

WORKING TOGETHER



Award winners at the Team Member Appreciation Breakfast.

Team Appreciation Day Awards

Sonny and Cher, Ike and Tina Turner, and Gomez and Morticia Addams were just a small sampling of the lively entertainment provided at a company-wide Team Appreciation Day held September 14. More than 550 Goodwill employees filled the banquet hall at CenterStage@NoDa for a morning of food, relaxation and fellowship.

Team members were treated to breakfast, raffle prizes, and free giveaways from health and benefits vendors before taking their seats to enjoy a staff appreciation program organized by the **Corporate Leadership and In-Touch Teams**. **Michelle Daley** and **Lamont Jackson** provided comedic relief as the event's hosts. Graham Wunderley, Director of Technical Training at The Employers Association, served as guest speaker and **See AWARDS, INSIDE**

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goodwill
good news

Congrats!
GoodWork Staffing has been selected as one of five approved vendors for temporary staffing for Mecklenburg County.

GOODWILL

- Samuel Ingram | *Rock Hill*
- Derron McRae | *Rock Hill*
- Larry Cooper | *Steele Creek*
- Atasha Doster | *Steele Creek*
- Ralph Gettys | *Transportation*
- Raven Martinez | *University*
- Jonathan Patterson | *University*
- Macheal Reese | *University*
- Tiea Scism | *University*
- Jeff Adams | *Vocational Services*
- Dortha Fields | *Weddington Road*
- Angela Lore | *Weddington Road*

- Jermaine Funderburke | *Concord*
- Morgan Rinehart | *Concord*
- Tabitha Johnston | *Cornelius*
- Amy Gates | *Franklin Square*
- Konstantin Livetskiy | *Harris Boulevard*
- Roxanna Pelham | *Pineville*

new faces

3rd Annual Electronics Donation Drive A Success

Drizzly weather didn't dampen the spirits of volunteers and staff members who were on hand to assist with the 3rd Annual Electronics Donation Drive held September 17 at Park Road Shopping Center. Scores of Charlotte area residents and business owners braved colder-than-usual temperatures to fill two trailers with computers and related items. Organized in partnership with the Charlotte Junior Chamber, the drive yielded 181 donations valued at more than \$5,000.

The neighboring Park Road Harris Teeter chipped in by donating a shopping cart filled with used security system equipment. Many donors were pleased to learn that their donations would be used to further career development through Goodwill's E-cycling training program or sold at the **Computer Works store**.



Team members help a donor destroy their computer's hard drive while donating.

Family Strengthening Corner

How to Work with Creditors to Reduce Your Debt

If you've been in debt for any extended period of time, you've received calls from creditors. The experience is unpleasant for everyone involved, but the worst thing you can do is ignore the situation.

Frequently, when people get in debt, they go out of their way to avoid contact with their creditors. Either they're too embarrassed or they're afraid of what might result from the conversation. Even in today's difficult economy, you can benefit by working with your creditors to resolve your situation. Working with your creditors can even result in paying less than what you currently owe.

If you've been avoiding contact with creditors, start answering their phone calls immediately.

If you can't make a payment, begin by politely explaining your circumstances. Regardless of your situation, there's a strong chance your creditor will attempt to work out a payment plan – and that's what you want.

If you're deep in debt, your creditors understand there's a possibility you can't pay them anything. That's why they're eager to negotiate. Your creditors want to work out a plan so you provide them with at least a portion of what you owe.

The most important aspect of debt negotiation is agreeing to a plan you can afford so first, review your finances and figure out what payments you can make each month. By staying in touch with creditors, you demonstrate a desire to resolve your debt, opening the door for negotiations and extended deadlines.

Questions? Call **Jaslyn Roberts** at 704-332-0313.

Do you know someone who should be featured in Working Together? Contact Lelia King: lelia.king@goodwillsp.org 704-916-1667



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snapshots

team
member
appreciation
day

rock hill grand opening



jr. chamber electronic drive

Rock Hill Grand Opening Breaks Record Sales



Cold weather did not stop over 1,300 enthusiastic customers from waiting in line and creating a new sales record on September 17 at the newly opened **Rock Hill** retail store and donation center. A brief ribbon cutting ceremony beforehand included remarks by Chairman of the Rock Hill Area Council Rocky Miller, South Carolina State Senator Wes Hayes, Councilman William Bump Roddey, and our President and CEO **Michael Elder**, all of whom offered acknowledgements and different perspectives about the impact this new location will provide to York County. Once the ribbon was cut by the Goodwill Retail Team, customers raced into the store to find the

hidden treasures of clothes, shoes, books, home décor and appliances. The festivities included a live radio remote with Instate 107 and WRHI, giveaways from the Courtyard at the Marriott, Outback and Fatz restaurants, Mary Kay products, and tickets to sporting events. Yet the highlight of the day was watching

Nicole Williams and Keith Royhal, the raffle winners of the two-minute shopping spree, race throughout the store to grab as many items as they could in the allotted time. The entire store cheered them on in unison as they participated in the 30-second countdown. It was a priceless moment in the midst of a packed house!

Our Executive Leadership Team was on deck to assist customers and cashiers, collect hangers, and support the donation drive to make the day run smoothly. What a great day for Goodwill, the Rock Hill team and most importantly, the clients we serve!

AWARDS

• from cover

encouraged attendees to continue to “reach across” and help those in need to make a difference.

Several staff members were recognized for their milestone anniversaries in working with Goodwill, and 11 employees received awards for their efforts in serving the community and furthering Goodwill’s mission. The recipients were: **Penny Barnett** (Good Citizenship Award); **Janet Cameron** (Make It Happen Award); **Vincent Cowen** (Core Value of Integrity Award); **Mike Foster** (Collaborating/Helping/Mentoring and Core Value of Excellence Awards); **Greg Hawes** (Good Citizenship Award); **Jeanette Jamal** (Make It Happen Award); **Sintell Kelly** (Most Valuable Player Award); **Debbie McLain** (Collaborating/Helping/Mentoring Award); **Cindy Ritchie** (Core Value

of Service and Excellence Award); **Dan Tobin** (Most Valuable Player Award); and **Wanda Weeks** (Core Value of Innovation Award).

President and CEO **Michael Elder** commended the staff for its dedicated efforts to serve 60,000 people over the last five years, and shared a blueprint for continuing to assist the increasing number of unemployed men and women in the region. Plans for growth include opening three new donation and retail stores over the next 18 months, which together will generate 70 new jobs and provide \$1.5 million wages each year. Goodwill will also continue to expand its GoodWork staffing agency and increase efforts to engage team members, Elder said. In reflecting on the agency’s successes, Elder shared a quote by anthropologist Margaret Mead that spoke to the staff’s many accomplishments: “Never doubt that a small group of thoughtful, committed people can change the world.”

Occupational Skills Training Graduates Honored

Smiles, applause and even impromptu singing filled the air as 56 **Occupational Skills Training** students were honored at a graduation celebration held September 9 at the Carole A. Hoefner Community Center.

Guest speaker Earl Leake, retired SVP of Human Resources at Lance, Inc., said in his remarks that the need for occupational training was now greater than ever since the majority of schools no longer taught these skills to students. He encouraged the graduates to “live

successfully beyond now” and to continually expand upon their knowledge base in order to transition from good to great.

Several volunteers and key staff were also recognized for their support and special commitment to the graduating classes. Goodwill Instructor **Tereza Ramseur** encouraged the students not to lose their confidence and to continue to press forward. “Our lives have been changed through the power of work,” said graduate Vanessa Moultrie.

2012 Strategic Planning

Strategic planning is an important activity for any organization because it brings clarity and vision to its mission and helps businesses prepare for the future. Each year during the late summer and early fall, Goodwill conducts a process to develop organizational plans for the following year. All departments are closely involved in this process, which includes a review of our accomplishments, discussion of external factors that may impact our business operations, and most importantly, the needs of our team members and those we serve every day. Planning for 2012 is currently underway, which will not only help us set specific goals for the year, but also will help prioritize the many activities necessary to achieve them. Final organizational plans for 2012 will be approved by our Board of Directors in December, and we look forward to sharing additional details with you at that time. Stay tuned!

October is National Disability Employment Awareness Month

We want to thank our **Vocational Services** team for their hard work in providing assistance to individuals who have mental, intellectual, emotional or physical disabilities. This team places individuals in well-matched jobs that positively impact both the individual and the employer’s business.

Thank you especially to **Liz Foster**, Coaching Services Manager, the Coaching Services Vocational Coaching Specialists: **David Washam, Jeanette Lyle, Keitha Stewart, Robert Perry, Clarence Wallace, Taylor Clay,** and **Robert Johnson III** our Work Adjustment staff person. Good work!

Gloria

Gloria was referred to Goodwill’s Coaching Services by our partners at Vocational Rehabilitation Services more than three years ago. Because of a mild learning disability, Gloria had a hard time maintaining a job. With the help of a Goodwill Vocational Coaching Specialist, she was placed in a training slot in one of our retail stores which helped to increase her confidence. During her training she continued to work with a Vocational Coach who helped her complete applications and practice her interviewing skills. In June 2009, she was hired by food service provider Chartwells as a Dining Room Attendant in their UNCC facility, Crown Commons.

“When I interviewed, I felt like I was at home,” Gloria said. “It wasn’t five minutes later that my job coach called me to tell me I had the job.” Gloria is tasked with keeping everything in the dining area clean, from the table tops to the drink dispensers. She was recently promoted to dessert duty. “Gloria shows initiative and always takes the extra step to make sure her customers are happy,” said Director of Crown Commons, Danita Dorsey. “She’s happy to be here, and that makes a difference.” “I love my job because the students give me a lot of respect,” Gloria explained. “They call me Mama Glo, and I know that they appreciate what I do for them.”



mission
moment

Sept. 9
Occupational
Skills Training
Graduation

Sept. 14
Team Member
Appreciation
Day, Center
Stage at NoDa

Sept. 17
Charlotte Jr.
Chamber
Electronics
Donation Drive,
Park Road
Shopping Center

Sept. 17
Rock Hill
New Store
Grand Opening
Celebration

Sept. 24
Make Good –
A Do-It-Yourself
Workshop,
Concord
Goodwill Store