

# IN *the* WORKS



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Spring 2012



Jeff Nock  
President & CEO

Dear Friend of Goodwill®,

Our focus at Goodwill of the Heartland is helping individuals overcome barriers to independence. We serve thousands of individuals living with physical and intellectual disabilities, mental health issues and barriers such as the stigma of incarceration. To deliver on our mission, we also engage partners in the communities we serve.

Our stores provide a training opportunity for Goodwill clients. So when we open a new store, we look to serve more clients. In Burlington, we partnered with Hope Haven to do that. The agency already serves many individuals, but was looking to broaden work opportunities for their clients. Hope Haven clients started working in the store shortly after we opened last fall.

In the Quad Cities, we partner with Bethany for Children & Families in the Quad Cities to serve children and their families experiencing all kinds of barriers. We have partnered with them to provide clothing and shoe vouchers to help those children and families overcome barriers.

Making it all happen is a terrific staff. People like our new Development Manager John Posey and many others work to foster those relationships because they are so dedicated to growing our mission. Thanks to you for your support in that endeavor.

Jeff Nock, President & CEO

## READY TO WORK

### Enthusiastic team members arrive at Burlington Goodwill® Store!

#### WORKSITE OFFERS OPPORTUNITIES FOR HOPE HAVEN WORKERS



Valerie Boal of Burlington hangs pre-sorted clothing at the Hope Haven enclave at the Burlington Goodwill Store.

Five times each week, workers with disabilities arrive at the Burlington Goodwill® Store to work, earn a pay check and increase their esteem. While the workers relish their ability to work, Goodwill staff values having clients in the store.



Four members of the Hope Haven work crew join their Direct Support Professional in the break room prior to returning to work. Shown are Valerie Boal, Jerry Hogan, Direct Support Professional Theresa See, Ginnie Hager, and Robyn Chriswell.

“When the seven trainees work at the store, it helps the Goodwill mission come alive for retail staff who may not otherwise have client interactions,” said Shawn Brewer, Goodwill Retail Project Manager.

The new jobs were created through collaboration between Hope Haven and the Burlington store, which opened on September 30.



Before the crew goes to work each shift, they complete stretches to warm up and reduce the chance of injury while at work.

Hope Haven is a Burlington non-profit organization that provides vocational, residential, community employment and living services for more than 350 individuals with disabilities. Goodwill staff worked with Hope Haven throughout 2011 to create the job opportunities. Eva Castello, Employment Service Manager at Hope Haven, worked with Goodwill in developing the positions at the store.

“It feels good to create more opportunities in the Burlington area for our clients,” Castello said. “Everyone at Goodwill is very supportive and works to make sure we have what we need to do the job.”

Valerie Boal, one of the workers from Hope Haven, liked to do laundry at her old job, and Castello

thought hanging clothing at Goodwill might appeal to her. As Boal was hanging pre-sorted clothes, she said she likes tasks that keep her busy.

Robyn Chriswell, a lifelong Burlington resident, said her whole family is pleased that she has the job and will make more money. Chriswell hopes that one day she can price clothing. “I’d be good at it,” she said with a smile.

Client Jerry Hogan travels 30 miles each way from his Keokuk area home to join the team at the Burlington store. Hogan wants to build on his skills and hopes to wait on people at the store someday, he said.



Jerry Hogan of Keokuk, one of the Hope Haven enclave participants, moves clothing at the Burlington Store.

Ginnie Hager has a serious seizure disorder that makes working difficult, but it has not stopped her from contributing.

Hager says she can sense a seizure is coming on, and she immediately will sit on a chair she keeps near her work station. She had four seizures the previous week, but still wants to work. “I thought this would be a good job for me,” she said.

Employing the Hope Haven team offers individuals jobs as they move toward greater independence.

## VOUCHERS HELP FAMILIES WITH CLOTHING NEEDS



*Paula Sharpe of the Quad Cities receives a Goodwill voucher.*

Bethany for Children & Families responds to the critical needs of Quad City area youth and families. The agency's mission is to keep children safe, to strengthen families, and to build healthy communities. One of the most basic ways Bethany fulfills its mission is by providing vouchers for clothing and shoes to those in need.

Paula Sharpe, a mother of

three from the Quad Cities, said the vouchers allowed her to purchase hats, mittens and scarves for her children in preparation for winter. With her children growing so fast, it is difficult to buy new clothing for them every year, she said. That is where Goodwill® comes in.

Goodwill of the Heartland supports a circle of giving by providing clothing and shoe vouchers to partner agencies. Those agencies issue vouchers to the people they serve.

Katie Nelson, Communications Coordinator at Bethany, said voucher recipients are grateful for the leg up. At Bethany, the vouchers are in such demand they have designated special distribution days

For Goodwill of the Heartland, the vouchers help fulfill the mission of helping people overcome barriers to independence and show appreciation to the community for their generous donation of gently-used items.

"We are so thankful for the contributions of goods we receive throughout the year," said Dana Engelbert, Vice President for Marketing at Goodwill of the Heartland. "This is one way we can say thank you to our communities and to the agencies that help to support our communities."

Other voucher partners include:

- Atalissa Betterment Committee, Atalissa
- Clinton Co. Dept. of Human Services, Clinton
- Crisis Center of Johnson County, Iowa City
- Community Action of Eastern Iowa, Clinton
- Family Resources Inc., Davenport
- Four Oaks, Cedar Rapids
- Friendly House, Davenport
- Grow Ministries, Rock Island
- HACAP, Washington
- Iow@Work, Davenport
- Linn Co. Dept. of Human Services, Cedar Rapids
- Muscatine County Community Services, Muscatine
- North Liberty Food and Community Pantry, N. Liberty
- South Rock Island Township, Rock Island
- Southeast Iowa Community Action, Columbus Junction
- South Moline Township, Moline
- West Liberty Voluntary Action, West Liberty

## POSEY OVERSEES FUND-RAISING PROGRAMS FOR AGENCY



*John Posey*

**John Posey** of Coralville has been promoted to Development Manager at Goodwill® of the Heartland. Posey previously worked 10 years as a Job Development Specialist and Employment Support Specialist for Goodwill.

A native of Davenport, Posey attended Ellsworth College in Iowa Falls and the University of Iowa. In his previous role, Posey established relationships with businesses and individuals to help Goodwill clients overcome barriers to independence through employment opportunities. Posey will be responsible for overseeing fund-raising programs territory-wide for Goodwill of the Heartland.

"John's enthusiasm for our mission is contagious and will help us to build and engage a community of supporters," said Dana Engelbert, Vice President, Marketing. "We're excited about the opportunities for client services that John can help us create."

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GOODWILL STORES AND DONATION SITES:	
Bertendorf Store	2333 Cumberland Square Dr. 2005 W. Burlington Ave. 563-344-9431
Burlington Store	165 W. Burlington Ave. 319-208-0060
Cedar Rapids Donation Center	802 34th Street SE 319-862-0476
Cedar Rapids East Store	3202 7th Avenue 319-373-0480
Cedar Rapids West Store	2000 Scotty Drive SW 319-654-9585
Clinton Store	1015 13th Avenue North 563-519-0156
Coralville Store	2551 Heartland Place 319-545-6581
Davenport Store	360 Villa Drive 563-823-1790
Washington Store	312 E. Washington Street 319-653-2548
Rock Island Store	4664 44th Street 309-786-1220
Muscatine Store	2001 Cedar Plaza Drive 563-264-1947
Moline Store	4805 22nd Ave. 309-736-3039
Iowa City Store	985 Highway 6 East 319-337-3548
Goodwill Reboot	1500 S. First Ave. 319-358-2352
Return Service Requested	1410 S. First Ave. Iowa City, IA 52240



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