



# GoodWORKS

## Ribbon-Cutting Ceremony Held at Aspire Training Facility

Goodwill SWPA was excited to unveil its new, state-of-the-art adult training facility to the public on June 22. Following a formal ribbon cutting ceremony, guests had the oppor-

tunity to tour the facility and meet program directors and participants to learn more about the innovative Aspire program.

The facility features a newly renovated kitchen, job readiness area, mock apartment, computer classrooms, exercise area and more to provide various learning opportunities for adults with disabilities. Participants choose curriculum-based modules that meet their interests and support their independence and participation in community life and/or work. Modules include, but are not limited to, computer literacy, career exploration, self-care and advocacy, financial literacy, cooking and nutrition, art and music, volunteerism,

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**Taking part in the ribbon cutting ceremony were, left to right, Travis Griffin, Aspire participant; Lynn Tucibat, Community Integration Program Manager; April Klein, Aspire Program Facilitator; Ella Holsinger, Vice President of Human Services; Elena Marsico, Familylinks Supports Coordinator; and Mike Smith, Goodwill SWPA President/CEO.**

## Golf for Goodwill Brings in the Green

Golfers hit the links on August 15 for the 16th Annual Golf for Goodwill event, which was held simultaneously at the Pittsburgh Field Club and Fox Chapel Golf Club. Though the weather stopped play early, the event was still a success. More than \$132,000 was raised to support Goodwill programs and services.

Thank you to the golfers, volunteers and generous sponsors for supporting the event. This year's presenting sponsor was Peoples and platinum sponsor was Newmark Grubb Knight Frank. Gold sponsors included Highmark, Huntington National Bank, UPMC and Wyndham Grand Pittsburgh. Silver spon-

sors were Accel Sign Group, American Land Abstract, ComDoc, Fifth Third Bank and Henderson Brothers, Inc.

*See more photos on page 2*



**Smiling Goodwill staff greeted golfers.**

## Expanding Services in West Virginia

By Michael J. Smith  
President/CEO

Great things are happening in the Mountaineer state. For the last 30 years, Goodwill has been growing our services in West Virginia where we have partnered with Goodwill of North Central West Virginia in Morgantown. What started out as an expansion to a neighboring state in need has turned into a wonderful celebration of our joint mission to strengthen communities, eliminate barriers to opportunity, and help people in need reach their full potential through learning and the power of work.

As you read through this issue of GoodWorks, you will see firsthand the results of this particular effort. There is a plethora of exciting activities that meet the needs of the

community as we provide more formal programming. In this issue alone, we focus on:

- The introduction of Project STAR, which provides employment readiness training for high school youth with disabilities ages 16 to 21.
- Groundbreaking on a new store in Westover that will feature a large, modern facility employing 15 to 20 people.

And this is just the tip of the iceberg as we recognize our obligation to learn about the needs of this community and develop programs specific to the region. We are investigating ways to expand our reach and bring more formal programming to other areas of the northern portion of West Virginia.

As this happens, it is our hope that residents will turn to Goodwill first for their shopping and employment needs. Join us as we recognize and learn more about the exciting things that are taking place every day in the southern region in which we serve. ●

## Golf for Goodwill Brings in the Green

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Goodwill SWPA President/CEO Mike Smith presented Joe Gregorini, Senior Vice President of Rates and Regulatory Affairs at Peoples, an award in honor of the company's presenting sponsorship.

Pittsburgh Field Club was ready for business on the morning of the event.



One of the foursomes included, left to right, John O'Britz, Chief Financial Officer, Goodwill SWPA; Kevin Renne, Senior Financial Advisor, Huntington Wealth Advisors; Mike Smith, President and CEO, Goodwill SWPA; and Pierpaolo Arganelli, Goodwill Italia. ●



## Construction Begins on Westover Store

Goodwill is opening a new store in Westover, West Virginia. Located at 727 Fairmont Road, the 13,750-square-foot store is scheduled to open in early 2017. It will feature 7,100 square feet of sales floor space and a convenient drive-through, canopy-covered donation drop-off center. The store is expected to employ 15 to 20 people.

“The Westover store will be a modern, energy efficient facility that offers good items and good prices for a good cause,” said Andrew Morano, Assistant Vice President for Retail. It will be the sixth Goodwill store in West Virginia operated by Goodwill of North Central West Virginia, an affiliate unit of Goodwill SWPA. ●

**Goodwill SWPA President/CEO Mike Smith gets behind the wheel of some heavy duty equipment at the Westover groundbreaking ceremony.**



**Bryan Engel, Goodwill SWPA's Donations Acquisition Coordinator, threw a strike for the honorary first pitch as the West Virginia Black Bears game on August 7. The Black Bears collected donations for Goodwill at all of their gates during that game. Goodwill also handed out promotional items and was featured on the scoreboard before the game.**

## Project SEARCH Introduces Employer Pen Pals

Students in Project SEARCH learned an often forgotten skill recently: writing letters. While the participants in Project SEARCH learn many skills from workplace immersion experiences, the Goodwill Business Advisory Council introduced a pen pal initiative to provide another layer of professional development.

Three months before their June graduation, ten students were matched with an employer-mentor for an electronic pen pal program. The students had the opportunity to become more familiar with professional communications and discuss work readiness topics, such as interviewing techniques, workplace etiquette and job search tips.

Thank you to participating employers Carnegie Mellon, Denny's, Eat'n Park, Home Depot, PetSmart, PNC, Presbyterian SeniorCare, Rivers Casino and WESCO for their work in this program. ●

## Union Station Clubhouse Celebrates 15 Years of Service

The Union Station Clubhouse recognized its 15th year in Uniontown with a celebration and open house on October 11. The open house featured information and testimonials on how the services provided at the Clubhouse help individuals with a mental health diagnosis.

The Clubhouse originated in 2001 to provide psychiatric rehabilitation following a Clubhouse model for individuals with severe and persistent mental illness to prepare for re-entry into the workforce. Since its inception in Uniontown, the Union Station Clubhouse has served nearly 500 individuals with their journey through recovery. The anniversary celebration also marked World Mental Health Day, designed to raise awareness of mental health issues around the world and mobilize efforts in support of mental health. ●

Amy Kacmar, Executive Director of Affiliate Operations, welcomed guests and members to the Union Station Clubhouse 15th anniversary celebration.

Fayette County Commissioner Angela Zimmerlink reads a proclamation that declared Tuesday, October 11 "Union Station Clubhouse Day" in Fayette County.



## Project STAR Brings Work Readiness Program to West Virginia

Students with disabilities who are looking to obtain specialized skills outside of the classroom setting now have the opportunity to work in the community thanks to the opening of a new Goodwill program in West Virginia. Project STAR (Students Transitioning and Ready) provides employment readiness training for high school youth with disabilities ages 16 to 21.

The initiation of Project STAR was made possible in part by a grant from the West Virginia Division of Rehabilitation Service.

The goal of Project STAR is for participants to gain successful employment, matching a student's skills and interests with an open position in their community.

During the school year, students will participate in 10 to 20 hours of classroom instruction by a trained facilitator who will use JumpStart Success, which is a job readiness curriculum developed by YouthWorks, a program of Goodwill SWPA. The program focuses on communication, attitude, teamwork, networking, problem solving and professionalism.

Upon completion of the classroom piece, select students will have the opportunity to apply skills during an additional nine weeks at a community worksite. Job placement assistance, on-site support and follow-up will be available to both the student and the employer.

*For more information on Project STAR, contact John B. Chambers, Jr., North Central WV PTS Coordinator at 304-225-0105 or [john.chambers@goodwillswpa.org](mailto:john.chambers@goodwillswpa.org). ●*

## Nia Explores Future Office Career

Future psychologist Nia understands that her profession of choice is about more than just counseling clients — she will also have administrative responsibilities. To gain experience in an office setting, Nia applied and was accepted into the Learn and Earn Summer Youth Employment Program.

Nia was placed as an office assistant at the Goodwill SWPA Workforce Development Center in Lawrenceville, where she was responsible for copying, filing, assisting her supervisor, and creating a directory of resources. According to Nia, she now has a better understanding of what will be expected of her as she works toward her goal of becoming a psychologist.

The Learn and Earn program helps to instill the value of work while offering at-risk youth like Nia the opportunity to explore their future career interests. By partnering with community organizations like Goodwill, the program has been able to offer participants a six-week paid summer work experience at numerous employer sites.



Nia

Learn and Earn is a collaborative effort between the Three Rivers Workforce Investment Board, City of Pittsburgh, and Allegheny County. The program serves youth ages 14 to 21 living in Allegheny County who meet eligibility requirements.

*For more information, contact Tiffanee Heywood at [tiffanee.heywood@goodwillswpa.org](mailto:tiffanee.heywood@goodwillswpa.org).* ●

## Yvonne Grows at Union Station Clubhouse

Located in Fayette County, the Union Station Clubhouse is a psychiatric rehabilitation program for men and women over 18 years old with mental illness. Because many members begin with little confidence or work history, the first step toward community integration and skills development is participation in the day program's work units.

Yvonne worked side-by-side with staff and other members to contribute to Clubhouse operations. She learned the importance of accepting responsibility, not only as a step toward self-reliance, but also because others were depending on her. By attending the Clubhouse program and choosing to utilize it to its fullest potential, Yvonne has gained the practical experience she needs to work and live more independently.

Yvonne now works part-time in the Goodwill kitchen and has moved into her



Yvonne

own apartment. Union Station has helped to improve her overall well-being and she hopes to pay it forward someday by becoming a Certified Peer Specialist.

*For more information, call 724-439-9311 or visit [www.unionstationclubhouse.com](http://www.unionstationclubhouse.com).* ●

## Thank You Patty Trainer

Best wishes to Patty Trainer, former Chief Operating Officer, who recently left Goodwill after more than 30 years with the organization. She was the COO for the past 10 years. Patty was instrumental in helping lead the phenomenal growth of Goodwill SWPA over the past quarter century. To recognize her hard work and dedication to Goodwill, the leadership conference room at the main offices in Lawrenceville was named in Patty's honor. Patty is shown here with Mike Smith, President/CEO, at a celebration held to say goodbye. ●



## Eagle Scout Completes Service Project

As an Eagle Scout, Calvin Livengood is required to plan, develop and direct a service project to benefit others. His passion for protecting the environment served as the inspiration for his recent service project that supported the Goodwill Recycling Center in Fayette County.

Calvin chose to update the entrance to improve curb appeal and raise awareness of

the Recycling Center. In addition to creating new signs for the entrance and recycling drop off containers, Calvin planted a flower garden and arranged for two dump trucks to deliver gravel. Calvin also recruited fellow scouts to help with trash pick up and donations.

*For information on recycling or how to get involved, contact the Goodwill Recycling Center at 724-437-9987. ●*

Calvin Livengood chose the Goodwill Recycling Center in Fayette County as the site for his Eagle Scout service project.





## Goodwill Hosts House Finance Committee

Goodwill SWPA recognizes that collaboration with legislative and community leaders is vital in helping to fulfill its mission and vision. Fostering relationships and participating in important conversations with these leaders remains a focus. Goodwill welcomed the opportunity to host a recent public hearing for the Pennsylvania House of Representatives' Finance Committee to discuss the Neighborhood Assistance Program, a tax credit program that encourages businesses to invest in projects that improve distressed areas. On hand for the hearing were members of the House Finance Committee (photo above) as well as Mike Smith, President/CEO, and Wayne Fontana (D-Brookline), Pennsylvania State Senator (photo at right). ●



## Three-Year CARF Accreditation Granted

Employment-related programs and services of Goodwill SWPA have earned another three-year accreditation from CARF International, an independent nonprofit accreditor whose endorsement is a mark of distinction among health and human service agencies. Goodwill has achieved consecutive three-year CARF accreditations since 2004.

After a survey team conducted a thorough examination of the facilities, services and processes, Goodwill was commended

for its numerous job matches, long list of collaborative relationships, high-quality facilities, investment in technology and commitment to planning.

Ella Holsinger, Vice President for Human Services, said the review for the new accreditation is “about as close to perfection as an organization can get.” ●



## Ribbon-Cutting Ceremony Held at Aspire Training Facility

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apartment management, transportation and mobility.

Participants in the Aspire program must have a documented intellectual/developmental disability, be at least 18 years of age, and be able to perform Activities of Daily Living (ADL) skills independently.

For more information about Aspire, contact Lynn Tucibat at 412-632-1968 or [lynn.tucibat@goodwillswpa.org](mailto:lynn.tucibat@goodwillswpa.org). ●



Aspire participants, left to right, Travis Griffin, Deb Bohm, Diane Joyce, Wayne Bardsley, Samantha Lascher and Aspire Program Facilitator April Klein.



## Goodwill Develops ProfitABILITY Toolkit

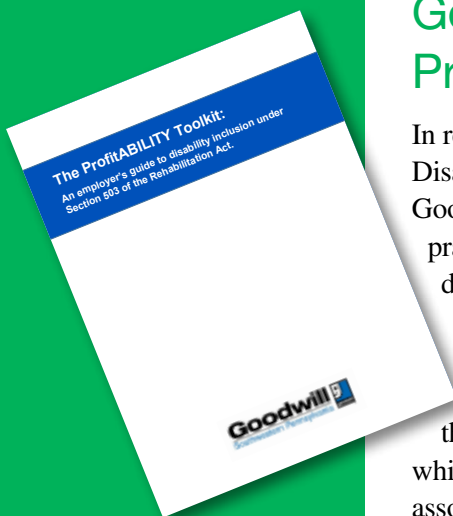
In recognition of October as National Disability Employment Awareness Month, Goodwill has taken the lead in sharing best practices in the hiring of individuals with disabilities by introducing a free toolkit for employers in the region. The ProfitABILITY toolkit was designed to increase understanding of employing those with disabilities in the community while dispelling the myths and stigma often associated with these hiring practices.

The development of the online toolkit, which was made possible with funding by the

FISA Foundation and PNC Bank Foundation, provides an array of resources to help organizations increase their profits while meeting their legal obligations as they reach the more than \$1 trillion disabilities community market share.

The toolkit is just one of numerous services Goodwill provides for employers, including providing qualified, well-trained, motivated people to staff their organizations, job training programs to assist in employee education, and a variety of consulting services and money-saving options.

To download a free copy of the ProfitABILITY Toolkit and a quick reference guide, visit [goodwillswpa.org/profitability](http://goodwillswpa.org/profitability). ●





## Erin Ziegler Plays Employment “Matchmaker”

Erin Ziegler has worked in human resources for 11 years and maintained a collaborative relationship with Goodwill SWPA throughout that time. When she first started working with Goodwill, she quickly realized it “is a great organization that is committed to not only clients but also employers.”

While at Bottom Dollar Foods, she hired a gentleman with autism and also arranged for Goodwill representatives to meet with managers to discuss hiring individuals with a variety of needs. When Bottom Dollar closed their stores, she moved to Allorica and eventually became the Regional Human Resources Manager at Denny’s where she introduced the Pre-Employment Transition Services (PETS) program.

Through PETS, Erin aims to provide high school students with disabilities the opportunity to participate in work-based learning experiences at Denny’s. For

*“The student was nervous because she had never worked before, but she did a great job. The restaurant embraced her and made her part of the team.”*

### Erin Ziegler

Regional Human Resources Manager, Denny’s

example, she recently arranged for a young woman interested in the food industry to experience on-the-job training.

“The student was nervous because she had never worked before, but she did a great job. The restaurant embraced her and made her part of the team,” said Erin. “After only 20 hours on the job, she was seating people by herself, cleaning tables and greeting patrons.”

The woman gained the knowledge and skills needed to work in the food industry, and even better, has been invited back to work for Denny’s in the future. ●

## No Mess or Stress for Donors with the New goBIN™

The average American throws away more than 70 pounds of clothing and linens each year – most of it in wearable or recyclable condition. Each pound buried in landfills emits more than seven pounds of carbon dioxide (CO<sub>2</sub>) into the atmosphere. This fact was the inspiration behind the new goBIN™, an environmentally friendly alternative to trash disposal that offers an easy and convenient donation experience.

Perfect for the donor-on-the-go, the goBIN™ makes donating to Goodwill easier than ever before. Donors simply drop unwanted, gently-used clothing in the goBIN™ at a nearby donation site and scan the bin’s QR code for a donation receipt. Each bin is equipped with smart technology that measures the fill level of the bin on a daily basis, reports the data in real-time, and notifies Goodwill for pickup before the bin reaches capacity. ●



Goodwill introduced the innovative goBIN™ this spring at Shop ‘n Save in Greensburg.

# People of Goodwill

## Robert Stape Named Chief Operating Officer

**Robert Stape** was recently appointed as Chief Operating Officer for Goodwill SWPA. In this role, he will oversee the operations of Donated Goods, Human Resources, Loss Prevention, Facility Management, E-Recycling, Mission Logistics, LLC and SourceAmerica. Stape has been employed with Goodwill SWPA since 1999, most recently serving as Vice President for Retail.

## New Board Member Named

Goodwill is pleased to welcome **Mary Ann Eisenreich** to the Board of Directors. Ms. Eisenreich is a nonprofit consultant and former Director of the Southwest Office of Governor Tom Corbett.



**Karen Wagner**, Community Support Services Coordinator, and **Will Terrell**, Shelter Supervisor, recently accepted an award on behalf of Northside Common Ministries in recognition of the training and support provided to participants of the Allegheny County Senior Training and Employment Program (STEP). NCM currently hosts six STEP participants and has hired two former participants as employees in recent years.

## A Visit to the White House

**Raeann Olander**, Director of Employer Engagement, recently attended a Learning Exchange and Celebration at the White House in recognition of a project she worked on for the Customer Centered Design Challenge. This project was one of only 16 selected from a field of 80-plus teams who participated in the Challenge.

Goodwill joined forces with the Bureau of Workforce Partnership and Operations, Greater Pittsburgh Literacy Council, PA CareerLink, Office of Vocational Rehabilitation, and Three Rivers Workforce Investment Board to design the Partner Referral Network (PRN). The aim of the initiative is to limit employer fatigue, enlarge the pool of job applicants, and improve the quality of job seekers. ●



Thank you to several individuals who played a part in the latest "Faces of Work" video. Their personal stories showcased how Goodwill programs and services can help people to overcome barriers to employment. Visit the Goodwill YouTube channel at [youtube.com/goodwillswpa](http://youtube.com/goodwillswpa) to view the video and hear their stories.



Goodwill welcomed the FISA Foundation to its Lawrenceville headquarters in July. FISA hosted an informational seminar for Goodwill staff and other local nonprofit employees about issues affecting the disability community. Representing Goodwill SWPA were, left to right, **Adrienne Tolentino**, Accessibility, Assistive Technology and Assessment Coordinator; **Nicole Weber**, Training Skills Supervisor; and **Maryn Haberle**, Coordinator of ID/DD Services.



Celebrating at the White House were **Marci Katona**, Office of Vocational Rehabilitation; **Jodi Leipold-Mostel**, United Labor Agency; **Raeann Olander**, Goodwill SWPA; and **Rebecca Michelson**, Three Rivers WIB.

# A Store Near You

## Mount Pleasant Store Expanded

Change is good. That seems to be the overwhelming consensus at the newly renovated Goodwill Mount Pleasant store in Westmoreland County.

The store boasts a cleaner, brighter look and a much larger space for receiving, sorting and displaying goods. According to Mary Jo Kinnick, Store Manager, the biggest improvement is in the production area where employees sort through donated items to prepare them for sale in the store. This space used to be very limiting and congested. The new larger, air conditioned space allows for items to reach the sales floor in record time.

“We worked on the flow to make it easier to move the goods from donation to

production and out the door,” notes Kinnick. “We have a lot of regular customers who come in every day; they are the ones who notice the items are more quickly on the floor.”

Kinnick says she has already seen and heard some positive reviews about the changes, not only from customers but from employees alike.

“It’s a big change, but the customers seem to like it,” she says. “I think the employees feed off of that. They are excited and have a more positive attitude – it’s really great.”

For Kinnick, the road to this point has been well traveled. A former hairdresser who owned her own salon for 30 years, she retired after her children grew up and decided to try retail when she was visiting the Goodwill store and saw a help wanted sign. Five years later, she has moved from assistant manager to store manager and has never looked back.

“Once you get retail in your blood, it’s exciting to go to work every day,” she explains. “I look forward to work and never get bored. As soon as I started, I just knew this is where I wanted to be. I just love it here.” ●

## About the Mt. Pleasant Store

- **Location:**  
1054 Countryside Place  
Mt. Pleasant, PA 15666
- **Staff:**  
15 Employees
- **Store Hours:**  
Monday-Saturday  
9 a.m. to 9 p.m.  
Sunday  
11 a.m. to 7 p.m.
- **Telephone:**  
724-547-2649



Newly expanded and renovated space awaits shoppers at the Goodwill Mount Pleasant store.



**Goodwill of Southwestern Pennsylvania**  
 Robert S. Foltz Building  
 118 52nd Street  
 Pittsburgh, PA 15201  
[www.goodwillswpa.org](http://www.goodwillswpa.org)

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# DONATE A CAR:

**It's a Win for Goodwill and a Win for You**

Are you looking to unload a vehicle but want to avoid the hassle of selling it yourself? Donate it to Goodwill. Visit [www.goodwillswpa.org/donate-a-car](http://www.goodwillswpa.org/donate-a-car) or call 1-888-30-40-CAR for more details.

## Goodwill of Southwestern Pennsylvania

Robert S. Foltz Building  
 118 52nd Street, Pittsburgh, PA 15201  
 412-481-9005 [www.goodwillswpa.org](http://www.goodwillswpa.org)

### Affiliates

**Goodwill of Fayette County**  
 724-437-9878

**Goodwill of North Central West Virginia**  
 304-225-0105

**Goodwill Commercial Services, Inc.**  
 412-913-1982

**Goodwill Housing**  
 412-257-4844

**Northside Common Ministries**  
 412-323-1163

### Our Mission

We help people improve their quality of life through work and related services.

### Goodwill's Code of Conduct

Goodwill SWPA is committed to conducting its business in accordance with the highest standards of ethical behavior and regulatory compliance and to treating everyone with dignity and respect. The agency's full Code of Conduct document – "Ethics at Work" – may be viewed at [www.goodwillswpa.org](http://www.goodwillswpa.org).

### Non-discrimination Statement

Goodwill SWPA and its affiliates prohibit discrimination on the basis of race, color, religious creed, disability, ancestry, national origin, age, sex, or sexual orientation.

### Equal Opportunity Employer

Goodwill SWPA is an Equal Opportunity Employer/Program. Auxiliary aides and services are available upon request to individuals with disabilities. For more information, call 412-632-1809 or email [accommodations.request@goodwillswpa.org](mailto:accommodations.request@goodwillswpa.org)

Goodwill SWPA is CARF accredited.

Alternative formats are available upon request.

Your comments and suggestions are welcome.

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Give to Goodwill at [www.goodwillswpa.org/donate-money](http://www.goodwillswpa.org/donate-money)

## Goodwill Fayette Hosts Award Ceremony

In June, the Goodwill Fayette facility in Uniontown held its Participant of the Year Awards ceremony and reception. Four individuals from the business, janitorial and recycling services, and two from the transitional and competitive employment programs, were honored for their commitment to work, their

willingness to learn and their production of quality work. A seventh individual was also recognized for his special project at the Fayette Recycling Center. ●

Participating in this year's awards ceremony were, left to right, front row, Lisa Kestler, Annie Lawrence and Gerald Weakland; back row, Mike Smith, Goodwill SWPA President/CEO, Heather Forsythe, Yvonne Stull, Jo Lofstead, Fayette Advisory Board Member, and Amy Kacmar, Executive Director of Affiliate Operations.

