





# GoodWO

### Goodwill and Uber Team Up for Mobile Campaign

Goodwills across the country and the car-riding service Uber recently partnered to make it as convenient as possible for people to donate clothing. On May 2, Goodwill combined the power

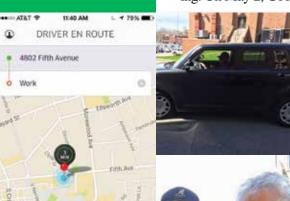
> of donating with the convenience of ordering a ride via a mobile device. Donors used the Uber app to request a pickup for their donations; the driver then delivered the items to Goodwill, free of charge.

"This collaboration made spring cleaning and donating an easy task, while ensuring diverted from landfills but also used to support efforts to put people back to work," said Michael J.

that clothing was not only

Smith, President/CEO of Goodwill SWPA.

With Goodwill and Uber coming directly to donors, it was the perfect opportunity for people to clean out their closets and give as much as they could. As a result, locally 2,750 pounds of clothing were received from 70 donors and 450,000 pounds were donated nationally through the #UberSpringCleaning campaign.





campaign.

### Workforce Development Center Dedicated

An open house and dedication ceremony was held in February to rename the human services building at Goodwill of North Central West Virginia (NCWV) in memory of the late Michael A. Oliverio. Now named the Michael A. Oliverio Workforce Development Center, a plaque was

(continued on page 8)



Aeon, left, shares a proud moment with his Culinary Mentor, Julian Yakubinsin.

### Goodwill Student Finds Recipe for Success

For most people, the thought of cooking for a dozen people would be a daunting test of organizational, creative and personal skills. For Aeon, a senior at Penn Trafford High School, preparing this type of meal was the culmination of two years of hard work in Goodwill's Recipe for Success Program.

Aeon is one of several students in the Transition WORKS! Program in Westmoreland who spends his days at school and at Redstone Highlands senior care center rotating through readiness activities in the dietary and housekeeping departments. Goodwill has been partnering with Redstone for the past four years at two sites to provide this unique educational experience that often results in jobs at the facility for the students.

For Aeon, his interest in cooking led to the creation of the Recipe for Success program at Redstone. Over the past two years, he has learned how to cook delicious meals and handle and serve food safely. He had the chance to show off his culinary expertise in May when he developed a menu and prepared a full meal

(continued on page 5)



## Making an Impact on the Lives of Others

By Michael J. Smith President/CEO

Goodwill makes an impact on the lives of those we serve every single day. I don't say these words lightly or pass this sentiment off as a given based on our mission. I say this as I hear the stories and meet the people whose lives we are changing. I am constantly overwhelmed and inspired by these stories.

I often tell people that the Power of Work Awards luncheon is one of my favorite days of the year. Not because I get to have a great meal or catch up with friends, colleagues and community partners, but because I have the chance to meet the people whose lives we touch here at Goodwill. I love to hear and celebrate in their stories of success.

I feel this same way when we present the Outstanding Achiever Awards each spring, and when we hand diplomas to our new graduates from the Workforce Development Center. In this issue of the newsletter, you will see photos and stories about some of these young adults who have overcome adversity to do some really great things.

Also in this newsletter, you will meet Aeon, one of our Transition WORKS! students who learned how to cook delicious meals and is now gainfully employed as a line cook at a local restaurant. You will learn about students in the RISE Project, Good-To-Go Café, and the Ticket to Work program who are making amazing strides in their preparation for a positive future in the workforce. And you will see a wonderful photo of a recent graduate who was interviewed for a segment on WPXI-TV.

These are just a few of the numerous stories we see and hear about each year that clearly show the impact Goodwill has on those we humbly serve. For more success stories, check out our website or follow us on Facebook. I guarantee you will be impressed and inspired as you read about these amazing people and the lives they are leading thanks to Goodwill.

### Alorica and Goodwill: Building a Lasting Partnership

Building relationships in the community is the core of the business model of Alorica, a leading business process outsourcing call center that provides customer experience and management solutions spanning the entire customer life-cycle. The company supports everything from customer acquisition and sales, customer care and support, supply chain and fulfillment, plus social CRM and mobile.

With an emphasis on community partnerships, Alorica has been working with

Goodwill on many fronts as they seek qualified candidates to fill various employment needs. Their support of Goodwill has included hosting tours of

their facility in West Mifflin, holding recruitment events at Goodwill sites, and offering jobs to various candidates. The company is also an active member of Goodwill's Business Advisory Council.

"At Alorica, creating opportunities in our communities is one of our core values," explained Kathy Esposito, Site Director. "Working with Goodwill has enabled us to build a community partnership that is mutually beneficial."

This partnership has allowed Alorica to grow in the community and add new jobs. The company counts on Goodwill to host job fairs and provide leads for potential new hires. Ms. Esposito explained that "Goodwill understands our business and the kind of applicants we need; they have allowed us to expand our reach within the community."

Alorica plans on growing its partnership even further with Goodwill in the future.

"We appreciate the services that Goodwill provides to both local job seekers and employers like us," said Ms. Esposito. "Goodwill continues to help Alorica build relationships in the community, and we will continue to use them for finding qualified candidates."



# Financial Opportunity Center Opens

Goodwill SWPA recently opened the Financial Opportunity Center (FOC) at Northside Common Ministries (NCM) to provide tools to help those in need to save and invest in their future. The goal is to help local families achieve financial stability through free services, such as employment assistance, income supports, and financial education and coaching.

"The addition of an on-site FOC allows NCM to help move individuals from being dependent clients to being independent neighbors," said Clare Hann, Ticket to Work Program Administrator and Income Supports Specialist. "Teaching individuals to provide for themselves and their families with pride changes the whole dynamic of the services we offer."



The FOC is open Monday through Friday from noon to 3 p.m. for anyone in the community. Walk-ins are welcome.

For more information, visit www.goodwillswpa.org/community-services or call 412-323-1163. ■

Edward Boehme, Employment Specialist, and Clare Hann, Ticket to Work Program Administrator and Income Supports Specialist, at the new FOC at Northside Common Ministries.

# Training Program Prepares Food Service Workers

Jeremy came to Goodwill in October of 2014 with one goal – to learn how to cook. He was given the chance to do that through Goodwill's program at the Good-To-Go Café.



Jeremy prepares a delicious pizza in the Good-to-Go Café.

The training program combines classroom instruction with on-the-job training in an effort to prepare trainees for employment in the food service industry doing a job that best suits their individual abilities. Trainees are referred by a number of different sources, such as OVR, Transitions WORKS!, and youth summer employment programs.

The program benefits trainees by giving them a better understanding of the general workforce and the community by providing well trained and knowledgeable candidates ready to fill open positions. For instance, the program has helped several participants find jobs at McDonalds, Eat'n Park, and Mercy Hospital.

In the short time he has been at Goodwill, Jeremy has mastered most of the stations in the program and is preparing to take the ServSafe Foodhandler certification exam. More importantly, he is one step closer to figuring out his career path.

"I enjoy working with food and like to learn about the different pieces of equipment in the café," said Jeremy. "I also feel like I'm getting closer to getting a job in the community."

For more information about the Food Service Training Program, contact Andrew Brennan, 412-632-1706 or andrew.brennan@goodwillswpa.org.

Thanks to support from the Ticket to Work program, Regina was hired in the bakery department at a local Giant Eagle.

### Ticket to Work Helped Regina Return to Work

Regina didn't want her disability to remain a barrier to employment any longer – she was ready to get back to work. Rather than reach out to a typical job-placement program, Regina chose Goodwill's Ticket to Work program to help her find a job.

Regina received assistance with her resume and interview skills, attended multiple workshops and job fairs, and worked extensively with a benefits counselor to learn how her Social Security benefits and medical coverage would be affected by employment. Thanks to this support from the Ticket to Work program, Regina was hired in the bakery department at a local Giant Eagle, where she is still employed today.

"Goodwill has helped me in getting back to work and out of the house. It has changed my life for the better," explained Regina.

Regina is just one of many who have benefited from the Social Security work incentive program aimed at helping individuals with disabilities get back to work. Other Ticket to Work participants have met their employment goals. In fact, more than 30 percent of external referrals to date have successfully obtained and maintained employment for over six months.

The Ticket to Work program delivers a holistic experience to ensure participants between the age of 18 and 64 get back to work for at least 25 hours per week. The program administrators utilize various Goodwill services, such as job placement and coaching, to connect participants with agency and community services.

For more information, visit www.goodwillswpa.org/ticket-to-work or contact Clare Hann at 412-632-1798 or clare.hann@goodwillswpa.org.



### Take Our Sons and Daughters to Work Day



Children had the chance to participate in fun activities and learn more about the Goodwill mission during Take Our Sons and Daughters to Work Day in April. Children also shadowed their parents to find out more about various career paths at Goodwill.

# The RISE Project Gave Christinia a Bright Future

Though she was unable to regularly attend high school, Christinia knew an education was the best way to build a successful future. Christinia learned about Goodwill's Re-entry through Industry Specific Education (RISE) Project during her search for local GED® programs. She was excited to find a unique program that would allow her to work toward her GED® while also completing vocational training.



Christinia accepts an Outstanding Achiever Award after getting her GED® award and pre-apprentice certificate.

In just five months with the RISE Project, Christinia successfully attained her GED® and earned her Pre-Apprenticeship Certificate from the Home Builder's Institute (HBI).

"Do something positive for yourself and check out the RISE Project. You will find more support than you thought possible through this program and Goodwill," said Christinia. "Because of RISE, I have an education, training and more going for my future than I ever thought possible."

The RISE Project offers free vocational training in fields such as electrical work, plumbing, painting, carpentry, brick masonry and more at the Goodwill facility in the South Side. In addition to work experience in construction or facilities maintenance, students also complete life skills training,

internships, community service projects, and job placement assistance to give them the confidence to find a job following completion of the program.

Youth between the ages of 17 and 24 residing in Allegheny County are eligible to participate in the RISE Project. Individuals can have their GED® or high school diploma, but neither is required since GED® preparation classes are offered as part of the program.

For more information about the RISE Project, please call 412-632-1742.

### Goodwill Student Finds Recipe for Success

(continued from page 1)

for his family, teachers from Penn Trafford, representatives from Goodwill, and executives from Redstone.

After the meal, Aeon was presented with an award recognizing his accomplishments as the first graduate of the Recipe for Success program. As a result of his hard work, he was recently hired as a line cook at Giuseppe's Café in Greensburg. He also received the Nick Petrucci Transition to Work Scholarship from Penn Trafford High School.



# Goodwill Hosts GPNP to Discuss State Budget

Representatives from the Greater Pittsburgh Nonprofit Partnership (GPNP) recently shared thoughts on the state budget with area leaders at the Lawrenceville Workforce Development Center. Participants included, left to right, Nello Giorgetti, Principal, Cohen & Grigsby; Donna Memmi Malpezzi, Esq., Former General Counsel to PA Senate Majority Caucus and Majority Leaders; and Samantha Balbier, Moderator and Executive Director, GPNP.

# GoodNews from Goodwill

More news at www.goodwillswpa.org/news

### Whole Foods Donates a Whole Lot to Goodwill

Whole Foods in Wexford went the extra mile during its Round Up at the Register campaign late last year. By asking customers to round up their orders to the nearest dollar, the store raised \$19,000 – enough to provide pasta and beans to last a full year at the Northside Commons Ministry community food pantry.

### YouthWorks Highlighted During Afterschool Crawl



State and federal legislators visited in April with YouthWorks HIRE Me program participants to learn about the benefits of quality afterschool programs in our region. Students seated, left to right, are Eileen Bermudez, Remy McIntyre, Jaz'zee Jones, Dayonna McLaughlin and Makeda Drew.

### Goodwill Brand Is Widely Known

Goodwill was recently named the Disability Nonprofit Brand of the Year as part of the 2015 Harris Poll EquiTrend® Study, an annual brand equity study.

### Take a Father to School Day



More than 100 community leaders, including Goodwill President/CEO Mike Smith, showed their support at the Take a Father to School Day proclamation presentation at the City of Pittsburgh chambers on May 15. Goodwill SWPA and the Pittsburgh Public Schools partnered on a donation drive from May 11-15 as part of this outreach program that aims to increase the participation of male role models in the district's schools.

### Donation Drives a Huge Success

Many thanks to the Animal Rescue League, Bon-Ton Uniontown, Eat'n Park, Shaler Area Elementary PTO and Urban Impact for organizing successful donation drives in recent months. Through partnerships like these, Goodwill SWPA was able to collect thousands of pounds in much needed donations. Every dollar generated in the retail stores helps someone find a job.

### UPMC Names Goodwill Premier POWRR Partner

UPMC recognized Goodwill SWPA as a premier Partnership on Workforce Readiness and Retention (POWRR) partner for 2014. The average retention rate for all POWRR hires at UPMC was 68 percent during the 2014 fiscal year. Goodwill POWRR candidates had a 75 percent retention rate and higher average employee performance review than the system-wide average of all UPMC employees.



### Wendy's Receives Rotary Club Award

The Uniontown Chestnut Ridge Rotary Club recently awarded the Connellsville Wendy's restaurant with the Jackie Martinko Mitchell Vocational Service Award. Nominated by Goodwill of Fayette, the restaurant was recognized for its commitment to removing barriers to employment through hiring practices and a willingness to work with persons with disabilities.

### Transition WORKS! Students Create Jewelry



Knowing many of our students have previously worked in the Computer Recycling Center (CRC), Transition WORKS! Job Coach Diane Mooney invited them to put their skills to work by creating jewelry from recycled computer parts. The educational project gave students the opportunity to build upon previously learned skills and to hold a jewelry sale to show off their unique designs.

### Tabatha Dorman Receives Multiple Awards

When Tabatha Dorman isn't serving as Goodwill Cares! Coordinator, she is busy working on her master's degree in business leadership or volunteering at her local church, American Legion Ladies Auxiliary, or McKeesport College Club. This dedication inside and outside of the classroom earned her the Academic Excellence Award, Community Service Award, and Leadership Award from Robert Morris University this spring.

### Girl Scouts Donate Clothes and Tour Store



Brownies from Girl Scout Troop 53282 recently hosted a clothing drive to benefit Goodwill SWPA. The troop displayed their newest badges after touring the Gibsonia store and learning more about the donation process.

#### **Grant Gets Goodwill Moving**

Goodwill of SWPA is very grateful to the Henry L. Hillman Foundation for a recent grant to develop a new transportation and logistics social enterprise for the agency. Development of new enterprises is a critical piece of Goodwill's most recent strategic plan.

## GoodGuides® Students Meet with Policy Makers



Five students from the GoodGuides mentoring program recently traveled to the Pennsylvania State Capitol to discuss why #AfterschoolMatters. While they were there to meet with Representative Jake Wheatley, the students bumped into Pittsburgh Mayor Bill Peduto, seen here with the students, and spoke with him about their cause.

### Workforce Development Center Dedicated

(continued from page 1)

placed on the center to recognize Mr. Oliverio's dedicated service and leadership to Goodwill.

Mr. Oliverio, who passed away in February 2014, served as long-time chair of

MICHAEL A. OLIVERIO
WORKFORCE DEVELOPMENT
CENTER

NAMED IN MEMORY OF
"MIKE" FOR HIS
DEDICATED SERVICE AND
LEADERSHIP TO GOODWILL
OF NORTH CENTRAL
WEST VIRGINIA

Goodwill NCWV's advisory board. He was instrumental in the development of the Goodwill movement in north central West Virginia and was active on various committees for Goodwill Industries International.

Located at 1954 Hunters Way in Morgantown, the Workforce Development Center provides employment services for persons with disabilities, specialized services for employers looking for individuals to meet their needs, and a wide range of vocational services for West Virginia residents.



# Outstanding Achievers Recognized

In recognition of their progress and accomplishments during the past year, Goodwill SWPA honored 30 clients as "Outstanding Achievers" at a special recognition ceremony on May 20. This year's honorees are: Lawrence Barren, Amonay Bradford, Keeley Brockington, Leonard Brooks, Jerry Byrne,

Cortez Carey, Christinia Chapman, Kenny Griffin, Matt Dean, Michael Hardman, Brian Idell, Jerry Johnson, Micheal Kern, Louise Kuechenmeister, John Morris, Tommy Mowers, Brittani Noble, Regina Patton, Jess Piveronas, Jeremy Pomerantz, Sarah Pritt, Richard Ross, Jack Rudolph, Virginia Rupert, Aydin Seyidov, Danzell Smith, Amber Sullenberger, Frank Woodson, David West and Bailey Zeh.



### A Store Near You

### **Washington Store** Remains a Popular Spot

Since the opening of a brand new store on Jefferson Avenue in January 2013, shoppers at the highly popular Washington Goodwill have found it much easier to walk the aisles of the 9,300-square-foot sales floor.

As one of the new prototype stores, the upgraded Washington location is not only easier to shop in but is also environmentally friendly. It was designed to be naturally efficient with additional windows, different lighting, and updated heating and cooling systems.

Today, work in the renovated 15,000square-foot facility keeps 20 employees busy accepting donations and stocking the sales floor. A drive-through donation

area has helped to streamline the inventory process for employees like Softlines Production Processor Sarah Broerman.

"I am able to sort, tag and prepare almost 1,000 pieces of clothing for the sales floor during a single eight-hour shift," said Broerman.

Sarah Broerman works Processor at the Washington store.

Originally from Ohio, Ms. Broerman has worked at the Washington location since she moved to the area just over one year ago. While she focuses on processing to help the store reach its goals, she admits her fellow staff members are what she likes most about working for Goodwill.

"We're constantly filling the sales floor with a variety of products, which means there's always something new for shoppers to find," said Ms. Broerman. "But I think it's the employees that keep the shoppers coming back for more."



as a Softlines Production

### **About the Washington Store**

- Location: 89 Jefferson Avenue Washington, PA 15301
- Staff: 20 employees
- Store Hours: Monday through Saturday, 9 a.m. to 9 p.m. and Sunday, 10 a.m. to 5 p.m.
- Telephone: (724) 223-0917

Students from the University of Pittsburgh made a donation and helped to Stuff the Truck for Earth Day at Schenley Plaza.

### Goodwill Celebrates Earth Day

Every day is Earth Day at Goodwill, which is dedicated to reusing and recycling just about everything that passes through its doors. Goodwill SWPA took this commitment to all things green one step further by participating in local official Earth Day activities in April.

Goodwill made an appearance at Whole Foods Pittsburgh on April 21 and Whole Foods Wexford on April 23 to share donation information with shoppers. Face painting,

giveaways and more were all as part of the supermarket's Earth Day celebrations.

Goodwill was also a part of the first Pittsburgh Earth Day – a citywide celebration dedicated to educating, inspiring and celebrating



sustainability in the region. That included a donation drive in Schenley Plaza.

"Goodwill proudly supports Earth Day," said Robert Stape, Vice President of Retail. "As a long-time pioneer of the values of reuse, we encouraged people to participate in this worldwide expression of environmental concern by donating their unwanted items to Goodwill to help others."

# People of Goodwill

#### 2015 Jefferson Awards Honors Bill Pletz

Bill Pletz was one of 50 honorees recognized at the 2015 Jefferson Awards of Public Service presentation. Known as the Pancake Man, Mr. Pletz has served more than 5,000 individuals delicious breakfasts over the past 15 years on Sunday mornings at the Pleasant Valley Homeless Men's Shelter.

### Workforce Development Center Holds Graduation

Goodwill SWPA celebrated the accomplishments of 11 GED® graduates and two new U.S. citizens at a combined ceremony in April at the Lawrenceville Workforce Development Center.

For more information about GED testing and the various education programs offered by Goodwill, please visit www.goodwillswpa.org/education.

Amanuel Bahta, left, and Michael Allen celebrate their graduation from the Workforce Development Center.



### Governor's Achievement Award Presented to John Magistri

John Magistri was recognized as a 2015 Governor's Achievement Award recipient at the Pennsylvania Workforce Development Association's Annual Employment, Education and Training Conference in May. His persistence and commitment to his family, combined with the support of the McKeesport Employment, Advancement and Retention Network (EARN), helped him to grow from an unemployed single parent with few opportunities to a full-time employee with a bright future.

### Chair Named for 2015 Power of Work Awards



Michele Fabrizi, President and CEO of MARC USA, has been named honorary chairperson for the 2015 Power of Work Awards. Ms. Fabrizi is shown here with Mike Smith during her recent visit to the Goodwill offices in Lawrenceville.

### Brittany Reno Receives Leader Award

Brittany Reno, Development and Special Events Specialist, was honored as the Get Involved! Inc. 2015 Female Emerging Leader at the 6th Annual Pittsburgh Service Summit in March. Ms. Reno was recognized for her community service in Sharpsburg and for her work with Goodwill SWPA. The award is presented annually to a young professional who gives her time and talents to worthwhile causes, both personally and professionally.

### Project SEARCH Participant Appears on WPXI

Jack Rudolph, an Outstanding Achiever for Project SEARCH at UPMC Passavant, was recently interviewed by Peggy Finnegan for a "Good to Meet You" segment on WPXI-TV. Jack discussed his personal experience with the school-to-work transition program that offers a combination of classroom instruction, career exploration, and hands-on training.



## Improve English and Learn About Civics

Goodwill is helping non-native English speakers improve their speaking, listening, reading and writing skills while also learning about civics-related content through our new EL Civics course. Students can attend morning, afternoon or evening classes in Lawrenceville or the South Side to acquire the skills and knowledge needed to become active, informed workers and community members.

Students must either be a U.S. citizen or eligible for citizenship (i.e., have a green card or Social Security number), cannot be an English native speaker, and must need English language services to enroll in the program.

For more information or to register for the EL Civics course, please call 412-632-1820 or email english@goodwillswpa.org.

# Highmark Walk for a Healthy Community



Approximately 95 staff members and supporters participated on behalf of Goodwill SWPA in the Highmark Walk for a Healthy Community in May. Special thanks to the 138 donors who helped to raise more than \$4,400 to benefit Goodwill's programs and services.



Goodwill of Southwestern Pennsylvania

Robert S. Foltz Building 118 52nd Street Pittsburgh, PA 15201 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 for more details.

#### **Goodwill of Southwestern** Pennsylvania

Robert S. Foltz Building 118 52nd Street, Pittsburgh, PA 15201 412-481-9005 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.

#### **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

Goodwill SWPA is CARF accredited

Alternative formats are available upon request. Your comments and suggestions are welcome.



You Tube youtube.com/goodwillswpa

Give to Goodwill at www.goodwillswpa.org/donate-money

### Save the Date for **Annual Golf Outing**

You are cordially invited to the 15th Annual Golf for Goodwill event on Monday, August 17. Presented by Burns & Scalo and Fifth Third Bank, the event will be held simultaneously at the Fox Chapel Golf Club and the Pittsburgh Field Club. All proceeds benefit Goodwill SWPA.

You can register on our website at golfforgoodwill.org. Last call for registration is August 1.

Last year's golf outing raised more than \$150,000.

For more information or to volunteer, please visit golfforgoodwill.org or contact Brittany Reno, Development and Special Events Specialist, at 412-632-1934 or brittany.reno@goodwillswpa.org.

