GOODWILL INDUSTRIES OF CENTRAL INDIANA, INC.

WORKING TIMES

SUMMER 2016

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PRESIDENT'S MESSAGE

When I became president more than a year ago, I knew the challenge ahead would be to continue to grow the organization in a way that best serves the unique communities across central Indiana. But it was important that we grow in a deliberate way. We needed to assess our capacity and resources to determine how we can best work with others to assist people with barriers.

That led to the development of our five-year strategic plan, which was approved by our Board of Directors in April. Since then, we have focused on making sure every employee understands their role in our efforts and success. Our employees are our best advocates, as an overwhelming majority told us that our mission is why they came to or stay at Goodwill. And with two-thirds of our employees having barriers of their own, their success highlights our mission at work.

Some employees work in our retail stores and are enrolled in The Excel Center® or Nurse-Family Partnership®. Others joined us at Commercial Services and are part of the New Beginnings program. Many work with Goodwill Guides to access resources and secure transportation, housing or other necessities. They all shape where we are now and where we are headed.

And I know we are headed in the right direction. While the core of our mission is unchanged, the way we do business is changing.

With a focus on innovation in human services, we're looking at how to scale The Excel Center and Nurse-Family Partnership and vetting other services that we could offer central Indiana. In addition, Goodwill is committed to disrupting the used goods industry by rethinking our ecommerce model. All of this will allow us to better serve central Indiana as we continue to grow.

We're already off to a great start. We are now offering new programs focused on job training and financial literacy. Our graduates are earning credentials that are preparing them for higher-wage jobs. Several more students are focused on increasing their educational attainment and earning scholarships to help with the costs associated with higher education.

We're excited for what's to come and looking forward to working with other organizations, leaders and partners to make central Indiana a place where all people can reach their greatest potential. Thank you for your continued support of Goodwill. Whether you are an employment or referral partner, donate goods, shop or give financially, it all makes a difference in the lives of people across central Indiana.

Kent A. Kramer
President & CEO
Goodwill Industries of Central Indiana, Inc.

STRATEGIC PLAN 2016–2021

Goodwill released its strategic plan for 2016-2021 in April, including a new mission statement, vision and values for the organization.

MISSION

Goodwill changes lives every day by empowering people to increase their independence and reach their potential through education, health and employment.

VISION

All people are productive, self-sufficient and capable of contributing to their communities.

VALUES

Innovation
Goodwill indentifies gaps, evaluates opportunities and risks, and creates solutions that significantly advance our mission.

The Value of the Individual
Goodwill demonstrates respect for the dignity, worth and uniqueness of all people.

Learning
People grow and build confidence when they learn and apply knowledge.

Employment
People can reach their greatest potential through employment.

Self-sufficiency
Goodwill believes in every person's ability to define, work toward and achieve greater independence.

Lasting Impact
Goodwill values solutions that result in long-term, social impact that affects multiple generations.

DELGADO PROMOTED TO VICE PRESIDENT, MISSION AND EDUCATION INITIATIVES

Goodwill announced in June that Betsy Delgado was selected to serve as Vice President, Mission and Education Initiatives, leading our efforts to help individuals and families access education, employment and health services.

"I'm excited, and I'm grateful to Goodwill leadership for continuing to have confidence in me," said Betsy. "I see a tremendous opportunity to unite our mission and education teams around a common vision, resulting in greater support and outcomes for individuals and families. Our staff has great enthusiasm for their work. I can't think of better people to work with nor a better organization to work for."

Betsy joined Goodwill in 2011 as executive director of The Excel Center, Goodwill's high school for adults. In two years, she managed The Excel Center's growth from one site to nine. In 2013, she began serving as Vice President, Mission Advancement. She oversaw statewide expansion of Nurse-Family Partnership, the nationally recognized, home-visitation program for low-income, first-time mothers. Under her leadership, Goodwill has received millions of dollars to bring the program to six counties, increasing health care access and improving health outcomes for participants, with a capacity to serve nearly 1,200 families by 2018.

FIRST CLASS OF MCCLELLAND SCHOLARS ANNOUNCED

On June 10, the Goodwill Industries Foundation of Central Indiana announced recipients of its inaugural cohort of McClelland Scholars, each of whom received a $3,000 scholarship to cover the costs of barriers to their educational pursuits.

Scholarship recipients are the following:

- Antwan Adams, The Excel Center Decatur
- Clinneka Cobb, Nurse-Family Partnership
- Natasha Davis, The Excel Center Meadows
- Rachel Dell, The Excel Center Decatur
- Starr Franklin, Indianapolis Metropolitan High School
- Jovan McKnuckles, Outlet East
- Danny Murray, Commercial Services
- Katie Reigelsperger, The Excel Center Anderson
- Kenya Starks, Nurse-Family Partnership
- Jermaine Waller, The Excel Center Meadows

The McClelland Scholars program was established in 2015 to honor the 41-year legacy of retired Goodwill President Jim McClelland, whose passion for education supported the growth of Goodwill Education Initiatives. Understanding the importance of education in securing gainful employment and the many barriers that exist for those pursuing education, Goodwill established the program to assist those we serve who seek postsecondary or continuing education towards careers.

> "The McClelland Scholarship will allow me to pay for my first semester's books and even pay some of my bills, which will allow me to keep my main focus on what's important — furthering my education to receive my bachelor's degree in business management."
>
> —Clinneka Cobb

THE EXCEL CENTER: A School that Works for Adult Learners

This spring, The Excel Center graduated more than 450 students across its Indiana locations. In addition to earning their high school diplomas, graduates earned certifications in patient access, logistics readiness, pharmacy technician training, electrical systems and other disciplines. In today's jobs market where labor experts estimate millions of jobs will go unfilled in the next decade, these credentials, among others, help graduates obtain gainful employment to support themselves and their families in the future.

Across Indiana, more than 10 percent of adults lack a high school diploma. As leaders and education experts discuss options to improve adult secondary education, Goodwill's model high school for adult learners continues to be replicated in new communities. We now operate 10 locations across central Indiana. Later this summer, The Excel Center will open another site in Shelbyville making it easier for adults in surrounding communities to go back to school and earn their diploma.

"It is critical to the vitality of Shelbyville that residents have opportunities to better their lives through education and employment," said Tom DeBaun, mayor of Shelbyville. "The Excel Center fulfills in part that need — education that works for working people and families."

More than 3,500 adults have graduated from The Excel Center over the last five years, demonstrating its success. With a drop-in center for free child care and life coaches able to assist with other needs, students can focus on their learning and plan for their next stage of life. Removing barriers for these students has made a difference for many, including 2015 graduate Ron Smith who attended The Excel Center in Richmond.

"The best thing it's done for me is build my confidence in myself," said Ron. "It's shown me I can do things that I thought were impossible. It's shown me that I can be a different person."

For more information, visit excelcenter.org.

Ron Smith, The Excel Center, Richmond

NEW DIRECTORS NAMED FOR THE EXCEL CENTER

Goodwill Education Initiatives recently announced promotions and new hires for directors at several of The Excel Center locations. On average, most locations serve approximately 300 students per year in their communities.

- **Dionne Leard,** University Heights, Indianapolis
- **Brandon Marks,** Anderson
- **Khalilah Palmer,** Shelbyville
- **Tom Pengelly,** Kokomo
- **Greg Pryor,** Michigan St., Indianapolis
- **Tyler Stewart,** Richmond

INDIANAPOLIS METROPOLITAN HIGH SCHOOL CELEBRATES STUDENT ACHIEVEMENTS

The Indianapolis Metropolitan High School class of 2016 had a lot to celebrate at their graduation on June 17. Our charter school on Indianapolis' near Westside recognized the many accomplishments of the 25 graduates who received their diplomas. With 18 graduates heading to college and 21 graduating with industry credentials, plus more than $237,000 in scholarships, the classmates are poised for successful futures.

"It's important to have a plan and always pursue your dreams," said Ralph Dennie, valedictorian, as he advised his fellow classmates. "Continue to focus on the future instead of just the now."

Ralph, who was also recognized as the male senior student of the year, has big plans for his future. He'll be attending Indiana University to major in biochemistry as a pre-med student. His classmate Starr Franklin, who was named the female senior student of the year, was presented with the Senator Teresa S. Lubbers Award, which is given to the student who has shown unwavering commitment to graduate from high school and develop solid postsecondary plans.

Ralph Dennie, 2016 Valedictorian

Prior to graduation, several students and graduates were also acknowledged for their academic accomplishments in core subject areas, including science, language arts and math, at the annual awards ceremony. In addition, Puma Core Value awards were given to four students, including graduate Michael Williams for exhibiting respect for his peers, faculty and staff. Indianapolis Metropolitan's core values include responsibility, scholarship, respect and community.

More than 270 students were enrolled at the high school for the 2015-2016 school year, and nearly 600 students have graduated from the school since it opened in 2004. To learn more about Indianapolis Metropolitan High School and its students, visit indianapolismet.org.

STUDENT SPOTLIGHT: De'Shan Dickerson

Indianapolis Metropolitan High School
Outstanding Student Achievement Award Recipient

Favorite classes: math and gym

Activities: basketball and track

College Plans: Indiana State University to major in health and sports science

"My advice to students coming to Indy Met would be to remember that things aren't going to be handed to you. You have to go out and work for it."

NURSE-FAMILY PARTNERSHIP MARKS MILESTONES AT GRADUATION

More Indiana families are benefiting from Goodwill's efforts with Nurse-Family Partnership (NFP), the national nurse home-visiting program for first-time, low-income mothers. This spring, Goodwill and NFP celebrated the 1,000 baby born to a mother enrolled in the program, marking a huge milestone in the program's service to families in central Indiana. What's more, Goodwill and NFP staff celebrated on May 10 with the 84 mothers and toddlers who graduated from the program.

In anticipation of NFP Indiana's five-year anniversary this November, National Service Office CEO Roxanne White joined the graduation held at the Children's Museum of Indianapolis. In her remarks to graduates and families, Roxanne expressed her excitement with the impressive growth of NFP Indiana and how it has become a model to follow for other states due to its approach with Goodwill's mission.

Graduates spend two-plus years in the program, beginning with prenatal care and ending with each child's second birthday. Mothers are paired with a nurse-home visitor who works with them to have healthy pregnancies and births. Nurses also work with the families to develop their understanding of developmental milestones for their babies. While enrolled in the program, mothers and families also benefit from Goodwill's other education, employment and health services to address issues that may be creating barriers to families' stability.

And this year's graduates took advantage of their resources, proving their dedication to raising happy, healthy children in many ways. Nearly 90 percent of NFP graduates' babies were born at full term and a normal birth weight. In addition, 84 percent of the mothers chose to breastfeed their infants and continued for nearly six months.

Equally impressive, this year's graduates focused on improving their lives through education and employment. While enrolled in NFP, 15 mothers earned their high school diplomas (12 from The Excel Center), 18 completed some type of career training, and four earned postsecondary degrees. In addition, 13 family members of NFP mothers enrolled or graduated from The Excel Center. And, currently, 67 percent of these mothers are employed.

For more information on Goodwill's approach to serving first-time, low-income mothers, visit goodwillindy.org/nfp.

LAKE COUNTY NFP EXPANDS

Nurse-Family Partnership continues to grow its families and staff in Lake County. There are now four nurse-home visitors on the team serving more than 20 clients across the county. Partnerships with local agencies and health providers continue to grow, expanding referrals and resources for mothers. In addition, the program celebrated in June the birth of the first child born to a Lake County NFP mother.

GOODWILL EXPANDS SERVICES THROUGH SKILL UP! INDIANA

In February, Goodwill was awarded $475,000 in funding through the Indiana Department of Workforce Development's (IN DWD) Skill UP! Indiana grant program, which focuses on supporting community partnerships that create educational training aligned to today's employer needs. Skill UP! Indiana is part of IN DWD's larger efforts to boost workforce skills across the state.

The funding will help scale our workforce training programs to serve more than 2,000 people by August 2017. Through the program, adult learners can attain advanced, stackable credentials that they need to seek higher-wage, skilled jobs. More than 400 individuals have already received training in areas including coding, customer service, medical assisting and commercial driving.

In addition, Goodwill has partnered with local employers, Ivy Tech Community College and Vincennes University to create additional work-and-learn opportunities, designing a pipeline to careers for participants after they finish their education. The grant allows the program to expand beyond Marion County to serve more people in Richmond and other areas of central Indiana.

GOODWILL DESIGNATED A CENTER FOR WORKING FAMILIES

Recently, Goodwill was named a Center for Working Families (CWF) by United Way for our work to assist low-income families in accessing services and resources that increase their economic self-sufficiency and long-term financial stability. The designation makes Goodwill one of eight organizations across the CWF Network that follow an individual coaching model to assist families in employment and financial literacy, along with income support.

As part of the designation, Goodwill received $75,000 to support our efforts with Goodwill Guides and Life Coaches, who work with individuals to increase their financial literacy and independence, among addressing other needs. Because Goodwill Guides have successfully earned credentials through the National Association of Certified Credit Counselors, they are able to deliver comprehensive training in financial literacy to those we serve. More than 100 individuals and families will benefit from the expanded services within the first year.

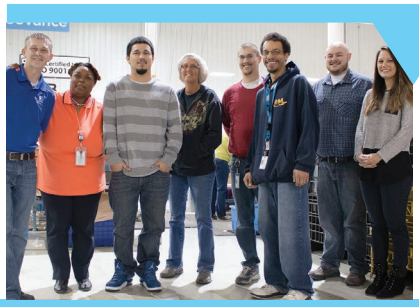
APPRENTICESHIP KICKS OFF AT COMMERCIAL SERVICES

Goodwill has partnered with the Indiana Department of Labor to host an assembly technician apprenticeship for employees at Goodwill Commercial Services. The apprenticeship aims to increase employees' versatility, developing skills and knowledge of all aspects of the assembly industry in order to advance in the workplace.

The apprenticeship kicked off in March with its first cohort of six employees at our Tremont facility, with some employees being grandfathered into the program due to their current work within Commercial Services. Each employee in the program must complete 4,000 hours of classroom and hands-on training in subjects including safety regulations, quality standards and reporting, assembly methods, organization and flow, inventory control, production flow and logistics, among others. In addition, participants also gain leadership skills.

Efforts to increase enrollment in the program will continue as the first cohort progresses in their training. Expanding the program will allow more people we serve to gain the skills needed to secure middle-skill jobs.

"Goodwill values learning, and the assembly apprenticeship provides employees the opportunity to gain the skills that lead to opportunity in the industry," said Trelles Evans, Director of Mission Advancement: Re-entry and Disability Services. "Our goal is for each person to complete the program knowing they are well-rounded and prepared for any position of assembly work, including leadership positions."



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RETAIL UPDATE

Hip to be Square

On February 9, Goodwill returned to the culturally thriving Fountain Square neighborhood after more than 40 years away. Vintage Vogue opened its doors at 1056 Virginia Ave. to dozens of shoppers with a thrill for the hunt and boutique shopping. This fall, we'll open a retail store just down the street, providing neighbors with even more thrifting options.

Pressed for time? Shop online.

Dislike the crowded malls and chaos that comes with trying to find the perfect gift for a friend? Check out the unique finds and vintage collectibles available on shopgoodwill.com/indianapolis. That ideal gift awaits…as long as you don't keep it for yourself!

Major boost coming to Meadows

A Goodwill retail site, scheduled to open this fall, will expand Goodwill's reach in the Meadows neighborhood of Indianapolis beyond our current Excel Center location. The store will be located with Save-A-Lot food store, ending the area's food desert and providing a long-awaited economic boost to the Avondale Meadows neighborhoods.

Becoming an empty-nester?

Recent graduates will soon be leaving the nest, and it may be time for parents to downsize. If so, call on our Estate and Downsizing Services at 317-524-4563 to make the process easy. We will come to your home, pack your donations and provide you with a donation inventory for your tax purposes. All you have to do is enjoy the extra time you'll have for yourself.