

WORKING TOGETHER



Michael Elder balancing the budget the 80's way.

Celebrating 35 Years of Service

When Michael Elder first arrived at Goodwill 35 years ago, we had only a handful of stores and a tiny budget. Since that day in 1976, Michael has been instrumental in growing this organization to what it is today. We now have more than 30 stores and donation centers, which have allowed Goodwill to provide employment and training to hundreds of thousands in our community.

This month, we pause to shine the spotlight on the servant-leader who truly embodies the spirit of Goodwill.

For his vision

“As long as I have known Michael, he has held fast to his belief that helping people gain employment was important in changing their lives and I believe that this has been his personal ‘calling’ in life. Congratulations, Michael, for 35 See CELEBRATING, INSIDE

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Spotlight on safety

Have you caught a team member in the act of being extra safe? Fill out and turn in a “safety coupon” to be entered into a drawing for a catered lunch or gift card.

Get “Caught in the Act!”



Transportation..... Parris Friday III
 Weddington..... Mariana Castillo
 Rosha Harris
 Aneisha Hawkins

Congratulations to team members Patti Settle and Heather Wright on their recent promotions! Patti was promoted from ADC Attendant to Retail Lead Worker at Franklin Square on October 22. Heather was promoted from Retail Lead Worker at Lincolnton to Floating Assistant Store Manager for the West District on October 8. Nice work!

Albemarle..... Steven Wigginton
 Donor Development Douglas Blakeney
 William Howard
 Courtney Smith
 Pineville..... Shanquena Bost
 LaTameia Potts
 Christopher Smart

new faces

Rehab, Remake, Repurpose... ReHouse!

Goodwill has partnered with Habitat Charlotte and Lowe's Companies, Inc. to transform a vacant home in the Villa Heights community into a model of affordable energy efficiency.

The City of Charlotte donated the home to Habitat Charlotte, and Goodwill stepped in to explore on-the-job training opportunities for students in our construction skills training program through Goodwill Construction Services. Once Lowe's offered to provide a \$40,000 grant to supply energy-saving building materials, the Goodwill/Habitat ReHouse was born.



“We are excited about the possibilities presented by this project to both produce careers for individuals in Goodwill Construction Services and teach effective green living,” said Robin Carson, vice-president of business ventures for Goodwill

“This is a great new venture where we will train the next generation in green and efficient ways to prepare for careers in our area.”

Organization representatives gathered at the home, located at 2420 Barry Street, on Sunday, November 6 to officially kick-off the project. In addition to prepping the exterior of the house for new siding, volunteers from Goodwill, Habitat, and Energy Star product partners distributed more than 30 weatherization kits to area residents.

Family Strengthening Corner

“I have real experience with the challenges of dealing with the Department of Social Services. That is why I put my heart and soul into this position,” said Samoan Bowden, Goodwill's Benefit Bank counselor.

The Benefit Bank (TBB) is a web-based service that streamlines the process of applying for state and federal benefits. It is a personal, one-on-one service. “I let the consumer know that I am truly here for them,” Samoan said.

“People want to feel valued and treated with respect, so I take time to listen to every client. Many of them want someone to listen, and not treat them like a number. I take time because

I have been there,” she explained. “My clients know that they are not looked down upon for applying for these services.”

By taking the time to apply for Benefit Bank services, Samoan was able to take money she would have spent on food to pay her bills. She wants to help her clients do the same.

“People don't want to feel like they are getting a handout,” she said. “The Benefit Bank offers solutions that will better our clients' financial situation.”

If you or anyone you know would like to find out what state and federal benefits may be available, please call Samoan Bowden at (704) 332-0299, or email her at samoan.bowden@goodwillsp.org.

Do you know someone who should be featured in Working Together? Contact Holly Cooper: holly.cooper@goodwillsp.org 704-332-0262






 search: goodwillsp
 Visit our blog: www.WOWGoodwill.com

Meet the Team: Community Engagement



Community Engagement team members, from left: LaRita Barber, Lelia King, D’Najah Pendergrass, Holly Cooper, Kilby Watson and Genny Ryan.

excellent customer service to all departments, and delivers relevant and timely information to team members.

Lelia King, Public Relations and Social Media Manager, leads our communications efforts by serving as the primary media contact, generating story ideas, and managing our social media outlets and blog, WOWgoodwill.com.

Nearly a five-year veteran of the department, Marketing & Advertising Manager **Genny Ryan** supervises the design, development and production of all marketing and communications materials, including the annual report, newsletters, print materials, signage and advertising campaigns.

Kilby Watson, Volunteer Coordinator, develops excellent relationships to strengthen and generate interest in volunteer initiatives at Goodwill, and ensures that all volunteers have a positive experience.

D’Najah Pendergrass, Marketing Specialist, is the newest team member and handles special events, promotional requests, digital communications and online media.

If you have ideas or suggestions for the Community Engagement Team, please contact a team member. We look forward to hearing your comments!

Ever wonder how Goodwill maintains a visible and welcoming presence in the community? Vice President of Community Engagement **LaRita Barber** has assembled a talented team of professionals whose daily focus is to ensure that Goodwill continues to be a well regarded organization in the community that is making a difference. The **Community Engagement Division** includes Marketing & Communications, Volunteer Management and Philanthropy. This team is charged with creating opportunities to tell our story, engage the community in our efforts and seeking funding partners to support the mission.

Holly A. Cooper joined the team on August 1 as Director of Marketing & Communications. In her role, she is responsible for ensuring that the Goodwill brand remains strong in the community. She makes certain that the team provides

CELEBRATING

• from cover

years in the ministry of Goodwill.” - **Paulette Griffin**

For his example

“There are many great things about Michael, but these three resonate with me: he knows his business, he knows his numbers and he is a man of integrity.” - **Anne N. Ibekwe**

“I am proud to work for a leader with such a high level of integrity, character and commitment to our mission.” - **Mia Hines**

“Michael keeps us focused on serving others with excellence. He epitomizes servant leadership and truly cares about every Goodwill team member and the people we serve every day.” - **Chris Jackson**

“Michael, thank you for your service to Goodwill for the past 35 years. You exemplify true servant-leadership. Thank you for the example you set, the humility of your service to others and your passion and dedication to our mission, Changing Lives Through the Power of Work.” - **LaRita Barber**

For his humanity

“Working together for 30 years, Michael is more than my executive. He is truly my sounding board, my mentor, my cheerleader, my teammate (in a team of 2!) and, above all, my friend. Congratulations, my friend, on 35 amazing years as our President & CEO ... every team member is blessed to have you leading us!” - **Kathy Stewart**

Bank of America Awards Goodwill \$200,000 Grant

Last month, Bank of America awarded Goodwill with a \$200,000 Neighborhood Excellence Initiative grant to recognize the organization’s work and contributions to the Charlotte community. The company honored Goodwill along with the Men’s Shelter of Charlotte at a dinner on Tuesday, Nov. 8 at the Bechtler Museum of Modern Art.

During his acceptance speech, Goodwill President and CEO **Michael Elder** thanked Bank of America for its long-term support of



many area nonprofit organizations, especially Goodwill. “The support of Bank of America allows us to continue our mission of assisting thousands of people annually, helping them turn their lives around and work toward long-term employment.”

Parris Friday, a Goodwill program graduate, was in attendance to celebrate the honor and was recognized by Michael Elder as an example of Goodwill’s mission, Changing Lives Through the Power of Work.

Goodwill Receives Community Partner Grant From Wells Fargo



On Saturday, October 28, Wells Fargo announced five Community Partner grants as part of its Community Celebration in uptown Charlotte. Our CEO, Michael Elder, got to take a ride in the Wells Fargo Wagon along with four other

nonprofit executives and Charlotte Mayor Anthony Foxx. During the conversion from Wachovia, Wells Fargo asked customers to vote for the nonprofit of their choice to receive a cash donation from the company, and Goodwill was one of five nonprofits that was chosen to receive a donation.

The final announcement was made on stage at the grand opening of the Wells Fargo History Museum, where Wells Fargo’s Community Affairs Manager, Jay Everett, spoke about the organization’s impact on the local community, and then awarded Goodwill with a generous \$9,000 donation.

team member spotlight

Donna

For more than fifteen years, **Donna Dysart** has supported direct-service programs, contract administration, reporting and external partnerships at Goodwill. She has been a go-to resource throughout the organization. It is for that reason that Donna will introduce a new project management system for the **Workforce Development Services (WDS)** division, which will guide our efforts in bringing innovative services and programs to our clients.

Donna enrolled in a local project management course and obtained her Project Management Professional (PMP) certification in November.

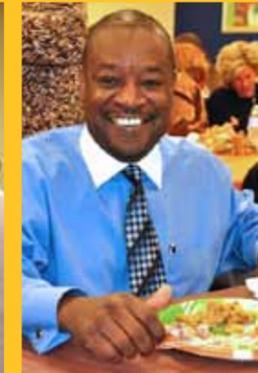
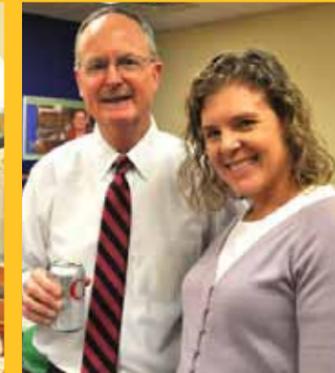
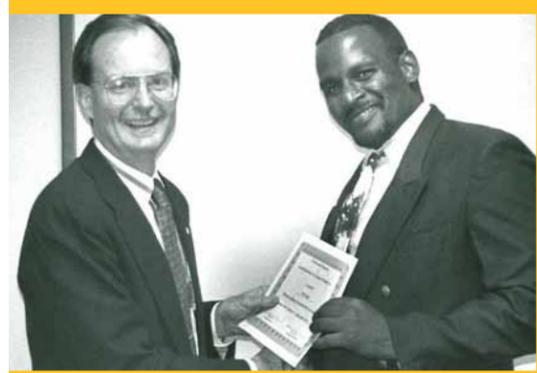
WDS will be able to leverage her new skills in initiation, planning, executing, monitoring, controlling and closing major projects and initiatives, along with her existing knowledge of WDS programs, to assist in leading strategic and divisional initiatives. In particular, Donna will be supporting the roll-out of Centralized Intake, the introduction of a new program in partnership with Charlotte Family Housing, as well as the initiation of a coordinated youth strategy.

Donna will share what she learned with WDS staff through a PM training that will highlight the core principles and benefits of incorporating project management into our planning and change management efforts.





michael through the years



thanksgiving luncheon

snapsshots



ncbln



rehouse



veteran's day



wds celebration



ost november graduation

