

2008 ANNUAL REPORT

GOODWILL INDUSTRIES OF
LANE AND SOUTH COAST COUNTIES

OUR MISSION

To provide
vocational
opportunities
to individuals
with barriers
to employment.

LETTER FROM GOODWILL BOARD CHAIR AND PRESIDENT

The mission of Goodwill Industries has never been more relevant than it is today. Our national economy is struggling and our local economy has been battered by the closing of some of our area's leading employers.

These closures take a big toll on human lives. Families lose their incomes and individuals lose the dignity and confidence that they earn through work.

Goodwill Industries is making a difference in these difficult times. When the Hynix plant closed, Goodwill helped the impacted workers begin their job searches immediately. We also helped them find training for new skills in conjunction with Lane Workforce Partnership. The Job Search Center at our Seneca Campus played an important role as well. We added additional staff to assist job seekers, began offering workshops on job search strategies and installed several new computers to help with internet job search. As a result, the number of visits to the Job Search Center more than doubled in 2008.

Due to the generosity of the communities we serve, Goodwill's mission-integrated Retail Training Centers employ 350 people. More importantly, they provide 225 training opportunities every day to help the people in our communities obtain employment. In total, Goodwill provided services to more than 1,500 people in 2008.

At Goodwill, we never forget that it is your donations that allow us to do our work. Please continue to use one of our twelve donation locations to help us fulfill our mission.



Virginia Slate, Chair, Board of Directors



Jim Martin, President and CEO

She continues to grow in her independence and in securing a better future for her family.

evelynFRANCO



Evelyn Franco, a single mom raising three kids, grew up in California. As hard as she tried, she could not find a job. When you have learning disabilities, the search becomes that much harder; until she received a phone call that would change her life. Her brother, who was living in Eugene, encouraged her to move to Oregon with him. He felt she would have more opportunities here.

Evelyn packed up her possessions and moved her three kids north to a place where she hoped a brighter future awaited. Upon arriving in Eugene, she briefly found a job working at a discount store, but it did not work out. Evelyn's learning disability, along with the fact that English is her second language (*Spanish is her primary language*) made it difficult for her to gain employment. She missed a lot of school when she was younger so reading and writing English was difficult for her. She also found out that people judged her because of her accent and at times made assumptions about her because of it. Evelyn knew she could work if she was given a chance. She went to the State of Oregon Self Sufficiency Program for help and her caseworker referred her to Goodwill.

When she met her employment specialist at Goodwill, there was an immediate connection between the two. Evelyn found the empathy, understanding and support that she needed. Her employment specialist helped her through all the paperwork, patiently making sure that she understood everything. That simple gesture let Evelyn know that here was an organization that cared about her and her needs.

Once she started in Goodwill's Supported Work program her skills and work ethic began to show. It wasn't long before she was offered a Jobs Plus position at the Springfield store. Evelyn decided to take the Jobs Plus position, even though she knew money was going to be tight and that there was no guarantee she would become a permanent employee. She felt it was the right chance for her to take.

In the Jobs Plus position she worked as a sorter in the soft lines area; and she showed her versatility by cross training in hard lines, books and the drive-thru. Evelyn was performing very well and the hard work paid off. The store manager offered her a permanent position. She was going to be gainfully employed at a place that truly understood and appreciated her. That was over a year ago.

But that is not the end of her story.

Evelyn's drive for independence for her and her family continues. She dreams of earning her GED and continuing with school to become a medical assistant or a skills trainer. Evelyn loves people and she truly does want to work in a job where she can help people. She also believes in setting a good example for her three children, showing them that you can overcome physical and cultural barriers to achieve your goal. Recently, she has achieved another goal; after waiting for a year she moved into a three bedroom house through a housing authority program. She continues to grow in her independence and in securing a better future for her family.

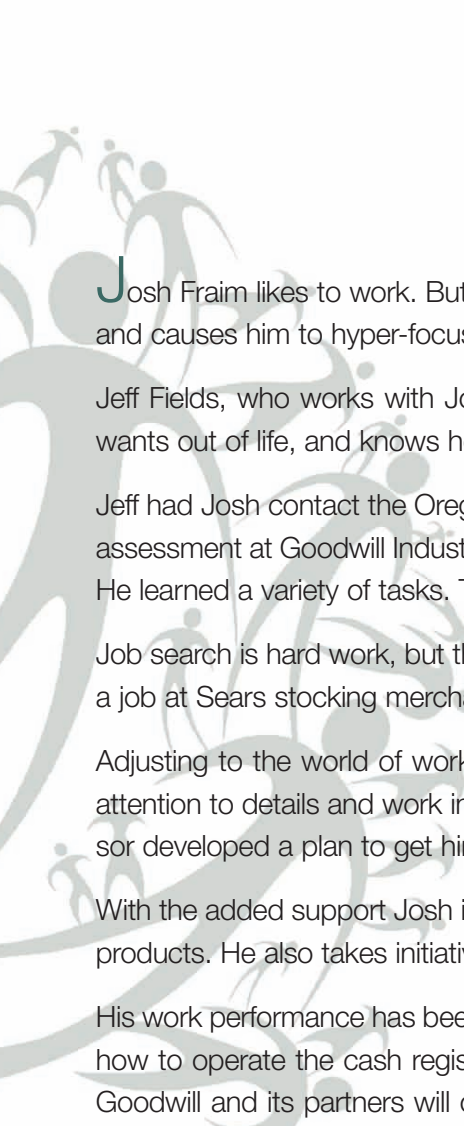
Josh is great. He knows what he wants out of life...



- Jeff Fields
Full Access Brokerage

joshFRAIM





Josh Frain likes to work. But he has a disability known as Aspergers Syndrome. This can make social norms difficult and causes him to hyper-focus on various subjects or objects, thereby making many aspects of work difficult.

Jeff Fields, who works with Josh through the Full Access Brokerage (FAB), says, “Josh is great. He knows what he wants out of life, and knows how to access the supports he needs to get it.”

Jeff had Josh contact the Oregon Department of Vocational Rehabilitation Services (OVRS) to set up a situational work assessment at Goodwill Industries to determine Josh’s ability to work. Josh showed great ability during his assessment. He learned a variety of tasks. Then he focused his effort on finding employment in the community.

Job search is hard work, but this did not deter Josh from diligently working with Goodwill’s job developers. He secured a job at Sears stocking merchandise in the tool department.

Adjusting to the world of work was challenging for Josh. His employer expected him to increase productivity, to pay attention to details and work independently. He could do it, but he needed support. So, Goodwill and Josh’s supervisor developed a plan to get him the support he needed both for now and in the future.

With the added support Josh is succeeding at his new job. He has learned to save time and effort when stocking new products. He also takes initiative; he is always busy and he stocks the shelves correctly.

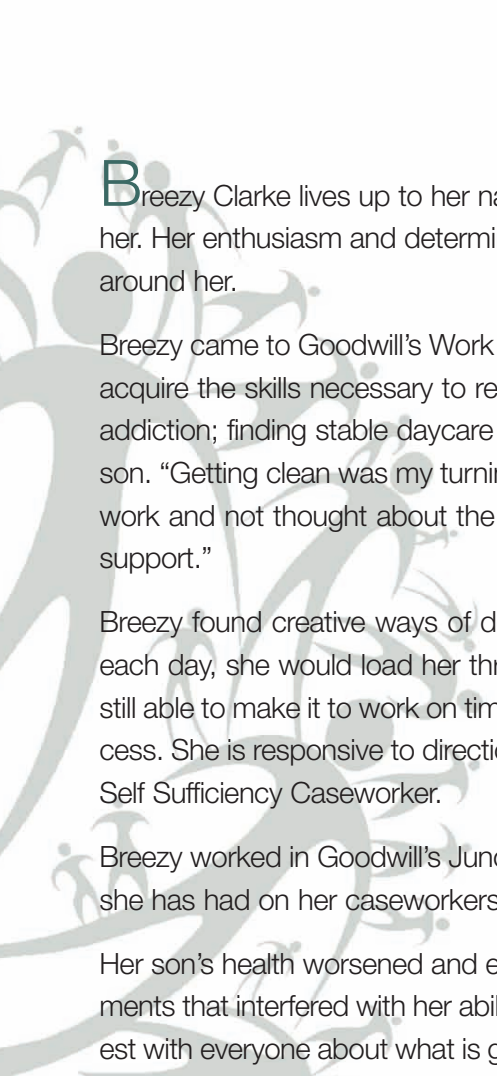
His work performance has been rewarded with additional hours and responsibility. And if Josh gets his way, he will learn how to operate the cash register. As Josh gains experience, he needs less support and is more proficient at his job. Goodwill and its partners will continue to work with him as long as he needs them to ensure that he is successful at work.

Her enthusiasm and energy are infectious, making it easy to cheer for her.



- Sally Hill
Breezy's Self Sufficiency Caseworker

breezyCLARKE



Breezy Clarke lives up to her name by being a breath of fresh air to those who have had the privilege of working with her. Her enthusiasm and determination have carried her through many tough times and serve as an inspiration to those around her.

Breezy came to Goodwill's Work Experience Program through the Willamette Family Treatment Center. Her goal was to acquire the skills necessary to re-enter the world of work. Her challenges included maintaining her recovery from drug addiction; finding stable daycare for her children; finding transportation; and most importantly, the serious illness of her son. "Getting clean was my turning point," she said. "I became a new person. The old Breezy would have blown off the work and not thought about the future or my children. But I have learned to take things one day at a time and to get support."

Breezy found creative ways of dealing with each barrier. To get her children to the multiple day care and school sites each day, she would load her three kids into the trailer hitched to her bicycle and peddle them around town. She was still able to make it to work on time. "Breezy's enthusiasm and energy are infectious, making it easy to cheer for her success. She is responsive to direction and has learned to seek resources to help her family," comments Sally Hill, Breezy's Self Sufficiency Caseworker.

Breezy worked in Goodwill's Junction City store. It was not long before she had the same impact on her co-workers as she has had on her caseworkers, impressing them with her determination, enthusiasm and work ethic.

Her son's health worsened and eventually required surgery. This meant multiple trips to OHSU in Portland and appointments that interfered with her ability to be at work and, of course, much increased stress. "I learned you have to be honest with everyone about what is going on," commented Breezy, "and if you do, people are willing to work with you." This communication helped her pre-arrange for time off from work, to help her balance work, home, kids and her sobriety.

Breezy recently celebrated one year of employment with Affordable Choice Cleaning, where she deep cleans vacant apartments. She is enrolled in classes at Lane Community College and someday hopes to own a company where she can offer employment opportunities to single mothers who are experiencing some of the difficulties she has faced.

2008 financial report

what our community provided to Goodwill:

Retail Training Center Sales	\$ 10,622,529
Donated Goods Inventory	\$ 2,532,843
Vocational Rehabilitation Fees	\$ 1,276,138
Other Income	\$ 684,578
Industrial Services	\$ 28,758
Fundraising	\$ 18,704
TOTAL	\$ 15,163,549

what Goodwill returned to our community:

Wages	\$ 5,866,868
Payroll Taxes & Benefits	\$ 1,294,442
Total Payroll Expenses	\$ 7,161,311
Business Development	\$ 2,494,078
Occupancy (rent, utilities, insurance, interest, etc.).....	\$ 1,840,361
Investment in new Facilities & Equipment	\$ 1,472,455
Other Expenses	\$ 921,815
Supplies & Services Purchased	\$ 913,505
Telephone & Postage	\$ 201,767
Debt Service	\$ 158,257
TOTAL	\$ 15,163,549

2008

board of directors

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DORLON HIMBER, *VICE CHAIR*

KATHLEEN HYNES, *SECRETARY*

KEVIN McANDREWS, *TREASURER*

ELIZABETH BICKFORD

DON HESCHELES

CINDI MILLER

Goodwill
leadership team

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RUFINA SAIZ, *ASSISTANT TO THE PRESIDENT*

EDWARD DURKEE, *DIRECTOR OF EMPLOYMENT & TRAINING*

GAYLE McGAUGHY, *DIRECTOR OF RETAIL OPERATIONS*

JIM NELSON, *DIRECTOR OF FINANCE*



OF LANE AND SOUTH COAST COUNTIES

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