

Achieve



GOODWILL OF CENTRAL & SOUTHERN INDIANA

Winter 2021

**Supporting
Hoosiers**

**Through
the Pandemic**

**GOODWILL'S
COMMITMENT to
Diversity, Equity
and Inclusion**

**Achieving Independence
Through Employment**

president's message

Goodwill of Central & Southern Indiana has faced many obstacles over the past 90 years, but a pandemic — resulting in the temporary closure of all of our retail stores to the public — is a challenge without precedent for our organization.

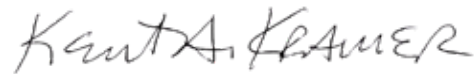
Many of the Hoosiers we serve are particularly vulnerable to downturns in the economy, making our work especially important right now. One of the most significant challenges Goodwill faced during the pandemic was continuing to provide services even as our main source of revenue was cut off.

Many of you heard our plea and stepped up with financial gifts to ensure we could continue to serve our moms, students and other clients during these challenging times. As you'll see in this issue, your support allowed us to quickly move many of our services to a virtual format, ensuring we could continue serving clients from a distance.

Events of the past year also brought the mistreatment of Black Americans and people of color to the forefront. In this issue, you will learn more about Goodwill's ongoing commitment to foster a diverse and inclusive organizational culture and contribute to the national conversation on issues of racial justice.

Your support enables us to fulfill the promise of Goodwill's mission to empower people to increase their independence and reach their potential. Thanks for all you do.

Gratefully,

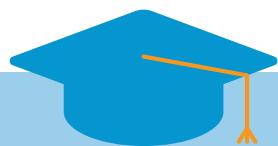


Kent A. Kramer
President and CEO
Goodwill of Central & Southern Indiana



4,032

directly employed
at Goodwill in 2020



6,446

high school graduates
since 2009



4,910

families served
by Nurse-Family
Partnership® since 2011

Goodwill's Commitment to **DIVERSITY, EQUITY AND INCLUSION**

For 90 years, Goodwill of Central & Southern Indiana has stood shoulder-to-shoulder with those who have been marginalized. We stand with those who seek to address the effects of systemic racism and have committed to taking a number of actions to advance our knowledge as an organization around racial equity, including:

- Hosting ongoing Town Hall meetings for our employees to collaborate and discuss racial injustice and to problem solve how to best serve our communities;
- Developing an ongoing speaker series for employees to hear from leading voices on how race intersects with culture;

- Providing racial equity trainings to all Goodwill of Central & Southern Indiana employees who interact with participants, students and clients;
- Re-evaluating our organization's partners and vendors to ensure racial diversity is represented in our work;
- Recognizing Martin Luther King, Jr. Day and Juneteenth as paid holidays beginning in 2021.

Most importantly, we recognize the work is just beginning. Goodwill will play an active role on this issue — both locally and beyond — to ensure equity for Black Americans and people of color.

Dr. Ibram X. Kendi Kicks Off Goodwill's Speaker Series



Goodwill recently launched a new speaker series that aims to provide our employees and special guests with a forum to listen and learn from the leading voices on racism in America today. Thanks to the support of the Annie E. Casey Foundation, we were pleased to host Dr. Ibram X. Kendi, the National Book Award-winning author of *How To Be An Anti-Racist*. Dr. Kendi is a professor, anti-racist activist and historian

of race and discriminatory policy in America. He was also included in Time Magazine's list of the 100 Most Influential People of 2020.

As part of the one-hour discussion, Dr. Kendi answered questions from the audience and expounded on the focus areas of his books, including:

- How to recognize implicit racism;
- How to raise awareness of an organization's deep-rooted biases;
- How to differentiate between racism in groups and racist attitudes in individuals;
- How employers can ensure hiring policies attract a diverse pool of applicants;
- How to best implement anti-racist training in schools;
- How to be anti-racist.

This enlightening and thought-provoking discussion is the first of many opportunities that we'll provide to our employees to ensure that Goodwill of Central & Southern Indiana is actively fostering a diverse, equitable and inclusive culture.

Creating Second Chances Through Unique Partnerships



Cook Medical, Goodwill of Central & Southern Indiana, The Indianapolis Foundation, and the United Northeast Community Development Corporation recently announced a unique partnership designed to bring jobs, free education, wraparound services and community ownership to a new medical device manufacturing facility. The location of the new facility at the corner of Sheridan Street and 38th Street in Indianapolis was selected because residents in the surrounding area face high rates of poverty and unemployment.

“All progress moves at the speed of trust,” said Ashley Gurvitz, chief operating officer and executive director of United Northeast CDC. “With the inclusive actions that Cook Medical and Goodwill of Central & Southern Indiana have exhibited, we truly trust and thank them not only for this economic opportunity, but also for being a collaborative catalyst so our community can thrive in our own backyard.”

Employees will manufacture medical devices such as introducers, sheaths, drainage catheters, and needles for Cook Medical, and Goodwill Commercial Services

will take care of the hiring and day-to-day operations. This high-skill manufacturing training will provide employees opportunities for long-term employment and career progression.

Through Goodwill, the facility will also offer wraparound services, such as mental and physical health support, substance use disorder support, soft skills training, housing stabilization, and other services necessary to remove barriers to socioeconomic progress. Employees can also advance their education for free, from a high school diploma through a master’s degree, as well as other certifications.



When Hotel Tango contracted with Goodwill Commercial Services to label their signature bottles, and later to bottle hand sanitizer, it was the start of a great partnership. Because of the special shape of the bottles, it was difficult to get the labels in the correct position every time — until Willie Burroughs took the lead.

Willie was only 23 years old when he went to prison, where he served 26 years. He admits that he was running with the wrong crowd.

“I didn’t have experience working, but I had experience getting into trouble,” Willie said. “I learned in prison that the streets didn’t love me.”

After Willie was released in 2019, he was turned down for several jobs due to his criminal history. His parole officer recommended

Goodwill, where he secured a job in the Commercial Services division.

“Goodwill didn’t just give me a chance — they also cared about me,” Willie said. “They see something in me that I didn’t see, and it made me want to change.”

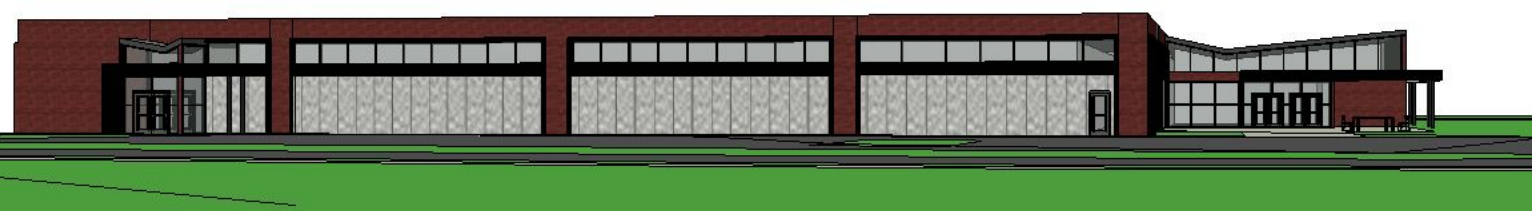
“I’ve seen a big change in my life, and I want to share that with others.”

Since joining Goodwill, Willie has learned a host of new skills and advanced from an entry-



level position to a Team Lead on the Hotel Tango production line. In addition to bottling hand sanitizer for Hotel Tango, Goodwill Commercial Services also affixes labels to their spirits bottles — a process that must be done by hand. Willie personally designed a labeling process that increased production from 200 bottles a day to 500, using a method he learned while in prison.

“It feels really good to get up in the morning knowing I’m earning an honest living,” Willie said. “I’ve seen a big change in my life, and I want to share that with others.”



Goodwill Adapts Through COVID-19

COVID-19 may have limited Goodwill's ability to provide in-person support, but leaders across the organization stepped up to continue providing Hoosiers with access to a broad range of services, including:



The Excel Center® locations celebrated more than 500 graduates in a number of unique ways, including outdoor ceremonies with physical distancing measures in place, door-to-door diploma drop-offs and virtual celebrations, where friends



and family could join in from all across the country. Indianapolis Metropolitan High School celebrated their graduating class of nearly 60 students by delivering yard signs to each student's household and holding a virtual celebration.



Nurse-Family Partnership moved to Telehealth to continue monitoring and supporting families remotely.



Goodwill Guides recorded videos on financial literacy, buying a home and more, to educate and assist individuals virtually.



Indianapolis Metropolitan High School partnered with Gleaners food bank and Aramark to prepare meal packages for students and their families.



The Excel Center and Indianapolis Metropolitan High School moved to e-learning and distributed hundreds of laptops to students when schools were asked to close.



SCSEP shifted their entire pre-COVID caseload, moving to conference calls and mailing home assignments and training activities, which enables program participants to continue learning safely at home.



The Annual Awards Breakfast was moved online, where thousands had the opportunity to watch and celebrate the accomplishments of Goodwill's award recipients.

None of this would have been possible without the support of donors like you, who stepped up to ensure that even in times of crisis, Goodwill can continue to serve Hoosiers. Thank you!

First-Time Mom Finds Support at Goodwill

For Faith Oberting, becoming pregnant with her first child in 2016 brought many uncertainties. She enrolled in Goodwill of Central & Southern Indiana's Nurse-Family Partnership — a program that provides a free personal nurse to first-time, low-income moms — for additional support.

“Having a registered nurse assigned to me to answer my questions and relieve some of my worries was very helpful,” Faith said.

Her nurse also connected her with Goodwill IGNITE, a program that pairs young adults between the ages of 16 through 24 with a career navigator who offers support and guidance as participants enroll in education and training or as they transition into the workforce.

For Faith, enrolling into Goodwill IGNITE meant that she could participate in Certified Clinical Medical Assisting (CCMA) training at no cost to her, which ultimately led to her earning an industry-recognized certification in a high-demand industry as well as a full-time job as a medical assistant.

“Having an opportunity to gain hands-on experience working as a medical assistant gave me the confidence I needed to begin applying for positions in the field,” Faith said.

For more information about Goodwill's Nurse-Family Partnership, visit goodwillindy.org/health.



4,910 families served by Nurse-Family Partnership since 2011



Excel Center Graduate Helps Patients Navigate COVID-19

Becky Escareño graduated from The Excel Center, Goodwill's free high school for adults, in 2017. A mother of two, Becky not only graduated with an Indiana high school diploma, but she also earned industry-recognized certifications — all at no cost to her.

“Getting my high school diploma was crucial,” Becky said. “I had to do it to provide a better life for my kids.”

While her husband and children provided the motivation to go back to school, it was The Excel Center that supported her and helped her become the first high school graduate in her immediate family.

“I am the first person in my family to finish high school and earn a diploma,” Becky said. “It was tough for me to go back as a mom with a child in elementary school and a six-month-old baby. Child care was a huge barrier, but The Excel Center took care of that.”

Utilizing the free, onsite child care offered at The Excel Center, Becky was able to attend classes and earn credits toward her diploma. She also earned multiple industry-recognized certifications, including a Certified Clinical Medical Assisting credential. Goodwill then facilitated an externship for Becky, which led to her current role as a medical assistant in a pediatric doctor's office within the Eskenazi Health Network.

Normally, Becky escorts patients to their exam rooms, takes their history and vitals and administers vaccines or blood draws, depending on the



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patient's needs. At the onset of the coronavirus pandemic though, the situation changed quite a bit.

Becky's new normal includes rescheduling patients for Telehealth visits, answering their questions and calming their fears. Transitioning to this new reality is a challenge Becky is ready to meet, thanks to the life skills and support she received from her time at The Excel Center.

“I had no idea I would enjoy working in the medical field or working with kids,” Becky said. “Now, thanks to The Excel Center, I have a purpose and a career I enjoy. I'm even thinking of enrolling in college to be a nurse. I'm excited about what the future holds, even through this coronavirus outbreak.”



5,691

Excel Center graduates since 2010

To learn more about The Excel Center, visit excelcenter.org.

Achieving Independence Through Employment



4,081

directly employed today at Goodwill

Nearly half of 25-year-olds with autism have never had a paying job, and only 16% of persons with autism ever live independently, so when twin brothers Andre and Austin Archer connected with Goodwill Disability Services in 2016 and said they were eager to do both, our team got to work.

In 2017, Andre and Austin were hired as part-time pickers in the ebooks department at ClickGoodwill, Goodwill's eCommerce division. Due to their hard work, they were promoted to full-time and cross-trained on book auditing, book scanning, shipping, product shelving and have even helped train new employees.

"I like working at ClickGoodwill because I like to learn new things,

and I want to be useful for the company," Austin said.

During their first year of employment, Andre and Austin relied on public transportation to get back-and-forth to work — a journey that often took 90 minutes each way. They worked with the Disability Services team to prepare for the driving test, and both passed and earned a license. Utilizing the wraparound services offered by Goodwill, they were able to save money and improve their credit scores, which helped them purchase their own car. Now they drive themselves to work.

"Getting my driver's license is one of my proudest moments," Andre said.

Andre and Austin were awarded a McClelland Scholarship through

Goodwill, which they used to complete the University of Maryland's online program for Computer Networking, earning their associate degrees in 2019. They also moved into their own townhouse.

"Even with autism, you can still get a job," Andre said. "You just have to work hard and find the right fit."

As a result of their successes, Andre and Austin were co-recipients of Goodwill's Barbara Robinson Memorial Award, which recognizes persons with a disability who have demonstrated a substantial desire to overcome barriers.

If you prefer to shop online, visit goodwillindy.org/online, where you can find unique gifts for that special someone from the comfort of your own home.



Leadership Spotlight Trelles Evans

Trelles Evans, Director of Mission Advancement for Reentry and Disability Services at Goodwill of Central & Southern Indiana, discusses her role and the people served by the programs she oversees.

Describe your professional background.

I have a bachelor's degree in psychology and an MBA degree with a focus on Human Resources. I am also currently a Ph.D. candidate in Human and Social Services, with a focus on transitional employment and recidivism. I have worked in the social services field for more than 20 years, specializing in empowering those who have barriers to employment, like a disability or criminal background.

How does Goodwill accommodate employees with disabilities?

The jobs at Commercial Services provide opportunities to people facing significant barriers, allowing them to develop their independence, while providing a strong support

group and a financial foundation. We focus on the abilities of our employees and help them leverage their strengths to reach their potential. Specific accommodations come in many forms, including job coaching, modified schedules and workplace ergonomics.

Describe Goodwill's New Beginnings reentry program.

New Beginnings helps ex-offenders through the process of reintegrating into their communities. Goodwill provides full-time employment along with life skills training to high risk individuals, with the goal of deterring them from re-offending. New Beginnings is designed to change the mindset of those who have been formerly incarcerated.

What motivated you to develop New Beginnings?

I didn't want to see another child face what I experienced. I grew up watching my father go in and out of prison. When I became an adult, my father came to me for help to change his life, and I realized that perhaps this was my calling. I was lucky to be

in a position at Goodwill where we hired individuals on work release, but we did not offer services outside of employment. After gaining the input of local police officers, judges and parole officers as well as ex-offenders, the program came into existence. It has always been built around the individual needs of participants.

What is the most rewarding part of your role?

The most rewarding part of my role is being able to make a difference in people's lives. I've been able to see the difference that a little support can make. I'm fortunate to have the freedom and flexibility — as well as the support of an organization that stands behind its mission — to design and operate a reentry program that has such a strong impact on the community. The people we serve are extraordinary, and I learn as much from them as I hope they learn from me.

Learn more about the work that Trelles does at Goodwill: goodwillindy.org/newbeginnings



GOODWILL OF CENTRAL & SOUTHERN INDIANA

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Eble Named Vice President of the Goodwill Foundation



Rachel Eble with Kyle Lanham, the now retired Vice President of the Goodwill Foundation of Central & Southern Indiana

The Goodwill Foundation of Central & Southern Indiana recently announced that Rachel Eble, a fundraising and communications professional with more than 17 years of experience, will lead the Goodwill Foundation's operations. She has led the organization's advancement initiatives since 2018, managing the team's overall fundraising strategy and working with major donors, focused primarily on connecting them with Goodwill's mission.

"I love working with donors to connect them with a change they

want to see in their community," Eble said. "Goodwill has an amazing story to tell, which makes my job rewarding in a number of different ways."

Eble is a proud graduate of The Orchard School, Brebeuf Jesuit and the University of Colorado, Boulder. She and her husband have two young sons, whose sticky hands are instrumental in inspiring her to be less of a perfectionist every day. She loves to cook and garden, with results that are not always as impressive as her fundraising work.