

DISCOVER

Licking/Knox Goodwill

**\$25 AT GOODWILL
GOES A LONG WAY!**

**INTRODUCING THE
RECYCLED SISTERS**

**KICKSTARTING
THE FUTURE**



**ELIZABETH CLEAR
WINS REGIONAL AWARD**

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We invite you to...

DISCOVER

Licking/Knox Goodwill



Timothy J. Young, CEO/President

Welcome to the second addition of Discover Goodwill. My hope is you will find this issue as inspiring as the people I am so fortunate to work with day to day. In this issue you will find updates and activities since our first publication.

This time, I have the pleasure to announce our very own Licking/Knox Goodwill Industries, Inc. Foundation. Beginning October 2014, any Licking/Knox Goodwill employee may apply for a scholarship to put toward any type of post-secondary education.

With the dedication of our Board of Trustees, staff, and employees, this foundation became a reality in only one year. With a substantial preservation amount to ensure this program will survive for many years, my hope is many individuals will benefit by enhancing their employment skills. Look for further details coming soon or contact our office at (740) 345-9861.

I encourage you to take the time to read each of the following stories depicting our outstanding employees and individuals making changes in their lives. After you read each story, I believe you will understand why and how Goodwill changes lives!

Our Mission:

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

Meet Goodwill's Trustees

Jack Crockford



Serving as a Board Trustee since 2008, Jack Crockford has become a long-term ally of Licking/Knox Goodwill Industries, Inc. and is currently serving his last year as Board Chairperson. While many people may know Jack as an active member of Trinity Episcopal Church and his professional side - operating Buckeye Linen, Rotary Member, and past member of the Licking Memorial Hospital Board, to name a few accomplishments - many are unaware of the story that brought Jack to Licking County. Please enjoy reading this informal interview between Timothy J. Young, Licking/Knox Goodwill CEO/President and Jack Crockford, Licking/Knox Goodwill Board Chairperson.

Tim: Thanks for coming in today, I thought for this issue of Discover Goodwill we would highlight Jack "the person" rather than the professional. Jack, have you always lived in Licking County?

Jack: No, I moved here in March 1981 when I was asked to operate what was then called Licking Laundry. The plan was to stay for two to three years, but my wife and I loved the area so we settled here and raised our family.

Tim: That's interesting, where have you lived before?

Jack: Well, I was born in Norfolk, Virginia. My father had settled there after emigrating from Wales in Europe. I grew

up in Norfolk and eventually joined the U.S. Army. After traveling the world with the Army, and marrying my high school sweetheart, I decided to go to college in Kansas City, Missouri. We returned to Norfolk where I started working for Sanitary Linen and then my professional career brought me to Newark.

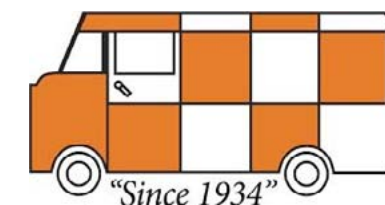
Tim: Wow! That was a lot of information. What brought your father here from Europe?

Jack: My father was 18 or 19 years old when he and his sister moved here from Wales. After they settled, they brought my grandparents to Virginia where they started a furniture sales business.

Tim: So a strong business background runs in the family?

Jack: Yes, after college I started working with Sanitary Linen in Norfolk. I've actually worked for the same company since 1950. I was promoted to Regional Vice President when I relocated to Newark and I have helped expand and grow the business in the area ever since.

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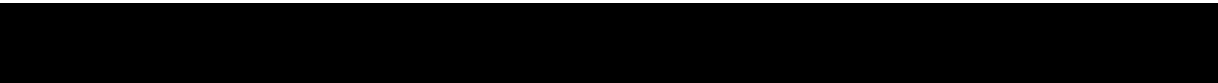




*Contributed by:
David Spencer, Director of Facilities*

High speed car chases, gunfire, and taking down the bad guy! Those all make for great Hollywood movies with non-stop police action. However, real life events are not a twenty-four hour a day action experience for police officers and a normal day certainly is not that way for most private security guards.

A typical working day for a security guard is often much more about customer service, awareness, and crime deterrent for the clients they serve. The role of a security guard is important. They are utilized each and every day throughout government agencies and private businesses in the United States and worldwide.



In Ohio, within our communities of Licking and Knox counties, there is a need for a security presence in a variety of facets. Security is needed for government buildings, shopping centers, college campuses, apartments, gated communities, rail yards, and so much more. Thus, Action Security Group was founded in 2010 as a division of Licking/Knox Goodwill to address these needs.

When providing security services you never know what your day may bring, and sometimes there is a surprise waiting right around the corner.

Action Security Group prides itself on expertise in facility security and public safety. True preparedness comes from an understanding of security and public safety in dynamic environments. Action Security Group is dedicated to being an industry leader in protecting people and places.

Action Security Group continuously evaluates security industry trends to develop innovative and effective security programs. To learn more about Action Security Group visit actionsecuritygroup.org.



An Eventful Night In the Life of a Security Guard

It was your average day, somewhat uneventful, as is often the case when patrolling a facility. I had just arrived after midnight to one of the vacant properties we check multiple times per day. Everything looked calm. But, that changed the moment I saw headlights in the back corner of the building.

As I drove closer, I saw two men on the roof and another person climbing

down the side of the building! Out of the corner of my eye, I saw a fourth person scurry off behind the building and out of sight. Needless to say, my perspective of the day had taken a quick 180 degree turn in a matter of seconds. After seeing all of the activity, I immediately shined a spotlight on the building and notified the local police to respond.

When the police arrived, they were

able to detain and question all of the trespassers, as well as recover numerous items that were set to be stolen.

The building owner was immediately notified of the incident and criminal charges were filed. It was rewarding to be in the right place at the right time to catch the criminal activity. It also reminded me patrols are only routine until they are not anymore!

The Recycled Sisters

Contributed by:
Judy DeBevoise, Director of Contracts

Have you ever watched the *Picker Sisters* or any of the do it yourself shows featured on television? Newark, Ohio has our own artisans who use textiles to create exciting goods sold in our community.

Local artists Louise Decker and her sister, Ann Sayers, operate a business enterprise called "Recycled Sisters." You may ask what Recycled Sisters has to do with Goodwill, but actually, they are quite interrelated.

Recycled Sisters began nearly two years ago when Louise and Ann combined their interest in arts and crafts with recycling or what they call "repurposing."

This story would not be complete without mentioning that Louise has an affinity to support people with disabilities. After serving two consecutive years on the Licking County Developmental Disabilities (DD) Board of Directors, Louise began to work for the agency.

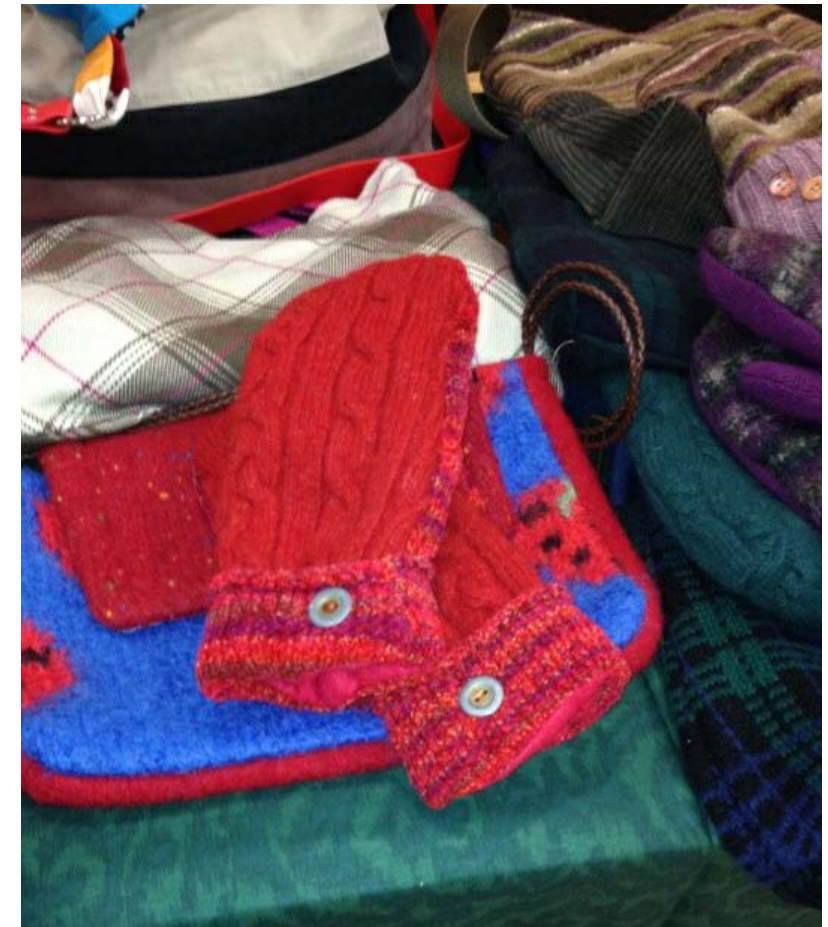
In 2011, as DD's Human Resource Director, Louise joined the Licking/Knox Goodwill Board of Trustees. It was this connection that helped lead Louise to begin to explore what she calls her "repurposing" hobby.

In reality, the hobby is an entrepreneurship that combines artistic skills with manufacturing and sales of handmade, unique personal accessories. Louise and Ann's business has grown from making

a few purses to making and selling hundreds of items including purses, hats, gloves, scarves, sweaters, socks, and other clever and useful personal items, not to mention – hot sellers! Wares are sold at local craft fairs, benefits, and every Saturday at the Granville, Ohio Crafters' Market each summer.

Louise and Ann are destined to give back. At the Granville's Summer Crafters' Market, a percent of their proceeds benefit a local Granville church. Louise and Ann have contributed to other craft sale charities by donating back a portion of their sales for those events.

The first thing Louise will tell you is she makes her beautiful fashion accessories using gently used clothing and materials found at the



Goodwill stores in Licking and Knox counties. The sisters are masters of locating beautiful prints and patterns from gently used textiles and other items like buttons or toggles.

Using many skills, the ladies twist, weave, and configure materials in a variety of well coordinated, interesting fabrics and colors to make charming, one of a kind, fashion accessories. As their clients tell you, the quality and unique look of their

accessories are rare, yet affordable, finds which seem to be designed just for them.

The sale of materials Louise and Ann purchase at Goodwill supports the mission to help train and employ people with disabilities and other barriers to employment. Louise is quick to tell you that she is the person who benefits most from her fun and lucrative shopping experience at Goodwill.



KICKstarting The Future

Contributed by:
Bobbi Kirch, Director of Career Services
and Mary Dunlap, Career Services Specialist

Alone, scared, abused, hungry, and cold are just some of the words to describe JuLe'Anna's childhood. What most would call a broken home; JuLe'Anna Hoosier called the only home she ever knew.

JuLe'Anna's father was addicted to drugs. Her mother worked second

shift as a prison guard. She was around but was physically and emotionally abusive to everyone in the household. JuLe'Anna sought comfort from her five older siblings, but was often on her own.

From the age of seven, JuLe'Anna can remember having no food, utilities shut off, and being locked out of her home. To cope, she would sing all the time! Singing was her escape from the realities of her life.

When JuLe'Anna was 11 years old, her mother moved the family to another city. She no longer had friends and not all of her family moved with her. By the time she started the eighth grade, most of her siblings were no longer living at home. Although she never spent much time with her siblings, she missed the comfort of having them around.

At this point in her life, JuLe'Anna decided she would no longer allow her mother to physically abuse her. "She was supposed to love me," said JuLe'Anna. Friends now became her family. When she would argue with her mother, JuLe'Anna would leave the house. At first she would leave for a few hours but later began staying away for days. JuLe'Anna said "It was very tiresome living in a home where you felt unwanted every second you were there."

"No matter how horrible my living conditions were, it was better than being at my house." At age 15, JuLe'Anna was charged with robbery. While serving time in juvenile detention, JuLe'Anna was given the options of going home to her mother with probation for three years, being placed with the Department of Youth Services for one year, or being placed in foster care with felony probation for two years. She chose foster care.

In November 2011, JuLe'Anna entered



a group home until a foster family became available. "It seemed kind of cool because it was just me and two other girls living there." In January 2012, JuLe'Anna was placed with a foster family and her life changed once again.

Excitement about living with a new family suddenly turned into a disaster. She quickly realized people are not always the same at home as they are in public. Her foster mother sent her away every weekend, so she began to runaway. It got so bad in the foster home that JuLe'Anna ran away to her mother's house.

One month after being placed with a foster family, she was given 10 minutes to pack and was relocated to another foster home in Newark. Once again she was in a new city with no friends or family.

From day one in the new foster home, JuLe'Anna felt at peace and loved being there. Her foster mother treated her with respect, and she got along well with the other children. Suddenly, her foster mother was arrested, and JuLe'Anna had to move again.

In December 2012, JuLe'Anna was returned to the custody of her mother. They fought constantly ending with her mother filing unruly charges. By February, JuLe'Anna had moved out and was living with a friend. In June 2013, JuLe'Anna was placed back into the custody of Children's Services and with another Newark foster home.

Safe and happy with her new foster family, JuLe'Anna celebrated her 18th birthday in December. Despite all of the tragic events in her life, JuLe'Anna has remained determined to succeed. She is a senior at Newark High School and will be graduating this summer.

"I would one day like to be an inspiration to someone else..."

JuLe'Anna participates in the Goodwill KICKstart program. The KICKstart program focuses on providing youth, who are aging out of foster care, the assistance they need to become

productive community members.

Through the KICKstart program, JuLe'Anna has gone through the process of having her juvenile record expunged, applying to colleges, getting a job, and learning valuable life skills. Recently, she was accepted to the college of her choice.

JuLe'Anna has dealt with the consequences of her past actions and can honestly say she is not that person anymore. "I would one day like to be an inspiration to someone else, so they do not have to go through as much as I did and not feel so alone."

JuLe'Anna's music still gets her through the hard times. She enjoys singing and writing her own songs and has performed at local establishments and also sang at Goodwill's Awards of Excellence.

When you see JuLe'Anna for the first time, you will see a beautiful young lady. She presents herself as though

she does not have a care in the world. With a smile on her face and a song in her heart, JuLe'Anna has become a strong and independent young woman.



A \$25 budget, how far can we go?

Contributed by:
Teri Myers, Financial Specialist

My tween daughter, Emma, and I took a Friday afternoon to bond over shopping for spring and summer outfits at the Mount Vernon, Ohio Goodwill stores. Look at the great deals we got for \$25.00, three shirts, two pair of shorts, a dress, a pair of capris, a jean skirt, red reading glasses (with the lenses removed as tweens do) for a pop of color, and a pair of sunglasses to go with everything.



Name Brands for Less

As we walked through the store we checked out the featured name brand racks. You can really get some great deals..... Aeropostale, Abercrombie & Fitch, American Eagle, and much, much more.



Money Saving Shopping Trick

Look for the Color Tag Discount sign to tell you which color tag is 50% off and which color tag is 99¢

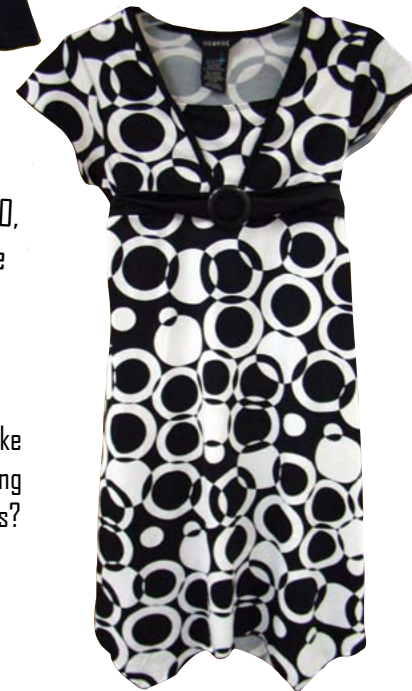
Staying in Style

"Look how cute this small print floral, tie back baby doll top looks with plain white capris." Florals are a hot print for the spring and summer seasons.



Going to the Party

This A-line, retro print high waisted dress with a handkerchief bottom, topped off with black flats is the perfect ensemble for Grandpa's 80th Birthday party. For a pop of color Emma chose red reading glasses to complete the outfit.



Jewelry, Scarves, Shoes, and Purses

Everywhere you look in the Mount Vernon Goodwill stores there is always something to accessorize your outfit. I can't believe with only a \$25.00 budget we got awesome outfits that a picky tween is proud to wear!



Fashion World Watch Out

This jean skirt and casual blouse only needed a pair of "hot" sunglasses to make Emma ready for the runway. At \$1.99 a pair who can go wrong with completing an outfit with a stylish pair of sunglasses or a colorful pair of reading glasses?



Emma's Favorite Outfit!

Out of the many outfits Emma tried on, her favorite is the Mudd khaki shorts with a Faded Glory casual short sleeve top.

Mount Vernon Success

*Contributed by:
Angela Baker, Career Services Specialist*

The first time Edwin Moth Iversen walked into my office he brought with him a quiet determination coupled with a warm, friendly demeanor which shined brighter the longer I knew him. I was struck by his eagerness to become employed, as well as, his mission to help others. He proved to be extraordinary in many ways throughout the time we worked together.

As we completed that first intake appointment, Edwin shared that he was volunteering as a peer mentor with The Main Place, a local mental health agency. He facilitates multiple therapy groups for the sake of helping his fellow individuals in need. He also shared how important his faith was to him and how he kept that at the center of everything he did. This became evident in his kind and gentle treatment of those around him, both co-workers and customers. He was extremely polite and excited to begin working, but lacked confidence in his abilities. However, he gained more and more confidence as he progressed through each phase of services.



"...his work ethic is awesome!"

Edwin began working with Goodwill's Career Services Division at the Parrott Street Goodwill store in Mount Vernon, Ohio. He was given a wide variety of tasks to complete throughout the store. This included general cleaning, sorting donations, merchandising items on the sales floor, and assisting customers. He

leads and submit more applications for other job openings.

A few months later, after much effort and perseverance, a donation attendant position opened up at the Coshocton Avenue Goodwill store in Mount Vernon, Ohio. The store manager agreed to a job tryout to

he continues to thank the managers every day before he leaves for giving him a job and "putting up with him."

"The thing I love that Edwin says is, 'thanks for the opportunity.' He says that every night he leaves and we thank him for the great job he has done. He always replies, 'thank

He Was Given A Chance!

soon caught on to each task assigned and eagerly worked with enthusiasm. He has a strong willingness to try regardless of the level of difficulty. It quickly became clear that Edwin excelled at working with the public. He warmly greeted every customer and offered to help in whatever way he could.

As he gained more confidence in his abilities, his determination to find employment became his mission. Edwin said on several occasions that his greatest desire was to help others. This generous spirit drove him to seek employment at one of our Goodwill stores.

Edwin's first attempt was applying and interviewing for a cashier position at the Parrott Street location. He was not chosen for that position, but was not deterred. He continued working with Career Services to find more job

determine if Edwin could handle the requirements of that position. Edwin was eager to prove himself. The tryout was for five days. Unfortunately, on the fourth day Edwin arrived late to work. He was tripping over himself, profusely apologizing for his tardiness and trying to work harder and faster to make up for it. We were worried the opportunity would no longer be available as a result.

Later that morning, the store manager pulled me aside and said she wanted to hire Edwin! She saw the potential in him and was willing to give him a chance. Edwin was both elated and humbled to be given a chance.

From that moment on, Edwin was determined not only to prove his worth for being given the opportunity, but show his gratitude for the chance to be employed. Almost a year later,

you for the opportunity.' says an associate manager.

"I think showing gratitude is awesome! Edwin not only has a great attitude but his work ethic is awesome! He stays on top of getting the trash out, sorting donated items and keeping the store clean. He is a truly valued and respected employee." says another store manager.

On a recent visit to the store, Edwin said he had been dealing with a dislocated shoulder for a couple months. He has been seeing a doctor and going to physical therapy to decrease the pain. When asked how much work he missed because of his shoulder, he stated, "none." Edwin's dedication to his position is moving. He is truly a role model for a strong work ethic and desire to help others!

Continued from Page 3

Jack Crockford



Tim: Where did you military services take you?

Jack: I was in the Army Special Services and played percussion in the Army Band. My basic training was focused on tank operation, but luckily I never saw a tank after that. I was in the 19th Infantry Regiment serving in Japan, during World War II. After my overseas tour, I was sent to San Francisco where I became a Medic at Letterman General Hospital. After finishing my time in the military I started college, married my wife Beverly, and had two boys.

Tim: Can you tell me more about your family?

Jack: Beverly was my high school sweetheart. We have been married 65 years. Our children live in Lancaster, Pennsylvania and Virginia Beach, Virginia.

Each of them has blessed us with several children of their own. I have six grandsons, one granddaughter, three great-grandsons, and another great-grandchild on the way. Interestingly enough – I have one grandson who currently lives in London, England. Beverly and I enjoy traveling and visiting all of them.

Tim: What do you do when it is time to kick back and relax?

Jack: In my younger years I enjoyed playing tennis. Now I like traveling with the Freedom Years. We love to travel and it is great that my grandson lives in London because it is our favorite place to visit.

Tim: What brought you to Goodwill?

Jack: It was Rod Yost who recruited me to join the board. I have truly enjoyed

my service to Goodwill. I have to say, it took me a good six months to understand everything Goodwill does. After being asked to serve as Chairperson, I was able to see how much growth Licking/Knox Goodwill has experienced in the past few years. I can say the leadership within the organization, especially the Administrative staff, continues to find new ways to help Goodwill accomplish its mission. I am proud to be a part of Licking/Knox Goodwill.



C.A.C.

What is it!?

HealthCare.gov
Take health care into your own hands

Contributed by:

Sherry Hamilton, Director of Human Resources

C.A.C. stands for Certified Application Counselor for the Affordable Care Act Marketplace. When Americans began using the federal website to apply for healthcare, it was obvious many would need assistance to complete their application. The federal administration, hired, trained, and paid "navigators" to help with the process, but there clearly were not enough people to assist the millions of Americans. Another level of aid was added, the Certified Application Counselor.

Quickly the numbers of applicants became overwhelming. Several physician offices started sending patients directly to Goodwill's door for assistance. So Goodwill sought out the federal navigator in Licking County and collaborated to help everyone in need.

Is it contagious?

Is it dangerous?

Why does Goodwill have it?

Goodwill understood the need to have an in-house counselor and encouraged me to study and become a C.A.C. There were over 50 Goodwill employees who signed up to receive guidance. As soon as I obtained the federal certification, my name was added to the www.healthcare.gov website for Licking County, Ohio. This allowed Goodwill to help our community as well as our employees to apply for healthcare coverage.

As a C.A.C. and navigator, our most urgent job is complete because open enrollment for the year is closed. Going forward, we will be able to assist those individuals that have lost coverage and need to find new coverage or those who may be eligible for the Medicaid expansion.

Priceless Dresses -and- Dreams

A free formal wear closet for high school students in Licking and Knox Counties.

by Goodwill



Goodwill has started a great new program! A free formal wear closet for students in Licking and Knox counties called Priceless Dresses and Dreams. There are a variety of dresses in every style, size, and color. All formal wear was received as donations.

So far this year, with very little advertising, we have provided 13 young ladies and one young man with formal attire for their high school proms. Goodwill's goal was to provide anyone in need of formal wear for their special occasion and that's just what we did! One young lady stated to her mom "I look like a princess!" and not only did the young man look like a prince he was voted prince of his prom! These ladies and one gentleman were ecstatic to be able to look fantastic walking into their proms.

In the future, we hope to provide more ladies and gentlemen with formal wear for future special occasions. Our hope is to continue this program and expand to include shoes, jewelry, and other accessories. If you would like to donate to this special program please contact our main office at (740) 345-9861 anytime throughout the year.



SourceAmerica Regional William Usdane Award Presented to Goodwill Contract Employee

Contributed by:
Marlynn Saddler, Contract Area Manager

Hearing impaired...this is one type of disability Goodwill accommodates everyday with some of our employees. Whether partial or fully impaired, whether the use of hearing aid or not, whether sign language or lip reading; supervisors and co-workers have learned to adapt to the individual's needs.

Hired in 2009, Elizabeth Clear, a DSCC Building 20 employee, was never one who wanted to be associated as a 'disabled' employee. To the point she didn't even sit at the same table with those with similar disabilities.

Even though she never learned the art of sign language, Elizabeth hid her disability well because she is an excellent lip reader. Unfortunately, reading lips could not solve all of her communication difficulties. When the management team discovered she did not understand sign language, Elizabeth had no choice but to come to terms with her disability. She accepted that her disability was not drawing attention to her, the communication barrier was.

Soon thereafter, Elizabeth enrolled herself in sign language classes. Her positive attitude and outlook was immediately noticed by supervisors and co-workers. Elizabeth proudly announced when classes were scheduled that night as well as returning the next day showing what she had learned. She had finally accepted what we knew all along, her disability did not define her.

Five years later, Elizabeth has vast knowledge of sign language. She



is used as a training mentor at her contract site to help enhance not only janitorial knowledge but to show others you can have a positive attitude and outlook on life whether you have a disability or not.

Considering Elizabeth's inspiring ways to overcome adversity in the most modest and endearing manner, she is the recipient of the SourceAmerica (formally known as NISH) 2013 William M. Usdane Award. As the winner, Elizabeth received an all expense paid trip to San Diego, California. It's an honor to have Elizabeth as a part of our team at DSCC. Overcoming the apprehension of her hearing impairment, Elizabeth has proven her abilities.

SourceAmerica



Retail Stores

Buckeye Lake
10933 Hebron Road
740-928-0199

Heath
Goodwill Unlimited
550 Hopewell Drive
740-522-1212

Johnstown
709 Coshocton Street
740-967-2926

Mt. Vernon
855 Coshocton Avenue
740-392-9991

60 B Parrott Street
740-393-0081

Newark
Goodwill Plaza
1199 Mt. Vernon Road
740-364-0804

101 Union Street
740-345-8191

Pataskala
78 Oak Meadow Drive
740-927-2500

Utica
41 Columbus Road
740-892-9123

Store Hours:
Mon. - Sat. 9 a.m. to 9 p.m., *
Sun. 11 a.m. to 7 p.m.
*Utica Store open until 7 p.m.



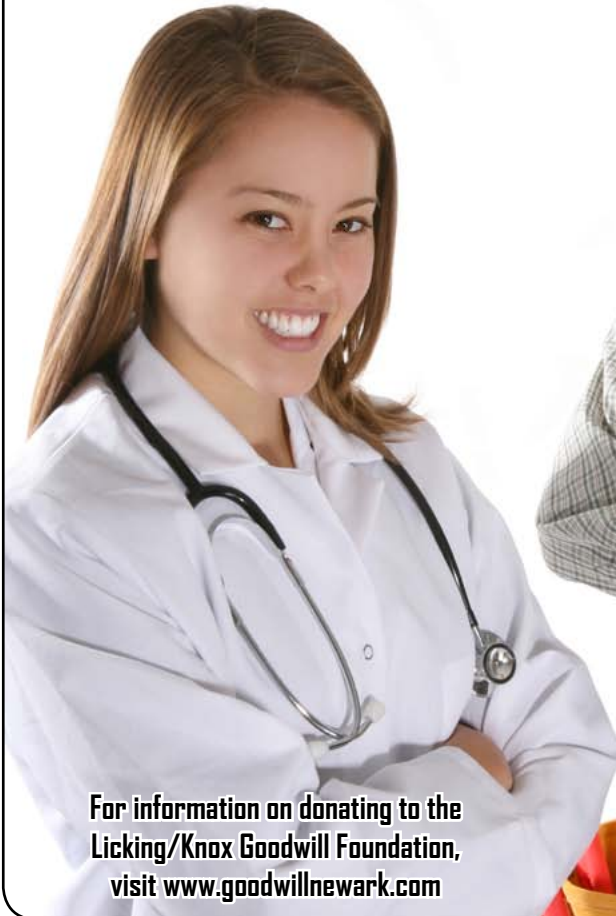
Licking/Knox
Goodwill

Planning for the future, one person at a time.



*Licking/Knox
Goodwill*

F O U N D A T I O N



For information on donating to the
Licking/Knox Goodwill Foundation,
visit www.goodwillnewark.com

Licking/Knox Goodwill Industries, Inc.

Administrative Offices: P.O. Box 828 • 65 South 5th Street, Newark Ohio 43058-0828
(740) 345-9861 • www.goodwillnewark.com

