



JOB TRAINING AND CAREER SERVICE PROGRAMS

CERTIFIED NURSE ASSISTANT TRAINING

Prepare to work as Certified Nurse Assistant (CNA) and take the Nurse Aide Training (NAT) state certification exam. In just four weeks of classroom instruction and two weeks of clinical experience, participants are ready for a new career. This program may be free for recipients of Supplemental Nutrition Assistance Program (SNAP) benefits. Other forms of financial assistance and private pay options are also available. Classes are offered in Knoxville and Morristown.

GOOD JOBS. GREAT CAREERS.

Gain skills and abilities desired by local employers through free career counseling and/or certificate attainment in National Retail Federation (NRF) or American Hotel & Lodging Educational Institute (AHLEI). Support Services and Incentives available. This program also provides no cost, customized, on-site training for local employers. A cooperative effort between Goodwill Industries - Knoxville, Inc. and UT Extension Family & Consumer Sciences Skill Up Tennessee, made possible by a grant from Walmart.

GOODTECH CUSTOMER SERVICE CORE AND TECHNICAL TRAINING

Learn core and technical skills essential to customer service-related positions in call center, office administration and computer user support positions. Core Training includes 21 hours of classroom training and 24 hours of computer instruction. Technical Training includes the 45 hours of Core Training plus up to 55 additional hours of computer instruction.

JOB PLACEMENT SERVICES

Prepare to enter the workforce. This program assists individuals through job readiness training activities such as resume development and interview preparation. Provides assistance obtaining employment by bridging the gap between employers and program participants. Provides on-the-job support for the employer and employee for a minimum of 90 days. Individuals must be referred by the Division of Rehabilitation Services.

CONNECT WITH GOODWILL

 SHOPGOODWILL.ORG/KNOXVILLE

 @GOODWILLKNOXVILLE

 GOODWILL INDUSTRIES-KNOXVILLE

 @GOODWILLKNOXVILLE

PRE-EMPLOYMENT TRANSITION SERVICES

Provides career exploration, work readiness training, self-advocacy, post-secondary counseling, and work-based learning opportunities for youth 14-22 enrolled in school. These services are a cooperative effort with the Tennessee Department of Human Services' Division of Rehabilitation Services and local school systems. Services can be provided as part of the school day or outside of the school setting.

SUPPORTED EMPLOYMENT

Provides job placement assistance, job coaching, and long-term support and retention services to obtain and maintain competitive employment in the community. Individuals must be referred by the Division of Rehabilitation Services.

WORK ADJUSTMENT FOR ADULTS

Paid opportunities for participants to gain general work-related skills valuable in any environment. This program is ideal for individuals that have never worked, have been unsuccessful in work attempts or are returning to work for the first time after acquiring a disability. Individuals must be referred by the Division of Rehabilitation Services or the Veteran's Administration Vocational Rehabilitation.

WORK ADJUSTMENT FOR STUDENTS

Expand general work-related skills, valuable in any environment, while meeting the requirements of his/her Individual Education Plan. Students attend as part of their school day and are transported by the school system to and from Goodwill's training facilities.



RETAIL & DONATION CENTERS

Alcoa

145 N. Calderwood
865.984.5296

Bearden

5307 Kingston Pike
865.588.8567

Broadway

2041 N. Broadway
865.524.0245

Clinton

1115 Charles G. Seviars Blvd
865.457.4798

Cumberland Estates

5705 Western Ave
865.588.9181

Dandridge

1040 Highway 92S
865.397.4544

Farragut

148 West End Ave
865.675.6470

Halls

7026 Maynardville Hwy
865.922.9114

Hardin Valley

11509 Hardin Valley Rd
865.200.5335

Harriman

1225 S. Roane St
865.285.9029

Jacksboro

2832 Appalachian Way
423.566.7411

Jefferson City

125 W. Broadway Blvd
865.475.6282

Lenoir City

758 Highway 321
865.988.8507

Loudon

1587 Highway 72 N
865.458.8800

Maryville

1703 E. Lamar Alexander Pkwy
865.982.2229

Maynardville

3049 Maynardville Hwy
865.745.1212

Morristown

2812 W. Andrew Johnson Hwy
423.587.9763

New Tazewell

511 Cross St
423.626.1909

Newport

452 Eastern Plaza
423.613.0815

Oak Ridge

695 Emory Valley Rd
865.272.5340

Oneida

18095 Alberta Ave
423.286.8737

Pleasant Ridge

5412 Pleasant Ridge Rd
865.240.4505

Powell

7623 Clinton Hwy
865.362.5065

Rockwood

2325 North Gateway Ave
865.882.6952

Rutledge

7805 Rutledge Pike
865.828.5663

Seventeenth Street

713 S. Seventeenth St
865.524.5995

Seymour

11536 Chapman Hwy.
865.223.7917

Sevierville

539 Winfield Dunn Pkwy
865.453.0007

South Knoxville

4201 Chapman Hwy
865.573.3627

2019 Annual Program Report Goodwill Industries-Knoxville, Inc.

Changing lives and strengthening families by helping people reach their full potential through community-relevant job training, work experiences, and career services.

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

Phone: 865.588.8567
Fax: 865.588.0075
goodwillknoxville.org



2019 COMMUNITY IMPACT

4,086

Program Participants Served



\$10.26 Average wage paid to people Goodwill placed with community employers

3,481 successful program closures



100 +

Employers partnered with Goodwill to place East Tennesseans into Jobs

217,606 Donations



> 88¢ of each dollar is used for our programs

4,081 fingerprinting services provided

28 MILLION SQ.FT. of space was cleaned by Goodwill Janitorial Services

18,246,767 lbs. of materials were diverted from landfills

\$2,504,947.84 was paid to employees with disabilities or other barriers



91% Average Program Participant Satisfaction Rating



Donate.



Shop.



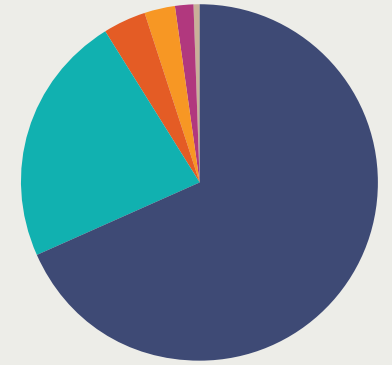
Change Lives.



COMMUNITY INVESTMENT

\$13,491,920

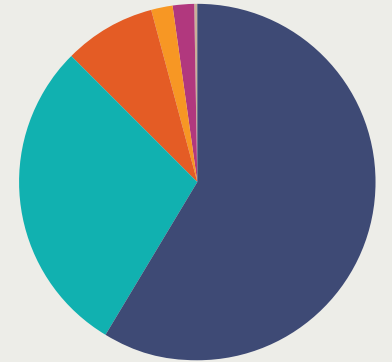
Sale of Donated Goods	\$9,228,055
Commercial Services	\$3,095,629
Training & Placement Fees	\$503,347
Interest & Other Income	\$387,171
Corporate & Foundation Grants	\$222,926
Contributions	\$54,792



COMMUNITY REINVESTMENT

\$13,491,920

Retail	\$7,936,900
Program Services	\$3,897,783
Support for Program Services	\$1,108,648
Other Operation Costs	\$273,448
Future Mission Investment	\$249,267
Community Events	\$25,874



*unaudited

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