



Grapevine

News from Licking/Knox Goodwill Industries, Inc.
Winter 2010

GoodGuides™

written by Rennie Bare GoodGuides™ Program Manager



Licking/Knox Goodwill Industries, Inc. recently launched an exciting new career-focused, youth mentoring program that aims to keep at-risk youth out of trouble and on the path to a better future. The program known as Goodwill GoodGuides™ will serve 12 to 17 year-olds who face such risk factors as school failure, juvenile delinquency, family violence

and other challenges. Through the use of trusted adult mentors, the program helps these young people build career plans and skills. The basic idea is if we can keep the youth out of trouble now, they will be less likely to face even greater hardships down the road.

GoodGuides™ is funded through a nearly \$300,000 grant. We are happy to say Licking/Knox Goodwill Industries, Inc., is one of 56 community Goodwill agencies in 38 states who received the funding. The grant provides career-focused mentoring so youth can build career plans and skills as they prepare for school completion. Goodwill is an especially good match for this program because of its long history of helping people find jobs and its emphasis on building strong families. In the end, offering youth a pathway out of crime and toward a better future truly is a good thing for all of us.

Securing great mentors is vital to the success of program. We will train and support volunteer mentors to engage youth in promoting their career development and life skills. If you would like to mentor a youth in our community, or if you know of a friend, relative or other trusted adult who might be interested, please contact Rennie Bare at (740) 345-9861 ext 208 or at rbare@goodwillnewark.com [pictured at right] -or- Cynthia Dawes at ext 207 or at cdawes@goodwillnewark.com [pictured at left].



| | |
|--|---|
| Board of Trustees | 2 |
| Food for the Hungry | 2 |
| C.A.R.E. About Safety | 3 |
| David Spencer, Safety and Security Coordinator | |
| Grace Through Adversity | 4 |
| Fredrick Lowery, Inspirational Speaker | |
| Awards of Excellence Nominees | 5 |
| Retail Locations | 6 |
| Operations Spotlight | 6 |
| Judy DeBevoise, Director of Operations | |
| Save the Date | 8 |
| Community Involvement | 8 |

Our Mission:

Licking/Knox Goodwill Industries, Inc. provides training, employment, and support services to individuals with disabilities and other barriers to employment.

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Food For The Hungry

written by Kurt Chaney, Utica Retail Store

For as long as I can remember, I have enjoyed music. Whether I'm singing, playing an instrument, or just tapping out simple rhythms on whatever is close enough to tap on, making music is one of my favorite things to do. I started out playing the drums in elementary school and continued all the way through high school. I taught myself to play guitar at age 15 and was singing and playing bass guitar in a rock band by age 19. I have tried a multitude of other instruments over the years, but I have stuck mainly with acoustic guitar and vocals because I really admire the classic singer/songwriter style.

As I settled into family life, music took a back seat for a while, but over the last couple of years I have jumped at any chance to play in front of an audience. Recently, I participated in a local "Idol" contest as part of the Dan Emmett Music and Arts Festival in Mt. Vernon, Ohio. I walked away with second place in my age category, and shortly after, I was presented with another opportunity to perform. This time, for a charity known as Food for the Hungry.

Food for the Hungry is an annual drive that collects food and revenue for the Knox County branches of The Salvation Army and Interchurch Social Services. These agencies, in turn, use the donations to help Knox County families with basic necessities throughout the year. It is truly a local effort, as 100% of all donations are distributed within Knox County. The event begins as early as November with various food drives all over the county and concludes with a telethon style broadcast on Time Warner Cable's community channel.

Matt Starr, Senior Partner and Producer for I-CONN Video Production and provider of creative services for Food for the Hungry, saw my performances at the Dan Emmett Festival and asked if I would be interested in taping an entertainment segment for the broadcast. As our conversation went on, I learned the theme song for this year's event was "Give a Little Bit" by Supertramp. He gave me some background information on the food drive and the broadcast and asked if I would perform the song. I was already going over the lyrics in my head. I told him I'd be glad to do it.

The whole experience was very exciting. I learned and rehearsed a new song, I performed the song on a big stage in front of five different video cameras, I was able to listen to the broadcast on AM radio with my co-workers while sorting merchandise at my retail store, and it was all for a good cause. At the end of the day, it was announced that Food for the Hungry had raised \$160,000 and 41 truck loads of food to benefit the less fortunate of Knox County. It made my heart smile to know that I had given a little bit.



For more information about Food for the Hungry, please visit www.foodforthehungrycares.org.

C.A.R.E. About Safety

written by David Spencer, Safety and Security Coordinator

How many times have you watched a utility worker sway on top of a telephone pole, or a construction worker straddle a steel beam high above you? You probably think their jobs are way too dangerous for you to do, when actually, both the utility and construction worker could be safer at their jobs than you are at the office.

The reason for this is because of their awareness of the hazards that come with the job and their knowledge of the safety procedures they must follow. It's this safety awareness that is their best defense against accidents. On the other hand, the office worker sometimes cannot see why he or she should be as concerned about safety. "After all, what's so hazardous about rows of desks, phones, and files?" is a common phrase often heard.

Actually, there are plenty of hazards lurking in this supposedly "safe" office setting. It is true that office accidents seem less dramatic than those that occur in a manufacturing plant or among construction workers, but they can be just as painful and just as much of a financial setback to the injured worker.

Some of the most common causes of slip and fall accidents at the office, which account for the majority of disabling injuries, include:

- Walking on slippery floors or uneven surfaces, especially when wearing high heels.
- Going up or down stairs and not using the handrail.
- Using chairs with casters that may roll away from you when you try to sit on them, lean back too far, or lean forward to pick up something off the floor.



Sloppy housekeeping and floors littered with tangled cords, discarded papers, spilled liquids, and small items such as paper clips may also cause slips and falls.

Office machines also cause their share of accidents. Electric machines should always be unplugged when being cleaned and should not be used if any sparking or smoking occurs.

Carrying supplies to and from the storeroom can be dangerous if done incorrectly. Be sure the pile is light enough to handle easily and low enough to see over.

Doors are a source of office accidents, too. People may walk into a glass door unless a conspicuous design is centered on the door at eye level. Solid doors present hazards, too. When two people approach solid doors from opposite sides, one of them can be struck when the door opens.

Desks and file cabinets present special hazards. Drawers should be closed when you're finished with them. It's easy to trip over or bump into an open drawer.

Finally, there is the danger of fire if flammable materials are allowed to accumulate in closets.

Look around your office and identify the possible safety hazards. If you develop a safety consciousness, you can become aware of office hazards and take the appropriate precautions to avoid.

Grace Through Adversity

written by Fredrick, Lowery, Inspirational Speaker



You don't have to be a die hard sports fan to know Tiger Woods, Michael Vick, Charles Barkley or even Barry Bonds....these are all household names and reluctant role models to many. However, what sticks in many minds today is what they have in a common outside their accomplishments in sports....their fall from grace!

If you mention the name Fredrick Lowery, you'll more than likely receive a weird look followed by a high pitched...Who? A native of Columbus, raised with four other sibling's by a single mom, "I've never had to worry about falling from grace...I've spent most of my life running and dodging it. Naturally head strong, I found myself running with the wrong crowds and right into trouble. I spent some time in and out of juvenile facilities and not having a key strong male presence did nothing to deter my reckless behavior. Misguided views, lack of accountability, and poor decision making; not to mention, equally misguided "associates" as friends were the wrong ingredients for any young adult seeking to make something of his or her life. Instead, it was these very elements that ultimately led me to prison.

I was convicted of aggravated robbery in 1993 and spent 10 years of my young adult life behind prison walls. I used my time within those prison walls as efficiently as I could. I went to college for business management. I earned my certification in horticulture and I assisted in facilitating 36 programs designed to educate those who lack life skills to adjust to the society side of prison. I felt as if I had prepared myself while helping others along the way. I also felt as if I had begun to repay my debt to society. Little did I realize that my journey had just begun.

As if 10 years wasn't lesson enough, one month before I was due to be released my right leg (below the knee) had to be amputated due to a form of Vasculitis that attacked the blood vessels, restricting my circulation and causing irreversible bone infection in my right foot. Because of correction facilities rules regarding medical issues, it would be another six months before I could be released. Of course my self-esteem had been damaged, but my spirit and will to persevere had not been broken!

Upon my release, I faced another adverse situation. Though I educated myself while in prison, I was also physically in the best shape of my life. I decided to become a personal trainer for pro athletes. My brother whom happened to be a pro athlete in the NBA convinced me to reevaluate my career choice. So here I was fresh off a ten year sentence in prison no idea as how I was going to get by and only one leg to stand LITERALLY! Indeed most would

have given up at this point, but you see, I knew I hadn't come all this way to simply give up. I've always believed in a "Higher Power," so if he'd brought me this far, he definitely wasn't finished with me.

Through the help and support of my family I was eventually able to afford a prosthetic limb. I began the grueling task of physically rehabilitating myself to walk. With a dedicated therapist from OSU Rehab Center, two months after first putting on my prosthetic leg I was able to run 15 to 20 minutes a session on a treadmill. Talk about the power of will!

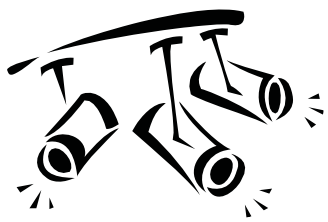
One year after being released from prison as an amputee, I was finally able to reenter the work force, but most importantly I decided to go back to school for H.V.A.C. training.

While still in school I moved to Newark. I met a wonderful (and quite beautiful) woman whom remains by my side today. I graduated from AST (American School of Technology) earning my H.V.A.C. Certification and just when as my life began to gain some normalcy, vasculitis in my left leg forced a second operation, making me a double amputee. The doctors said I would probably never walk normal again and would need a cane for the remainder of my life.

Today, I still reside in Newark, Ohio where I'm an active member in my community. I utilize the majority of my time volunteering and giving motivational speeches wherever invited. You would think having served ten years for my past mistakes would have repaid my debt to society, however; my journey has really just begun.

Having been blessed with a second opportunity in life I deeply feel that it is my duty to inspire, motivate and encourage those who face difficulty in adversity. In my experience, it is that same adversity which has helped me transcend from an irresponsible and selfish individual to a wise, selfless choice maker as an adult.

My latest challenge? Well I'm very pleased to announce that I am now the proud and overjoyed expectant father of a beautiful baby girl! The woman in my life is expecting to bless me (any day now!) with the precious gift any woman can bestow upon a man, which is why I must continue my mission so that one day my child may walk in her fathers shoes....the shoes of grace!



EXTRA! Read All About It!

2010 Awards of Excellence Nominees Announced!

The 2010 Licking/Knox Goodwill Annual Meeting and Awards of Excellence will be held March 24, 2010 at the Midland Theatre. The evening will be highlighted with dancers, musical performances, and presentation of the 2009 Employees of the Year Awards.

One winner from each category will be announced that evening. Take a moment and congratulate this year's nominees!

A few winners have already been selected, including Customer of the Year, DSCC.

Retail Manager of the Year

Diane Farley - Parrott Street Store
Rita Stuller - Coshocton Ave. Store

Administrative Employee of the Year

Sherry Cline
Lisa Mulcare

Retail Assistant Manager of the Year

Terri Keaton - Virtual Store
Linda Wright - Parrott Street Store

Dream Team

Human Resources Department
Parrott Street Store

Retail Employee of the Year

Cheryl Hobbs - Coshocton Ave Store
Angeline Mastella - Pataskala Store

Safe Driver of the Year

Dale Baker - Salvage
Arthur (Tom) Vaughn - DSCC Proper

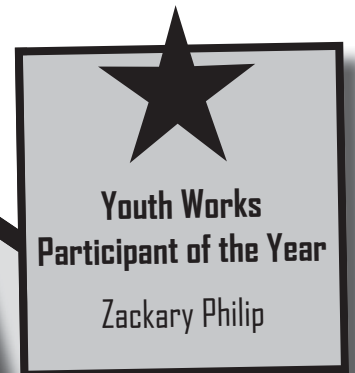
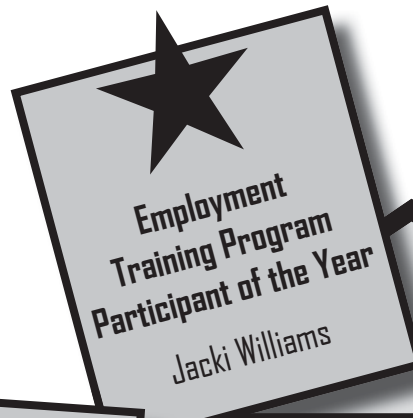


Contract Manager of the Year

Jeffrey Messer - Twin Valley Hospital
Mark Peck - DSCC 2D

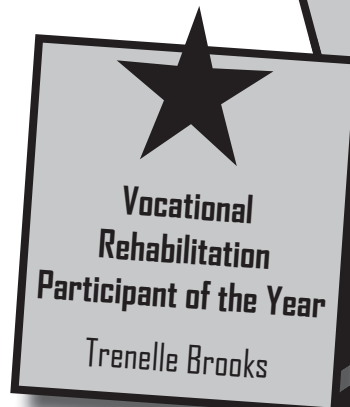
Contract Crew Leader of the Year

Billy Jackson - Army & OBES
Vicky Petty - DSCC 2I
Marcus Sterling - Twin Valley Hospital



Contract Employee of the Year (Four Winners Selected)

Carl Anthony - County
Ricky Brown - Boeing
William Gienger - County
Brenda Hopper - Rickenbacker
Gerald Miller - Twin Valley Hospital
Albert Pace Jr. - Twin Valley Hospital
Annabell Shipley - DSCC Proper
Rickey Smith - DSCC Proper
Joe Wright - County



*And the
Winner Is*

Retail Locations

Newark

927 N. 21st Street
Monday - Saturday 9 a.m. to 8 p.m.,
Sunday noon to 5 p.m.
740-364-0804

101 Union Street
Monday - Friday 9 a.m. to 8 p.m.,
Saturday 9 a.m. to 6 p.m.,
Sunday noon to 5 p.m.
740-345-8191

Mt. Vernon

855 Coshocton Avenue
Monday - Saturday 9 a.m. to 8 p.m.,
Sunday noon to 5 p.m.
740-392-9991

60 B Parrott Street
Monday - Saturday 9 a.m. to 8 p.m.,
Sunday noon to 5 p.m.
740-393-0081

Utica

41 Columbus Road
Monday - Friday 9 a.m. to 6 p.m.,
Saturday 9 a.m. to 5 p.m.,
Sunday noon to 5 p.m.
740-892-9123

Johnstown

715 Coshocton Street
Monday - Saturday 9 a.m. to 8 p.m.,
Sunday noon to 5 p.m.
740-967-2926

Pataskala

78 Oak Meadow Drive
Monday - Saturday 9 a.m. to 8 p.m.,
Sunday noon to 5 p.m.
740-927-2500



Operations Spotlight

written by Judy DeBevoise, Director of Operations

The December Supervisors' Meeting highlighted the strengths of our Management team in the Retail and Contracts divisions. After reading a number of the Spotlights in the Grapevine, you may have read about my belief regarding the Speed of the Pack. Below demonstrates some of the special qualities of our Goodwill leaders and why they are effective in setting the pace for the pack. These individuals were recognized on December 9, 2009 for their outstanding contributions:

Diane Farley, the Manager of the Parrott Street Store emerged as an outstanding leader in 2009. She made such a difference in improving her own performance and that of the Parrott Street Store in 2009. Under her care, she not only motivated herself to make many changes, she encouraged others. The results have been fantastic. The store looks wonderful and the growth of new customers and sales are evident of the changes that have occurred.

Linda Wright, a Retail Supervisor, received recognition as a fantastic provider of customer service. Her outstanding contributions made a difference in keeping good customers. Linda is always one to put her customers first and to give them attention and professional care.

Pam Jones was recognized for Management support. In 2009, the support she showed to assist other Managers in their quest for good results was significant and finally lead her to a promotion as the Manager at the Boeing contract. Her efforts in the past year to assist and help her supervisors had positive results for our customers and for Pam.

Marcus Sterling was recognized for his dedication as a Crew Leader. Always one to be there day or night, weekdays or week ends, Marcus can be relied upon in any situation. His support made a difference to our staff and customers.

Gary Suttles Jr. was honored for his Consistent Performance Excellence. Gary demonstrated excellent work in 2009, and year after year has shown our customers don't fall in love with Goodwill, they measure the results of the people who work for the company. What an outstanding individual and contributor as the face of Goodwill at Twin Valley Lawn.

Operations Spotlight

written by Judy DeBevoise, Director of Operations

*Flexibility was a key factor in honoring **Doc Leogrande** at the County Contracts. Doc oversees up to 18 buildings located all over the county. His crew reports to work after 5:00 PM but our customers are available during the day. Doc often flexes his schedule to meet the variety of changes, hours and locations to best service the customer and our employees.*

Recognition for someone who can be depended on to work at the drop of a hat went to **Vickie Vaughn**. "The Traveling Warrior" best describes this individual who never once said "No" when asked to work late and long hours. Her support made life easier for many.

*Providing external customer service makes the difference between a good Manager and a great one. **Bob Severance** meets the criteria for this recognition. With a steady touch, great services and quality, Bob's attention to every detail has made a difference and caused his selection as the new Manager at the Ohio Fire Marshall's Contract.*

John Mick was selected by the Contracts staff as some from another department who's job was not to support the contracts staff who went above and beyond in assisting the Contracts department with transportation or any other forms of assistance. His support was highly appreciated.

*Rickenbacker was our first contract to go green. **Donna Sparks**, our Manager at Rickenbacker, worked endless hours trying to meet the needs that even the customer was not always sure about. The job required flexibility, determination and commitment. Our first contract has been given the red light to be in green condition.*

*Performing the best employee evaluations is not an easy task. Performance factors and how disabilities may impact the work performance must be included in all evaluations at the Federal Contract sites. **Russ Wilson** ran away with this recognition. He is well known as the person who bests identified the strengths and improvements needed within our staff.*

*A special award was presented to **Sherry Cline**, our HR Administrator, for making many changes within her department that has positively affected the agency. The dedication and long hours she has provided has been significant. Sherry and her "can do" attitude has served to pull staff together and support them with good processes, solid logic and a better ways of doing business.*

Cathy Scott was honored for having a perfect Red Beam report. This meant Cathy and her staff located every piece of equipment at the extremely large DFAS contract.

*Honors were given to **Vickie Petty** for Effective Management of Employee Stress. Having compassion is not the only ingredient in handling employees who have multiple issues, but it certainly goes a long way to make the work environment go that much smoother.*

External Customer service is what keeps work for our organization. **Billy Jackson** was honored for his outstanding customer service and ability to use his skills to operate multiple locations. We are proud to say all customers are happy.

Mark Peck, from our DSCC Building 20 location was selected hands down as one of the best in providing internal customer service. His skills at training and showing his staff he cares about them and their future keeps his contract operating at it's peak.

Many thanks to these individuals and the countless numbers of individuals in our agency who make a difference and spread Goodwill.



Grapevine

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Save the Date

Licking/Knox Goodwill Industries, Inc., will hold our 2010 Annual Meeting and Awards of Excellence at the Midland Theatre, in downtown Newark, on Wednesday, March 24, 2010. Employees and community members will enjoy an evening of surprise awards reveals, musical entertainment, and the visual splendor of the Midland Theatre. Look for your invitation in the mail soon.



Picture the Possibilities

Community Involvement

Licking/Knox Goodwill Industries, Inc., is proud to be this year's sponsor of Developmental Disabilities Awareness Day luncheon on March 19, 2010. The Licking County Board of Developmental Disabilities hosts this event each year to promote awareness and to honor special members of the community. For more information on this event visit: <http://www.lcountydd.org>.