



Dear Friends:

I wanted to use this opportunity to share our PRIDE Values with you. We have five core values that guide our decisions and actions here at Goodwill of the Heartland. Our team members strive each day to embody our

PRIDE Values in all areas of our operations. It's my hope that you have seen and experienced our PRIDE Values in action through your touchpoints with our Goodwill.

GOODWILL PRIDE VALUES

P PURSUIT OF EXCELLENCE

We go the extra mile in all we do and seek to continuously improve.

R RESPECT FOR INDIVIDUALS

Our words and actions demonstrate that we appreciate the uniqueness of each individual.

I INTEGRITY

We do what's honest and right, even when no one is watching.

D DEDICATION TO MISSION

We are united in our mission and passionate in our commitment to helping people overcome barriers to independence.

E EMPOWERMENT

We believe that all people have the power within themselves to realize their potential.

If these PRIDE Values resonate with you, or if they speak to someone you know, consider joining our team and let others know that we're hiring. View opportunities and apply online at www.workatgoodwill.com Helping us to build a great workforce is one more way that you can support Goodwill – thank you!



Goodwill Honors Edgars Achievement Award Winners

GO TEAM!

The Edgars Achievement Awards took on a sports theme for 2019 and you could certainly feel the team spirit in the air at this year's event, which was held on Friday, May 3rd at the DoubleTree by Hilton Hotel in downtown Cedar Rapids. Nearly 400 people huddled up to cheer on the evening's award winners and to celebrate their amazing accomplishments.

Brothers Josh and Aaron Scheinblum emceed The Edgars. Both work at KCRG TV-9; Josh is the Chief Investigative Reporter and Aaron is the Iowa City Reporter. The Scheinblum brothers created the feel of a live sports event, complete with amusing sports banter and play-by-play commentary of the award presentations. The program even included a timeout for a special performance from the Iowa City High Sparkles, an inclusive cheer and dance team that aims to bring together high school students with and without disabilities.

The purpose and highlight of the evening was the awards presentation. The following individuals were recognized for their success in overcoming barriers to independence:

- Adam Grempp/Cedar Rapids – Day Habilitation Achiever
- Rachel Spina/Cedar Rapids – Supported Community Living (SCL) Achiever
- Jennifer Perrigo/Quad Cities – Trainee Achiever
- Neil Hubbard/Iowa City – Townsend Achiever
- Robert Wright/Iowa City – Employment Achiever

Find their personal stories, including videos at: www.goodwillheartland.org/people-services/success-stories

The event name, The Edgars, honors national Goodwill founder Edgar J. Helms, who grew up in Iowa and graduated from Cornell College in Mount Vernon. His grandson, Dr. Charles Helms, currently serves on the local Board of Directors.



KCRG TV-9 reporters and brothers Aaron and Josh Scheinblum served as emcees for The Edgars. They pose here with four of the award winners. Pictured L-R: Team Member Achiever Winner Jodine Sands, Aaron Scheinblum, Josh Scheinblum, Day Habilitation Achiever Winner Adam Grempp, Employment Achiever Winner Robert Wright and Trainee Achiever Winner Jennifer Perrigo.

Dr. Helms created an award in 2015 to honor his family's legacy and recognize a Goodwill team member with exceptional impact. Jodine Sands, Lead Job Coach and Occupational Skills Trainer in the Burlington area, was recognized with this year's Helm's Family Award and named Team Member Achiever of the Year.

The Edgars also present an opportunity to acknowledge outstanding community partners who support the Goodwill mission. Two businesses were honored:

- Legacy Manufacturing/Marion – Contract Partner of the Year

Legacy has a long history of creating paid training opportunities by outsourcing projects to Goodwill's Contract Services. Their partnership with Goodwill expanded in recent years as the company began hiring graduates from Goodwill's Light Manufacturing Training (LMT) Program to meet their staffing needs. Goodwill's LMT Program is helping people of all backgrounds to establish a path to gainful employment in the manufacturing field. Legacy has hired eight LMT Program graduates and hosted six paid internships over the last two years – more than any other area employer.

- Kwik Star/Cedar Rapids (three locations) – Employer of the Year

Kwik Star leadership believes that when you work at Kwik Star, you become family. This has been the experience of the three Goodwill clients hired as Retail Helpers by three different Kwik Star locations in Cedar Rapids. The local Kwik Star management has demonstrated flexibility working with Goodwill to make schedule and task adjustments so that the Retail Helpers could excel. They contribute in many ways including helping with deliveries, stocking, trash, floor care and other cleaning needs.

Congratulations to all of our deserving Edgars nominees and award winners!



Attendees had the chance to mingle and pose for pictures with mascots from area sports teams during the event social hour. In attendance, along with our own Smiling G, were mascots from Cornell College, the Cedar Rapids River Kings, the Cedar Rapids Rough Riders and COE College. The mascots gather here with Goodwill Marketing Department staff member Jake Hannon.



Robert Wright was honored at The Edgars as the Employment Achiever of the Year. He is known for his friendly smile and great customer service at Hy-Vee.

Robert Wright is just a super hard worker and he takes a lot of pride in his work according to his Goodwill Employment Specialist, Jen Dickey. Robert's relationship with Goodwill started with our Supported Community Living (SCL) Program. He received SCL services for several years, helping him to live more independently. In November of 2017 Robert asked for assistance with his job search, hoping to find something close to his apartment. A few months later he was offered a part-time position as a Courtesy Clerk at his local Hy-Vee and started utilizing Goodwill's worksite job coaching services.

During his first month at Hy-Vee, Robert was walking to work one day when he noticed a co-worker in a forklift stuck in the snow. He chose to help his co-worker instead of clocking in on time. While he was a few minutes late to his scheduled shift, Robert's manager thanked him for offering assistance and for being a great team player.

Robert regularly received positive feedback from management about his friendly smile and excellent customer service. He had been doing such a good job in fact, that the head of the meat department approached Robert about coming to work for him. Thrilled at the new opportunity, Robert accepted in May of 2018. Two months later he was voted employee of the month which came with a \$75 gift card. He chose to spend it at Hy-Vee, buying meat to grill for his family on the 4th of July.

When Robert first started at Hy-Vee, he needed onsite job coaching to assist him with his tasks as a Courtesy Clerk. Robert learned quickly and within three months of starting at Hy-Vee, the onsite job coaching was discontinued. By the time he transferred to the meat department he was able to rely solely on natural supports during each shift. Now Robert utilizes job coaching only to assist him with accessing his paystubs, requesting workplace accommodations, monitoring his earnings and completing mandatory online trainings.

"I like Hy-Vee . . . If it wasn't for God or Goodwill people, it would be impossible for me (to be) where I'm at right now," said Robert.

Opportunity Starts Here



Iowa City Store Manager Joseph Maldonado started his career at Goodwill as a Retail Service Specialist. He has been promoted five times in his ten years with the organization.

Goodwill is a great place to work – help us spread the word! If you or someone you know is looking for a meaningful career opportunity with great benefits and advancement potential, consider Goodwill. In addition to our retail stores, e-commerce and recycling operations, we offer many other positions at the heart of our mission.

Help people with disabilities to more fully experience their community and build social and daily living with our Day Habilitation program. Assist people with barriers to achieve and maintain independent living through our Supported Community Living program. Become a Job Coach and provide worksite support to people with employment challenges, helping them to build job skills and to succeed in the workplace.

We also have positions providing organizational support in finance, human resources, marketing, facility maintenance, warehouse operations and other areas. At Goodwill of the Heartland, you'll discover a very different and dynamic work environment where your contributions are valued and where you have the power to change lives. View current openings and apply online at www.workatgoodwill.com



Recruiting new talent has been a challenge lately given the low unemployment rate in most of our service area. In an effort to reach potential new team members, our Goodwill recently launched its first digital recruitment campaign using social media and other online strategies.

Goodwill Has Prom Looks For Less!

Our Goodwill retail stores are getting in on the prom season business by promoting the affordability, selection and quality of our formal dresses, shoes, purses and jewelry. And prom isn't just for the high schoolers anymore. In addition to using the prom season as an opportunity to connect with younger shoppers, Goodwill also sponsored two adult prom events this year in its service area; one in Cedar Rapids hosted by radio station Z102.9 and the other in Davenport hosted by radio station 97X.



Our Smiling G mascot attended the Cedar Rapids adult prom event to show off his dance moves and to pose for pictures with his fans. He's shown here having fun with Z102.9 radio personalities and his date for the evening, Mindy Kayser, Goodwill's Vice President of Marketing. Mindy got a hot deal on a hot pink dress from the Marion Goodwill store.



Goodwill Awarded CARF Accreditation

Earlier this year, Goodwill of the Heartland was awarded another three-year accreditation by CARF International. Providers that meet CARF standards have demonstrated commitment to providing exceptional service with focus on the satisfaction of those served. To learn more about CARF, please visit: www.carf.org



Participants in Goodwill's Day Habilitation program had the opportunity to proudly display their artwork at Uptown Bill's Coffee House & Neighborhood Art Center, located in Iowa City, throughout May. Day Habilitation is one of our CARF accredited programs.



A United Way Agency

In *The Works* is published by Goodwill of the Heartland, a not-for-profit organization serving southeast Iowa and the Quad Cities area. Goodwill is accredited by CARF International.

On the cover: Neil Hubbard was recognized as the Townsend Achiever of the Year at the 2019 Edgars Achievement Awards. This award recognizes someone who has exited Goodwill services and is working successfully in the community without vocational support.

STORES AND DONATION SITES:

- Phone: 866-466-7881
- Bettendorf Store:** 2333 Cumberland Square Drive
- Burlington Store:** 165 W Burlington Avenue
- Cedar Rapids East Store:** 5520 Council Street NE
- Cedar Rapids West Store:** 2000 Scotty Drive SW
- Cedar Rapids South Store:** 2405 Mt Vernon Road SE
- Clinton Store:** 1015 13th Avenue N
- Coralville Store:** 2551 Heartland Place
- Davenport Store:** 5360 Villa Drive
- Fairfield Store:** 2005 W Burlington Avenue
- Geneseo Store:** 465 E Highway 6
- Iowa City Goodwill Reboot:** 445 Highway 6
- Iowa City Store:** 445 Highway 6
- Keokuk Store:** 1226 Main Street
- Marion Store:** 3202 7th Avenue
- Moline Store:** 4805 22nd Avenue
- Muscatine Store:** 2001 Cedar Plaza Drive
- Rock Island Store:** 4664 44th Street
- Washington Store:** 312 E Washington Street



in the WORKS



Summer 2019

