

Employment Training and Rehabilitation Totals 2008

Disabled Consumers Served	702
Disadvantaged Consumers Served	196
Positive Program Closures	507
Competitive Employment	34
Extended Employment	19
School Training	137
Further Employment/Training Services	215
Testing Services	102
Workforce/Workfare Participants	128
Community Service	1,989
Senior Aid	22
Total Consumers Served	3,037

Financial Report

**Unaudited

Local Communities Provided Goodwill With:

Sales to the Public	6,876,363
ISD/JSD Contracts	3,100,700
Fees for Employment/Training Services	235,065
Service Contracts/Grants	197,605
United Way *Four counties	83,572
Foundations/Contributions	39,921
Community Events	37,612
Miscellaneous	313,429
Total	\$10,884,267

Goodwill Gave Back to Local Communities:

Salary to Goodwill Staff	\$4,528,715
Payroll Taxes and Benefits	539,911
Supplies/Services Purchased	1,164,264
Telephone, Postage & Shipping	80,722
Rent, Utilities, Etc.	1,915,703
Transportation Expenses	206,027
Other Operations Costs	282,174
Depreciation (Building/Equipment)	428,591
Capital Equipment Expenditures	324,166
Land & Building Expenditures	40,814
Board Restricted Operating Reserve	1,373,180
Total	\$10,884,267

Operations

Local businesses and individuals contributed:

Textile Goods	12,615,548 lbs.
Pieces of Electronics	12,750 lbs.
Appliances	548 lbs.
Pieces of Furniture	9,008 lbs.
Contributors Totaled	443,305

Overall Program Performance Rating Points

Comprehensive Vocational Evaluation Services	117
Organizational Employment Services	73
Community Employment Services	64
Employee Development Services	75
Employment Skills Training	74
Moral Kombat	128
<u>Work Keys</u>	<u>71</u>
Overall Average	86.5

Consumer Program Satisfaction Rating Scores

Comprehensive Vocational Evaluation Services	93%
Organizational Employment Services	100%
Community Employment Services	94%
Employee Development Services	89%
Employment Skills Training	97%
Moral Kombat	100%
<u>Work Keys</u>	<u>100%</u>
Overall Average	96%

Materials Recycled in 2008

Goodwill and community partners recycled:

	Goodwill	Knox County	City of Knoxville
ONP (Newsprint)	3,788,266 lbs.	716,080 lbs.	7,318,620 lbs.
OCC (Cardboard)	3,541,675 lbs.	446,400 lbs.	764,600 lbs.
Plastics	3,958,955 lbs.	84,530 lbs.	922,160 lbs.
Textiles	13,070,754 lbs.	0 lbs.	0 lbs.
Glass	255,904 lbs.	122,260 lbs.	2,428,360 lbs.
Tin Cans and Metals	254,374 lbs.	684,480 lbs.	250,700 lbs.
Aluminum	24,146 lbs.	0 lbs.	105,700 lbs.
Total:	24,894,074 lbs.	2,053,750 lbs.	11,790,140 lbs.

Combined Total Recycled in 2008: 38,767,964 lbs.

Volunteer and Community Service Hours

ETSU Community Service Hours	32,921
Workforce/Workfare Hours	4,422
Community Service Hours	29,065
Senior Aid Hours	8,566
Volunteer Hours	12,675

What Happens to Your Donations?

Donated materials such as clothing, furniture and house-wares are sold at Goodwill Industries' 22 retail stores, throughout our 15 county service area, to support Goodwill Industries' Employment Training and Rehabilitation programs for individuals facing barriers to employment.

Schedule a Home Pick-Up 865.584.7726

Retail Stores

17th Street Street 713 S. Seventeenth St. 865.524.5995	Lenoir City Tellico Plaza Center 865.988.8507
Alcoa 145 N. Calderwood 865.984.5296	Maynardville 3049 Maynardville Pike 865.745.1212
Clinton 1115 Charles G. Seviars Blvd. 865.457.4798	Morristown 2812 W. Andrew Johnson Hwy. 423.587.9763
Dandridge 1040 S. Highway 92 865.397.4544	New Tazewell 511 Cross St. 423.626.1909
Farragut 148 West End Ave. 865.675.6470	Newport 452 Eastern Plaza 423.613.0815
Jefferson City 125 W. Broadway Blvd. 865.475.6282	Oak Ridge 240 S. Illinois Ave. 865.481.3227
Knoxville 5307 Kingston Pike 865.588.8567	Oneida 18095 Alberta Ave. 423.286.8737
2041 N. Broadway 865.524.0245	Rockwood/Harriman 2325 N. Gateway Ave. 865.882.6952
5705 Western Avenue 865.588.9181	Rutledge 7805 Rutledge Pike 865.828.5663
7026 Maynardville Hwy. 865.922.9114	Sevierville 441 Parkway 865.453.0007
4217 Chapman Hwy. 865.573.3627	
LaFollette 2221 Jacksboro Pike 423.566.7411	

Attended Donation Centers/ Super Recycling Centers Hours: Monday - Sunday 9:00 AM- 5:30 PM

East Knoxville	210 Alice St.
North Knoxville	820 Metler Drive 2041 Broadway 5003 Broadway
Northwest Knoxville	4440 Western Ave.
West Knoxville	4819 Kingston Pike 341 Park Village 9501 - A Northshore Dr.
South Knoxville	225 W. Moody Ave. 1810 John Sevier Hwy.
Downtown Knoxville	400 State St.

Annual Program Report 2008



Goodwill Industries-Knoxville, Inc.



Annual Program Report 2008

5307 Kingston Pike
P.O. Box 11066
Knoxville, TN 37939

Phone 865.588.8567
Fax 865.588.0075
www.gwiktn.org

Mission Statement:

The purpose of Goodwill Industries - Knoxville, Inc. is to provide vocational services and employment opportunities for people with barriers to employment.

Employment Training and Rehabilitation Locations

Goodwill Industries-Knoxville, Inc. operates a number of comprehensive employment and training centers dedicated to providing vocational rehabilitation, job training and employment services for disabled and disadvantaged individuals. These centers are conveniently located for program participants:

Knoxville:	5307 Kingston Pike
EDAC:	1013 N. Broadway
LaFollette:	Woodson's Mall
Oak Ridge:	240 S. Illinois Avenue
Sevierville:	441 Parkway
Morristown:	2812 W. Andrew Johnson Hwy.

Goodwill Industries-Knoxville, Inc. serves all persons based on each individual's ability to meet certain eligibility requirements. The disability and/or disadvantaging condition may be physical, psychological, vocational, educational or social and must contribute to limiting the individual's vocational ability. In addition, the following requirements must be met:

- 1) Referral from an agency such as the Division of Rehabilitation Services (DRS), Department of Human Services (DHS), Families First, or other such agencies. Private referrals are accepted when eligibility requirements are met. Documentation of disability is required (when applicable), along with appropriate background information.
- 2) There must be a reasonable expectation that the applicant could benefit from the services provided and that the applicant will eventually obtain competitive employment.
- 3) Applicants must be at least 16 years of age. Applicants under the age of 16 are accepted for assessment purposes only.
- 4) Applicants must be mobile within the facility, be capable of taking care of personal hygiene needs and be free of acute illness or communicable disease.
- 5) Applicants must demonstrate his/her own desire to participate in the employment and training process.

Employment Training & Rehabilitation Programs

School-to-Work Programs

Provides transitional training and job placement assistance. Two program options are available for students: 1) School-to-Work, through DRS, and 2) School Paid Programs, which are directly contracted through area school systems.

Industrial Services Division Training

Develops individuals' skills, as related to working in an industrial contract environment. Participants develop valuable skills in all areas of processing, quality control, packaging, and shipping, while also earning a training wage.

Janitorial Services Division Training

Offers participants training in a custodial setting and work experience, via the use of service contracts with private employers and government agencies. Specific job skills relating to the appropriate use of janitorial cleaning equipment and assorted methods are learned while training wages are earned.

Job Readiness Training

Teaches job-seeking and employment maintenance skills. Skills emphasized include job search strategies and interviewing techniques.

Extended Employment

Provides an alternative to individuals who can not function in competitive employment because of the severity of their disability.

Employment Skills Training

1) Clerical Skills Training:

Teaches the basics of keyboarding and computer operations.

2) Self-Paced Applications in the Computer Environment (SPACE):

Trains participants through self-paced and instructor-lead training in Microsoft Office applications (Windows, Word, Excel, Access, PowerPoint, Publisher and Outlook).

3) Certified Nurses Assistants (CNA) Training:

Prepares students to work as Certified Nurses Assistants and to pass the State Certification Exam. The clinicals are based in local nursing homes or long term care facilities.

Vocational Evaluation/Assessment

Utilizes computerized and traditional assessment methods, designed to assess a person's vocational, psychological, educational, social and physical levels of functioning in relation to their interests, intelligence and aptitude.

Work Adjustment

Establishes appropriate social behaviors and work habits necessary to successfully obtain and maintain competitive employment on an individualized basis using information obtained from the Vocational Evaluation Assessment, the consumer and the referral source.

Work Keys Services

Includes comprehensive work readiness assessments, basic skills training, social and life skills training, job search training and job placement.

Driver's Education

Assists individuals in obtaining a valid state driver's license through the use of classroom lecture and practice, computerized simulation, and practical on-the-road experience, with a certified instructor.

Supported Employment/Follow-Along Services

Offers continuous support and intensive training to participants so they can maintain competitive employment in the community. Supported Employment is a cooperative effort of Goodwill Industries, the Department of Mental Retardation Services (DMRS) and the Division of Rehabilitation Services (DRS).

Selective Placement

Assists individuals in identifying, obtaining and maintaining employment, which corresponds with their vocational, social, psychological, and physical abilities and interests. Additional services are available to employers to facilitate the successful employment of disabled and disadvantaged individuals.

History of Goodwill Industries

Goodwill Industries was founded in 1902 by Rev. Edgar James Helms, a Methodist minister. In Boston, Helms collected used household goods and clothing in wealthier areas, and then trained and hired indigent and disabled individuals to repair them. These items were sold to provide wages for these individuals, giving them the opportunity to become productive members of the community.

Today, Goodwill Industries-Knoxville, Inc. continues this mission by providing training opportunities and assistance in securing competitive employment, through the sale of donated merchandise at discounted prices and also through subcontracted work with business and industry.

Please visit our website for more information regarding our vocational services, community events, volunteer opportunities, employment opportunities and information regarding our contract services:

www.gwiktn.org

