

Generative practices give rise to new possibilities

GOODWILL

INDUSTRIES[®]
OF THE CONEMAUGH VALLEY, INC.

2013 Annual Report

GICV's Vision

Individuals and families with employment barriers in our region will become employed, self-sufficient, and integrated into the community.

GICV's Mission

To empower individuals and families with employment barriers to achieve their fullest potential in the community through work services.

GICV's Values

Respect: The recognition of basic human rights and dignities of all people
Learning: The recognition, acceptance, and development of individual abilities
Stewardship: The provision of quality goods and services
Ethics: Operating with integrity in all areas

2013 Board of Directors

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*Presbyterian Home of
Greater Johnstown*

Cathy Lilly
PA CareerLink, Cambria County

Renee Shaw
Bishop McCort High School

Nikki Simpson
Lockheed Martin Aeroparts, Inc.

A Letter to the Community

Our theme for the 2013 Annual Report is Generative Practices. In 2013, led by the Board of Directors, Goodwill Industries of the Conemaugh Valley (GICV) set out on a path to generate discussion that would create new frameworks or perspectives from which to view the growing issues of poverty and unemployment in our communities, and to then make sense of GICV's role and contribution to the development of solutions for the health of our communities.

With the use of generative practices, we set high aspirations for the future and brought together diverse perspectives, opinions, experiences, and ideas. We encouraged innovation and provided resources to try new things and go in new directions. We continued to align and leverage resources with numerous community partners so that together we might better impact the needs of our communities. The results are shared in this report.

The stories of success, transformation, independence, and dignity of our Achievers of the Year, and the contributions of our Employer of the Year and Mentor of the Year, give testimony that "generative practices give rise to new possibilities," and in turn prosperous outcomes, avenues for progress, enhanced experiences, and new opportunities.

Quite simply, the transformations start with you, our donor, our shopper, and our volunteer. None of this work would be possible without that simple donation you make to our Goodwill Stores and Donations Centers, that single item you purchase in our stores, and that precious time you give to mentor young people.

The success is yours.

Sincerely,



Phyllis

Phyllis J. Bandstra
GICV President & CEO



Chris

Dr. Christine Oldham
GICV Board of Directors Chair

Jill

2013 Achiever of the Year

“My job coach Amanda was fantastic with me! She focused on the jobs that I wanted in the health care profession, and she helped me rebuild the confidence that I once had.”

It had been nearly 3 years since Jill was regularly employed after losing her full-time job in the medical field due to budget cuts. As a licensed phlebotomist, she wanted to find work in her same field. As a single mother, she now had to move in with her mother. Jill searched and searched for a job that would pay a decent wage.

Jill was experiencing anxiety and depression because of her unemployment. And because she was anxious and depressed, she just didn't have the energy to look for work, which only perpetuated her situation. It was a vicious cycle. She sought counseling from an agency that later referred her to GICV for help in resuming her career. She came to GICV in September 2013.

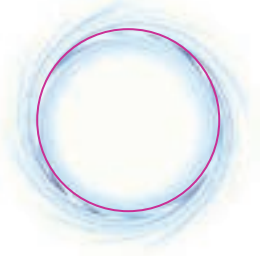
Motivating Jill through all of this was her desire to set a good example for her daughter and to provide a better life for her.

Through Community Employment Services, GICV's Employment Counselor/Job Coach helped Jill pursue jobs and follow-up with leads and referrals, and provided overall counseling during the process. Jill started to see some light at the end of the tunnel.

She focused on finding a job with weekday daylight hours so that she could give her daughter a regular schedule and be home with her after her school day.

“My Job Coach Amanda was fantastic with me! She focused on the jobs that I wanted in the health care profession, and she helped me rebuild the confidence that I once had.”

Jill's drive and determination finally paid off. In November 2013, she was hired as a full-time Medical Assistant with Conemaugh Physicians Group. She recently moved into her own place and is now successfully setting that good example for her daughter.



Generative approaches and attitude produce prosperous outcomes.

Adelena

2013 Achiever of the Year

“ I love my job. I love my friends and my bosses. Everyone is so nice. I just love coming to work every day!”

Customers who shop at the Westwood Goodwill Retail Store on Lyter Drive will find rows and rows of assorted clothing that were proudly placed on hangers and prepared for the sales floor by Adelena and her coworkers.

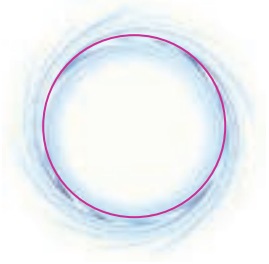
When clothing donations are dropped off by the community, staff carefully inspect and sort the items and place them in bins. Adelena, accompanied by her job coach and coworkers, takes it from there. She places each item on its appropriate hanger facing the correct way, buttons all buttons, and zips all zippers. Next, she hangs all items on a rack to be placed in the store for customers.

Adelena came to GICV in 2010 as a vocational student trainee through Intermediate Unit 8 and her high school. She worked one day per week for 4 hours, hanging an average of 150 pieces of clothing. After she graduated, she expressed interest in continuing with GICV and was enrolled in the Transitional Employment Training Program and welcomed to GICV.

Since 2010, Adelena has greatly overcome her shyness and has many friendships at work. She works 5 days per week for 5 hours per day, which has allowed her to further develop social interactions and gain independence from earning a paycheck.

Adelena has also further developed her vocational skills and really keeps the sales staff on their toes. She now proudly hangs 360 pieces of clothing per day — 1,800 per week!

When asked how much she likes working at GICV, Adelena said, “I love my job. I love my friends and my bosses. Everyone is so nice. I just love coming to work every day!”



Generative processes enhance our performance, and in turn, avenues for progress.

Nick

2013 Achiever of the Year

Dan

2013 Mentor of the Year

“Being a part of the GoodGuides Program has made me a better person. Dan is a kind and friendly guy and I enjoy his company. He is very goodhearted, and I’ve learned to make better choices!”

— Nick, Mentee

“Being part of GoodGuides has to be one of the most rewarding experiences I have ever had!”

— Dan, Mentor

A person becomes a mentor because he or she has a caring nature and wants to make a positive difference in a young person’s life. A young person looks toward a mentor as a role model for guidance and companionship. When both of these aspirations meet, it’s the beginning of a mutually rewarding journey. Dan and Nick exemplify the very essence of this through their experience with GICV’s GoodGuides® Youth Mentoring Program.

Dan, a professional with a local utility company, became one of the first mentors with the launch of GoodGuides in January 2010. Nick was referred by his school guidance counselor in December 2010 when he was in seventh grade.

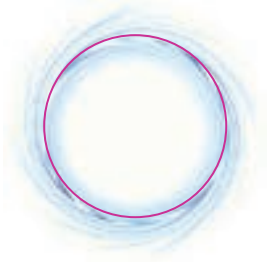
Nick didn’t have many male role models. And his shyness prevented him from joining social activities. Right before Nick joined GoodGuides, his father passed away and he felt more withdrawn.

Through GoodGuides’ selective process, they were matched. Over the past 3 ½ years, they have participated in many GoodGuides activities. Some of them just for fun and some with career focuses, but all with positive outcomes that strengthened their bond.

Nick is now happily focusing on his future by joining in social activities in his school and community. He has even joined his school’s theater club and was part of its annual spring show.

In his excitement, Nick said, “Being part of the GoodGuides program has made me a better person. Dan is a kind and friendly guy and I enjoy his company. He is very goodhearted, and I’ve learned to make better choices!” Dan added, “Being part of GoodGuides has to be one of the most rewarding experiences I have ever had!”

Now a sophomore, Nick is proudly on track to be the first generation of his family to go to college! Dan is sure to be in that next chapter.



Generative relationships enhance the experiences for both parties.

TJ Maxx®

2013 Employer of the Year

“We’re very proud to support Goodwill.” The young people are really an asset to our business. They’re very sociable. They work hard and do the job the way we teach them to do it.”

— Pam King,
TJ Maxx Store Manager

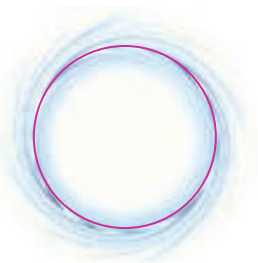
To carry out its mission of helping people with disabilities and other barriers to find employment, GICV offers Community Employment Services (CES). Part of CES is School-to-Work Transition (STWT), which is exclusively for students and includes Community-Based Work Assessments (CBWAs) that allow individuals to try-out jobs and test their skills in a specific field. Paid Work Experiences enable students in participating school districts to gain job skills and earn paychecks.

The key component of GICV providing these services is securing an area employer to serve as a valuable host worksite. In 2013, one employer who was especially supportive provided the opportunity to complete CBWAs for 12 students and served as a Paid Work Site for two students. This powerful partner is TJ Maxx in the Richland Town Centre.

The entire TJ Maxx staff has been valuable in all aspects of training. Two staff members in particular who worked closely with students are Jess Eggers, Backroom Supervisor and Pam King, Store Manager who stated, “We’re very proud to support Goodwill.” The young people are really an asset to our business. They’re very sociable. They work hard and do the job the way we teach them to do it.”

After graduation, students have valuable information to add to their résumés and can list TJ Maxx as a reference. TJ Maxx has expressed interest in hiring students after the Paid Work Experiences.

GICV is grateful for the support of TJ Maxx as a community partner in helping people with barriers.



Generative leadership helps others see opportunities through their actions.

Supporters of Our Mission

Community Partners

1st Summit Bank
Alternative Community Resource Program
Administrative Office of Juvenile Court, Cambria County
Admiral Perry Doggie Lodge
American Red Cross, Keystone Chapter
AmeriServ
Atlantic Broadband
Beginnings Inc.
Behr Corporation
Leann Berezansky
Best Buy
Bishop McCort High School
Blair Animal Hospital
Bon Ton
BottleWorks Art Works Center
Calvary United Methodist Church
Cambria City Community Association
Cambria County Assistance Office
Cambria County Child Development Corporation
Cambria County Humane Society
Cambria County Library
Cambria County Transit Authority
Cambria-Rowe Business College
Capri Pizza
Cassandra's Hair Studio
Changing Expectations Missions
Christ Centered Community Church
Christian Home of Johnstown
Concurrent Technologies Corporation
Conemaugh Township Rotary Club
Creative Care South
Crichton-McCormick Park Pool
Danckanko Construction, Inc.
DRS Laurel Technologies
East Taylor Township
Ebensburg Country Club
El Jalisco Mexican Restaurant
Ferndale Area High School
First Presbyterian Church

James Ford
Forever Broadcasting
Foster Grandparents
FWA Gym
Galliker Dairy Company
G.A.P. Federal Credit Union
Gary's Floral Shop
Giant Eagle
Greater Johnstown Camera Club
Greater Johnstown Career and Technology Center
Greater Johnstown Chamber of Commerce
Greater Johnstown Chess Club
Greater Johnstown School District
Greater Johnstown YMCA
Grove Avenue United Methodist Church
Home Builders Association of the Alleghenies
Ideal Market
Ivory Meadows Pet Lodge
Jackie's Toss 'n Wash
Jet Lube
Jewish Federation/United Jewish Appeal
Johnstown Housing Authority
Johnstown Symphony Orchestra
Johnstown Unit NAACP # 2266
JWF Industries, Inc.
The Learning Lamp
Martin Baker
McDonald's
MERHO Federal Credit Union
Moxham Lutheran Church
Nanty Glo Library
National Park Service
New Day
North American Höganäs
Office of Vocational Rehabilitation
PA CareerLink
PACE Industries
Pepsi Bottling Group
Perkins Restaurant

Pet Zone Inn
Portage Water Authority
Presbyterian Home
Steve Purich, Tranquility Gardens
Redevelopment Authority of Cambria County
Mary Repak
Rivalia's Restaurant
Barbara Rosenberg
M. Jean Rowan
Sahlaney and Dudeck Law Offices
Saint Francis University
Sherry Lynn's Ballroom Dance Center
Southern Alleghenies Workforce Investment Board
Starbucks
Belinda Stein
John and Anita Thompson
Ray Thompson
TJ Maxx
United Way of the Laurel Highlands
University of Pittsburgh at Johnstown
Warfield's Market
Delbert Wasser
Ann Weber
Westwood Plaza Theater and Café
Young People's Community Center
Young Professionals of the Alleghenies
YWCA of Greater Johnstown
Zion Lutheran Church

Grantors

AT&T through the Community Foundation for the Alleghenies
Community Foundation for the Alleghenies
First National Bank
Lee Initiatives, Health & Wellness Endowment
Northwest Savings Bank
Staunton Farms Foundation
U.S. Department of Labor

And thank you to the many, many generous donors who donated goods throughout 2013.

GICV's Impact

Number Served in 2013: 35,365

Job Shadows/Job Fairs/PA CareerLink / 15,529

Job Readiness/Soft Skills Instruction / 864

Job Coaching/Job Retention / 435

Job Development / 735

Workshops / 1,989

Paid Work Experiences / 208

Career Development for Youth / 25,060

PA WORKWEAR Job Clothing / 134

YouthBuild® Johnstown / 40

GoodGuides® Mentee Enrollment / 124

GoodGuides® Mentor Enrollment / 135

Developmental Disabilities Services / 65

Psychiatric Rehabilitation / 100

Peer Support / 51

School-to-Work Transition / 50

Educator Professional Development / 248

Parents/Community Outreach / 1,201

includes individuals participating in one or more services

Revenue Summary

Donated Goods	\$2,849,631
Contracts	\$483,868
Workforce Development	\$2,414,986
Retail	\$8,162,528
Total Revenue	\$13,911,013

Expense Summary

Program Services	\$11,112,529
Supportive Services	\$1,448,747
Reinvestment in Community	\$1,349,737
Total Expenses	\$13,911,013

Where It All Begins

Goodwill Retail Stores and Donations Centers

Altoona Goodwill

207 Park Hills Road
Altoona, PA 16602
814-946-0902

Bedford Goodwill

9481 Lincoln Highway
Bedford, PA 15522
814-623-9990

Blairsville Goodwill

164 Market Street
Blairsville, PA 15717
724-459-9066

Ebensburg Goodwill

Walmart Plaza #8
300 Jamesway Road
Ebensburg, PA 15931
814-471-0426

Huntingdon Goodwill

7513 Huntingdon Plaza
Huntingdon, PA 16652
814-641-0250

Indiana Goodwill

1470 Oakland Avenue
Indiana, PA 15701
724-463-6212

Northern Cambria Goodwill

4211 Crawford Avenue
Northern Cambria, PA 15714
814-948-7940

Richland Goodwill

1326 Eisenhower Boulevard
Johnstown, PA 15904
814-266-6143

Somerset Goodwill

Somerset Plaza
1606 N. Center Avenue
Somerset, PA 15501
814-444-8319

Westwood Goodwill

1715 Lyter Drive
Johnstown, PA 15905
814-255-4310

Donation Centers and Attended Sites

Altoona Attended Donation Center

418 E. 25th Avenue
Altoona, PA 16601

Duncansville Attended Donation Truck

1211 Third Avenue
Hick's United Methodist Lot
Duncansville, PA 16653

GICV's Developmental Disabilities Services Building

920 Oak Street
Johnstown, PA 15902
(814) 539-9857

Kettle Street Donation Center

912 Kettle Street
Altoona, PA 16602
(814) 942-2156

Richland Attended Donation Truck

(Bosco's Parking Lot)
500 Galleria Drive
Johnstown, PA 15904



10 Ways
to
Engage

1
Donate

2
Shop at our 10
Goodwill Retail
Stores.

3
Visit our
website.
www.gicv.org

4
Hire a
Goodwill
graduate.

5
Volunteer your
time and become
a mentor.

6
Host a donation
drive at your
business or
organization.

7
Invite us to tell
our story at your
business, meeting,
event, or church.

8
Make a financial
contribution.
Ask your company to
match it.

9
Recycle your used
electronics and
computers at our
donation sites.

10
Remember
Goodwill in your
estate planning.
It's your life,
your legacy.

GOODWILL
INDUSTRIES[®]
OF THE CONEMAUGH VALLEY, INC.



Donations Are Just The Beginning™