

2015 Program Report

Goodwill Industries of Central Illinois, Inc.



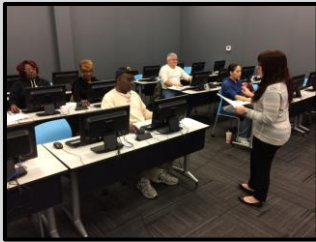
Stand Down



Galesburg Learning Center



Forklift Training



Goodwill Commons



Youth Services



Veterans Home



Pekin Learning Center



Veterans Services

Our Mission:

Supporting Individuals & Families Who Are Working to Better Their Lives

Putting donations to work.

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February, 2016

Welcome to Goodwill's Vocational Programs.

2015 was another exciting year at Goodwill. The entire vocational team continued to network in our communities to expand programs and create new classes and workshops to serve more individuals and families who are working to better their lives.

3,755 individuals took advantage of our vocational services in 2015. This number is an unduplicated count of all the individuals we served, many of whom enrolled in several classes and workshops. In all, we provided a total of 33,913 services to these program participants. We expanded our programs in LaSalle, Henry, Warren, McDonough, and Grundy counties with ongoing outreach from our program managers and collaborations with three new junior colleges.

Looking ahead to 2016, we are restructuring our Job Preparation programs at Goodwill Commons in Peoria to offer more short courses and workshops to serve the many individuals who have recently lost area jobs and who need assistance to re-enter the workforce. We will continue to apply for grants to assist in reaching more individuals in our 21 county territory. We have a special interest in serving younger veterans and have identified a new approach to connect with them.

It is a pleasure to work with a group of professionals who have the skills and passion to offer that "hand-up" to those in need, one by one, day after day.

I hope you enjoy reading about our programs. If you would like to learn more, please do not hesitate to contact me or any member of the vocational team.

Sincerely,

Bill Bontemps
Director, Vocational Services



Table of Contents

Vocational Services 2015 Program Summary	4
Program Statistics	5
Activities/Mission Services Provided/Demographics	6-7

Veterans Services

General Wayne A. Downing Home for Veterans	8
Veterans Services – HVRP & GW-VEP	9
Stand Down	10-11

Youth Services

Youth Services - GoodGuides®	12-15
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Job Preparation – Computers and Forklift

Goodwill Commons – Computer Classes / Career Pathways.....	16
Commons – Beyond Jobs / Job Connections / Plus 55	17
Commons – Forklift / e-Learning	18
Galesburg – Computer, Forklift, & Workshops	19
Pekin Learning Center – Computers & Workshops	20
Thanks to everyone who supported us in 2015	21-23

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.

Vocational Services 2015 Program Summary

Goodwill of Central Illinois offers free vocational programs to serve individuals in support of our mission:
“Supporting individuals and families who are working to better their lives”

Veterans Services

Gen. Wayne A. Downing Home for Veterans – Permanent supportive housing for the rehabilitation of honorably discharged male veterans who are homeless with a diagnosed disability .

Homeless Veterans Reintegration Program (HVRP) – A program specifically designed to assist homeless veterans (any discharge except dishonorable) by providing vocational training, support services, career assessment, and connections to employment opportunities.

Goodwill Veterans Employment Program (GW-VEP) – A program to assist any honorably discharged veteran by providing vocational training, support services, and connections to employment.

Veterans Benefits Specialist – A VA accredited Claims Agent is available at Goodwill Commons to answer questions and offer assistance to any veteran. Veterans should call for an appointment at (309-682-1113, ext. 2149).

Youth Services

GoodGuides® Youth Mentoring – Youth ages 12-17 are paired with a volunteer mentor from the community to serve as a positive role model and help maximize their current and future potential.

GoodSkills Teen Workshops – Workshops are held monthly for youth ages 11-17 to provide information from planning your future to dealing with daily stressors in a fun and friendly format.

GoodSkills Teen Traveling Workshops – Workshops for youth ages 11-17 are facilitated at other locations in the community and focus on helping teens prepare for success.

The Retail Project – Youth ages 14-18 gain hands-on work experience at a Goodwill retail store.

Job Preparation Services – Computers and Forklift

Computer /Job Preparation Classes & Workshops – Instructor led classes teach computer basics, Microsoft Word, Excel, and PowerPoint, plus job readiness. Workshops and seminars focus on job skills topics: resumes/cover letters, interviewing skills, online applications, business communications, social media, soft skills, banking/finance, internet security, tablets/cell phones, and more.

e-Learning – Online classes cover topics in computers, customer service, life skills, job skills, and a variety of other topics. You will need access to a computer and a high speed internet connection. Learn at your own pace.

Forklift Training – Classroom instruction, job readiness training, and hands-on operation. Class graduates will earn a Certificate of Completion and OSHA Certification. Register in advance at Goodwill Commons, Pekin or Galesburg Learning Centers. The one-day class meets every Wednesday at 9:00 AM in Peoria at Goodwill Commons and on scheduled Tuesdays in Galesburg.

Program Statistics – Total Persons Served in 2015

Total Participants (Unduplicated): 3,755 Total Participants (Duplicated): 5,125

In 2015, our data shows two numbers for Total Persons Served. The first number is an **unduplicated** number of individuals (participants) we served during the year. The second number is a **duplicated** number, showing the number of programs these individuals completed. We encourage our participants to enroll in several Goodwill courses, and many did just that.

The **Number of Persons Served** in the table below is a **duplicated** count.

The following data was taken from our GoodTrak® database.

Goodwill Programs	Number Served
General Wayne A. Downing Home for Veterans	17
Veterans' Services (HVRP and GW-VEP)	592
Veterans Services – Stand Down for Homeless Veterans	195
Good Guides – Youth & Mentors	188
Youth Services – Workshops	403
Commons – Peoria Computer Classes and Plus-55	338
Commons – Peoria Workshops/Classes	38
Galesburg Learning Center – Computer Classes	409
Galesburg Learning Center – Forklift	37
Galesburg Learning Center – Job Fair	69
Galesburg Learning Center – Workshops	62
Pekin Learning Center	483
Commons - Forklift / Job Readiness	580
e-Learning	27
Beyond Jobs	463
Commons – Career Pathways, Bridge to Success	79
Commons – Job Fairs	392
Commons – Job Connections/Job Preparation	75
Canton/Macomb / Spoon River College Classes	87
Commons – GED Prep Class	10
Commons – Hy-Vee Job Fair	453
Commons – National Career Readiness Certification	6
IVCC/BEST Computer Classes	36
Commons – Resource Fair	61
Joliet Junior College Classes	25
Total Persons Served (Duplicated Count)	5,125

Activities/Mission Services Provided

The mission services listed in the table below represent activities our staff provides to participants enrolled in a program. We report these services to Goodwill Industries International (GII) in our Annual Statistical Report (ASR). Since individuals often receive more than one service in a program, a single person served will often be counted in more than one service line. Also, individuals may receive the same service multiple times over the course of a year. Documenting these services is important, since GII can use this data to help tell our mission story and to apply for new grant opportunities.

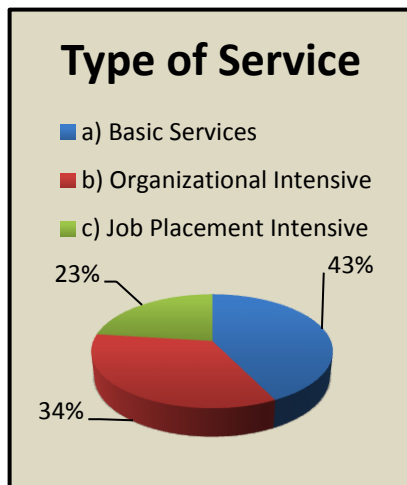
In all, a total of **33, 913** services were provided in 2015 by our Goodwill staff.

The following data was taken from GoodTrak's ASR report.

ASR Services Categories	# Provided
Intake/Eligibility of an individual for an individual service	3,220
Transportation Assistance (Trips)	9,059
E-Learning Sessions	48
Micro-Enterprise Training Sessions Provided	15
Medical Rehabilitation (physical, occupational, speech, or other medical therapies)	179
Day Activities for Adults	236
Days of Residential Housing	3,391
Day Camp Sessions	330
Afterschool Sessions	204
Incidences of Work Assessment/Evaluation for an individual	712
Sessions of Job Readiness/Soft-Skills Training/Work Adjustment sessions for individuals	2,483
Sessions of Occupational Skills Training for an individual	4,750
Number of days unpaid On-the-Job Training within Goodwill for an individual	142
Sessions of Intensive Job Placement Services for an individual	754
Incidences of Job Center/Job Fair Services/Non-Intensive Job Placement Services	2,064
Incidences of Job Retention and/or Career Advancement Services for an individual	405
Tutoring Sessions	641
GED Sessions	48
College Preparation Sessions	345
Financial Education Class Sessions	63
Other Services Not Entered Above	4,824
Total Activities/Mission Services Provided in 2015	33,913

Type of Service Provided & Demographics

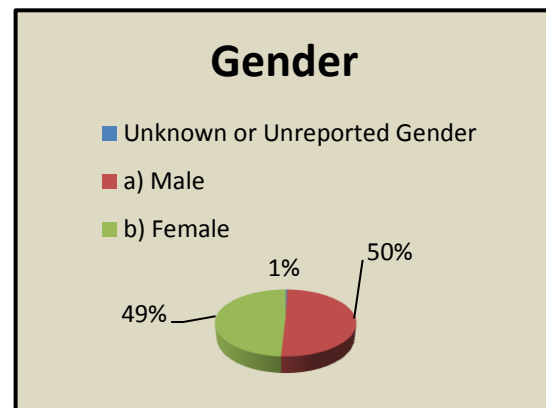
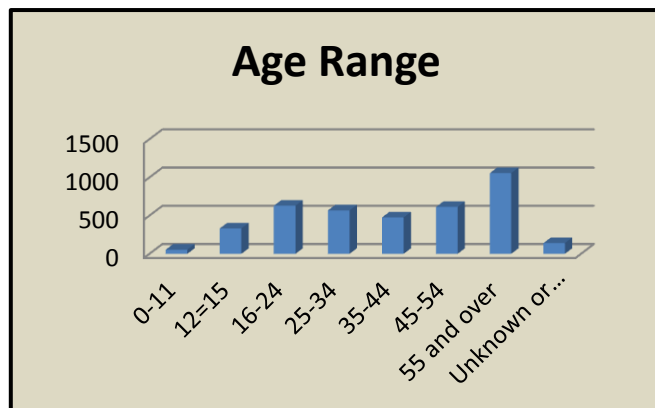
The pie chart below shows the percentages of individuals receiving a specific service type: Basic Services, Organizational Intensive, or Job Placement,



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 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 expected outcome of job placement. These are programs where persons enrolled can be tracked in competitive and supported employment.



The table below shows a 2014/2015 comparison of the total number of participants (duplicated count) who enrolled in one or more Goodwill class. Included in the category of Job Preparation are classes, workshops, and seminars to help all people who are working to better their lives.

2014 (Duplicated Count)	2015 (Duplicated Count)
Youth – 331	Youth & Mentors – 591
Veterans – 678	Veterans – 804
Job Preparation – 2,735	Job Preparation – 3,730
TOTAL = 3,744	TOTAL = 5,125

General Wayne A. Downing Home for Veterans

Served 17 participants in 2015

Overview and Program Information:

The General Wayne A. Downing 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 prior to entering the home is 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.



2015 Accomplishments:

Our staff provided over 11,160 instances of supportive services to our residents which include: advocacy, case management, counseling, financial advice, life skills, alcohol abuse services, education assistance, employment services health/dental services, mental health services, legal services, substance abuse services, transportation, and other services as needed.

- Celebrated our 10th anniversary in May
- Helped previous residents by inviting them back for cookouts and holiday dinners.
- Provided assistance to residents who needed dental work
- Assisted with educational needs by providing funding for materials needed for classes as well as providing tutoring services
- D.A.R. and Tazewell Co. AMVETS held cookouts and pizza parties for residents
- Up-graded the security cameras and outdoor lighting
- Visited by three former residents who wanted to come in and thank us for the help received by the vet home. All three are now living independently and successful.
- Received public exposure and with more individuals and groups visiting and donating to the home.
- U.S. Rep. Cheri Bustos visited the home
- Major gains made in raising funds for the construction of the new wing to serve 5 more veterans
- Large donations of food and personal items for the from the Peoria AMVET Post, Peoria Elks Club #20, Trinity Presbyterian Church, The Evening Embroidery Club, N. Pekin AMVETS Auxiliary and Riders, Wyoming American Legion Auxiliary, Tremont United Methodist Church and the Professional Development Institute at ICC, plus many donations from private individuals.



Veterans Services – HVRP & GW-VEP

Served 592 participants in 2015

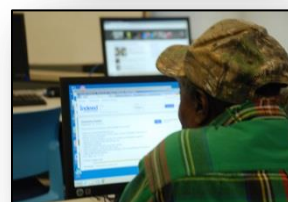
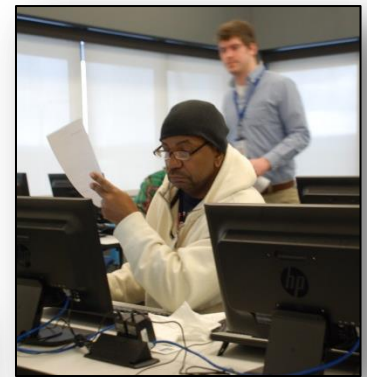
Overview and Program Information:

The **Homeless Veterans Reintegration Program (HVRP)** supports 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 and continues through the HVRP grant from the Dept. of Labor.

The **Goodwill Veterans Employment Program (GW-VEP)** provides similar job placement services to any honorably discharged United States military veteran.

2015 Accomplishments:

- **209 enrolled in veterans employment program**
 - **81% or 170 found jobs**
 - **Average salary = \$12/hr.**
- **98 workshops conducted including:**
 - 48 Substance Abuse Disorder workshops
 - 9 Red Cross Reconnection sessions
 - Veterans benefits
 - Four-part class on job preparation
- **Hosted 8 job fairs and hiring events**
 - Spring job fair – 291 attendees
 - Hy-Vee job fair – 590 attendees and 60 onsite hires
 - Civic Center hiring event – 14 attendees and 8 onsite hires
- **Hosted 6 employer events and presentations**
 - Next Source
 - Freight Agent
 - Two Men and a Truck
- **Attended 8 community events**
 - Senator Kirk’s Veterans Advisory Board
 - District 150 summer lunch program
 - Department of VA veterans town hall
 - AMVETS Christmas basket preparation
- **Participated in 3 fund raising events**
 - Humana 8skate for charity
 - Humana pitch at Dozer Park
 - Beach Burger Bash
- **Hosted annual Christmas party for the veterans**



Stand Down



Goodwill hosted its seventh annual Stand Down for Homeless Veterans in the agency’s twenty-one (21) county territory in central Illinois. At the 2015 Stand Down event, 195 homeless veterans were in attendance. The event took place on October 10, 2015 at the Dozer Park (baseball field) in Peoria Illinois.

This community-based intervention program provided access to community services. 68 agencies and numerous service providers were in attendance, offering a variety of services including:

Health Screenings	Agent Orange Information	HIV/STD testing	Diabetic Foot Care
Flu Shots	Women’s resources	Mental Health Services	Hepatitis C Testing
Legal Services	Veteran Benefit Counseling	Dealing with PTSD	Maintaining Sobriety
Housing Referrals	Blood Pressure	Haircuts	Educational Benefits



At 10:00 AM, gates opened and veterans presented their DD214 or VA card to register. Those with disabilities were provided with a guide (high school cadet) and a wheel chair (donated by AMVETS). Veterans then received a military duffle bag and proceeded to the Giveaways area where they were offered winter clothing. Veterans were able to connect with the many service providers; then directed to presentations by local professionals, including topics on:

Maintaining Sobriety: Veterans struggling with alcohol or substance abuse learned coping skills and were able to share with others who are dealing with similar problems.

Working Through Anger: While anger is a common feeling and natural human response, this workshop offered options on how to respond when one is faced with emotionally intense situations.

PTSD Awareness: Feeling depressed is a fairly common experience among veterans and is often seen in conjunction with PTSD, TBI, and other disorders. This confidential workshop helped veterans identify problematic symptoms and learn ways to manage them.

Veterans Benefits: Veterans learned more about VA health, compensation, and pension benefits eligibility.

Workshops ran every 30 minutes.



Veterans enjoyed a hot lunch of pulled pork sandwiches with side dishes and trimmings, along with home-made pies for dessert. As the day ended, veterans picked up their duffle bags and headed to the exit tables where they filled out comment cards and turned in their punched cards that provided staff with information on workshops attended and services provided. As they left, veterans received food cards, a bus pass, and a "Mail Call" envelope with thank-you notes and letters from children and individuals in the community. Our local Red Cross provided sack lunches for veterans to take with them.



Youth Services

Served 540 youth in 2015

GoodGuides® Youth Mentoring

Goodwill GoodGuides® is a national youth mentoring program dedicated to providing positive youth development for youth ages 12-17. Youth are paired with an adult volunteer from the community who serves as a mentor to provide positive guidance through a structured and supportive relationship. This mentoring relationship is designed to empower youth to make positive life choices that enable them to maximize their current and future potential. GoodGuides also focuses on helping youth build career plans and skills as they prepare for school completion, post-secondary training, and productive work. Goodwill International was awarded a grant from the Department of Justice, and Goodwills from across the country participate in this program. Our Goodwill ranks as one of the top performers.

2015 Accomplishments:

- Served 137 youth and 51 mentors
- 128 matches
- Provided over 5,700 mentoring, career awareness, and career training hours
- 89% of youth achieved one or more goals they set for themselves
- Over half of our youth and mentors surpassed their year commitment and continued their mentoring relationship
- 96% of surveyed youth report satisfaction with the program
- 86 youth participated in multiple service projects to benefit veterans, animals, and senior citizens.

“My mentor showed me that there are good people in this world. They help with school and friends and you always feel good about yourself and others.” – GoodGuides Youth





"I learned a lot about myself and my love for helping and giving advice to my mentees." - GoodGuides Mentor

"Since having a mentor, I've been more responsible to my parents and teachers. We talk about college and how I should treat others the way I want to be treated. I would recommend this program to other teens because I think

it'll help them get on the right track." – GoodGuides Youth



"I feel I was able to assist in each mentee's personal development in building his/her confidence in making good choices and focusing on the positive effect of small steps to build a future." - GoodGuides Mentor

"GoodGuides helped open my eyes to all possible careers and opportunities out there. My mentor has been such an amazing

person to have in my life. She has taught me so many new things, and we have had so many experiences together." – GoodGuides Youth



Retail Project

The Retail Project places youth ages 14-18 in Goodwill retail stores to provide hands-on learning in a real work environment. Each day, over the course of one week, youth complete 2 hours of work and 1 hour of job readiness/soft skills training. Youth also work on how to complete an application, resume building, and mock interviews. At the end of the week, each youth receives a free professional outfit for job interviews.

2015 Accomplishments:

- 7 Retail Projects hosted at different store locations throughout central Illinois
- 28 youth successfully completed
- Expanded Retail Project locations to include Peoria's University and Pioneer Parkway stores, plus Goodwill stores in Washington, Pekin, and Galesburg.
- 100% of students reported satisfaction with the program
- Secured funding through The Rotary Club of Peoria Endowment Fund

- Increased awareness in the community through collaborations with professionals at various companies: Western Illinois Works, Erie Insurance, and The Center for Prevention of Abuse.



“I learned what goes on behind the scenes of retail, and I learned many job skills that will help me in the future.”- Participant



“The Retail Project can get you ready for a job, and you

can ask questions without them judging you.”- Participant

“I learned how to cooperate with others and work efficiently in a workplace.” - Participant

GoodSkills Monthly Teen Workshops

Workshops are held once monthly at our Goodwill Commons location for any teen in the area age 11-17. The workshops include topics that cover life skills, job readiness, career awareness, and academic achievement. The information is provided in a fun and friendly format that features hands-on activities and occasional speakers.



2015 Accomplishments:

- 163 youth served in GoodSkills
- 95% of students surveyed said the workshops were fun and interesting, and they learned something new

“I learned about a lot of different jobs, how they work, and how many different things I can do with each one of them, and also all of the awesome and different people I can meet. I learned a lot, and I want to know more!” - Participant

"I learned about the variety of animal jobs you can have. The speakers are awesome. It's interesting to learn about helping animals. I always learn something new at these programs."- Participant

"I learned to keep trying, even if you don't get a job at first. Thank you for teaching about how you can get a job in music and advice for acting. It was also cool to learn about make-up. This was a really cool workshop." - Participant

GoodSkills Teen Traveling Workshops

Workshops are conveniently facilitated in the community for middle schools, high schools, after-school programs and other social service agencies at their request. Launched towards the end of 2015, these workshops are similar to our other teen workshops and help students prepare for success.

2015 Accomplishments:

- 212 youth served in GoodSkills Traveling Workshop
- Facilitated workshops at various schools and social service organizations totaling 11 sessions since inception, in October 2015.
- Most popular workshop topics were: Dealing with Difficult Adults, Study Hacks, and Smart Social Networking.

"I am glad to be able to have this program available to students who are truly in need of the content provided by Goodskills Traveling Workshops. Without this great program, our students would greatly miss out on timely topics that are relevant to their interests and their world." - Teacher

Our 2016 Goals:

- Pursue new community partnerships to advance our services and increase the number of youth we serve annually.
- Secure a consistent source of transportation for participants.
- Expand Retail Project to serve a new audience of an older youth population.
- Increase GoodGuides mentor support and engagement.
- Develop new topics for GoodSkills Traveling Workshops and expand existing career training opportunities through new GoodSkills Teen Workshops and Retail Project.
- Expand activities and workshops offered to GoodGuides youth that are location specific, including field trips.
- Collaborate with businesses that employ teens to offer opportunities to the youth we serve and help prepare them for employment.
- Enhance youth services offered to the community through the addition of our entrepreneurial business program which we'll call Young Executive School (YES).

Goodwill Commons – Computer / Job Preparation

Computer Classes:

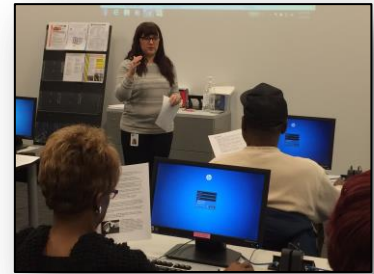
Served 149 participants in 2015

Computer classes held at the Peoria Learning Center include:

Computer Basics and Computer Skills, along with workshops dealing with Windows 8.1, QuickBooks, selling on e-bay, tablets, smart phones, and internet security. Open lab was available from 2-4:00 daily, and

resume classes were held each Thursday from 2-4:30. The Computer Skills course focused on Microsoft Word, Excel and PowerPoint, as well as job readiness skills curriculum. The Computer Basics course covered essential computer skills for beginning users. The resume classes focused on helping individuals prepare and update their resumes, prepare for job interviews, as well as preparing cover letters and thank-you letters. Help was also given to individuals who are applying for jobs online. During the open lab time, assistance is given in job searching, typing, setting up e-mail accounts, and responding to online jobs.

In 2016, new classes and workshops will focus on Professional Skills Training. Computer classes will be offered during the day and evening hours, and workshops will cover key topics: *Skills Employers Look For, Career Exploration, Professional Writing Skills, Goal Setting, Professionalism at Work, Interviewing Basics, Social Media and Job Search.*



Career Pathways – Bridge to Success:

Served 71 participants in 2015



Goodwill's Career Pathways – Bridge to Success program began in June, 2014 to help close the skills gap between high school graduates and post-secondary education with career connections. The program was open to anyone 18 and over who was interested in broadening his/her employability and improving skills to further education at a college.

Career Pathways surveyed clients using the ACT Profile and a Career Cluster Survey, giving them an opportunity to explore a wide variety of jobs to match their interest and abilities to a career opportunity. The Work Skills Workshops (lessons) provided experience in goal setting, practice in 'soft' skills, and guidance with job search, resumes, etc. Each participant who completed this six-week program received two Illinois Central College credits along with a Career Pathways certificate.

Additionally, clients could receive tutoring to increase reading and math skills to earn a National Career Readiness Certificate (NCRC) from ACT. This involved passing Applied Mathematics, Locating Information, and Reading for Information exams to earn a nationally certified work readiness score.

Goodwill Commons – Computer & Job Preparation

Beyond Jobs

Served 463 participants in 2015

This program started with a grant from The Walmart Foundation to create a larger impact for unemployed and underemployed women across the country by equipping them with the tools to achieve their educational, career, and financial goals.

Acting as a sub grantee, our Goodwill committed to enrolling a minimum of 230 women and empowering them to reach several performance milestones including job placement, career advancement, sustained labor market attachment (retention), and 10% earnings gain.

In 2015, we continued to follow-up with program participants, even though funding for this program had ended. We offered similar services to both men and women in our Job Connections program.

Job Connections/Job Preparation

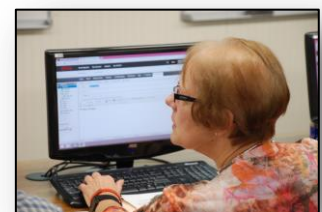
Served 75 participants in 2015

When funding for Beyond Jobs ended in late 2014, we began Job Connections as a new program to assist all job seekers (men and women) in finding employment. This program will expand in 2016, with the goal of connecting qualified job seekers to available job openings. In the process, we offered participants assistance in the following topics: *Developing a Job Search Plan, Resume & Cover Letter Development, How to Complete Online Job Applications, How to Manage and Use Social Media, Preparing for the Interview.*

Plus 55

Served 189 participants in 2015

This program began with requests from older adults who had very limited or no computer skills. While the majority of these participants were not looking for jobs, they wanted to learn new skills so they could communicate with friends and family members.



Commons - Forklift/Job Readiness

Served 580 participants in 2015

Overview and Program Information:

Forklift Training is a free class that teaches students how to correctly and safely operate a forklift to OSHA Standards. Students will complete classroom and hands-on training. Both the classroom and hands-on operation training take place in one day at Goodwill Commons. Students typically come from our entire coverage territory in central Illinois. 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. Participants who complete Forklift training often enroll in computer classes.



2015 Accomplishments:

Forklift Training was expanded to Galesburg and held at the Galesburg Learning Center. The goal was to reach more individuals in Monmouth and our western counties and introduce more participants to our computer classes. (see numbers on Galesburg page)



e-Learning

Served 27 participants in 2015



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.

27 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.

Galesburg – Computer, Forklift, & Workshops

Served 409 participants in 2015 computer classes

Served 37 participants in 2015 forklift classes

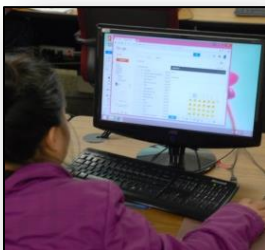
Overview and Program Information:

Galesburg Learning Center quickly got off to a great start in 2015 when our operating systems were upgraded to Windows 8.1 with proceeds from grant funds received from the Galesburg Community Foundation. In addition to computer and forklift classes, 62 individuals completed workshops throughout the year.



In August, the staff at the Galesburg Learning Center partnered with the Veterans' program to hold the first ever Job Fair at Grand Avenue. Five employers attended the event, while 69 job seekers came through. In November Forklift training was implemented at the Galesburg Learning Center. Three forklift classes were held between November and December, and 36 students became OSHA certified.

In 2015 Galesburg Learning Center served approximately 190 unique individuals in computer classes, job ready training, tutoring, job fair, and forklift classes. New partnerships are on the horizon for Galesburg Learning Center in 2016, as well as continuing to grow the current programs.



Comment from a student: *"I had a tremendous fear of computers until I learned about this program. Molly and Theresa did a wonderful job, and I can't believe all these classes are free. I will definitely recommend the classes to others."*

Our 2016 Goals:

Connect with new partners, especially ones in the outlying counties, to secure more referrals and partnerships, to bring more students to our program.

Pekin Learning Center – Computers & Workshops

Served 483 participants in 2015

Overview and Program Information:

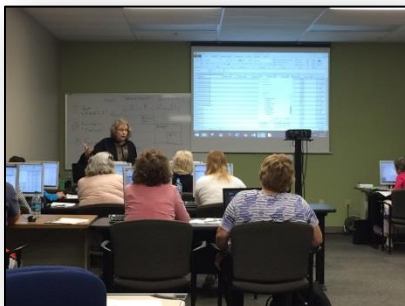
The Pekin Learning Center is located in the rear of the Pekin Goodwill store. In 2015, 136 new students enrolled in the Pekin Learning Center. Over 25% of the students from 2014 returned to join in activities. We offered 22 classes, 15 seminars, and Open Lab sessions during the week.



Pekin Learning Center had an overall increase of 22% in Learning Center use including a 34% growth in the use of the computers during Open Lab.

Over half the students enrolled in our popular Essential Computer Skills Class and 25% took Word and Excel. The average attendance in a class was 13, and 88% passed the course. There was a 10% no show rate, and while this rate is lower than 2014, Sandy Garls, the Learning Center Administrative Specialist, will continue to send email reminders, follow-up calls and overbook classes during advance registration in an effort to maximize class size and use of equipment.

Seminars cover key topics of interest to participants, such as Windows 10. These seminars serve as a marketing introduction to the Learning Center, and the majority of seminar attendees return to take other classes.



Topics Covered in 2015

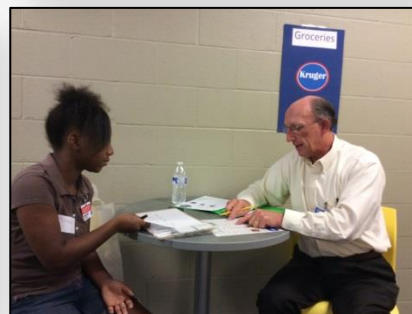
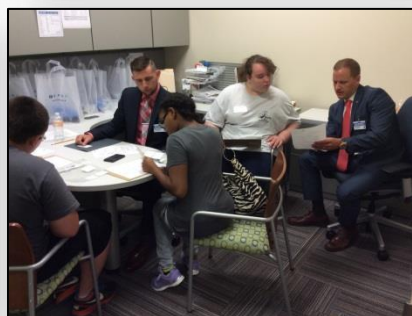
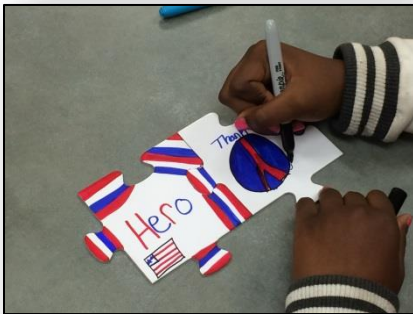
Apple Mobile	Office Online
Computer Basics	OneNote
e-Learning	Social Media
Excel	Web Design
Facebook	Windows 10
iPad	Word

Our 2016 Goals:

We will expand our community networking to market classes and seminars at Pekin Learning Center and offer timely seminars to attract new students. We are also testing a “user group” concept with our once a month “Coffee & Computers” series beginning in January, 2016. Additionally, in 2016 we will be working to incorporate Goodwill’s EditU online educational courses into our classes and to offer its certificate opportunities to our students.

Thanks to everyone who supported us in 2015.

We want to thank the hundreds of caring individuals in central Illinois who donated their time, talent, and money to support our programs. While we won't try to list everyone by name, our cameras captured many of you in action throughout the year. Thanks for supporting our veterans, our youth, and all others who came to Goodwill for assistance as they are working to better their lives.









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.

Learn more about our programs at www.goodwillpeo.org or contact one of our program managers:

Program	Manager	Email	Phone
Home for Veterans	Mel Greene	mgreene@goodwillpeo.org	309-676-5541
Veterans Services	Johanna Wagner	jwagner@goodwillpeo.org	309-682-1113, ext. 2117
Youth Services	Samantha Kinsey	skinsey@goodwillpeo.org	309-682-1113, ext. 2118
Job Skills & Computer Classes – Peoria	Michelle Mathis	mmathis@goodwillpeo.org	309-682-1113, ext. 2153
Computer Classes – Galesburg	Molly Trulson	mtrulson@goodwillpeo.org	309-342-1055
Computer Classes - Pekin	Kristy Glynn	kglynn@goodwillpeo.org	309-573-7186
Forklift	Bob Fussner	bfussner@goodwillpeo.org	309-682-1113, ext. 2120
All Programs	Bill Bontemps	bbontemps@goodwillpeo.org	309-682-1113, ext. 2108