Goodwill Industries, Inc.
Serving Eastern Nebraska & Southwest Iowa
GoodwillOmaha.org

June 2012

Meet Partnership’s Dillon Ruby
We’re shining a spotlight on Partnership participant Dillon Ruby, who didn’t give up on his education goals!

Team Brent takes game one
Nearly 40 Goodwill employees and family members attended the Team BLUE softball bonanza.

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PAGE 9

AND THE SURVEY SAYS...
by Frank McGree

Thank you for participating in the Best Places to Work in Omaha 2012 Survey. This is the second year Goodwill has been involved with the survey and we are excited to announce that once again we reached our goal of over 375 surveys completed.

Goodwill is committed to listening to its employees and looking for ways we can continually improve. The common themes from the survey indicate that as an employee you want to be given training opportunities, recognized for the work you do and be aware of growth opportunities that exist across the organization.

CONTINUED ON PAGE 6

More than 375 Goodwill employees shared their opinions on their workplace in the Best Places to Work Survey. Unlike on Family Feud, respondents participated for the betterment of their workplace, their coworkers and our participants.

Goodwill changes lives and strengthens communities through education, training and work.
NEW EMPLOYEES

April 2012

Linda Barnes
Retail Sales Associate II
Madison

Georgina Goynes
Retail Sales Associate II
Benson Park Store

Sherri Shaffer
Grounds Maintenance Worker
Grand Island

Olgaide Bonilla
Clothing Proc/Hanger I
Southwest

Austin Hamblen
Donation Door Attendant
180th & Q

Megan Sharpe
Adult Career Specialist
Blue Lion

Carrie Cain
Clothing Proc/Hanger I
Madison

Nakia Johnson
Donated Goods Proc. II
ROC

Heidi Smith
Retail Sales Associate II
180th & Q

Eric Carlson
Custodian
Zorinsky

Shawn Karaus
Retail Sales Associate II
180th & Q

Ayabavi Sossoukpe
Retail Sales Associate II
Southwest

Jackee Coleman
Retail Sales Associate II
180th & Q

Turquoise Lovejoy
Clothing Proc/Hanger I
Madison

Sydney Spangrud
Reserve Rep I
Reserve

Jeffrey Faust
Donation Door Attendant
180th & Q

Jana Marshall
Adult Career Specialist
Blue Lion

Kearia White
Clothing Proc/Hanger I
Benson Park Store

Calandra Ferguson
Retail Sales Associate II
Benson Park Store

Sonny Mota
Retail Sales Associate II
Madison

Erin Wiley
Retail Sales Associate II
Papillion

Mia Freeman
Computer RSA II
ROC

Brianna Owens
Retail Sales Associate II
Papillion

Erik Wondra
Donation Door Attendant
Bellevue

Edith Gamble
Clothing Proc/Hanger I
West Center

Nicolas Rozo
Donation Door Attendant
Papillion

The Clothes Line

JUNE 2012

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THE CLOTHES LINE is published monthly and is available at each Town Hall meeting. If you are unable to attend Town Hall, you may also find copies in the Marketing area at BPP, or request to have a copy delivered to you by calling 402.231.1915.

You may also find Clothes Line articles and full-issue digital downloads on the GoodTimes Blog at http://www.goodwillomaha.org/blog.
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Dillon Ruby’s story includes a turn that is unfortunately too common in the lives of young people looking to change their situation – distractions got in the way and he stopped pursuing his goals.

But Dillon was determined not to give up, and in the past month, he was recognized at the Bellevue Public Schools Adult High School Graduation Ceremony and promoted to the job he had been working toward.

Dillon had bounced around from different communities, first in Bellevue, then to Blair and back to Bellevue. His mother had battled with health problems, so he dropped out of high school after the 10th grade to work and help support her.

“After a few months, we got back on track with bills,” Dillon said. “And I really wanted to get my GED, because I knew that if I didn’t get it then, I wouldn’t get it at all.”

Dillon had heard about the Partnership program from a woman at a Goodwill store, and he signed up in April 2010. He went straight to work studying for his GED and got a part time job working at a Goodwill store.

“When he started in Partnership, he was doing really well,” said Career Specialist Byron Olsen. Things were looking good.

But as Olsen explained, Dillon began to get distracted by other GED students, and before long, he abandoned his GED classes.

“It was hard at first,” Dillon said. “I didn’t stay focused and I kind of gave up.”

It would be approximately a full year before he would return to his studies, but Dillon decided to come back in the spring of 2011 and pick up where he left off.

“When he came back, he was really focused,” Olsen said.

“I told Byron I really wanted to go back,” Dillon said. “That GED was the last thing I had to get. I knew.”

That work paid off, because by June of that year, Dillon had completed his final GED test, and he was hired at Modern Equipment, Inc. in September.

Dillon took a job on the paint line, but he had his eyes on a welder position. He stayed after hours to learn welding on his own time so he would be better prepared to move up in the company.

“And just about two weeks ago, I took a welding test, and I passed,” he said.

Since then, he was promoted and reached his goal of becoming a welder.

“I really like the Partnership program because Byron didn’t just sign me up and leave me,” Dillon said. “He kept checking on me and kept me motivated.”

Congratulations, Dillon! You’ve proved it’s never too late to get back on track to meet your goals!
One breezy spring morning I stopped by 50th & Grover to meet April’s Employee of the Month and see what work at Goodwill’s busiest attended donation center (ADC) was like.

Two donors pulled up just as I did, and Victor Hull got out of his truck to help them unload their donations. They must have been regulars, because when I told them Victor was the Employee of the Month, they agreed that he deserved the award.

After they left, Victor started telling me how he knows many of the people in the neighborhood and surrounding businesses. On cue, a lady passed by on a walk.

“There’s Joyce,” Victor told me. “She goes on a walk every day. Hi Joyce!” Joyce waved back.

Victor tells me how important it is to get to know people and treat everyone with respect. He met his girlfriend of a year because she works at the café in the shopping center. He’s moving to a house near the ADC soon thanks to a lead from the manager at Bag ‘N Save. He has regulars who stop by just to say hello and to bring him cookies.

Victor says he has practiced his relationship-building skills for years, first working in a warehouse and later driving a shuttle for a hotel downtown. He loves that his job at Goodwill allows him to meet such a variety of people.

In addition to taking donations and passing out receipts, Victor takes pride in keeping the ADC area clean. He sweeps up broken glass, picks up trash and makes sure any graffiti that finds its way onto the truck finds it way off.

He likes the location and wants to make sure Goodwill can stay there. In fact, he is part of the reason why the trailer is located where it is.

About the time the lease was ending on the previous location of the ADC (just one lot over), Victor happened to be talking to the landlord of Bag & Save and figured out he was also connected to the current location. Plans were made, and the trailer moved over one lot. Again, it’s all about building relationships.

Victor found his job through the former Goodwill program Projects With Industry. His case worker, Tim Suelter, helped him apply for the job. Neither one realized at first that it was a position at Goodwill. Victor was interviewed and started right away. He has been a Goodwill employee since December 2010.

His supervisor, Shirley Hall, notes that he is known for his excellent customer service. She says a donor has even taken the time to call her to say how friendly and helpful Victor is.

Victor’s trailers are always packed to capacity, but with care so that nothing will break during transportation. He helps train new trailer attendants, and he goes above and beyond to make sure all donors have an exceptional Goodwill experience.

Victor enjoys his job and appreciates his coworkers and supervisors (he even ordered pizza for them one day!), but perhaps not as much as everyone at Goodwill appreciates his hard work. Congratulations to our April Employee of the Month!
Goodwill will strive to engage employees from the beginning of their employment by restructuring New Hire Orientation as well as providing more support to new employees. This will help ensure a smooth transition once they join our workforce.

The goal is to align new employees to Goodwill’s culture and values in order to ensure that we are hiring the best people possible.

The Human Resources Department, in conjunction with department managers, will continue to establish career paths. A career path will allow you to be aware of what career opportunities are available at Goodwill.

The final goal identified is to develop an engagement training series that will be provided to all managers. The training topics will include those that directly impact employee engagement in the areas that are most important to you such as motivation, coaching, job satisfaction and praise.

Be on the lookout for your manager to hold employee meetings with you to discuss the survey results. These meetings will take place over the next few months and will allow you to learn more about the steps Goodwill will take based on the survey.

Again, thank you for your participation.

The Top 10 and Bottom 10 reports are presented on page 7.
### Top 10 Report

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May was another big month at the agency, and here are several more highlights beyond what we’ve already covered!

WORK EXPERIENCE

Another successful year in the Work Experience Program has wrapped up.

“As this year comes to a close I am so proud of the growth we have seen in our participants and the Work Experience Program as a whole,” said Work Experience Trainer Lynn Johnson-Romero.

“We hold our students to the highest standards, and they leave every year with the skills they need to obtain a job that will make them feel proud of themselves and the work they do,” she said.

Work Experience also had a participant speak in front of the Goodwill Board meeting earlier this month. Kelsey Smith, who worked at the 156th & Maple store, has struggled with communication in the past, but Work Experience Trainer Chris Casey said she has gained confidence and improved upon her communication ability during her time in the program.

JOB FAIR SUCCESS

Employability and Life Skills Trainer Toni Simmons said that the first job fair at the Sarpy County Probation Center on May 16 went well. Five employers were on hand to meet with the 71 participants who attended.

Simmons, who works with participants on life skills training, preparing resumes and mock interviews, held the event at the probation center so she could observe participants’ interactions with employers. That way, even if they didn’t land a job from the job fair, she could still help them learn from the experience.

SPECIAL NEEDS PLANNING

The Andrew Benjamin Group and Goodwill will be hosting a free educational seminar entitled “Special Needs Planning” on Wednesday, June 13th from 10:30 a.m. to noon.

While most family members of children with a disability are concerned about their immediate needs, parents and others regularly ask the question: “How will my loved one be cared for when I am no longer able?”

Dan Kline and Marvin Brinkman of The Andrew-Benjamin Group will lead a discussion on topics such as government programs and the importance of making these plans on a timely basis to provide the best quality of life. Dan has an adult son with Down Syndrome, while Marvin has a son with Asperger Syndrome and have lived through most of these issues themselves.

Contact Jennifer Croud at 402.231.1926 if you are interested in attending.

CONGRATULATIONS LARAIN!

Our own Laraine Harris was one of only four finalists in the running for the International Association of Administrative Professionals Ak-Sar-Ben Chapter’s Administrative Professional of the Year award! The finalists were recognized for outstanding service in the administrative profession through business, education and community involvement.
Softball has a dubious beginning. It was supposedly invented on Thanksgiving 1887, when a Yale supporter threw a boxing glove at a Harvard fan, who promptly batted away the glove with a broom handle. Poof! Softball! Questionable? Yes. Memorable? Obviously.

Goodwill’s Team BLUE spent last week playing softball, and, true to the sport, the result was both questionable and memorable. Questionable in that it wasn’t the finest softball ever played. Balls went through legs. Fielders looked lost in the outfield. Players moved so slowly around the diamond that they tested the very limits of the term “baserunner.” But it was equally memorable, since everyone had such a good time.

Team Brent faced played Team Dani in the inaugural Team BLUE softball faceoff. Team Brent won 14-10, but the result was secondary to the fun. Those in attendance got to see sparkling highlights such as Partnership GED Instructor Brent Janzen meekly popping out to Goodwill President Frank McGree, despite Janzen wearing two – count them – two batting gloves.

They also got to see players like Jordan Borgaila from the MAT bus contract and Partnership Coordinator Dylan Malone, both of whom looked and played like they were maybe a little too competent to share the field with the likes of Janzen and the rest.

Team Brent may have won the game, but Team Dani won the post-game, celebrating their loss until the wee hours of the night. There was even some karaoke involved.

In the end, it turned out to be the greatest event in the history of Team BLUE. More than forty people gathered at Benson Park for the game. There were even two babies and an injured Kendra McGree (Frank’s wife). No one got hurt, except for Janzen’s pride of course.

Team Brent poses with a baby to make it look as if they had two girls on the team.

Maybe he could use three batting gloves next time.

Be on the lookout for the second matchup between these softball juggernauts in the weeks to come. Team Dani will be looking for revenge. Team Brent will be looking for more women to join. Currently Lynn Johnson-Romero is its only member of the female persuasion.

Team Dani sang such hits as “Walk Like an Egyptian” and “Return of the Mack.”
hat has the power to save time and money at the agency, earn a round of applause from the assembled retail managers, and save the earth in the process?

It’s new document management!

A crack team of representatives from IT, Human Resources and Accounting has been working for several years to transition much of our agency’s paperwork to a digital — and therefore paperless — format, and while the official launch doesn’t happen until fall, they’re about to begin an advance release of changes in the very near future.

Soon purchase orders, expense reports, invoices, new-hire forms, personnel action forms and corporate documents will be entirely electronic.

The document management team comprises Finance Director Pauli Bishop, IT Director Gordon Scheet, HR Specialist Jenny Davern and Accounts Payable Specialist Sarah Urick, and they’ve been working on this project for more than two years.

Daven and HR Specialist Danielle Schmit unveiled the new-hire forms and PAFs at the most recent retail managers’ meeting and were met with the aforementioned applause when managers saw how it will affect the new-hire paperwork process.

“This project will greatly reduce the time required to process documents, especially ones that need to be routed from one location to another,” said Urick.

While those forms will be relatively simple to implement, other parts of the changes will require additional resources. Scheet said the hardware installation begins in June, with the software and document flow portions following in the summer. Staff training will begin in August or September.

While managing staff workload, efficiency and preparation for agency growth were the key drivers of the changes, the paperless aspect is not lost on the team.

“The project was more about time efficiencies rather than going green, but that is a nice side benefit,” Urick said.

perfect Attendance Word Search!

These folks all celebrated years of perfect attendance this month! It may be a challenge to find their names in this puzzle, but you can always find them hard at work!
Happy Anniversary

June 2012

28 Years
Shirley Hall
Retail Operations Dir.
ROC

25 Years
J. Michael “Mick” Connolly
Senior VP & CFO
Benson Park Plaza

23 Years
Ellen Rice
Postal Supervisor
Postal

15 Years
Thelma Pugh
Team Leader-Retail
Papillion

14 Years
Jason Heiman
Donation Door Attendant
Fremont

10 Years
Dorothy Franklin
Clothing Proc/Hanger II
Fremont

7 Years
Edward Driscoll
Grounds Maint Worker
VA

Megan Harr
Donation Door Attendant
156th & Maple

Chad Kooiker
Grounds Maint Worker
VA

6 Years
Jacob Beezley
Donation Door Attendant
Bellevue

Kent Caniglia
Loss Prevention Director
Benson Park Plaza

Brett Karnes
Grounds Maint Supt
ROC

Kris Pachunka
Community Relations Coord
Benson Park Plaza

Thomas Vrtiska
Custodian
Lincoln

5 Years
Michelle Munson
Retail Sales Assoc III
West Center

Elizabeth Nielsen
Staff Accountant
Benson Park Plaza

Amy Queck
ShopGoodwill Gen. Clerk
ROC

4 Years
Peter Schwietz
Donation Door Attendant
Madison

James Anderson
Custodian
Offutt

Pamela Bessey
Retail Sales Assoc III
Bellevue

Thomas Boyle
Donation Door Attendant
180th & Q

Paul Fischbach
Grounds Maint Worker
VA

Timothy Garrigus
NISH Team Leader
Offutt

Alex Grady
Custodian
Lincoln

Eileen Hansen
Donated Goods Proc. II
Fremont

2 Years
Scott Buchele
Donated Goods Proc. II
180th & Q

William Eklund
Custodian
Offutt

Grace Greenwood
Clothing Proc/Hanger I
180th & Q

Tara Holmes
Retail Sales Associate II
Benson Park Store

Kim McConahay
Assistant Store Manager
78th & Dodge

Tim Mueller
Donation Door Attendant
156th & Maple

Robert Popejoy
WearHouse Production Sup
ROC

Timothy Schlosser
CDL Driver
ROC

Jerrell Stapleton
Donation Door Attendant
Benson Park Store

Timothy Suelter
Career Center Manager
Blue Lion

Conchita Tolles
ShopGoodwill Gen. Clerk
ROC

Roger Zemanek
Custodian
Zorinsky

1 Year
Sharon Bland
Retail Sales Associate II
Benson Park Store
The Caribbean American Heritage Month was first proclaimed in 2006 by President George W. Bush. Some notable Americans of Caribbean decent include Alexander Hamilton, the first Secretary of the Treasury, former Secretary of State Colin Powell, W.E.B Du Bois, Malcolm X, Marcus Garvey, Shirley Chisholm, Sidney Poitier, and Roberto Clemente.

June 1 – Madaraka (Self-Rule) Day: Kenya This marks the day in 1964 that Kenya attained self-rule as a republic with Jomo Kenyatta as its first president.

June 2 – Granting of citizenship to American Indians (1924): United States On this day, Congress extended the rights of citizenship to all American Indians born in the United States.

Republic Day (Constitution Day): Italy The Italian Republic was established on June 2, 1946, by a popular referendum in which the people chose a republic over a Monarchy.

June – 5 Constitution Day: Denmark This day commemorates Denmark’s adoption of a constitutional monarchy in 1849, ending absolute rule by the monarchy.

June – 6 Memorial Day: South Korea This day is set aside to honor soldiers and civilians who have given their lives for their country.

National Day: Sweden This day commemorates Sweden’s gaining independence from Denmark and the ascension to the throne of King Gustavus in 1523.

Seafarers’ Day (Sjómannadagur): Iceland Dedicated to Iceland’s sailors and fishermen; Seafarers’ Day celebrates the importance of sailors and the sea to Icelandic history and economy.

June 7 – Queen’s Birthday: New Zealand This day celebrates the birthday of Queen Elizabeth II, who is not only Queen of the United Kingdom but also Queen of Australia and New Zealand, where her birthday is celebrated on the first Monday in June.

June 9 – Accession of King Abdullah: Jordan This day commemorates the accession on June 9, 1999 of His Majesty King Abdullah II bin Al Hussein, who assumed his constitutional powers as the Monarch of the Hashemite Kingdom of Jordan on February 7, 1999, the day his father, the late King Hussein, passed away.

June 10 – Portuguese National Day: Portugal This national holiday commemorates the death in 1580 of Luís Vaz de Camões, author of the greatest literary work in Portuguese, the epic poem Os Lusiadas.

June 12 – Independence Day: Philippines On this day in 1898 the Philippines declared its independence from Spain. Many Filipinos in the United States also celebrate this day.

June 13 – Puerto Rican Day Parade: United States Since 1958, New York and other major cities have held parades on the second Sunday in June to celebrate the contributions of the Puerto Rican people to the history of their city. The parades feature floats, singers, and dancers in colorful costumes. These parades are similar to St. Patrick’s Day, Italian, and Polish parades that have been held for decades in cities throughout the country.

June 14 – Queen’s Birthday: Australia This holiday honors the birthday of Queen Elizabeth II, the monarch of Great Britain, Northern Ireland, Canada, and Australia. As queen of both England and Australia, Elizabeth II is head of state and represented by the governor general. This holiday is not celebrated in Western Australia.

Russia Day observed: Russia This holiday celebrates both the Russian parliament’s formal declaration of sovereignty on this day in 1990 and the June 12, 1991 election of Boris Yeltsin, the first democratically elected president of Russia in the one-thousand-year history of the state.

June 16 – Dragon Boat Festival (Tuan-wu): China This public holiday honors Ch’u Yuan, China’s first major poet, who drowned himself in 278 B.C.E. to protest the injustice and corruption of his prince’s government. In the traditional dragon boat races, teams from different towns compete in long boats with bows shaped like large dragon heads. The customary holiday food is a dumpling made of rice with a sweet filling wrapped in a bamboo leaf.

June 17 – Independence Day: Iceland Iceland declared full independence from Denmark in 1944, becoming the Republic of Iceland. The date of June 17 was chosen as the official holiday because it was the birthday of Jon Sigurosson (1811-1879), the nineteenth-century leader of Iceland’s peaceful campaign for independence. People throughout the country celebrate this national holiday with traditional costumes, parades, speeches, street theater, slideshows, and outdoor dancing in the midnight sun.

June 18 – Evacuation Day: Egypt Marks the proclamation of the Egyptian republic after a military coup deposed King Farouk in 1952.

June 19 – Juneteenth: African American This commemorates the emancipation of all slaves in Texas by the Union general Gordon Grange. As news of the Emancipation Proclamation issued in January move westward, he announced on this day that, “The people of Texas are informed that in accord with a Proclamation of the Executive of the United States all slaves are free....”

June 23 – National Day: Luxembourg Also celebrated as the King’s birthday, this day commemorates Luxembourg’s gaining independence from Belgium and the Netherlands in 1848.

June 24 – Battle of the Carabobo: Venezuela This celebrates the victory over Spain in the decisive battle for independence in 1821.

Festival of St. John the Baptist (St. Jean-Baptiste Day): Canada, Puerto Rico This holiday commemorates the feast day of St. John the Baptist.

Manila Day: Philippines On June 24, 1571 Spanish conquistador Miguel Lopez de Legazapi established a permanent settlement in Manila, proclaiming it the island’s capital. In 1574 King Philip II of Spain commemorated the city, giving it the title Insigne y Siempre Leal Ciudad de España (“Distinguished and Ever Loyal City of Spain”).

June 25 – Battle of Little Bighorn (1876): American Indian On this date at Little Bighorn River, General George A. Custer was killed and his command annihilated by combined forces of Sioux and Cheyenne Indians. The determined resistance of the Plains tribes in the protection of their hunting grounds and way of life earned them a number of military victories before they were defeated by the stronger U.S. government forces.
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<td>Diversity Day Cultural/Volunteer Day</td>
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**June 2012**

- **Monday, June 1:** 9:00 Retail Meeting
- **Tuesday, June 2:** 8:30 Executive Meeting, Summer Tournament
- **Wednesday, June 3:** 8:30 Leadership Meeting
- **Thursday, June 4:** 9:30 Retail Meeting
- **Friday, June 5:** 12:00 Toastmasters
- **Saturday, June 6:** 8:30 Executive Meeting, Summer Tournament
- **Sunday, June 7:** 9:00 Retail Meeting
- **Monday, June 8:** 12:00 Toastmasters
- **Tuesday, June 9:** 8:30 Executive Meeting
- **Wednesday, June 10:** 8:30 Leadership Meeting
- **Thursday, June 11:** 9:30 Retail Meeting
- **Friday, June 12:** 12:00 Toastmasters
- **Saturday, June 13:** 8:30 Executive Meeting
- **Sunday, June 14:** 9:00 Retail Meeting
- **Monday, June 15:** 12:00 Toastmasters
- **Tuesday, June 16:** 8:30 Executive Meeting
- **Wednesday, June 17:** 8:30 Leadership Meeting
- **Thursday, June 18:** 9:30 Retail Meeting
- **Friday, June 19:** 12:00 Toastmasters
- **Saturday, June 20:** 8:30 Executive Meeting
- **Sunday, June 21:** 9:00 Retail Meeting
- **Monday, June 22:** 12:00 Toastmasters
- **Tuesday, June 23:** 8:30 Executive Meeting
- **Wednesday, June 24:** 8:30 Leadership Meeting
- **Thursday, June 25:** 9:30 Retail Meeting
- **Friday, June 26:** 12:00 Toastmasters
- **Saturday, June 27:** 8:30 Executive Meeting
- **Sunday, June 28:** 9:00 Retail Meeting
- **Monday, June 29:** 12:00 Toastmasters
- **Tuesday, June 30:** 8:30 Executive Meeting
- **Wednesday, July 1:** 8:30 Leadership Meeting