veteran.

2013 Accomplishments:

- We had 33 employer presentations
- We had 16 workshops on the following topics:

Interview techniques	Veterans Benefits
Financial Topics (Basic personal Finances)	Resume Writing
Dealing with PTSD	Veterans Agency Fair
IDES	ICC Educational Benefits
Medi Care	Well Care
Maintaining Employment	Red Cross (Reconnection workshops)
VAC (Filing for benefits)	SUD's (Substance Use Disorder)
Nova Debt (Credit Counseling)	HUD VASH (Housing)

- We took part in 5 Local Veteran specific job fair/agency fair events
- On November 6, 2013 Congress woman Cheri Bustos conducted a round table discussion with Veteran agencies in the Peoria area. (Focusing on Homeless population and barriers)
- On November 11, 2013 Governor Quinn visited the office to promote Lottery Ticket for Veterans to support Lottery Grant. Two of our Veterans from the program were chosen to meet and speak at this event.

Stand-Down

Once a year, we hold a community based intervention program to help homeless veterans struggling with life on the streets. 145 homeless veterans received assistance at the 2013 stand-down, with the help of 30 agencies, 8 service providers, 8 workshops covering: finances, non-denominational spiritual counseling, substance abuse, PTSD, anger management, legal services, veteran's benefits, veteran's education benefits, and over 240 volunteers.

GoodGuides®

Served 258 participants in 2013

Overview and Program Information:

Goodwill GoodGuides® is a national youth mentoring initiative designed to help youth build career plans and skills as they prepare for school completion, post-secondary training, and productive work by providing structured and supportive relationships with trusted adult mentors. GII was awarded a grant from the Department of Justice, and 10 Goodwills across the country are currently participating. The target population is youth ages 12-17, who are at-risk for juvenile delinquency or who may have already been involved in the juvenile justice system.

2013 Accomplishments:

- Matched 165 youth
- Provided 7,575 mentoring hours in 2013
- 76% of youth improved their social competence ie. Respecting adults, increased Self-esteem, improved peer relationships
- 89% met at least one goal they set for themselves

- GG started the “Retail Project” - a program that places youth in GW retail stores for hands on learning in a real work environment. Each day, youth complete 2 hours of work and then complete a job readiness/soft skills course immediately after their “shift” has been completed.
- GG also started our “Get Up and Go” program – a fitness and healthy eating group where youth learned how to prepare a health snack and exercised



Computer – Peoria

Served 310 participants in 2013

Overview and Program Information:

Computer classes being held at the Peoria Learning Center include: Computer Basics and Computer Skills. The Computer Skills course focuses on Microsoft Word, Excel and PowerPoint, as well as job readiness skills curriculum. The Computer Basics course covers essential computer skills for beginning users.

An eight week computer course was taught in the evening. Classes were held at Goodwill's computer lab on Allen Road and then back at War Memorial Drive following the complete renovation of Goodwill Commons.

2013 Accomplishments:

- Moved to new facility with new Lab
- Purchased OPAC testing software and started using it for class assessments
- Held 3 workshops
- Office 2010 installed and started teaching this platform
- Windows 7 installed and started teaching this platform
- New virtual computers in lab
- Started open labs
- Started Resume and Job readiness classes on Thursdays

“I’m very glad to have taken this class. It has helped me become more personable, patient, and my knowledge as grown immensely”

“I didn’t realize I would learn so much”

“I have learned a lot from this class. It has not only been very informative, but also enjoyable. The skills I have learned will help me in my job search and also in a lot of everyday things”

“I enjoyed the total Goodwill class program and believe Mark does a very good job teaching”

“It was great to receive free training which I can use when I find a job. I valued being able to go through a mock interview. It greatly helped me when I interviewed recently. I feel confident with the skills I gained and I treasure the acquaintances I made”

“I learned a lot of useful information that will help me in the job market. Mark was always very helpful and accommodating. This class was very rewarding for me because these programs have always been intimidating to me. Mark and this class has helped me to get over that and feel more confident”

Computer – Galesburg

Served 399 participants in 2013

Overview and Program Information:

The Galesburg Learning Center opened in the spring of 2009, offering 8-week computer classes, then added additional courses and workshops: Computer Basics, Workshops, and Seminars. Workshops were established to accommodate working individuals. Learning Center staff has spent considerable time in the community to network with organizations who sent students to our classes.

2013 Accomplishments:

- We served the highest number of participants ever recorded at Galesburg Learning Center, as well as had the highest number of participants who enrolled in many different classes and services throughout the year. Our number of participants who were served just in classes alone were 87 in Quarter one; 70 in Quarter two; 42 in Quarter three; and 134 in Quarter four – a total of 333 participants in 2013 who completed classes. We served an additional 66 individuals with one-on-one job readiness training.
- Formed partnership with OSF Saint Mary Medical Center to computer provide training to hospital employees. Through that endeavor we served approximately 68 hospital employees (although many enrolled in at least two classes).
- We received the largest number of referrals from businesses and agencies in the community than ever before.

Quoted from the article below written about Deb Johnson:

Read more: <http://www.galesburg.com/article/20130519/News/305199957#ixzz2sTHI3NKt>

“The former personal banker, now 54, credited the Goodwill staff, including Vocational Services Program Coordinator Molly Trulson and Administrative Assistant Theresa Swanson, for playing a big part in the new job she landed in January as Knox County victim advocate witness coordinator

for the state's attorney's office." "I think I would still be struggling, honestly," she said. "They were part of my success and I like to tell people about it."

- Deb Johnson, Knox County State's Attorney Victim Advocate

Quoted from Robert Johnson:

"The Goodwill Learning Center staff provides wonderful materials as well as individual and group help in a comfortable, relaxed environment. The teaching style used by Molly and Theresa is one I can relate to when it comes to technology. I used to be a book learner, but with technology that just isn't possible so I need people to help me learn hands on, and Molly and Theresa have been assets to forwarding my knowledge of computers."

– Robert O. Johnson – Regional Superintendent of Schools Emeritus and Current Mayor of City of Knoxville

Computer – Pekin

Served 374 participants in 2013

Overview and Program Information:

Goodwill opened a new learning center in the spring of 2011 in Pekin which is the very first learning center to be housed within a Goodwill store. Classes taught there include: computer basics, job searching, and advanced computers.

2013 Accomplishments:

This is the third year of computer classes in the Learning Center at the rear of the Pekin Goodwill retail store. Our Learning Center is addressing, and anticipating, the many needs of our community. We offer:

1. Computer Classes
2. Seminars
3. One-on-one Assistance

Pekin Learning Center's numbers (219 students in 15 classes, 155 students in 14 seminars) do not speak to the impact of our services. Our students' speak the loudest:

· *"I have always workedhad a job etc. so I had no idea how GOODWILL has helped so many people until I needed help. Thanks"*

· *"Everything you taught in your classes had a direct impact on how well, and how easily, I was able to use the new computer. I still refer often to your handouts; everything from keyboard shortcuts, to websites where further information and instruction can be found."*

· *“Even when something was not on your course syllabus, you would always take time to listen and answer questions on specifics not included in your lesson plan.”*

· *“Thank you for taking the time to review and offer insight and direction on my resume. I will make the changes and update my cover letter.”*

We emphasize common computer skills that are not dependent on Operating Systems or Application software. Pekin’s Learning Center attracts students with new computers including Windows 8, tablets & smartphones and students who are beginning or upgrading their computers.

Almost 25% of our class participants will take another class. Most seminar attendees return to take a full class. We are also extending our reach to partner with other community programs to fully utilize the Learning Center.

Our seniors have always found a home for learning at the Pekin Learning Center. We are seeing a trend of serving younger people and long-term unemployed. These students **can use a computer** but need to learn more current or advanced computer skills without the high cost of a college course.

The addition of Sandy Garls to the team in Pekin has added to our ability to keep in close contact with students and be proactive in supporting their needs. The Pekin Learning Center will continue to adapt our course offerings and seminars to focus on community needs and to support individuals who are building better lives through computer literacy.

Forklift/Job Readiness

Served 584 participants in 2013

Overview and Program Information:

Forklift Training is a class that teaches students how to correctly and safely operate a forklift to OSHA Standards. Students will complete classroom and hands-on training. The class also covers job readiness topics such as, how to answer tough interview questions, filling out job applications, what to wear, and what to do after the interview.

2013 Accomplishments:

- Now holding weekly forklift classes
- Changed to a one-day format to accommodate participants transportation needs

Off-Site Forklift & Job Readiness

Overview and Program Information:

Goodwill staff is teaching job readiness at the South Side Office of Concern, New Hope. The class is taught once a month at their facility.

The job readiness program covers information in relation to job searching, interviewing, and keeping a job such as:

- How to fill out an application, presentation, and personal appearance
- Organization skills, how to job search, dos and don'ts in the real world of business
- SMART goals and how to answer questions at the interview

Our survey has shown only positive feedback from this part of the class, and most clients would like more training in these areas.

e-Learning (Virtual)

Served 25 participants in 2013

Overview and Program Information:

Online or distance learning courses were established in late spring 2009 and offered to everyone in our 21 county territory. Courses offered paralleled our classroom curriculum, plus additional courses were offered that focused on customer service, safety, and a variety of other topics. These courses were first offered to all Goodwill employees, then to the public. E-Learning is an option for individuals to take a class at his/her own pace, time, and location.

25 participants took advantage of the convenience of e-Learning courses from www.gcflearnfree.org and www.skillsoft.com. Over 6,750 courses are offered ranging from computer related instruction to personal growth and development, math, reading, technology, communication skills, leadership, time management, and more.



Beyond Jobs

Served 347 participants in 2013

Overview and Program Information:

The Walmart Foundation awarded GII with \$7.7 million to scale the Beyond Jobs model to create a larger impact for unemployed and underemployed women across the country. Beyond Jobs 2.0 (hereby referred to as “Beyond Jobs”) will serve a total of 12,250 unemployed and/or underemployed women by equipping them with the tools to achieve their educational, career, and financial goals. Program implementation will take place over a two-year period from January 2013 - December 2014.

To efficiently replicate and scale the Beyond Jobs model, this grant opportunity will be administered through a “pay for performance” model. Goodwills selected to participate in Beyond Jobs will receive monthly payments upon verification in the GoodTrak® program and data management system that participant outcomes are met

Each new Beyond Jobs sub grantee will commit to enrolling a minimum of 230 underemployed and/or unemployed women and empowering participants to reach several performance milestones including job placement, career advancement, sustained labor market attachment (retention), and 10% earnings gain. Goodwill of Central Illinois was among the 49 Goodwill locations to receive this grant.

2013 Accomplishments:

- Enrolled program goal of 250 participants by the end of the 3rd quarter. 295 participants were enrolled for the year.
- Met placement goal of 113 participants by year’s end.
- Created a network of over 90 employers
- Was the 8th Goodwill to meet its placement goal.

What's Coming Up for 2014?

With the opening of the new Goodwill Commons, we will expand all our vocational programs and offer more services to reach more individuals and families who are working to better their lives.

Veterans:

- Workshops for veterans and veteran's families: *Understanding Veteran's Benefits, Personal Finance and Money Management, Living with PTSD, Substance Abuse, Creating a Resume, Preparing for an Interview*
- Scheduled presentations by 25 local businesses, temp agencies, and veteran service organizations to discuss job opportunities and services
- Veterans' Resource Room – information on services and benefits available for all veterans
- Veterans' Benefits Review – a representative will be available on a weekly schedule to meet one-on-one with veterans and family members
- Education Opportunities – local community college representatives will be available to discuss certificate program and career opportunities
- Goodwill's Veterans Home staff will be on-site to do interviews and take applications for the home's waiting list

Veterans - 2014 Goals

- Continue active with all agencies through daily communications and attending the Military Network Meetings
- Expand veterans services to rural areas of Macomb and Morris

Youth:

- Schedule after-school events at new Youth Commons
- Offer career workshops for all area youth
- Have open lab times for career exploration
- Offer career assessment

Youth - 2014 Goals

- Develop a new After-School Youth Program to serve youth currently enrolled in our GoodGuides program and attract new youth.
- Open Goodwill Commons as an after-school meeting place for current mentors and students
- Expand youth program to serve parents of youth
- Expand Youth Retail Project

- Develop new business opportunities and train youth: Lawn Care and Baby Sitting

Computer Classes:

- Increase classes – mornings, afternoons, evenings
- Offer more workshops and cover more current topics
- Add computer competency assessment
- Have open lab with staff assistance
- Promote e-Learning classes with staff assistance

Computer Classes - 2014 Goals

- Develop new classes to support College & Career Pathways and other programs.
- Offer new and more workshops to attract people to Goodwill Commons

Forklift Classes:

- Work with local companies to create more opportunities for job placements
- Condense two-day class into one day session and offer one class each week.

Forklift - 2014 Goals

- Seek funding for additional material handling equipment and offer second day of hands on training on this equipment. Install shelves in warehouse area.
- Create or locate new training materials

Career Pathways:

- Develop a collaboration with ICC to help high school graduates and non-traditional students prepare for post-secondary education and/or selecting
- Explore adding a business training / certificate program

Career Pathways - 2014 Goals

- Develop a new Out-of-School Youth Program to support WIA grant through 6-30-14.
- Apply for new WIA grant to continue College & Career Pathways program.

Women:

- Add workshops with focus on job readiness
- Promote e-Learning classes
- Continue to encourage enrollment in other Goodwill classes
- Schedule presentations from outside businesses

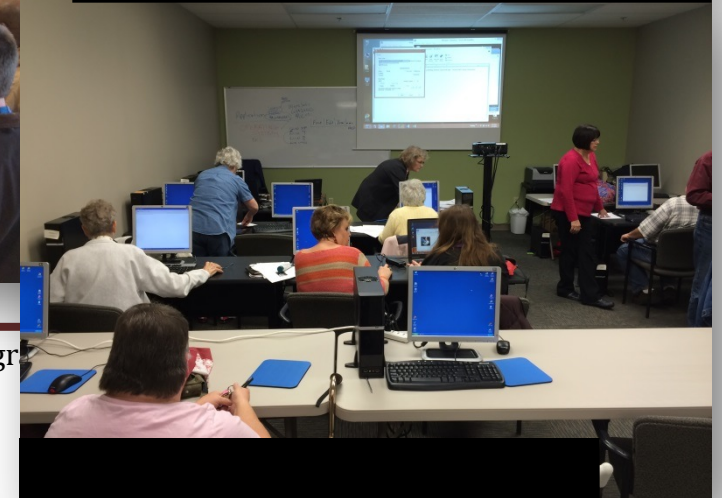
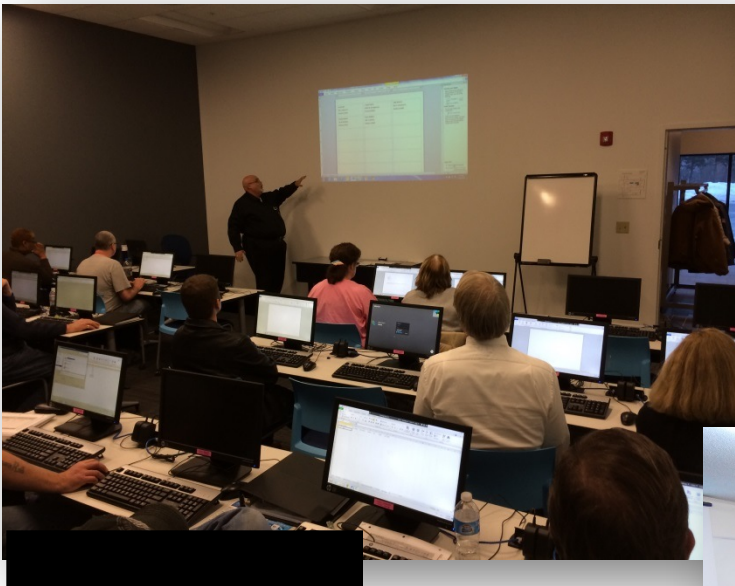
Women - 2014 Goals

- Develop a sustainability plan to continue this program in absence of funding from Walmart Foundation through GII.

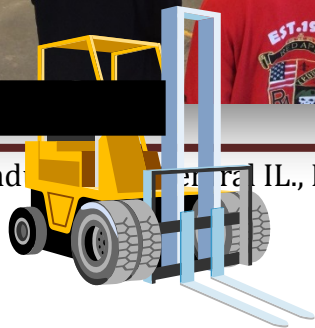
Outreach to New Areas in 2014

- Develop collaborations with junior colleges and offer job readiness/job skills workshops and classes in Macomb and Morris.

Goodwill Learning Centers – Computer & Forklift Classes



Goodwill Industries International, Inc. – 2013 Program







Mission

Supporting individuals and families who are working to better their lives.

Vision

We will spread goodwill across our communities by anticipating needs and collaborating with others to give individuals and families opportunities to achieve greater independence.

Values

Respect
Integrity
Accountability
Excellence
Teamwork
Innovation

We want to thank all central Illinois residents who donate and shop at our ten Goodwill stores, along with the many individuals, businesses, and organizations for their unselfish gifts of time, money, and in-kind donations to support our programs.