PRESIDENT’S MESSAGE

It’s hard to believe that it has been a full year since the merger of the central and southern Indiana Goodwills. One of the primary motivations for the merger was the desire to increase the pace with which we could deliver mission services to southern Indiana. In July, we opened The Excel Center® in Clarksville. The school currently serves nearly 200 adults and will celebrate its first graduating class in June.

Since 2011, more than 3,100 adults have earned a diploma at one of our 12 locations of The Excel Center. We will open our 13th location, in Muncie, this summer. The Excel Center has even been cited as part of Governor Holcomb’s 2018 strategy for developing Indiana’s workforce, a testament to the tremendous work being done by staff and students alike.

Nurse-Family Partnership®, Goodwill’s nurse-home visitation program for first-time, low-income moms, expanded from six counties in 2016 to 30 in 2017, including the 11 counties we serve in southern Indiana. Nearly 2,500 families have been served by the program, which made more than 10,000 home visits in 2017 alone. As a result of Nurse-Family Partnership’s impact, Indiana allocated funds in its budget for the program, allowing us to offer these life-changing services to even more families.

We’ve expanded our Guides program to southern Indiana, where Goodwill employees now have access to a life and career coach who will help them set and achieve goals for higher-wage employment. Our Disability Services team has also expanded its job coaching and career retention services to more individuals in southern Indiana, creating a strong foundation for future growth.

Overall, Goodwill placed 1,352 Hoosiers into jobs last year. This is in addition to the nearly 3,800 individuals we directly employ — more than half of whom have one or more barriers, including criminal history, disability or lack of a high school diploma.

None of this would be possible without the support of community stakeholders like the Lilly Endowment, whose generosity has allowed us to do so much in southern Indiana in such a short amount of time, as well as our financial contributors and the Hoosiers who shop and donate at our stores.

Thank you for supporting Goodwill’s mission.

Kent A. Kramer
President & CEO
Goodwill of Central & Southern Indiana

Goodwill of Central & Southern Indiana invites you to our
AWARDS BREAKFAST

Join us as we celebrate our employees, students and families, and see how your support makes their achievements possible.

FRIDAY, MAY 11, 2018
8-9:30 a.m.
JW MARRIOTT
Grand Ballroom
10 South West St. | Indianapolis, IN

Register online by Friday, April 27, at goodwillindy.org/breakfast.
$35 per seat | $280 per table of 8
Matt Carter, Vice President of Destination Development and Executive Director of Music Crossroads at Visit Indy, and treasurer of the Goodwill Foundation of Central & Southern Indiana, discusses why multiple generations of his family have supported Goodwill.

What motivated you to get involved with Goodwill?

When I was a child, my father was a huge supporter of Goodwill, first as a donor, then eventually as a board member. When I was invited to join the board, it was initially out of respect for my father, but now I understand what he meant when he said, “Goodwill can make a dollar go further than any organization I’ve ever seen.” I use the term broadly because we look at it as a hand up rather than a handout, but Goodwill is now my charity of choice.

What does the Goodwill Foundation do?

The Goodwill Foundation of Central & Southern Indiana is the philanthropic arm of the organization. Financial contributions provide the seed capital that enables the organization to fund aspects of the operation that otherwise wouldn’t exist. For example, during my tenure on the board, Goodwill introduced Guides, who are life and career coaches that work with retail employees, students and other individuals enrolled in Goodwill’s programs to connect them with education and resources inside and outside of the organization, empowering them to move into higher-wage employment.

What does Goodwill do differently?

Goodwill applies a depth of excellence to everything it does. The organization uses an iterative process, first introducing a concept, then testing it, requesting feedback, refining it and making it better. Most organizations are good at one or two things, but Goodwill has several different programs successfully providing social services to the community, in addition to its retail and commercial services operations. Goodwill views barriers holistically, addressing a variety of challenges that are most likely to impact an individual’s ability to be independent and self-sufficient. Sustaining such a broad operation requires extraordinary collaboration and continuity, and Goodwill does this impressively well.

“Passion without professionalism is just desire. Goodwill makes change happen by stepping in and executing in a way that transforms.”

– Matt Carter

What would you say to someone who asks, “Why should I give to Goodwill?”

What Goodwill does is fundamentally different than other nonprofits. By taking an entrepreneurial approach—reinvesting to create jobs—donations have a cumulative impact. No organization can have a greater impact with your investment than Goodwill.

Make a financial contribution: goodwillindy.org/donatenow
Gloria Turner was a third-generation single mother and high school dropout when she learned about The Excel Center, Goodwill’s high school for adults.

“I had recently lost my job and was essentially homeless at the time,” Gloria said. “I was staying at a friend’s house with my 6-year old son, worried that our only vehicle was going to be repossessed.”

The Excel Center’s free child care center helped Gloria ultimately make the decision to enroll. The school’s flexible scheduling and accelerated coursework allowed her to earn her Core 40 diploma in just over seven months. She also earned an industry-recognized certification — all at no cost.

“Earning a 4.0 GPA and Pharmacy Technician Certification encouraged me to go to college, which was far beyond what I had initially set out to accomplish,” Gloria said.

Gloria went on to earn a two-year degree from Ivy Tech in 2017, becoming the first in her family to graduate college.

She is now employed as a Life Coach at The Excel Center and plans to attend Indiana State University beginning in spring 2018.

“What better place to give back than an organization that put so much into me? I can now pay it forward by helping other individuals earn their high school diploma,” Gloria said.

Gloria was recently named one of United Way of Central Indiana’s 100 Heroes, an honor that recognizes individuals who raised a hand to help others, making a positive impact in the community.
Jermaine Waller was on track for an athletic scholarship in high school when a sports injury landed him on the sidelines. Believing college was no longer an option, he dropped out of school to work full-time, but quickly realized he couldn't advance in his career without a diploma.

“I was earning $8.50 an hour,” Jermaine said. “When I learned I had a child on the way, I knew I needed to make a change.”

That's when Jermaine enrolled at The Excel Center, eventually earning a high school diploma. Upon graduation, he accepted a second job at a Goodwill retail store. He also received a Pharmacy Technician Certification, and through his work with Goodwill's job placement team, landed a higher-wage position at Express Scripts.

“I had help with my resume and received tips on how to prepare for an interview,” Jermaine said. “I interviewed with five companies and was offered all five positions.”

Jermaine continued to take classes at Lincoln Tech that were funded, in part, with a scholarship from Goodwill. In 2016, he earned an associate's degree in business management along with a Collision Repair Certification. He is now employed at Andy Mohr as an Auto Body Technician, doing work that he genuinely enjoys.

“I'm an artist, and my role at Andy Mohr enables me to apply that creativity to my professional career,” Jermaine said.

CHALLENGE: The poverty rate for high school dropouts is twice that of graduates.²

IMPACT: The average annualized increase in job prospects and wage growth for graduates of The Excel Center is $9,828.³

²Ibid. ³Center for Evaluation and Education Policy (2017).
De’Janae Simpson is no stranger to adversity. She has experienced homelessness and abuse. Her father wasn’t involved in her life, and at 16 years old, she learned she was pregnant.

“I was scared,” said De’Janae. “I didn’t know how I was going to raise a baby when I was still a baby myself.”

She was attending Indianapolis Metropolitan High School, Goodwill’s charter school that specializes in preparing students grades 9-12 who are experiencing barriers for postsecondary education or a career.

“We learned she was pregnant together, through a test administered at school,” said Marjorie Clegg, the school nurse. “She was afraid. I cried with her.”

De’Janae was connected with Goodwill’s Nurse-Family Partnership program, which pairs first-time, low-income moms with a registered nurse.

“Ms. Angie was like another friend to talk to,” said De’Janae. “We had different topics to discuss every week, and she didn’t judge me about anything.”

Seven months into her pregnancy, De’Janae went into premature labor and gave birth to her daughter, Za’Nyla.

Her nurse will continue to visit through Za’Nyla’s second birthday.

“Ms. Angie shows me Za’Nyla’s development marks and tells me signs I should look out for,” said De’Janae.

Now a senior, De’Janae juggles the responsibilities of being a mom, student, volleyball player, motivational speaker and dedicated church member. She graduates in spring 2018, and although she doesn’t know what the future holds for her, she is sure of one thing: Za’Nyla is going to college.

**CHALLENGE:** There are an estimated 14,000 births eligible for Nurse-Family Partnership in Indiana each year.

**IMPACT:** Nearly 2,500 families have been served by Nurse-Family Partnership since 2011.
Dianna Tolentino was referred to Goodwill’s Nurse-Family Partnership program by her OB in 2013.

“Nurse-Family Partnership changed my life,” Dianna said. “I trusted Abby, our Nurse Home Visitor. She comforted and supported me throughout my pregnancy and beyond.”

Dianna learned about a study at IU Health for pregnant women and was encouraged by Nurse-Family Partnership to participate. The study revealed complications that she otherwise may have never known about. She spent several weeks in the hospital, on bed rest, before delivering a healthy, if slightly early, baby girl.

“I would have gone through a large chunk of my pregnancy thinking everything was okay if I hadn’t participated in the study,” Dianna said. “Nurse-Family Partnership saved my daughter’s life.”

Abby also connected Dianna and her husband with Goodwill’s job placement team to help them find higher-wage employment. Dianna’s husband enrolled at The Excel Center, where he earned his high school diploma and an Early Childhood Education Certification. In 2017, after graduating from the Nurse-Family Partnership program, Dianna accepted a position at The Excel Center.

“I want to give back to the community that has done so much to change our lives,” Dianna said.

**CHALLENGE:** Indiana ranks 44th in infant mortality — one of the worst rates in the nation.  

**IMPACT:** There is a $6.62 ROI for every dollar spent on Nurse-Family Partnership Indiana.

---

Retail Relocations in ‘18
Goodwill shoppers have four new stores to look forward to in 2018, as our locations in Clarksville, Greensburg, Richmond and Scottsburg are moving to bigger, better homes, with more room for hard-to-find treasures and can’t-miss bargains. For all the latest updates, find us on Facebook (@GoodwillRetail) or Instagram (@GoodwillIndyIN).

Wardrobe Shuffle
After a long, cold winter, what’s better than when your warm-weather wardrobe finally sees the light of day? If you know you’re not going to wear that sweater next December and you have a feeling that pair of shorts is two summers past its prime, donate them to Goodwill! Spring cleaning — it’s good for the closet and the soul.

Packing Up and Moving Out
Downsizing? Helping a loved one transition to a new home? Have a lot of stuff that isn’t making the trip? Call Goodwill. Our Estate Services team will pack rooms full or houses full of items that aren’t going with you. We’ll even provide an inventory you can use for tax purposes. Visit goodwillindy.org/estate or call 317-524-4563 to learn more.

Great Finds, Delivered
Did you know you can shop Goodwill from the comfort of your own home? (Or office. Or beach.) You can! Visit shopgoodwill.com to view and bid on items being sold by Goodwills all across the country. Interested to see only those items posted by Goodwill of Central & Southern Indiana? Visit goodwillindy.org/online and shop by category.