

Employment Training and Rehabilitation 2010 Outcomes

Disabled Clients Served	785
Disadvantaged Clients Served	2,888
Positive Program Completions	3,285
Moral Kombat/Workforce Investment Act	74
Community Service (Court Ordered)	1,114
Community Service (Families First)	1,430
School Training/Work Adjustment	120
Workforce/Workfare Participants	152
Competitive Employment	83
Skills Training Services/Work Keys	142
Testing Services	123
Summer Youth	9
Senior Aide	38
Total Clients Served	3,673
Client Program Satisfaction Rating	96%

Financial Report

**Unaudited

Local Communities Provided Goodwill With:

Sales to the Public	\$8,019,408
ISD/JSD Contracts	3,393,342
Fees for Employment/Training Services	174,190
Service Contracts/Grants	293,376
United Way *Four counties	61,180
Foundations/Contributions	50,837
Community Events	56,497
Miscellaneous	225,767
Total	\$12,274,597

Goodwill Gave Back to Local Communities:

Salary to Goodwill Staff	\$5,461,064
Payroll Taxes and Benefits	727,432
Supplies/Services Purchased	1,080,736
Telephone, Postage & Shipping	66,400
Rent, Utilities, Etc.	2,361,214
Transportation Expenses	163,850
Other Operations Costs	285,072
Depreciation (Building/Equipment)	415,628
Capital Equipment Expenditures	62,594
Land & Building Expenditures	121,113
Board Restricted Operating Reserve	1,529,494
Total	\$12,274,597

Operations

Local businesses and individuals contributed:

Textile Goods	14,083,893 lbs.
Pieces of Electronics	527,246
Appliances	3,868
Pieces of Furniture	367,123
Contributors Totaled	374,554

Attended Donation Centers and Super Recycling Centers

Downtown Knoxville	400 State Street
East Knoxville	210 Alice St.
North Knoxville	820 Metler Drive 5003 Broadway
Northwest Knoxville	4440 Western Avenue
South Knoxville	225 W. Moody Avenue 1810 John Sevier Highway
West Knoxville	4819 Kingston Pike 341 Park Village 9501- A Northshore Drive
Halls	3608 Neal Road
Clinton	110 Gilliam Street

Materials Recycled in 2010

Goodwill and community partners recycled:

	Goodwill	Knox County	City of Knoxville
ONP (Newsprint)	2,989,587 lbs.	1,251,060 lbs.	5,970,020 lbs.
OCC (Cardboard)	3,015,289 lbs.	1,080,410 lbs.	1,045,240 lbs.
Plastics	3,815,216 lbs.	369,640 lbs.	1,282,440 lbs.
Textiles	14,333,927 lbs.	0 lbs.	0 lbs.
Glass	171,684 lbs.	351,120 lbs.	1,743,200 lbs.
Tin Cans & Metals	267,740 lbs.	1,774,968 lbs.	326,840 lbs.
Aluminum	18,123 lbs.	0 lbs.	0 lbs.
Miscellaneous	638,861 lbs.	7,672 lbs.	0 lbs.
Total:	25,250,427 lbs.	4,834,870 lbs.	10,367,740 lbs.

Combined Total Recycled in 2010: 40,453,037 lbs.

Volunteer and Community Service Hours

ETSU Community Service Hours	55,812
Workforce/Workfare Hours	3,603
Community Service Hours	24,802
Senior Aid Hours	17,545
Volunteer Hours	15,472
Summer Youth (WIA) Hours	1,086
Total Hours:	118,320

What Happens to Your Donations?

Donated materials such as clothing, furniture and house-wares are sold at Goodwill Industries' 24 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

Alcoa

145 N. Calderwood
865.984.5296

Clinton

1115 Charles G. Seviars Blvd.
865.457.4798

Dandridge

1040 S. Highway 92
865.397.4544

Farragut

148 West End Ave.
865.675.6470

Jacksboro

2832 Appalachian Way
423.566.7411

Jefferson City

125 W. Broadway Blvd.
865.475.6282

Knoxville

5307 Kingston Pike
865.588.8567

2041 N. Broadway
865.524.0245

5705 Western Avenue
865.588.9181

7026 Maynardville Hwy.
865.922.9114

4217 Chapman Hwy.
865.573.3627

713 S. Seventeenth St.
865.524.5995

5210 Schubert Rd.
Opening Mid-2011

Lenoir City

Tellico Plaza Center
865.988.8507

Maryville

Opening Mid- 2011
1703 Suite B
E. Lamar Alexander Pkwy.

Maynardville

3049 Maynardville Hwy.
865.745.1212

Morristown

2812 West A. J. Hwy.
423.587.9763

New Tazewell

511 Cross St.
423.626.1909

Newport

452 Eastern Plaza
423.613.0815

Oak Ridge

240 S. Illinois Ave.
865.481.3227

Oneida

18095 Alberta Ave.
423.286.8737

Rockwood/Harriman

2325 N. Gateway Ave.
865.882.6952

Rutledge

7805 Rutledge Pike
865.828.5663

Sevierville

441 Parkway
865.453.0007

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:

Jacksboro:	2832 Appalachian Way
Knoxville:	5307 Kingston Pike
Morristown:	2812 W. Andrew Johnson Hwy.
Oak Ridge:	240 S. Illinois Avenue
Sevierville:	441 Parkway



Administrative Offices
5307 Kingston Pike
Knoxville, TN 37919
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.



effort of Goodwill Industries, the Division of Intellectual Disabilities (DIDS) and the Division of Rehabilitation Services (DRS).

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 client 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.

Program Eligibility Requirements

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, DHS, or other such agency. Private referrals are accepted when eligibility requirements are met. Documentation of any disability is required, along with appropriate background information.
- 2) There must be reasonable expectation that the applicant could substantially 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 16 are accepted for evaluation purposes only.
- 4) Applicant must be mobile within the facility, be capable of taking care of personal hygiene needs, and be able to practice necessary precautions to prevent the spread of acute illness or communicable disease that the applicant may have; some cases may require a physician's release.
- 5) Applicant must demonstrate his/her own desire to participate in the general employment and training process.

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.

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 clinical rotations are based in local nursing homes or long term care facilities.

Extended Employment

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

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.

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.

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.

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

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

