

GOOD NEWS

SPRING 2017

CHANGING LIVES THROUGH THE POWER OF WORK

A RECORD YEAR FOR RAPPAHANNOCK GOODWILL INDUSTRIES

Rappahannock Goodwill Industries (RGI) helped 1,090 people find employment in 2016, more than any other year in its 50 year history.

Overall, RGI served 13,000 people; another record.

RGI operates 25 separate programs, including four job help centers, designed to help people find and maintain work.

Some clients benefit from significant, intensive support, while others need what Megan Bergen, Vice President, Mission Services & Chief Mission Officer, calls a "lighter touch."

"We provide a full continuum of services," Bergen said. "Person centered is the foundation of all we do. Services are matched to a person's level of need, ability, and preference."

The job help centers made the most impact in 2016, according to Bergen.

In 2015, RGI received a Workforce Innovation and Opportunity Act (WIOA) grant from the Piedmont Workforce Network (PWN), in partnership with Goodwill Industries of the Valleys, Inc.

The grant enabled RGI to operate the One Stop Workforce

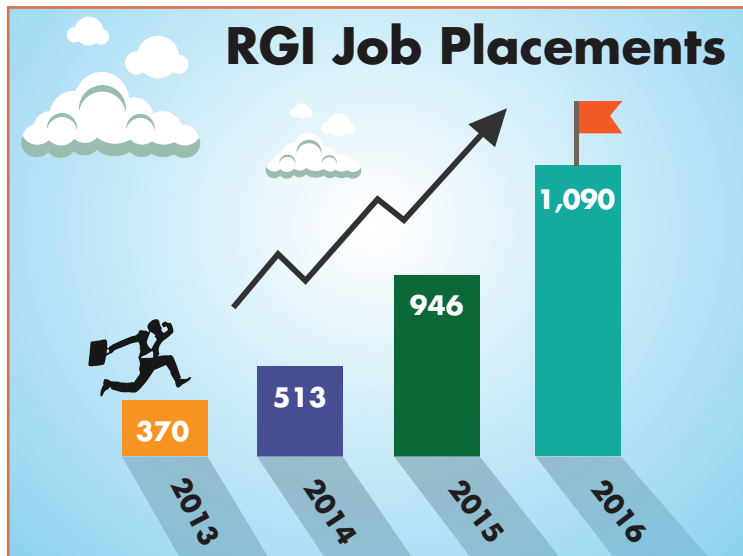
Center headquartered in Culpeper, with satellite offices in Orange and Warrenton. In Warrenton, RGI partners with Fauquier Social Services.

"Our goal is to have a center within 30 minutes of the residents of Culpeper, Fauquier, Orange, Madison, and Rappahannock counties," said Marty Baldwin, manager of the One Stop Workforce Center. In 2016, the WIOA grant resulted in 301 job placements, he said.

Community partnerships also impacted RGI's success. For example, three RGI job specialists work with Micah Ecumenical Ministries, Empowerhouse domestic violence assistance, and Fredericksburg Area HIV/AIDS Support Services (FAHASS). These partnerships generated 69 job placements, according to RGI President & CEO Donnie Tolson.

Skill development is considered before job placement, and that's another avenue of RGI's success. "For example, we tutor adults on the basics that will enable them to access the education they need," Bergen said.

Through a grant from AmeriCorps, RGI offers free tutoring for individuals and small groups in the areas of literacy, numeracy, and basic computing skills.



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DONNIE'S COLUMN**MY FIRST YEAR AS CEO**

By Donnie Tolson, President & CEO

What a year!

My 41st year in Goodwill Industries and first as President & CEO of RGI has blessed me with many positive reflections.

RGI helped a record number of persons gain competitive employment (1,090).



We maintained a strong financial position, retained all of our key leadership, collaborated with like minded social service organizations, and opened an e-commerce platform, and an electronics de-manufacturing and refurbishing business.

We expanded our AmeriCorps volunteer program, and blended new and old board members who have deep commitment to and expertise that benefit RGI.

In the last year, more people than in the previous six combined have participated in our Rethink Goodwill tours, to learn first-hand about our mission.

While all these are points of satisfaction, I'm most proud of Emmetri Beane, our nominee for Goodwill Industries International Achiever of the Year.

After a traumatic brain injury and multiple surgeries, Emmetri resolved two things – to walk again and to work again.

She is now a star performer at the Culpeper Workforce Center.

Emmetri's quest is the same as all those we help, no matter what their barrier to employment. We work with them to help find a way around it.

Emmetri and the others like her who we help find employment, are what the future of RGI is all about. ■

A Record Year, continued...

Once basic skills are achieved, RGI refers people to community partner agencies like Germanna Community College, for more advanced education.

RGI's acquisition of Taskforce Staffing has opened up new pathways to employment for many, according to Tolson. Its contributions to job placements in 2016 was 359. Six years ago, zero.

Transitional employment, a newer RGI emphasis, is enabling RGI to serve more people.

Of the record 1,090 job placements in 2016, 91 percent were in competitive jobs outside RGI. Compare that with the 245 job placements in 2010, of which 50 percent were RGI jobs.

"Our strategy is to transition everyone along a continuum leading to a life sustaining career," Tolson said. "When we transition people from jobs at RGI to jobs in the community, we are able to help more people." ■

SUCCESS COMES BECAUSE OF COMMUNITY SUPPORT

Community support is vital to the success of RGI.

Donations and the sale of those donations are two well-known ways the community supports RGI.

Partnerships are also integral.

"We collaborate with other agencies to meet the needs of individuals who come to us for training or employment services," said Julie Rettinger, Vice President, Branding & Chief Administrative Officer.



Examples include:

- AmeriCorps volunteers providing the literacy tutoring needed as a first step toward employment.
- Landlords allowing RGI to park donation trucks free of charge in strategic locations, where people will find it convenient to donate items.
- Agencies resident in RGI's Collaboration Zone, providing resources at the Goodwill Community Resource Center.
- Employers hiring RGI program participants and utilizing RGI work crews.

"We help people who want to work figure out how to get where they wish to go," Rettinger said. "Community support makes it all possible." ■

THE ABSOLUTE DIGNITY OF WORK

Bruce Barnett has been serving on the RGI board since responding to a letter of invitation 13 years ago. "I'd always been impressed with Goodwill, and thought I'd like to get involved," he said.

This year he became chairman of the board. Dermaine Lewis became vice chair, Tim Tobin, treasurer, and Jon Riley, secretary. In addition, Barry Waldman was elected to the board.

"RGI as an organization achieves some remarkable things," Barnett said. "We owe that to the great people in our organization and in the community who support our mission."

Barnett first became interested in Goodwill because he is a person who believes in reuse and recycle.

"It pains me to see things thrown away that have good use

left in them," said the man who has rebuilt car engines. "That's what I've always found appealing about Goodwill. They make use of reusable items."

Barnett also values work. He began young, mowing lawns and delivering newspapers. "I believe in the absolute dignity of work," he said. "It gives you so much."

"Helping people find work is the single most important feature of RGI," he said. The success of that core mission is dependent on community support.

"It's a two-way street," Barnett said. "RGI supports the community, but in order to effectively do that, the community has to support RGI."

People volunteer, donate items, shop at the stores, and provide programs and services in partnership with RGI. "All of these benefit the people we serve," Barnett said. ■

JEANS INTO JOBS AT RAPPAHANNOCK GOODWILL INDUSTRIES

Jeans into Jobs is one of Goodwill's catchphrases. "It's used to communicate that your donations of gently used items turn into employment services or direct employment for people in our community," said Ted Smith, Senior Vice President & Chief Operations Officer.



Once you drop off your donated items, staff sort them, then put them out on the sales floor. Anything stained, with holes, or broken doesn't make it.

The items are then resold, and the money goes to fund RGI's mission.

Smith, who has been at RGI for nine years, likes working retail. "It's a perfect fit," he said. "I love that I serve folks in the community and not a shareholder's pocketbook."

Cars, boats, motorcycles, and RVs can be donated. These are auctioned.

Smith said people often donate unique items, including a 1920s Yankee pennant with Babe Ruth's picture on it. It was sold on shopgoodwill.com

"We are always in need of donations; there is never a time when we have too much," Smith said.

He said the local community does a great job supporting RGI. "When people donate to and shop at our stores, it means they care about the folks who live in our community and really need a job." ■



Rappahannock Goodwill Industries

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**ABSOLUTE
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**JEANS INTO
JOBS**

Our Mission

We create jobs locally, prepare
people to succeed at work, and
help them overcome barriers to
employment.

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