

2012 Program Report

Goodwill Industries of Central Illinois, Inc.

**Veterans' Home
Veterans' Services**

**Computer Classes
Beyond Jobs**

**Youth Mentoring
e-Learning**

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



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Goodwill Industries Vocational Services – 2012 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 2012, Goodwill served over **1,760** individuals – veterans, youth, and individuals looking for work or seeking a better job. In 2013, 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 placement opportunities for any honorably discharged U.S. Military veteran.
- **Homeless Veterans’ Re-Entry Program** – Designed to assist homeless veterans by providing vocational training, support services, and job placement 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

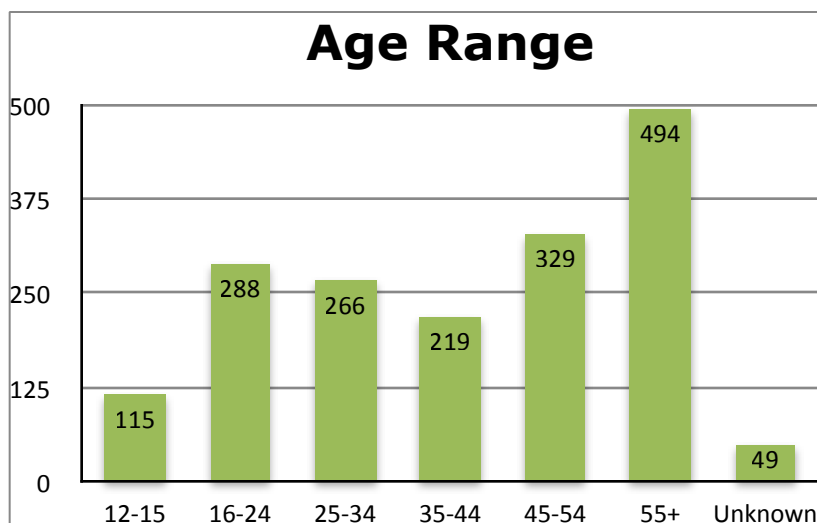
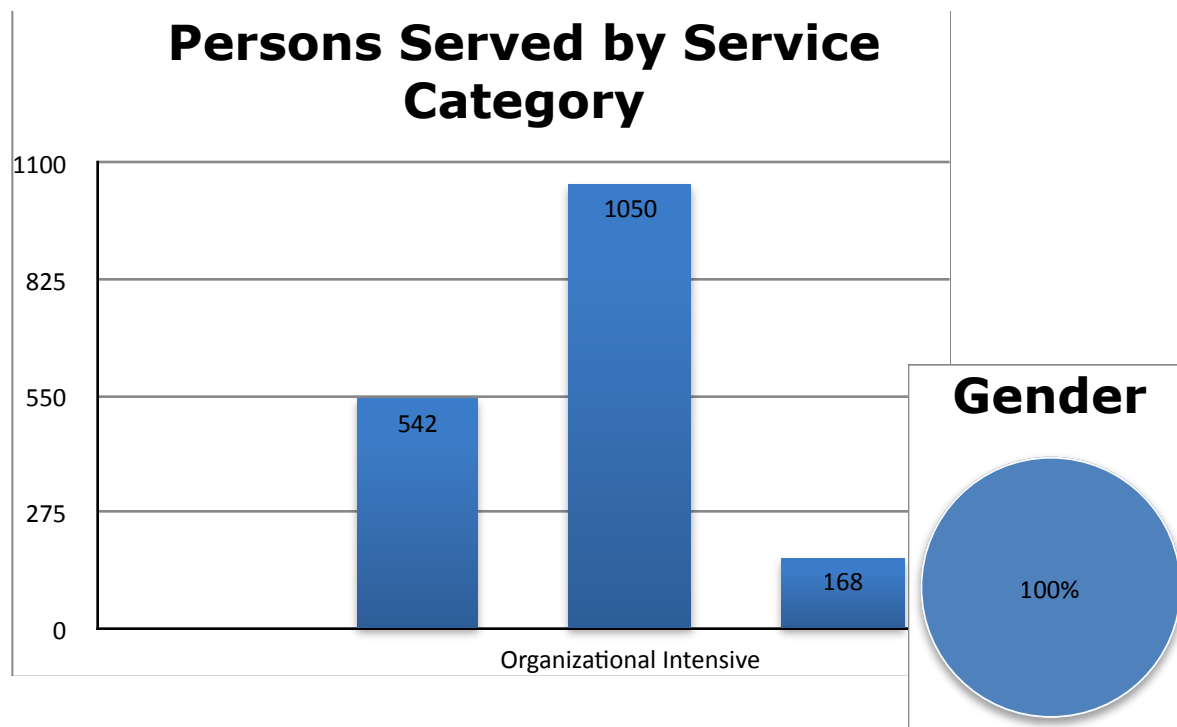
- **Computer Classes & Workshops** – Instructor led classes focus on computer basics, Microsoft Word, Excel, and PowerPoint), plus job readiness. Various workshops and seminars were held in 2012 ranging from computer related topics, banking/finance, writing, and many more.
- **Forklift/Job Readiness** – 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 Wal-Mart Foundation, Beyond Jobs is a program to help connect women to employment opportunities. Goodwill of Central Illinois obtained this grant November 2012.

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, Champaign, Hancock, Fulton, Mason, McDonough, Bureau, LaSalle and Henry.



Program Statistics – Based on Total Number of Persons Served – 2012

Veteran's Home	23
Veteran's Services	166
Forklift/Job Readiness	718
Peoria Learning Center	102
Galesburg Learning Center	229
Pekin Learning Center	280
Youth Mentoring	172
eLearning (Virtual)	66
Beyond Jobs	4
Total Persons Served	1,760

Mission Services Provided (Number of instances of service)

Intake/Eligibility for service	1,760
Work assessment/evaluation	168
Job readiness/soft-skills training	1,972
Occupational skills training (computer & forklift)	1,881
Supported employment services	199
Transportation assistance	4,305
Days of residential housing	2,436
Other services (Stand Down, Case Management, Advocacy, Health Services, Computer Basics, Workshops, Open Lab)	5,389
Mentoring hours provided	2,298

Retention rate – Youth Mentoring	83%
Achieved at least one goal – Youth Mentoring	54%
Achieved two goals – Youth Mentoring	32%
Matched, monitored, supervised, and supported matches	103

What's Coming Up for 2013?

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 local businesses, temp agencies, and veteran service organizations to discuss job opportunities and services
- Veterans' Resource Room – with information on services and benefits available
- 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

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

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

Forklift Classes:

- Work with local companies to create more opportunities for job placements

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

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

Forklift/Job Readiness

Served 718 participants in 2012

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 6 hours of 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.

2012 Accomplishments:

As we continue to expand the Forklift program, we have reached out to other agencies for training opportunities.

We have worked with Metec , The Adult Transition Center (DOC) and The Tri County Urban League. The classes are taught at their facilities.

We expanded our students served in 2012 by over 250 participants.

We have also expanded our application and training classes to 3 times per month to accommodate the additional students.

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.

80 students participated in this program during 2012

GoodGuides®

Served 171 participants in 2012

Overview:

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.

2012 Accomplishments:

In 2012, GoodGuides® served 171 youth and mentors, and matched 103 youth with mentors. Nearly 2300 hours of mentoring were provided, and helped 54% of youth to achieve goals they set for themselves. GoodGuides® youth developed and led a community service project, increasing community awareness on animal abuse and neglect. During the Animal Awareness project, youth created educational videos that were posted on YouTube. Youth learned how to create movie storyboards, proper filming techniques, editing, and video production. Youth also worked with the Peoria Humane Society to compile animal awareness curriculum and present this curriculum to fellow classmates. Through this project, GoodGuides® youth increased their leadership skills, their public speaking skills, and gained specific editing and production skills.

Quotes From GoodGuides Youth

“GoodGuides is a good program to help you solve problems that you may have and need help with.” – GoodGuides Youth

“My mentor helps me deal with problems that I face.” – GoodGuides Youth

“I like having someone I can trust and someone that will listen to me.” – GoodGuides Youth

“My mentor has showed me how to be a better person.” – GoodGuides Youth

“Having a mentor has helped me to decide what I want to do when I get older.” – GoodGuides Youth

“Having a mentor has brought light into my life.” – GoodGuides Youth

“My mentor helps me feel less insecure about myself.” – GoodGuides Youth

“Being in the GoodGuides Program has showed me my options in life and given my new experiences.” –
GoodGuides Youth

Computer – Peoria

Served 102 participants in 2012

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 War Memorial Dr until our move to Allen Road at which time we continued classes there.

2012 Accomplishments:

We were able to complete the move from War Memorial to our temporary location at 8400 N Allen Road. The move was completed without any disruption or change in our class schedules.

Completion and employment rates for our 8 week skills class increased due to being more selective as to which participants were enrolled.

We conducted an Apple vs. PC workshop the week before Thanksgiving to help participants decide which system they might want to purchase as Christmas gifts or for themselves, 13 people attended the workshop.

Computer – Galesburg

Served 229 participants in 2012

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.

2012 Accomplishments:

1. Morning classes – We listened to feedback from former participants and the public and expanded classes to accommodate their needs. As a result of the addition of these classes and others we have more than doubled our participant numbers.
2. Worked with individuals Open Lab to provide additional training. The lab is open to class participants to get extra practice time on a computer and to explore job opportunities.
3. Continued to network in the community to spread the word about Goodwill services. Talked to numerous agencies throughout the year while attending job fairs and making cold calls. Were able to connect with Congressman Bobby Schillings' office and met with his representatives which resulted in referrals.
4. Opened the lab to accommodate veterans in the HVRP and VEP programs. Goodwill Veterans' Staff meet with area veterans each week for assessments and to discuss job opportunities. Veterans are encouraged to enroll in Goodwill computer and e-Learning classes.
5. Changed format of 8-week Computer Skills class for individuals needing only specific software training. We now offer short classes in Microsoft Word, Excel, PowerPoint, along with Basic Internet and e-mail.
6. Chamber After Hours- We held this event to help market our programs to business leaders in the community. 35 people attended, representing 28 area businesses. Presentations were made, focusing on our computer and e-Learning classes, veterans' services, and youth mentoring program.

Computer – Pekin

Served 280 participants in 2012

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.

2012 Accomplishments:

“I’m out of the warehouse and got an office job” Cindy told me as she brought two co-workers in to sign up for classes. The training on Excel was one of the differentiating factors for her to move from the Caterpillar warehouse to the office.

A woman I did not recognize came into the Learning Center, *“I saw your door open and just wanted to say thank you for helping to save my husband’s business. Without your classes he would never have been able to get the paperwork in order for the bank.”* Eric took my basic class and worked really hard. I didn’t know at the time his business was dependent on his learning.

“I made some money.” Thelma told me. At 85 she used to have to call the grain coop for prices every day, now she can just look at her web browser. Thelma bought her computer after taking one class and uses it to Facebook her grandchildren located across the country, to listen to her church sermons online when the weather is poor and she can’t get to church, and to make money in the commodities market.

Beyond the personal stories of success, the Pekin Learning Center in 2012 had over 230 students take classes, offered open lab time for students, and offered 10 different seminars on subjects from using the government online Medicare system, borrowing books from the library to read on a Kindle, to how to use LinkedIn for job search. Over 100 people attended the seminars with online banking being the most popular.

The Learning Center has 15 Windows XP machines but with the addition of WiFi to the lab, classes have increased in size to as many as 23 students with students bringing in their Windows 7 and Windows 8 machines. However, the classes are currently limited in size – one teacher can’t handle that many students!

We have consistently evolved the offerings at the Learning Center to accommodate the needs of our participants. Originally classes met 4 days a week. We have changed to 2 days a week with open lab times. Over 170 students used the open lab and increased participation in classes with the under-employed working adults.

Pekin Learning Center continues to listen to the needs of the community and shape the program to fit these needs.

Veteran's Services – HVRP & VEAP

Served 166 participants in 2012

Overview and Program Information

We expanded our service to homeless Veterans with the help of a 3 year grant from the Dept. of Labor. With HVRP, we provide job training, counseling, and placement services (including job readiness, literacy training, and skills training) to expedite the reintegration of homeless Veterans into the work force. The program began in the fall of 2009.

2012 Accomplishments:

130 homeless veterans received assistance at the Stand Down

76 homeless veterans received services through the Homeless Veterans Reintegration Program (HVRP) program; 40 placed into employment (53%); \$10.54 average wage at placement

95 at-risk veterans received services through the Veterans Employment Program (VEP); 50 placed into employment (53%); \$11.64 average wage at placement

\$200,000 HVRP grant awarded from the Dept of Labor for PY12 (July 1, 2012 – June 30, 2013)

We also expanded our program and now offer services in Peoria, Pekin, Galesburg, Canton, Peru & Kewanee.

Homeless veterans receive a helping hand, winter clothing

By NONA TEPPER

of the Journal Star

About 140 vendors were arranged in a half-moon around O'Brien Field on Saturday, with rainy weather exemplifying their necessity for a large subset of people living on the street: homeless veterans.

Goodwill played host the Stand Down for Homeless Veterans event, where former members of the military were provided winter clothing, flu shots and other domestic services to help prepare them for winter. More than 30



agencies volunteered their services to the 130 veterans who were expected to attend.

"This can be a one-stop shop where homeless vets can come through and get the resources they need," said Vicki Hightower, veteran service manager for Goodwill. "Especially clothing items, hats and gloves - they can get everything they need."



Hightower said veterans could be homeless for a number of reasons: situation before the military, lack of employment opportunities or problems with substance abuse. She believed the event was a good networking opportunity.

"We've got to let these vets know we're here to help them," said R.A. Coon, Sr., a representative from the Veterans of Foreign Wars, which provided hand warmers and tooth brushes to attendees.

Coon wore a red, white and blue leather jacket, with a bald eagle and "VFW" embroidered on the chest to Saturday's event.

He said he served in the military during the Vietnam era, and when he returned from war, people spat at him and called him names.

"I like working for vets, I shake their hands and thank them for serving every chance I get," he said. "We never got that when we returned home."

Pat Carroll of Peoria left his DD214 form, a sheet verifying his time in the military, on Coon's stand.

Kim Crouch helped him find it. She returned the form to him, and then helped him look for it a second time when it was buried in the bottom of his black duffel bag.

"I'm getting old, and I'm absent minded," Carroll said. "However, I have no regrets about serving my country."

Crouch is family specialist at the Family Assistance Center, and this is her second year serving at the Stand Down event. She said she liked helping vets like Carroll, who served and now have come on hard times.

"They stood up and were there when we needed them," she said. "So, now I'm able and willing to give back to them."



Nona Tepper can be reached at 686-3251 or ntepper@pjstar.com. Follow her on Twitter [@ntepper90](https://twitter.com/ntepper90).

Home for Veterans

Served 23 participants in 2012

Overview and Program Information:

The Goodwill Home for Veterans 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.

2012 Accomplishments:

Ensured all residents were working, going to school, volunteering, or attending HVRP program for job searching and computer training.

We had a goal for two positive exits. We had three 5 positive exits and continue to follow up with individuals on their progress.

Held CPR training for all staff members and all residents in the home.

Provided dental care to seven residents, used donation funds from individuals and organizations.

Purchased new mattresses for all the rooms and received new bedding for each room from generous donors.

Updated the Vet Home brochure to help promote our mission.

Bought a guitar for the home.

Updated the security system for the home with new cameras and monitor.

We opened the home to the AMVET Riders so they could meet with the veterans and have a cookout in June 2012. The home was also opened for the Patriot Guards who sponsored a “Sundress Ride” on motorcycles and raised significant amount of monies for the home.

Held an open house in November, with over 50 people in attendance.



e-Learning (Virtual)

Served 66 participants in 2012

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.

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.

66 participants took advantage of the convenience of eLearning courses ranging from computer related instruction to personal growth and development. Students logged in more than 280 hours of online learning.

Beyond Jobs

Served 4 participants in 2012

Overview and Program Information

The Wal-Mart Foundation has recently 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. Beyond Jobs will expand the target population from single mothers to include low-income unemployed and underemployed women who want to advance their careers. Program implementation will take place over a two-year period from January 2013 - December 2014.

Beyond Jobs will serve as a flagship program for Wal-Mart Foundation’s Global Economic Empowerment Initiative, a major initiative that will use the company’s global size and scale to help empower women around the world.

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. All performance payments correlate with required outcomes in the Beyond Jobs program model. Sub grantees will leverage Goodwill and community resources to support program implementation and operation as outcomes are being achieved.

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. Sites serving the minimum 230 women can receive a total of \$123,800 upon achieving all minimum performance milestones over the course of the grant.

Goodwill of Central Illinois was among the 49 Goodwill locations to receive this grant. We officially began the program late 2012 and at that time had served 4 participants.

Achiever of the Year – 2012



Sebrina Davis is a 15 year old high school freshman. She has been my mentee for the last year through the GoodGuides program. I first met Sebrina more than a year ago when she stopped by a table in the school lunch room of her middle school on an afternoon after school. I was talking with two other girls I was mentoring through the GoodGuides program at that time.

Sebrina asked if she could stay and join us. Unfortunately, at that time she could not, because enrollment was closed. She stopped by several other afternoons just to see if enrollment had reopened, but it had not. Some months later when enrollment had reopened, Sebrina was able to join the group. Sebrina has always more than met her goals relating to career exploration and achievement of academic goals in the GoodGuides program. One of the most notable things about her is the intensity of her focus as she has met those goals. She uses all available resources to explore career goals. I am nominating Sebrina as Achiever of the Year because of her remarkable personal growth which is beyond the expectations I had for her a year ago.

When she first joined the group, she was quiet and made it clear that she didn't really trust anyone, especially adults. While she listened to feedback from me or the GoodGuides youth managers with unusual intensity, she was often polite but reticent. At the same time, despite her distrust of most adults, she had managed to find one very appropriate role model, the social worker at her middle school. She related that the social worker had lent her a book that had influenced her a lot as it had helped her overcome anger at her life situation. During the last year of weekly meetings, Sebrina has blossomed as a person as she has much more openly looked for good adult role models and wholeheartedly participated in new experiences. The first time I really noticed her opening up was at the conclusion of a summer dance class offered for one afternoon in the Goodwill warehouse. At the conclusion of the two-hour session, she asked questions of the teacher and was thrilled to learn that he had choreographed for MTV. That day was a breakthrough for her; she had decided she trusted us enough to thank us by sharing something very personal. Another afternoon Sebrina joined me and the Goodwill personnel in bagging personal hygiene kits for veterans. She was excited to participate (wore her best clothes to attend) and was so much more open with the Goodwill counselors that I was startled.

Recently Sebrina participated in a photo shoot to accompany Goodwill's annual report. She has researched careers in entertainment and in graphic arts; when we met the team of graphic artists hired by Goodwill, she was so interested that she had questions for all of them during the shoot. Finally, I would like to say that I have been honored to be Sebrina's mentor and look forward to see her continue to develop. I am sure the world is going to benefit from her special gifts every time she shines her special light. I believe recognition of her achievements will encourage her to keep on shining.