

Creating OPPORTUNITIES



A Publication of Goodwill Southern New England

Spring 2018

From the Desk of Rich Borer



2017 was a pivotal year for us at Goodwill Industries of Southern New England. During 2016 we deliberated on the future and what our organization can, and should, strive to accomplish in coming years. We wanted our new 3 year plan to allow us to be nimble in these

challenging and fast changing times and also be succinct and measurable.

We collected information from our stakeholders and studied changing trends so we could continue to provide the services and experiences people want from Goodwill. We injected fresh ideas and different tactics, always seeking the most effective ways to meet the needs of our communities.

As part of the new plan we changed our name to Goodwill Industries of Southern New England. Our name has changed but our programs remain the same. Succession was a big part of the plan too; however, we had no idea that we would soon be experiencing the retirement of four vice presidents in a span of six months.

Joe Parente, VP of Programs (40 years of service with Goodwill), John Gattilia, VP of Finance (20+ years of service), Joe Galasso, VP of Retail Operations (20 years of service) and Dena Cosgrove, VP of Human Resources (34 years of dedicated service) all chose to retire within months of each other. On behalf of Goodwill, I offer my heartfelt thanks and appreciation for their contributions and commitment to the agency, our mission and the people we serve. Our new executive team members are highly engaged and enthusiastic about our organization and in this publication you'll read about the new team we have put in place.

2018 will be an exciting year too. We will continue to grow our mission and fine tune our retail operations. The merger with Rhode Island Goodwill should be completed over the next few months. We are investing in our infrastructure, including point of sale registers, barcoding systems, and accounting and payroll systems to automate and provide more accurate data.

Thank you Goodwill supporters, for your generous and consistent support. You provide the strong and steady foundation that makes it possible for people to build successful, enriching lives. You are an integral and invaluable piece of every achievement we celebrate and every story we share.

H. Richard Borer, President

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Participant Profile



SHANE

A Change in Our Name, *Services Stay the Same*

In October of 2017, Easter Seals Goodwill Industries officially became Goodwill of Southern New England. Goodwill's strong name recognition and its reputation as a brand that consumers believe adds value to our world (it ranked #1 in the 2017 Brand World Value Index Survey) contributed to the reasons for our name change.

While our name is now updated to reflect a single brand, our mission, programs and services are the same. We remain committed to enhancing employment, educational, social and recreational opportunities for people with disabilities

and other challenges. The proceeds from our 13 retail stores and one outlet directly support our clients with disabilities and special needs and also employs many of them.



Our Programs and Services:

- Individual and Group Employment Services
- Recreation and Community Enrichment Services
- Case Management Services
- Business Services

Program Highlight: *Individually Developed Employment Assistance (IDEA)*

Funded by the Department of Mental Health and Addiction (DMAS), Goodwill's Individually Developed Employment Assistance (IDEA) program provides personalized employment services specifically to individuals with psychiatric disabilities and history of substance abuse. Goodwill's Supportive Housing Program (SHP) provides these same employment services to people experiencing homelessness.

IDEA's employment specialists spend 60-70% of their time in the community talking to potential employers and developing job opportunities for their clients. They also work one on one with clients to help them identify their skills, ready themselves for employment, secure a job and plan for the future.

According to Bill Evans, Employment Specialist in New Haven, "We help clients face any barriers to employment. We give them structure and often, help in their recovery. Our clients want to feel like they're part of a community."

Clients for this program are referred to Goodwill from local community service providers and the Community Services Network (CSN). Individual job development plans are created by our staff based on the specific needs of each client. The IDEA team works in collaboration with the client, his or her family members, clinicians and residential providers.

According to Dan Varley, IDEA Program Coordinator, "Clients often fall into a few different categories: some need ongoing support before, during and even after they find employment, others need initial support but can graduate from our program and move on once they find employment."



IDEA Team:

Dan Varley, IDEA Program Coordinator
Amy Grinnell, IDEA Employment Specialist
Bill Evans, IDEA Employment Specialist
Lesly Guity, IDEA Employment Specialist
Kammie Caballero, IDEA and Supportive Housing Program Specialist

IDEA participants can also receive financial counseling, assistance in arranging travel to and from their jobs, as well as ongoing supports and counseling once they're placed. Employment specialists work with their clients to help them manage workplace stress or ways to improve interaction with their co-workers in order to be successful on the job.

DMAS recently executed a fidelity review to ensure ongoing quality of our services and adherence to the supported employment models. The review consisted of interviews with our administrative and clinical staff, employment supervisors, employment specialists, case managers, clients and family members as well as observations in the field. Goodwill of Southern New England received the highest possible score in the staffing area including caseload size, employment services and carrying out all phases of employment.

Goodwill Participant Profile



SHANE

Goodwill's IDEA program has been a constant source of support in Shane Donovan's life for the past five years. Open about his past issues with mental health, substance and alcohol abuse and the law, through IDEA, Shane found the assistance and ongoing support he needed to overcome these struggles and to develop a plan to move forward with his life and work.

Shane meets with his Employment Specialist, Amy Grinnell twice a month. He's taken advantage of the program's many services. Grinnell has helped Shane with his interviewing skills, identifying job opportunities, setting goals and counseling,

"Shane used to be unfocused and easily upset," says Grinnell. "He's

learned how to better cope. And now he takes initiative and is really good at helping others."

Shane, age 52, started with Goodwill in 2013 and received assistance via our Community Re-Entry Service and Skills for Success program which helps former inmates prepare for and find jobs. From there Shane began working part-time at Goodwill's retail store in Orange, CT while volunteering at Yale New Haven Hospital. Shane has cerebral palsy and although he receives disability benefits, he's been very motivated to work.

With Grinnell's assistance, Shane secured a part-time job at LAZ Parking in New Haven where he parks cars for physicians and employees of the surrounding medical community and for

seasonal events.

"The help from Goodwill motivated me to work harder and taught me how to present myself better," said Shane. "Their ongoing support has been invaluable."

Shane continues to work with Grinnell as an IDEA participant. He's continually looking to further his employment opportunities and he's also considering going back to school so he can help other people with disabilities.

"We are all amazed at the growth Shane has demonstrated," says Grinnell. "Now, as he journeys towards his best, he's an upstanding citizen who obeys the law, receives clinical treatment for mental illness and continues on his path of recovery."

Meet Our New Executive Team Members

Goodwill Industries of Southern New England is excited to introduce new members of our executive staff.



Keith Lavalette, Vice President, Programs

Keith brings an abundance of confidence, leadership and knowledge to Goodwill from his past 27 years as executive director of a small nonprofit organization in Manchester CT. With anticipated reductions in funding from the State of CT, Keith hopes to work with his team to find efficiencies and cost reductions while also looking for other funding streams to support Goodwill's programs.

When he's not working, Keith enjoys golfing and fishing.



Robert Burns, Vice President, Finance

With previous experience at local and national not-for-profit organizations, as well as Fortune 50 and multi-national corporations, Rob has the breadth and depth of experience and knowledge to improve Goodwill's overall financial performance and to position the organization for future success.

Rob is working to improve Goodwill's infrastructure, including implementing new registers, bar coding systems, electronic time and attendance and accounting systems, all with the goal of giving Goodwill employees the tools they need for success and improving the customer experience at our stores.

In his spare time, Rob enjoys playing with his 3 year old son and playing golf and basketball.



James Murray, Vice President, Retail Operations

Jim has over thirty years of experience in the retail industry--the last ten years have been at Goodwill. Recently promoted from Director of Warehouse and Logistics to Vice President, Jim hopes to provide our stores with better merchandise, implement higher standards and run Goodwill's retail operations more efficiently.

On a personal note, Jim enjoys working on his 128 year old house, repairing cars and one of his best vacations was a trip to Ireland where he got to meet and stay with extended family.



Ed Sokaitis, Vice President, Human Resources

Ed brings both human resources and pension administration expertise to Goodwill SNE. He most recently worked as an HR Director at a large local nonprofit funded primarily by the Department of Mental Health and Addiction Services but he has 20 years of HR experience in both corporate and nonprofit environments.

Ed has been an advocate for individuals with developmental disabilities. He also feels strongly about helping the homeless and hungry in the community.

He enjoys spending time with his two daughters and together they regularly volunteer at and support their local soup kitchen.

Goodwill Opens a New Store in Orange

Last September, Goodwill opened its second store in Orange CT located at 305 Boston Post Rd. Carrying top products and high-end brands, the new Orange location is one of Goodwill's boutique quality stores. In addition to thrift store deals, shoppers will also find designer goods at great prices.



Jim Murray has found his niche.

Now, the Vice President of Retail Operations at Goodwill SNE, Jim started with Goodwill in 2008 and has held a series of positions within our retail division. His career is a great example of the growth and opportunities available in retail for those who are sales and service oriented, have strength in

Careers in Retail

training and coaching employees and understand merchandising.

Jim's career in the retail industry dates back to his first job in high school working for a retailer in Massachusetts. Jim spent thirteen years at The Fair Department Store throughout high school, college and beyond learning the 'ropes' of retail. Starting out as a stock boy, he moved on to work in warehousing, sales and eventually management.

Jim came to Goodwill in 2008 as a store manager. Just eight months later he was promoted to district manager where he oversaw the operation of seven retail stores. Jim made sure that

each store was merchandised properly and was profitable.

His retail career then shifted to warehousing where he oversaw the merchandise distribution and e-commerce for seven years. Now as VP of Retail Operations, Jim can relate to all levels and aspects of retail management and operations, "Our employees appreciate that I've been in their shoes. Having been there, I can better connect with my team to get us where we need to go."

Jim's attributes his longevity in retail to "finding a niche and working hard to make a difference".

Financial Report

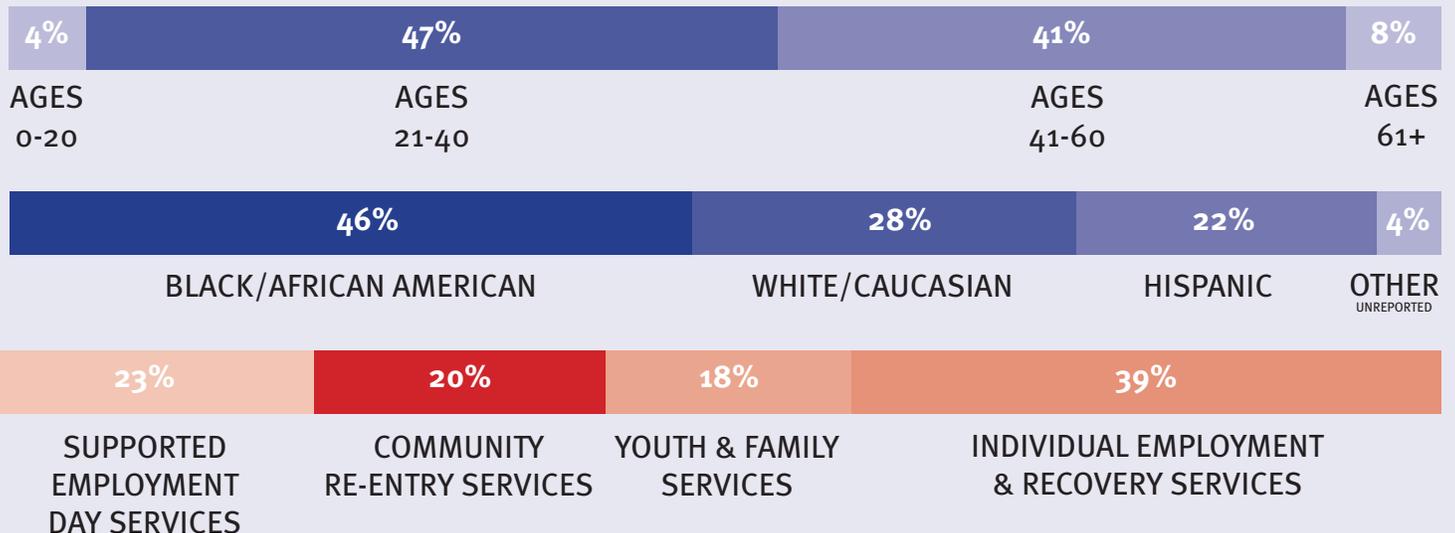
How our community invested in GWSNE:

Purchases through Goodwill	\$18,424,000
Fees, Grants & Contracts for Programs	\$4,263,000
Charitable Contributions	\$407,000
Other	\$278,000
Total:	\$23,372,000

How we invested those resources:

Collecting, Processing & Selling Goods	\$16,408,000
Providing Direct Services	\$4,248,000
Management & General	\$2,281,000
Resources for Future Investment in the Community	\$248,000
Fundraising	\$187,000
Total:	\$23,372,000

In 2017, we provided services to 888 individuals:



Our services were funded by these primary sources:



HISTORY CORNER

Edgar Helms, founder of Goodwill Industries



Goodwill Industries was founded in 1902 by Rev. Edgar James Helms, a minister in Boston, who was appalled at the conditions faced by immigrants who were without food, clothing and shelter. Helms went door-to-door to collect donations of clothing and household goods from wealthier residents. Helms then hired people in need to refurbish the used items which could then be sold for profit. Helms' concept worked, and the Goodwill philosophy of "a hand up, not a hand out" was born.

Register Now *for the Goodwill SNE 34th Annual Golf Classic*

Golf for a great cause! Join us for a day of golf and fun at our 34th Annual Golf Classic on Monday, May 14th at The Farms Country Club in Wallingford, CT.



- Hole in One Contest
- Four Person Shamble
- Player Prizes, Raffle and Silent Auction
- Brunch, Cocktail Hour and Diner

Corporate and Individual Sponsorships Available- Call Melissa Nicholson at 203.777.2000 x 228 • Register Online at: goodwillsne.org/golf

Goodwill Industries Annual Appeal 2018

'Celebrate', our annual appeal campaign will kick off in May. Your generous donations support the mission of Goodwill Industries to enhance employment, educational, social and recreational opportunities for people with disabilities and other challenges. Your contribution helps us provide life-changing assistance and programs to our neighbors in need.

We look forward to your valuable support.

To make a donation or for more information, visit our website at goodwillsne.org

Thanks to our Board Members

GWSNE appreciates the skills and expertise that each of our Board members has contributed by volunteering their time to help us!

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North Haven, CT 06473

S O U T H E R N
N E W E N G L A N D

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GWSNE Retail Stores & Donation Centers

Clinton

369 East Main Street
(860) 664-9211

Groton

664 Long Hill Road
(860) 448-6400

Hamden

2369 Dixwell Avenue
(203) 230-2910

Middletown

955 Washington Street
(860) 347-5404

New Haven

472 Foxon Boulevard
(203) 468-2355

Westville

61 Amity Road
(203) 397-2735

Norwich

201 Salem Turnpike
(860) 204-0018

Orange

81 Boston Post Road
(203) 795-3333

305 Boston Post Rd.

(203) 584-9007

Goodwill Outlet Hamden

2901 State Street
(203) 248-1600

Rocky Hill

80 Town Line Road
(860) 529-6838

Southington

350 Queen Street
(860) 621-0775

Wallingford

1145 North Colony Road
(203) 265-4211

Branford

249 West Main Street
(203) 481-7777

New Britain

190 Columbus Boulevard
(860) 224-0885

To find a Donation Center or Donation Bin near you, please visit goodwillsne.org/donate

Visit Goodwill Southern New England on:

