

Employment Training and Rehabilitation Totals 2009

| | | |
|---------------------------------------|-------|-------|
| Disabled Clients Served | 704 | |
| Disadvantaged Clients Served | 3,048 | |
| Moral Kombat/Workforce Investment Act | 107 | |
| Community Service (Court Ordered) | 1,136 | |
| Community Services (Families First) | 1,452 | |
| School Training/Work Adjustment | 90 | |
| Workforce/Workfare Participants | 130 | |
| Competitive Employment | 39 | |
| Skills Training Services | 154 | |
| Testing Services | 136 | |
| Summer Youth | 129 | |
| Senior Aide | 18 | |
| Positive Program Completions | 3,391 | |
| Total Clients Served | | 3,752 |

Financial Report

**Unaudited

Local Communities Provided Goodwill With:

| | |
|---------------------------------------|---------------------|
| Sales to the Public | 7,628,121 |
| ISD/JSD Contracts | 2,720,350 |
| Fees for Employment/Training Services | 228,707 |
| Service Contracts/Grants | 228,643 |
| UnitedWay *Four counties | 83,617 |
| Foundations/Contributions | 61,069 |
| Community Events | 60,642 |
| Miscellaneous | 201,764 |
| Total | \$11,212,913 |

Goodwill Gave Back to Local Communities:

| | |
|------------------------------------|---------------------|
| Salary to Goodwill Staff | \$5,125,877 |
| Payroll Taxes and Benefits | 672,394 |
| Supplies/Services Purchased | 1,143,525 |
| Telephone, Postage & Shipping | 71,771 |
| Rent, Utilities, Etc. | 2,199,839 |
| Transportation Expenses | 166,391 |
| Other Operations Costs | 305,613 |
| Depreciation (Building/Equipment) | 429,066 |
| Capital Equipment Expenditures | 90,383 |
| Land & Building Expenditures | 182,041 |
| Board Restricted Operating Reserve | 826,013 |
| Total | \$11,212,913 |

Operations

Local businesses and individuals contributed:

| | |
|-----------------------------|-----------------|
| Textile Goods | 12,895,225 lbs. |
| Pieces of Electronics | 28,236 lbs. |
| Appliances | 922 lbs. |
| Pieces of Furniture | 11,459 lbs. |
| Contributors Totaled | 424,338 |

Overall Program Performance Rating Scores

| | |
|--|------------|
| Comprehensive Vocational Evaluation Services | 123 |
| Organizational Employment Services | 121 |
| Community Employment Services | 69 |
| Employee Development Services | 81 |
| Employment Skills Training | 88 |
| Moral Kombat | 105 |
| Work Keys | 95 |
| <u>WIA</u> | <u>100</u> |
| Overall Average | 98 |

Client Program Satisfaction Rating Scores

| | |
|--|-------------|
| Comprehensive Vocational Evaluation Services | 93% |
| Organizational Employment Services | 96% |
| Community Employment Services | 96% |
| Employee Development Services | 91% |
| Employment Skills Training | 97% |
| Moral Kombat | 100% |
| Work Keys | 97% |
| <u>WIA</u> | <u>100%</u> |
| Overall Average | 96% |

Materials Recycled in 2009

Goodwill and community partners recycled:

| | Goodwill | Knox County | City of Knoxville |
|---------------------|------------------------|-----------------------|------------------------|
| ONP (Newsprint) | 3,745,893 lbs. | 1,049,580 lbs. | 6,600,046 lbs. |
| OCC (Cardboard) | 3,552,404 lbs. | 624,710 lbs. | 1,048,800 lbs. |
| Plastics | 3,679,626 lbs. | 258,400 lbs. | 1,312,290 lbs. |
| Textiles | 3,819,228 lbs. | 412,320 lbs. | 0 lbs. |
| Glass | 258,935 lbs. | 262,260 lbs. | 1,981,811 lbs. |
| Tin Cans and Metals | 240,798 lbs. | 1,514,553 lbs. | 230,490 lbs. |
| Aluminum | 21,984 lbs. | 31,508 lbs. | 163,100 lbs. |
| Miscellaneous | 473,494 lbs. | 0 lbs. | 0 lbs. |
| Total: | 15,792,362 lbs. | 4,153,331 lbs. | 11,336,537 lbs. |

Combined Total Recycled in 2009: 31,282,230 lbs.

Volunteer and Community Service Hours

| | |
|------------------------------|----------------|
| ETSU Community Service Hours | 61,014 |
| Workforce/Workfare Hours | 4,679 |
| Community Service Hours | 27,157 |
| Senior Aid Hours | 8,777 |
| Volunteer Hours | 11,008 |
| Summer Youth Hours | 13,868 |
| Total Hours: | 126,503 |

What Happens to Your Donations?

Donated materials such as clothing, furniture and house-ware 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

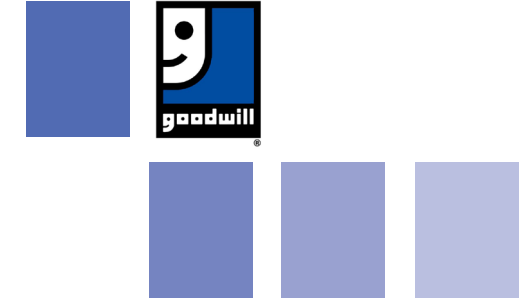
Retail Stores

| | |
|--|---|
| Alcoa 145 N. Calderwood 865.984.5296 | Lenoir City Tellico Plaza Center 865.988.8507 |
| Clinton 1115 Charles G. Seviars Blvd. 865.457.4798 | Maynardville 3049 Maynardville Pike 865.745.1212 |
| Dandridge 1040 S. Highway 92 865.397.4544 | Morristown 2812 W. Andrew Johnson Hwy. 423.587.9763 |
| Farragut 148 West End Ave. 865.675.6470 | New Tazewell 511 Cross St. 423.626.1909 |
| Jacksboro 2832 Appalachian Way 423.566.7411 | 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 | |
| 17th Street Street 713 S. Seventeenth St. 865.524.5995 | |
| East Knoxville 210 Alice St. | |
| North Knoxville 820 Metler Drive 2041 Broadway 5003 Broadway | |
| Northwest Knoxville 4440 Western Avenue. | |
| West Knoxville 4819 Kingston Pike 341 Park Village 9501 - A Northshore Drive | |
| South Knoxville 225 W. Moody Ave. 1810 John Sevier Highway | |
| Downtown Knoxville 400 State St. | |
| Halls 3608 Neal Road | |

Annual Program Report 2009



Goodwill Industries-Knoxville, Inc.



Annual Program Report 2009

5307 Kingston Pike
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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 |
| Jacksboro/LaFollette | 2832 Appalachian Way |
| 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, 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.

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 clinical rotations 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 Division of Intellectual Disabilities (DIDS) 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

