

Employment Training and Rehabilitation Outcomes: 2011

Disabled/Disadvantaged Clients Served	3,832
Successful Program Closures	3,480
School Training/Work Adjustment	163
Testing Services/Trial Work	130
Skills Training/Work Keys	178
Competitive Employment	187
Moral Kombat	18
Community Service (Court Ordered)	977
Community Service (Other)	
Families First	698
Workforce/Workfare	162
Summer Youth	12
Senior Aide	22
Non-Intensive Placement/Outreach	933
Unsuccessful Program Closures	104
Program Carryovers	248
Total Clients Served	3,832
Client Program Satisfaction Rating	96%

Volunteer and Community Service

ETSU Community Service Hours	29,516
Workforce/Workfare Hours	4,976
Community Service Hours	25,895
Senior Aid Hours	10,601
Volunteer Hours	8,510
Summer Youth (WIA) Hours	1,580
Total Hours:	81,078

Materials Recycled in 2011

Goodwill and community partners recycled:

	Goodwill	Knox County	City of Knoxville
ONP (Newsprint)	2,806,786 lbs.	2,886,902 lbs.	4,669,880 lbs.
OCC (Cardboard)	3,592,944 lbs.	1,751,360 lbs.	1,334,520 lbs.
Plastics	4,090,821 lbs.	870,500 lbs.	1,196,280 lbs.
Textiles	16,752,921 lbs.	0 lbs.	0 lbs.
Glass	196,227 lbs.	830,234 lbs.	1,429,380 lbs.
Tin Cans & Metals	199,840 lbs.	3,627,200 lbs.	289,680 lbs.
Aluminum	17,027 lbs.	0 lbs.	0 lbs.
Miscellaneous	459,807 lbs.	456,167 lbs.	0 lbs.
Total:	28,116,373 lbs.	10,422,363 lbs.	8,919,740 lbs.

Combined Total Recycled in 2011: 40,453,037 lbs.

Operations

Local businesses and individuals contributed:

Textile Goods	16,223,477 lbs.
Number of Electronics	677,585
Number of Appliances	4,255
Pieces of Furniture	403,836
Contributors Totalled	374,554

Financial Report

**Unaudited

Local Communities Provided Goodwill With:

Sales to the Public	\$8,557,404
ISD/JSD Contracts	3,887,207
Fees for Employment/Training Services	242,474
Service Contracts/Grants	386,559
United Way	15,804
Foundations/Contributions	31,638
Community Events	65,182
Miscellaneous	189,653
Total	\$13,375,921

Goodwill Gave Back to Local Communities:

Salary to Goodwill Staff	\$4,556,328
Wages Paid to Staff with Severe Disabilities	1,379,299
Payroll Taxes and Benefits	801,911
Supplies/Services Purchased	1,195,520
Telephone, Postage & Shipping	119,940
Rent, Utilities, Etc.	2,518,021
Transportation Expenses	195,232
Other Operations Costs	364,390
Depreciation (Building/Equipment)	430,008
Capital Equipment Expenditures	181,317
Land & Building Expenditures	29,955
Board Restricted Operating Reserve	1,604,000
Total	\$13,375,921

Employment Training and Rehabilitation Locations

Goodwill operates conveniently located centers dedicated to providing vocational rehabilitation, job training and employment services for disabled and disadvantaged individuals.

Jacksboro

2832 Appalachian Way

Knoxville

5307 Kingston Pike

Morristown

2812 W. A. J. Highway

Attended Donation Centers and Super Recycling Centers

Downtown Knoxville

400 State Street

East Knoxville

210 Alice St.

Gatlinburg

1855 E. Parkway

North Knoxville

820 Metler Drive

Northwest Knoxville

4440 Western Avenue

Oak Ridge

240 S. Illinois Avenue

Sevierville

441 Parkway

South Knoxville

225 W. Moody Avenue

1810 John Sevier Highway

West Knoxville

4819 Kingston Pike

341 Park Village

9501- A Northshore Drive

Halls

3608 Neal Road

Clinton

110 Gilliam Street

Retail Store Locations

Alcoa

145 N. Calderwood

865.984.5296

Clinton

1115 Charles G. Seviars Blvd.

865.457.4798

Dandridge

1040 S. Highway 92

865.397.4544

Farragut

148 West End Ave.

865.675.6470

Harriman

1233 Roane Street

865.285.9029

Jacksboro

2832 Appalachian Way

423.566.7411

Jefferson City

125 W. Broadway Blvd.

865.475.6282

Knoxville

5307 Kingston Pike

865.588.8567

2041 N. Broadway

865.524.0245

5705 Western Avenue

865.588.9181

7026 Maynardville Hwy.

865.922.9114

4217 Chapman Hwy.

865.573.3627

713 S. Seventeenth St.

865.524.5995

5210 Schubert Rd.

865.951.0272

11509 Hardin Valley Rd.

865.200.5335

11221 Outlet Dr.

865.288.7788

7623 Clinton Hwy.

865.362.5065

Lenoir City

Tellico Plaza Center

865.988.8507

Maryville

1703 E. Lamar Alexander Pkwy.

865.982.2229

Maynardville

3049 Maynardville Hwy.

865.745.1212

Morristown

2812 West A. J. Hwy.

423.587.9763

New Tazewell

511 Cross St.

423.626.1909

Newport

452 Eastern Plaza

423.613.0815

Oak Ridge

240 S. Illinois Ave.

865.481.3227

Oneida

18095 Alberta Ave.

423.286.8737

Rockwood

2325 N. Gateway Ave.

865.882.6952

Rutledge

7805 Rutledge Pike

865.828.5663

Sevierville

441 Parkway

865.453.0007



Annual Program Report 2011

Our Mission:
To provide vocational services and employment opportunities for people with barriers to employment.

helping
 people overcome
BARRIERS
 to employment and
 we help people overcome barriers
 to employment and become independent
BECOME independent
 members of their
 communities

5307 Kingston Pike
 P.O. Box 11066
 Knoxville, TN 37939
 P: 865.588.8567
 F: 865.588.0075

www.gwiktn.org



Program Eligibility Requirements

Goodwill Industries-Knoxville, Inc. serves all persons based on each individual's ability to meet certain eligibility requirements. The disability and/or disadvantaging condition may be physical, psychological, vocational, educational or social and must contribute to limiting the individual's vocational ability. Additionally, the following requirements must be met:

- 1) Referral from an agency such as the Division of Rehabilitation Services, DHS, or other such agency. Private referrals are accepted when eligibility requirements are met. Documentation of any disability is required, along with appropriate background information.
- 2) There must be reasonable expectation that the applicant could substantially benefit from the services provided and that the applicant will eventually obtain competitive employment.
- 3) Applicants must be at least 16 years of age. Applicants under 16 are accepted for evaluation purposes only.
- 4) Applicant must be mobile within the facility, be capable of taking care of personal hygiene needs, and be able to practice necessary precautions to prevent the spread of acute illness or communicable disease that the applicant may have; some cases may require a physician's release.
- 5) Applicant must demonstrate his/her own desire to participate in the general employment and training process.

Driver's Education

Assists individuals in obtaining a valid state driver's license through the use of classroom lecture and practice, computerized simulation, and practical on-the-road experience with a certified instructor.

Employment Skills Training

1) Clerical Skills Training:

Teaches the basics of keyboarding and computer operations.

2) Self-Paced Applications in the Computer Environment (SPACE):

Trains participants through self-paced and instructor-led training in Microsoft Office applications (Windows, Word, Excel, Access, PowerPoint, Publisher and Outlook).

3) Certified Nurses Assistants (CNA) Training:

Prepares students to work as Certified Nurses Assistants and to pass the State Certification Exam. The clinical rotations are conducted in local long term care facilities.

Extended Employment

Provides extended training and support for individuals that are not yet ready for competitive employment.

Industrial Services Division Training

Develops individuals' skills, as related to working in an industrial contract environment. Participants develop valuable skills in all areas of processing, quality control, packaging, and shipping, while also earning a training wage.

Janitorial Services Division Training

Offers participants training in a custodial setting and work experience, via the use of service contracts with private employers and government agencies. Specific job skills relating to the appropriate use of janitorial cleaning equipment and assorted methods are learned while training wages are earned.

Job Readiness Training

Teaches job-seeking and employment maintenance skills. Skills emphasized include job search strategies and interviewing techniques.

School-to-Work Programs

Provides transitional training and job placement assistance. Two program options are available for students: 1) School-to-Work, through DRS, and 2) School Paid Programs, which are directly contracted through area school systems.

Selective Placement

Assists individuals in identifying, obtaining and maintaining employment, which corresponds with their vocational, social, psychological, and physical abilities and interests. Provides

a bridge between program participants and employers and includes training.

Supported Employment

Offers continuous support and intensive training to participants so they can maintain competitive employment in the community. Supported Employment is a cooperative effort of Goodwill Industries and the Division of Rehabilitation Services (DRS).

Vocational Evaluation/Assessment

Utilizes computerized and traditional assessment methods, designed to assess a person's vocational, psychological, educational, social and physical levels of functioning in relation to their interests, intelligence and aptitude.

Work Adjustment

Establishes appropriate social behaviors and work habits necessary to successfully obtain and maintain competitive employment on an individualized basis using information obtained from the Vocational Evaluation Assessment, the client and the referral source. Participants do receive a training wage throughout this program.

Work Keys Services

Increases basic academic levels and assists with preparation for common standardized tests such as GED, ACT, SAT, etc. through the use of technology.

History of Goodwill Industries

Goodwill Industries was founded in 1902 by Rev. Edgar James Helms, a Methodist minister. In Boston, Helms collected used household goods and clothing in wealthier areas, and then trained and hired indigent and disabled individuals to repair them. These items were sold to provide wages for these individuals, giving them the opportunity to become productive members of the community.

Today, Goodwill Industries-Knoxville, Inc. continues this mission by providing training opportunities and assistance in securing competitive employment, through the sale of donated merchandise at discounted prices and also through subcontracted work with business and industry.

Please visit our website for more information regarding our vocational services, community events, employment opportunities and information regarding our contract services: www.gwiktn.org

