

WORKING TOGETHER



Goodwill graduate celebrates with staff, family and friends.

Reflections in the Mirror

Before 2012 completely disappears from our view, I thought it would be valuable to reflect on some of the things that we, as an organization and community, should celebrate, some of the challenges that we face and the opportunities that give us cause for hope.

When it comes to accomplishments and celebrations, the list is long and commendable. Highlights from last year include the opening of two new stores, dramatic growth of our **GoodWork Staffing** enterprise and achieving another three-year independent accreditation of our workforce development services. But what stands out most to me are the hundreds of individuals who came to Goodwill seeking the opportunity to better both themselves and **See REFLECTIONS, INSIDE**

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Goodwill

needed
now
open

Please visit
Second Helping
Cafe in
the CDC
breakroom,
for
breakfast,
lunch or
snacks.
Open
Mon -Thu
7:30am-3pm
Fri
7:30-2:30pm



Customers lining up for the South Boulevard Grand Re-Opening

the conditions of their families by gaining the skills and the confidence that would lead to new employment opportunities.

I celebrate that last year we took another major step toward greater mission impact by providing intensive career development services to more than 6,000 individuals, marking an increase of 68% over the prior year. I am extraordinarily proud of the fact that while unemployment continues to plague many of our friends and neighbors, we set a new record by providing more than one million hours of employment for individuals with barriers through our Goodwill business enterprises.

The fire that destroyed the contents of our **South Boulevard** store last February was a challenge to our operations and to our spirits. Like all critical junctures in life, our true character was seen in how we responded to this adversity. Together our team members and the community rallied around our organization to affirm that ill will is not stronger than Goodwill.

The challenges that our community faced last year remain many of the same facing us today. Within our community too many suffer from unemployment, too many from poverty, too many lack sufficient education, too many have untreated medical or mental health issues, and too many are homeless. These challenges will require that same

determination by Goodwill and by the community to reject despair and turn our eyes and energy toward creating solutions.

Despite these challenges, many things I saw last year continue to give me hope. The development of a new strategic vision for this organization—one that says we cannot be satisfied with simply getting someone a job if it does not lead to family-sustaining employment--gives me great hope that we are on the right course to increase our mission impact. That hope is reinforced by the amazing contributions I saw last year by

our team members and our volunteers to truly live out our mission of *Changing Lives Through the Power of Work*. I have no illusion that pursuing family-sustaining employment for the people we serve will be an easy road, but I am

“Friends of Goodwill, be dissatisfied with your work until every person in your community has an opportunity to develop to their fullest usefulness and enjoy a maximum of abundant living.”

absolutely convinced it is the right vision and the right road for us to travel in 2013 and beyond.

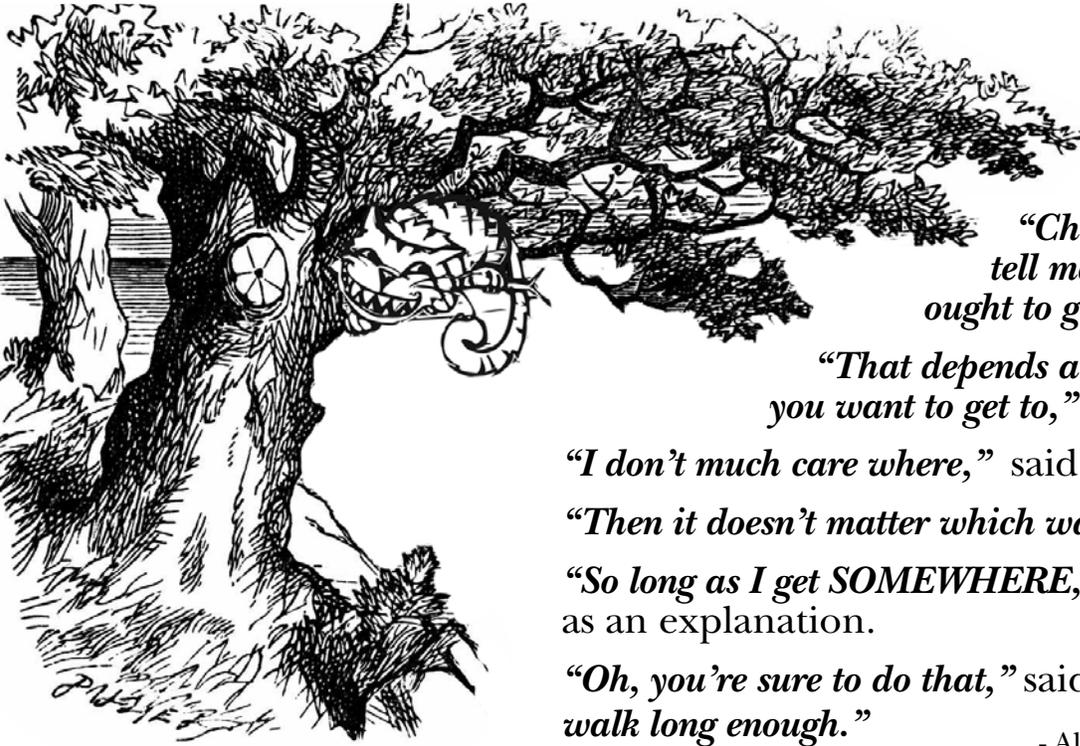
In the years to come we will look back on 2012 and say that it was a defining moment for this organization because we took to heart the words of our founder Dr. J. Edgar Helms: “Friends of Goodwill, be dissatisfied with your work until every person in your community has an opportunity to develop to their fullest usefulness and enjoy a maximum of abundant living.”

By Michael Elder



Dr. J. Edgar Helms

The Transformation from Great to Amazing



“Cheshire Puss... Would you tell me, please, which way I ought to go from here?” asked Alice.

“That depends a good deal on where you want to get to,” said the Cat.

“I don’t much care where,” said Alice.

“Then it doesn’t matter which way you go,” said the Cat.

“So long as I get SOMEWHERE,” Alice added as an explanation.

“Oh, you’re sure to do that,” said the Cat, *“if you only walk long enough.”*

- Alice in Wonderland by Lewis Carroll

In 2012, we decided that we did not want to be Alice and we set the course to define with great clarity where we wanted to go and began the journey to get there. Our 2015 plan is the road map for the future. Our journey began when our Board of Directors challenged us to focus on long-term impact, be bold and innovative, expand the organization’s role as a leader in transforming communities, using strategic partnerships to increase capacity to serve and move from transactional to relational.

We claimed a future where **Goodwill is recognized as the premier innovative social enterprise leader in helping individuals achieve family-sustaining employment.**

We set our sights on a bold future for the people we serve and our team members by claiming the importance and significance of family-sustaining employment. As a result, we changed our vision statement to: **All people in our region have the opportunity to reach their full potential by achieving family-sustaining employment.**

Family-sustaining employment is now the beacon upon which we set our expectations for our clients. Good career opportunities that pay family-sustaining wages, with benefits and opportunities for growth and promotion. No longer will we settle for just a job. Our new career development continuum is the model of excellence that we will use to set our clients up for success.

We will operate with a commitment to community leadership, service impact, building our social enterprise and operational excellence.

Over the course of the year, we will keep you informed about the progress of our 2015 Strategic Plan. In fact, you will lead this effort because the plan is only a plan

unless everyone in the organization is living and breathing the commitments we made to achieve the future we have set our sights on.

Here’s what you can expect:

- A video overview of our plan that speaks to the declarations that we have made for our future.
- Visual representations of our plan in the places that we all gather as team members.
- On-going education and awareness about the goals and objectives contained in the plan.
- An openness to answer questions about the plan.

There has never been a more exciting time to be at Goodwill for you will be involved in creating the future that takes our organization from Great to Amazing.

*By LaRita Barber
& Chris Jackson*



2012 Agency Highlights: Year in Review

Goodwill team members and volunteers made a major impact in our region this fiscal year. In 2012 we continued to make strides toward our goal of empowering family sustaining employment. Achieving that goal means that more people in our community can sustain themselves and their families through meaningful and strategic job opportunities. Among the division highlights that greatly contributed to our successes were:



Business Ventures

- Steady growth in our new businesses and programs continued to deliver a diverse range of services and forge new partnerships with community partners.

Business Relationship Management

- Completed Phase 2 of multi-year project;
- Expanded the CRM database system to include more than 1500 companies;
- Formed new business relationships with Charlotte-Mecklenburg Schools, Snyder's-Lance Inc. and US Foods.



Environmental Enterprise

- Provided 24,000 paid client hours (8% increase over 2011);
- Clients served represented populations with some of the hardest employment barriers to overcome.



Recycling

- Diverted 2.7 million pounds of product from area landfills;
- Formed new business relationships with Boston Gear, Boy Scouts of America, Piedmont Natural Gas, Red Cross, eCommerce and Samaritan's Purse.

eCommerce

- Provided \$200,000 revenue to Retail Stores
- Provided approximately \$50,000 additional revenue to other agency partners

Goodwill Construction Services

- Completed first full year in operation, resulting in 32 construction projects completed, \$400,000 earned in revenue and 3,500 hours of paid training for clients;
- Formed new business relationship with the Charlotte Housing Authority.



GoodWork Staffing

- Increased revenue by \$900,000 (53% increase over 2011);
- Clients earned \$1.8 million in income (54% increase over 2011);
- Formed new business relationships with Mecklenburg County, City of Charlotte and T.J. Maxx.

Community Engagement

- Engaged new individuals and cultivated existing supporters through diverse and effective special events, speaking engagements and roundtable discussions;
- Hosted a successful Cornerstone Luncheon with more than 700 guests to raise \$80,000 in sponsorships;
- Partnered with over 135 volunteers who invested nearly 3,000 volunteer hours to Goodwill through the Champions for Good program and held first annual Evening of Gratitude event to honor our volunteers for their service;
- Marketing & Communications spearheaded over 230 marketing requests spanning from collateral design to branding new business and programs;



Community Engagement - continued

- Through strong relationships, the **M & C** team secured nearly \$100,000 worth of television and editorial news coverage that further connected Goodwill to a community of supporters;
- Launched the internal communications plan that engages our team members and keeps them informed about happenings within the organization.

Operational Support Services

- Renewed the three-year Commission on Accreditation of Rehabilitation Facilities (CARF) accreditation;
- Developed new risk management plan and expanded accident review board;
- Reduced operational expenses by implementing energy-efficient HVAC thermostats;
- Improved information flow through WAN Internet conversion and reconfiguration.



Retail

- Enjoyed increases in both sales and donations, resulting in \$38.4 million in consolidated sales;
- Top 5 Retail Stores by Revenue:
 - Pineville** - \$2.2 million
 - Cornelius** - \$2.1 million
 - Ballantyne** - \$2 million
 - Franklin Square** - \$1.9 million
 - Rock Hill** - \$1.9 million
- Several staff members and stores received “Making a Difference” awards for their notable accomplishments this year and deserve recognition for their outstanding work:
 - Store Manager of the Year – **Chauncey Martin (Pineville)**
 - Go to Manager – **Heather Wright (Lincolnton)**
 - Attention to Detail – **Damien Evans (Weddington)**
 - Most Improved Store of the Year – **Concord**
 - Safety Store of the Year – **Harris Boulevard**
 - Store of the Year – **Ballantyne**
 - Remodel Extraordinaire – **Sardis Road**
 - \$2 Million Club – **Ballantyne, Cornelius & Pineville**

Strategic Planning & Organizational Development

- Facilitated development of the 2015 Strategic Plan;
- Coordinated implementation of leadership continuity activities for Executive and Corporate Leadership Teams;
- Improved tracking, reporting and communication of agency activities and performances using an enhanced dashboard format.

Human Resources

- Launched new team member database (Human Resources Informational System HRIS);
- Hosted Team Member Appreciation Event and Annual Health & Benefits Fair;
- Collaborated with the Retail Management Team to implement a pilot program to improve hiring selections;
- Performed thorough review of agency’s cultural competency and diversity status, which will inform recommendations to develop a plan that will be incorporated into the organization’s culture in the future.

Staff Development and Training

- Completed a major portion of the research and assessment phase of Retail University; moving forward into the development phase;
- Recorded 86% overall attendance in the 2012 Workforce Development Training Series;
- Helped 70 leaders from all levels of the organization successfully complete the Genuine Leadership Series, making the grand total approximately 200.

Workforce Development Services

- Increased transitional job hires by 60%, resulting in 105 clients hired and 145,000 hours of work provided;
- Increase in competitive job placements recorded in **Employment Skills Training**, DSS and **Occupational Skills Training** (70% over a six-month period);
- Received #1 ranking in all three categories for VITA sites and saved participants more than \$1 million through free tax preparation;
- Renewed and expanded **South Boulevard JobLink** contract to more than \$1 million;
- **Youth Services** renewed collaboration with the Mayor’s Youth Empowerment Program and launched multi-year youth strategy initiative to provide long-term mentoring and post-secondary education planning.

Employment Skills Training Clients Honored in December



Goodwill Garden reception

The **Vocational Services** team held two special events in December celebrating their clients' hard work and achievements.

On December 5, the **Employment Skills Training** clients hosted an outdoor reception to introduce the Goodwill Garden to the community. In the weeks leading up to the event, the EST clients and staff worked together to plan a reception that would not only be special to the



Goodwill Garden

community, but would also help others in need. The event featured a decorated holiday garden, live singing, refreshments and a toy drive for needy children.

Although the day of the reception dawned drizzly and gray, the organizers' perseverance kept the event from being cancelled. Despite the ominous weather, the EST clients arrived early to set up. Fortunately, the sun came out just in time to set the stage for a beautifully-decorated and well-attended reception. The community members in attendance were thrilled to see the new garden and our EST clients sold nearly \$400 worth of their artwork during the Garden Reception Day.

On December 13, Employment Skills Training and Coaching Services hosted its 4th Annual Holiday Awards Recognition Banquet to celebrate individual client achievements in employment preparation and

competitive employment. This year, 14 individuals were honored: one client received an Honorable Mention for her recent employment at Value Village; seven clients received awards for "years of employment"; and six were recognized for having "achieved and completed at least 3 months" in their new positions. A former client, **Larry Jordan**, was also honored for his 25 years of employment with Goodwill (see "Mission Moment" feature).

This was also the first year that two individuals received



Goodwill Garden reception

three-year achievement awards, Edward and Norman. Edward previously worked with **Patrick Burris** (EST) and **Jeanette Lyle** (Coaching Services), and currently receives **Long Term Vocational Support** services from **Keitha Stewart**. He has been a well-liked employee with Killington's Restaurant since 2009 and continues to work towards his goals of maintaining employment. Norman has worked closely with **Michael MacDonald** (EST) and Jeanette Lyle. He has been employed by Chartwells UNC-Charlotte since 2009 and has trained new associates, including fellow Goodwill graduates. Hats off to our Vocational Services clients for their well-deserved recognition in 2012!

By Liz Foster, Michelle Sterling & Diane Weekley



Vocational Service Team

Donation Drives Provide Special Learning Experience for Students



Donation drive at Charlotte County Day School

This past December marked a milestone for Goodwill's school-based donation drives. For the first time since we began conducting these donation drives, we celebrated a five-year anniversary with one particularly valuable school partner, Charlotte County Day School. Our first drive with them was in December 2008, and since that time the school has brought in approximately \$148,950 to support our mission.

Charlotte County Day School piloted Goodwill's school-based donation drive program and they have it

down to a science. "In the classroom, students learn the importance of recycling and being good stewards of the environment, as well as the value of giving back for the public good," said Lee-Anne Black, Communications Manager for Charlotte County Day School. "The annual Goodwill drive helps reinforce those lessons and gives students the opportunity to spread the message at home."

Each year more than 700 elementary students in junior kindergarten through fourth grade bring at least one item for donation to a Goodwill truck parked at the school's Cannon Campus. Fifth grade students on the school's "Green Team" help educate their classmates and parents about why donating is important. For the last two years, the middle school has also participated with a special focus on promoting electronics recycling and raising awareness about the hazards of electronic waste in our landfills and water supply.

Donation drives such as these are a perfect example of what makes a mutually beneficial partnership for Goodwill. While taking on leadership roles at their school, students and faculty discover the enormous community impact they can make when donating to Goodwill, which makes any drive a huge success and provides a unique learning experience for everyone involved.

by Michelle Daley

mission moment

Larry

Larry first came to Goodwill in January 1987 as a participant in the **Organizational Employment Services** program. At that time, most participants with intellectual, emotional or physical disabilities came to Goodwill for "sheltered" long-term activities, rather than classroom-based transitional training, and had little expectation of finding self-sustaining work in the community.

Larry proved himself to be an exception to the rule. After completing **Organizational Employment Services**, he worked for several years with the maintenance and building services team, where his strong work ethic and positive attitude consistently shone through. Larry eventually transitioned to permanent full-time employment and today is a valuable member of the facilities team.

This December, Larry was honored for 25 years of employment at Goodwill at the 4th Annual Holiday Awards Recognition Banquet hosted by Vocational Services. One of the qualities that set Larry apart from other former clients is his commitment to helping others achieve success. Over the years, through his involvement with people with disabilities, Larry learned basic sign language skills. Using both his communication skills and job experience, he actively supports Employment Skills Training clients by serving



Michael Elder, Larry Jordan, Jim Goulding and Bobby Hendricks

as a peer mentor and trainer for participants interested in learning light janitorial and cleaning skills.

Today all clients entering the Employment Skills Training program expect to transition to Coaching Services, get a job and integrate into their community. Thanks to mentors like Larry, our EST graduates leave Goodwill with the necessary skills, training and confidence necessary to achieve these goals.

By Diane Weekley

Meet the New Board Members



Kieth Cockrell joined Goodwill's Board of Directors in 2013. Kieth serves as Sr. Initiative Portfolio Executive for Bank of America responsible for leading divestiture activities in the consumer bank. He also serves as Vice Chair of the Global Diversity and Inclusion Council for the corporation. Active in the community, Cockrell serves on the national board of the American Diabetes Association, the Charles H. Wright Museum of African American History and the Second Harvest Food Bank of Metrolina.



Jennifer Schwarz rejoins Goodwill's Board of Directors after a one-year hiatus. Jennifer's combined years of service as a member of the board spans over three decades. She is employed with Charlotte-Mecklenburg Schools as an EC Technology Coordinator/Occupational Therapist with responsibilities to oversee the planning, implementation and management of standard and assistive technologies utilized by staff and students to address business/educational needs. In addition to her service to Goodwill, Jennifer is a member of Myers Park Baptist Church where she supports mission activities of the church in the community. She enjoys reading, travel, gardening, needlework and cooking. Jennifer is married to Peter Schwarz and has three children, Jordan, Meredith and Caroline.



Jean Veatch joined Goodwill's Board of Directors in 2013, after having served as an advisory committee member. She is a Marketing Manager for Duke Energy in the Products and Services Division. Prior to joining Duke Energy, she was Enterprise Program Manager at Wells Fargo (formerly Wachovia) leading change in eCommerce. Jean also served as Senior Vice President of Marketing and Product Development for CPI Corp (formerly PCA International). Jean attended Stanford University, where she received a master's degree in Engineering Management and Bachelor's degree in Human Biology. An important aspect of her life is family. She raised four children in Charlotte, who now make their homes in Scotland, Los Angeles, Charleston and NYC. She and her husband Randall live in the Lake Norman area.



Regina Wharton joined the Goodwill Board of Directors in 2013. She is Senior Vice President, Affiliate, Human Resources Director for Fifth Third Bank where she is a member of the North Carolina Executive Leadership Team providing oversight for All Bank operations. She leads a team of HR Professionals to create a culture of employee engagement. Regina has a BS in Business Administration from State University of New York and an MPS, Industrial and Labor Relations & Organizational Behavior from Cornell University. She is engaged with several organizations in the community including the Strategic Leadership Forum of the Carolinas, Women Executives, Women's Intercultural Exchange, HR Executive Forum, 100 Black Women, Society of Human Resources, and National Association of African Americans in Human Resources. She enjoys spending time with family and friends, traveling, shopping, mentoring and interior decorating. Regina and her husband Nicholas have three children, Nikkia, Hasani and Hadiya.



Adam Zembruski joined the Goodwill Board of Directors in 2013 after serving as a volunteer in the Hospitality and Tourism training class. Adam is President of Pharos Hospitality where he is responsible for hotel development, ownership, franchising and operations. Adam is very involved in the community, serving as a member of the America Hotel and Lodging Association, NC Restaurant and Lodging Association, United States Green Building Council, Charlotte Area Hotel Association, and the Greater Charlotte Hospitality and Tourism Alliance. He coaches little league baseball through the Matthews Area Recreation Association and is an advocate/volunteer for the Global Soap Project. Adam enjoys family, cooking, baseball, studying history, human behavior/talent management and leadership development. He and his wife Beth have two children, Gabriel and Eva.

A Goodwill Wedding

The average U.S. couple will spend more than \$25,000 on their wedding – a price tag out of reach for millions of Americans who are still feeling the recession’s impact, as well as for budget-minded brides. For Charlotte bride Aubrie Little, when it came time to plan her wedding, she wanted beautiful on a budget. From dresses and centerpieces to flowers and tablecloths, Aubrie found everything she needed to create the wedding of her dreams at her local Goodwill store.

Every Monday and Wednesday, Aubrie’s mother Teresa, along with Aubrie’s grandmother, would stop by a Goodwill store. They looked for inspiration, and kept finding it over and over. “Every time I passed Goodwill, if I had an extra 15 minutes I went in so I could go look for stuff,” Teresa says.

By ‘stuff’ she means everyday items such as candlesticks, bird houses, lace tablecloths, frames and other treasures that she could transform into



Aubrie Little's wedding

Although Teresa didn't know the exact amount she spent buying wedding decorations at Goodwill, she said she knows she saved thousands of dollars and also spent some wonderful time with her family.

The wedding was a huge success, and the feeling of putting money toward Goodwill makes everyone happy!

By Jennifer Ward



Decorations from Aubrie's wedding

wedding decorations and favors. When asked if she'd ever done anything like this before, she shook her head no. “I just picked up a glue gun and a can of spray paint and started,” she explained.



Decorations from Aubrie's wedding

Goodwill Partners with Second Helping at the CDC

In December, Goodwill partnered with Second Helping of Charlotte to launch a new cafe at the Career Development Center. Second Helping gives formerly incarcerated women a fresh start by putting them to work at local coffee stands. In an economy where finding employment is already challenging, women with criminal backgrounds face even more obstacles to finding stable and secure jobs, despite being rehabilitated.



Second Helping is run by Changed Choices, a not-for-profit organization that provides counseling and support services to help train, empower and employ these women.

Goodwill and Second Helping share similar missions of giving people a second chance in life through the power of work. We encourage all team members to stop by the Second Helping café and support our partnership and their mission!

by Holly Cooper



Need help preparing your taxes?

Here are two FREE options

VITA

The VITA program offers free tax help to individuals or families with a combined income of **\$51,000 or less** who need assistance in preparing their own tax returns.



IRS-certified volunteers provide free basic income tax return preparation with electronic filing to qualified individuals in local communities. They can inform taxpayers about special tax credits they may qualify for, such as Earned Income Tax Credit, Child Tax Credit and Credit for the Elderly or Disabled.



VITA services available
January 30 - April 13

Hours of Operation:

Tuesdays, Wednesdays & Thursdays
6:00 - 9:00pm (by appointment only)

Saturdays

9:00am - 2:00pm (walk-ins only)

Goodwill Career Development Center
2122 Freedom Dr., Charlotte



Required documents

- Social Security cards and birth dates for you, your spouse and your dependents (if you file a joint return with your spouse, both of you must be present to sign.)
- Wage and earnings statements from all employers or income sources
- Total amounts of itemized deductions (charitable contributions, donations, auto and property taxes paid, etc.)
- Bank documents if you would like direct deposit
- Total amount paid for child care and provider ID or Social Security number
- 2011 tax return

For more information, call
(704) 761-VITA (8482)

myfree taxes.com/gisp

MyFreeTaxes is an easy-to-use, interview-based software that empowers eligible taxpayers with a combined income of **\$57,000 or less** to prepare and file their state and federal taxes online.



To use MyFreeTaxes, participants must possess basic computer literacy skills and have simple tax returns. Tax returns can be filed from the comfort of the user's own home and customer service support will be provided for those who have questions while preparing their returns.

Tax filing software is provided by H&R Block®.



MyFreeTaxes software available
January 30 - April 15

Customer Support:

All participants will be supported by the MyFreeTaxes Helpline: 1-855-MY-TX-HELP

Hours of Operation:

10:00am - 8:00pm Monday - Saturday

Email support:

Available 24/7 with a 24-hour response time

Chat support:

Available during hours of operation



Required documents:

- Social Security cards and birth dates for you, your spouse and your dependents
- Wage and earnings statements from all employers or income sources
- Total amounts of itemized deductions (charitable contributions, donations, auto and property taxes paid, etc.)
- Bank account numbers if you would like direct deposit
- Total amount paid for child care and provider ID or Social Security number
- 2011 tax return

For more information, visit
www.myfreetaxes.com/gisp

new faces

Albemarle	Scott Anderson Donna Daniel Brenda Espinoza Tashara Evans Jatterin Hudson Christina Hutchinson Demetries Nelson Brian Stewart Erskine Wilson
Computer Works	Leonard Wilson
Concord.....	Lekems Durunna
Cornelius	Ashley Foster Yulis Genovese Carylon Mercer Christopher Springs Jr. George Wakai Teresa Whitney Rebekah Wolfe
Donor Development Services	Collin Harrison
Financial Services	Richard Walker
Franklin Square.....	Kristen Reynolds
Freedom	Andre Glass Ikema Johnson Marvin Mungo Joseph Watson Robyn Wright
Gastonia	Amber Bell
Harris	Yolanda Burke Brittany Duncan Robert Johnson Lalita Mallory Shawshoanne Shields Sha’Kir Wilson
Huntersville	Constance Banks Crystal Burrell
Lincolnton	Brandy Cornwell Nanci Garcia Kendall Langley
Loss Prevention.....	Robert Hammond Calvin Kearney
Merchandising	Shelley Riegel
Monroe	Dimitrick Marsh
Mountain Island	Juan Davis

Rock Hill	Kellie Lucas Nina Scott Yolanda Stover
Sardis.....	Maxine Daniels Jasmine Greene Yorleidy Naranjo Michael Young
South Blvd.....	Rosemary Afrifa-Akwamoah
Steele Creek.....	Rosemary Arman Jeffrey Brockmann Celeste Ingram William Kennedy
UNCC.....	Matthew Barker Dominique Walker
Weddington.....	Jessica Herrick Morgan Miller Curtis Morrison

Congratulations to team members on their recent promotions!

- **Jessica Collier** was promoted from Staffing Services Sales Manager to Director of GoodWork Staffing Services on 01/05/13.
- **Kilby Watson** was promoted from Volunteer Coordinator to Community Engagement Manager on 01/05/13.
- **Rodolfo Alfaro** was promoted from Donation Processor at **Cornelius** to Retail Lead Worker at Lincolnton on 12/29/12.
- **Michael Anderson** was promoted from Donation Processor at **Huntersville** to Retail Lead Worker at Steele Creek on 11/03/12.
- **Barry Gadsden** was promoted from Retail Lead Worker at **Cornelius** to Assistant Store Manager at **Harris** on 11/17/12.
- **Heather Kinley** was promoted from Cashier at **Freedom** to Retail Lead Worker at **Gastonia** on 10/20/12.
- **VaDontae Martin** was promoted from Donation Processor at **Huntersville** to Retail Lead Worker at **Franklin Square** on 12/08/12.
- **Mark Raynes** was promoted from Donation Processor to Retail Lead Worker at **Cornelius** on 11/03/12.
- **Patti Settle** was promoted from Retail Lead Worker to Assistant Store Manager at **Franklin Square** on 10/22/12.
- **Masila Mutua** was promoted from Donation Processor at **Ballantyne** to Staff Accountant in Financial Services on 11/12/12.
- **Edward Strain** was promoted from Maintenance Worker to Lead Porter/Maintenance Assistant on 01/02/13.

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

at a
glance

Feb. 11 - 15

Random Acts of Kindness Week

Feb. 14

Valentine's Day

Feb. 14

Retail Leadership and ROC Staff Meeting
1 pm-5 pm ROC conference room

Feb. 18

HBCU Awareness and Career Day
2 pm - 6 pm
Foundation for the Carolinas

Feb. 21

Board of Directors Meeting
8 am - 10 am
CDC, Room 151A & B

Mar. 15

9 am - 11 am
OST Graduates' Reception
CDC