

Ambassador

SUMMER 2015

Downtown Nashville Goodwill Launches Guided Public Tours

Hundreds Attend Grand Opening in Clarksville

Country Star Kristian Bush Greets Nashville Area Donors

Judge Visits Store to Praise Probationer



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Ambassador

SUMMER 2015

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For the nearest retail store, donation center, or Career Solutions center, please call 800.545.9231 or visit www.giveit2goodwill.org.

Ambassador provides readers with stories of the events, activities and people who support the mission of Goodwill Industries of Middle Tennessee. We are pleased to provide you this information and hope you will share our publication with others. Please note that the opinions expressed in Ambassador do not necessarily reflect the opinions or official position of management or employees of Goodwill Industries of Middle Tennessee, Inc.

The Goodwill Mission

We sell donated goods to provide employment and training opportunities for people who have disabilities and others who have trouble finding and keeping jobs.

#1 got it at Goodwill

GREAT FINDS AND DEALS FROM GOODWILL SHOPPERS



Erica wrote:

“You have to be crazy to think I hosted a baby shower and nothing came from the Goodwill. That mirror, the cute turquoise one, the one that looks like it was originally expensive — scored that bad boy for \$2.99. Gotta love Goodwill!”

Do you have some fabulous finds in your home or closet that you purchased at Goodwill? Share them with us on Facebook, Instagram or Twitter, and we might feature them in our next edition!

Rashidah wrote:

“Jacket, skirt, shoes, tank—all from Goodwill.”



Post your great finds: **#igotitatgoodwill**



Eatwearlove wrote:

“Chucks for life. I'll be 80 and still sporting them.”



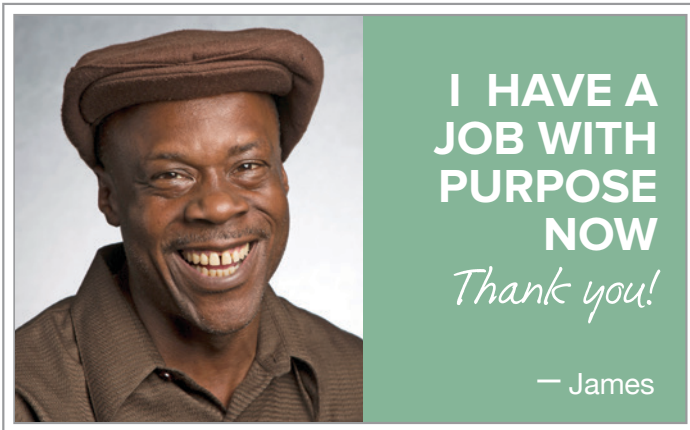
Bougiethrifter wrote:

“Wenger Weekend bag \$5.99 retails for around \$89.99 if sold separately depending on the store. Awesome condition, will clean, sanitize & it's ready to use!”



GOODWILL SUCCESS STORIES

APRIL - JUNE 2015



Jerry

After nine months behind bars, Jerry walked out of jail and into a world almost as cold and hostile as the one he had left.

He was homeless and unemployed for a year. He finally entered a church seeking help. From there Jerry was taken to a halfway house in Baxter, where he tried to get back on his feet.

"I attended church every Sunday, but with the charges I had, no one would hire me," he said. "I went everywhere but no luck."

The turning point came in December of 2011, when the halfway house referred Jerry to Goodwill Career Solutions in Cookeville. There he got training in job readiness skills, forklift operation and more. He was ultimately offered a job at the nearby Goodwill store.

"It just clicked for me and I've been there ever since."- Jerry has worked in several capacities, from accepting donations to running the cash register.

"It's a challenge every day there, believe me, but it's fun," he said. "The people I work with are good people, and we have a good time."

Stable employment has lifted Jerry's outlook. "I'm no longer homeless, and I have a great place to live thanks to what I earn at Goodwill," he said. But the chance to feel useful again has been just as important.



Grace

When Grace came to Goodwill Career Solutions in 2011, she'd been unemployed for over a decade.

"It had been a struggle to try and live life and care for my children without a job," she said. "I had a lot of depression."

She said it particularly troubled her that her mother had to help take care of her children.

One day, on a whim as she was riding the bus around Nashville looking for work, she stopped in at Goodwill Career Solutions. She signed up for job readiness classes and met one-on-one with a counselor. A week later she was offered a job as a production associate in one of Goodwill's downtown Nashville warehouses.

"From that day, I began to take back control of my life and also gained self-respect and dignity," she recalled.

Even though Grace had suffered a stroke that limited use of her left side before coming to Goodwill, she did not let her disability slow her down. She routinely produced more than most other employees in her department. She now audits the sorting of garments.

"This job has put a whole different light on my life," Grace said, adding "I'm able to pay my bills, help do things for my grandchildren and just live a comfortable and decent life."

"I love you, Goodwill."



Paul

Paul was selling residential windows in Detroit six years ago, but the recession clouded his ability to see a

future for himself in that hard-hit city. So, he packed his belongings and moved to Nashville.

"When the housing market went south, so did I," he explained. But his first five months in the Music City had him singing the blues. Paul applied for job after job with no luck, and his money was running out. His brother, father and grandmother died during the same short period.

"It was a difficult part of my life," he said. Then, despite never having worked in retail before, he filled out an application at Goodwill. "It's the best decision I've made in the past 10 years," he said. Paul was hired as the sole processor for the Hermitage Goodwill store. As the store gained customers, more employees were hired and he was promoted to lead processor, overseeing shipping and receiving.

Paul works hard and keeps his employees on track as well. He says it brings him satisfaction to know that his diligence supports Goodwill's mission of providing employment and training opportunities to people with disabilities or who, like he once was, are having trouble finding work for other reasons.

"It makes you feel good – like you're going to work for a purpose," he said.



goodwill MAY week 4th-8th

More than 130 events, thousands of lives changed

The woman's car was about to be repossessed and the little money she had to survive on was nearly gone. She came into the Goodwill Career Solutions Center in Lebanon, where she had previously registered as a client, needing a job immediately.

It happened to be Goodwill Week, May 4-8, the not-for-profit's busiest week of the year. Across 48 middle and west Tennessee counties, 134 job fairs, workshops and community events were being held. More than 2,250 people participated. Thirteen events were being held in Wilson County alone, and the center was abuzz with activity.

But most of what Career Counselor Terrie Delahaya did for the desperate woman was what Goodwill does for its Career Solutions clients day in and day out, year-round. She listened. She assessed the client's situation and skills. She reviewed her contacts with hundreds of area employers to find potential matches. She made a few calls.

Later that day, Amanda Martin with Spec Personnel, which specializes in finding employees for the construction industry, visited the center. A former Goodwill client herself, Martin made a special trip to the center to interview the woman.

Job-seeker Sherneil Crowder of Nashville, left, shakes hands with Jen Lutz, a market recruiter for TrueBlue Staffing, during a job fair at Goodwill Career Solutions at 937 Herman St. in Nashville. Crowder was one of dozens of people who came hoping to land an interview with 19 participating employers.

She learned the woman had valuable previous experience on oil rigs, and offered to put her to work on a construction project at a privately run prison. Delahaya helped the woman locate tools and work clothes, and the next Monday she started her new job.

"This is the first time I have driven out for a special occasion like this, but in this case I felt compelled to do it," Martin said, adding that it was one of many hires she has made recently through Goodwill. "We like to partner with companies that can be beneficial business arrangements. Goodwill is an obvious choice for us."

Across the region people found jobs during Goodwill week. Thirty-five were hired on-the-spot during job fairs, such as one held by Career Solutions at the National Guard Armory in Union City, with 22 employers participating. In downtown Nashville, another job fair lasted four days and featured 19 employers with 400 jobs available.

Many of the centers held sessions to teach people about LinkedIn, a professional networking social media site. Others held classes on couponing, personal finance, CPR, interview tips, food handling and more. Centers also hosted social services and education fairs, open houses, client and employer appreciation days and cookouts.





Job-seeker Regina Reynolds, right, shakes hands with Toi Douglas, Goodwill Youth Services Coordinator, at the Foster Street Community Center at Sam Levy Homes. Goodwill Career Solutions hosted a job fair at the center for 15 employers. Reynolds, a Nashville resident and student at Judson College in Marion, Ala., had a summer job at a hotel but was hoping to find a position with more hours. Hotel Pro and Omni Hotel were among the employers at the fair.

Here's a few snippets of what people were saying at Goodwill Week events:

“ I’m employed but want to use this to get a better job while I attend college. I work in fast food ... but I don’t like the pay. I have been waiting three or four months to get into this class ... I plan to do the custodial training next.”

— DeCostus Hogan, 22, who took a forklift certification class at the Goodwill Career Solutions Center on Berry Road in Nashville

“ I had been looking since March of last year. I’ve taken the computer training, Windows, resume writing ... they have a great program. In December I found a job through Goodwill at a job fair. I need more hours, so I thought I’d try again because they helped me before. There are some great employers here today.”

— Sherneil Crowder of Nashville, a Goodwill Career Solutions client who attended the downtown job fair seeking a second job

“ My mom has been unemployed for almost five months. ... This has been helpful for figuring out how to apply for jobs online and for etiquette during interviews.”

— Lucianna Bozarth, 17, who attended a Goodwill job readiness seminar with her mother Mary at Glencliff High School

“ The partnership we have with Goodwill is amazing. ... The job fairs have been awesome. Over 50 percent of the people who have come through Goodwill (to TrueBlue) we have put to work. ... There’s huge benefits with the candidates that we’re hiring through Goodwill. They come prepared.”

— Jen Lutz, a market recruiter for TrueBlue Staffing agency, who participated in the 19-employer job fair in downtown Nashville



Hundreds Attend Grand Opening of New Clarksville Goodwill

The line of people waiting to get into Clarksville's newest Goodwill stretched from the front door around the side of the building. Most came for door prizes and bargains on merchandise, but none expected to become part of the ribbon-cutting ceremony.

That's what happened, however, when Matthew Bourlakas, president and CEO of Goodwill Industries of Middle Tennessee, abandoned his microphone stand and walked up and down the line, addressing shoppers directly.

"This is our third store in Clarksville area, and it's only possible because you all believe in and support Goodwill, and the mission of Goodwill – putting people to work," he told the shoppers. "Last year, because of your support, 9,558 people found a job."

Support was certainly strong at the May 29 Grand Opening of the 2001 Needmore Road Goodwill store, Career Solutions center and Donations Express Center. Doors opened at 8:15 a.m., immediately following the ribbon-cutting hosted by the Clarksville Area Chamber of Commerce. By 9 a.m., Goodwill employees had

already given away 500 free tote bags, and shoppers were still streaming in.

Ashley Hyde, the manager of the new store, cut the ceremonial ribbon. She is a self-described Goodwill "success story." Hyde had been a stay-at-home mother of two children for four years when, in 2011, her husband became disabled and was no longer able to work. She went to a Goodwill Career Solutions Center, where she was quickly hired as a part-time sales associate in Goodwill's Springfield store.

Hyde was promoted numerous times, finally becoming acting manager of Goodwill's largest store near Rivergate Mall in Madison. In March, she was asked to tell her story to Goodwill's assembled store managers.

"That was my moment, where I realized I had done something I never thought I could do," Hyde recalled. "I initially thought Goodwill was a temporary solution to our problems, but in reality, Goodwill saved our family. We are a product of Goodwill."

Among the first shoppers in the door Friday was Lettie Harrison of the nearby Cumberland Furnace community, who called Goodwill "one of the greatest things that ever happened in Clarksville." Harrison said she shops regularly at Goodwill to purchase shoes, clothes and household necessities for people in need. She donates many of the items to people receiving addiction treatment at Lighthouse Mission Ministries and to others who have lost their belongings in home fires.

"I just buy things for people that need help or are down on their luck," she said. "What I can't use I turn around and bring back (to donate). I just like doing it."

At the Donations Express Center on the side of the building, Nkechi Enwereuzor, who lives less than a mile away, was handing an attendant several large garbage bags filled with clothing.

"I've been donating to Goodwill for the last 10 years," she said. "I just think it's a good way to recycle the stuff that you have and give someone else an opportunity to use it. ... (Goodwill) charges a minimal price and then uses that to assist the community."

At the Goodwill Career Solutions center, Career Counselor Leslie Coffey was preparing for a big job fair featuring 15 local employers. Coffey is a former transition counselor from the Career & Alumni Program at Clarksville's U.S. Army base, making her a natural fit to help Goodwill provide training and employment services in an area with a population high in ex-military personnel.

"We are really excited about this location," Coffey said. "We've already had multiple clients coming in the door that are transitioning out of the military and have had a difficult time finding work. We look to get them placed and get them help. They have skills they don't even realize that employers are looking for."

One such client was Ricardo Millan-Cepero, a veteran who served the military for three years but has been out of work for six months. He lives just down the road from the new Goodwill. Millan-Cepero was one of more than 115 people who attended the job fair. He was particularly hopeful about discussions he had with technology, communications and trucking companies.

"I know from experience once you get out (of the military) it's hard to find a job," he said. "Places like Goodwill that help everybody find a job are a good thing to have."

Full-Service Goodwill Opens in Bellevue

Grand Opening celebrations for the first full-service Goodwill – including a store, Goodwill Career Solutions center and Donations Express Center – were held in Nashville's Bellevue community June 18. Hundreds of customers lined up early to see the facility at 7663 U.S. Highway 70 South. More details are available online at: giveit2goodwill.org/news

Law Boosts Transparency, Accountability for Donation Bins



State Rep. Brenda Gilmore

The sponsor of new Tennessee regulations on donation collection bins says she believes the rules will go a long way to protect legitimate charitable organizations, such as Goodwill, and citizens who donate to them.

The legislation, which was signed into law by Gov. Bill Haslam on April 20, requires that the bins display on at least two sides the charity's name, address, phone number, email address and a statement of the charity's purpose. Non-charitable organizations that deploy these bins must display a disclaimer stating that the donations will be sold by a for-profit business and are not tax deductible, while businesses donating just a portion of proceeds from the bins to charity must declare that and make further information available on request.

"We wanted to provide transparency to our constituents in Tennessee, and we wanted all Tennesseans to feel like if they donated clothing or appliances or shoes that whatever they thought they were donating to – that's exactly where it was going," said State Rep. Brenda Gilmore, D-Nashville, the bill's sponsor.

Continued on page 23

Local Goodwill Store Featured in Music Video



Kristian Bush's newest music video may seem oddly familiar to Goodwill shoppers in Brentwood, Tenn. That's because much of it was shot in their local Goodwill store.

Bush, a Knoxville-born singer/songwriter who is half of the platinum-selling duo Sugarland, is partnering with Goodwill Industries International for a #GiveItAway campaign based on the hit song, "Trailer Hitch." It's the first single off his debut solo album, "Southern Gravity."

Since the partnership began last year, Bush has been performing around the country, encouraging music fans to donate clothing, electronics and small household goods in their communities, and reminding them that revenue from the sale of these donations fund training and employment opportunities for people who have disabilities and others who have trouble finding and keeping jobs. Bush planned to meet and greet donors at Nashville's Rivergate Goodwill store on June 10.

The Goodwill-branded video for "Trailer Hitch" was released in mid-May. The message of 'Trailer Hitch' aligns perfectly with Goodwill's mission and the universal message of "you can't take

it with you when you go." The broad appeal of the message is the focus on the positive, uplifting feeling donors get when they donate their stuff. In keeping with that idea, the video was titled, "That Good Feeling."

Shot in one day at the Brentwood Goodwill store, the three-minute video steps into the private lip-synching performance of a Goodwill Donation Express attendant. As he dances around the store, outfits himself in donated clothes and plays instruments to the tune of "Trailer Hitch" on the radio, he is unaware that would-be donors are outside watching his performance.

Outfits worn in the video, as well as musical instruments, furniture and other items shown, all were found among merchandise at the Brentwood Goodwill store. A few local extras, including Goodwill Creative Director EJ Kerr, also appear in the video.

Goodwill hopes viewers share the message of "Trailer Hitch" with family and friends and remind them that they, too, can enjoy

"That Good Feeling" when they follow the One-Year Rule and donate to Goodwill anything they haven't worn, used or played with in the last year.

Goodwill hopes viewers share the message of "Trailer Hitch" with family and friends and remind them that they, too, can enjoy "That Good Feeling"

Goodwill Q&A with Country Music Star Kristian Bush



On June 10, Kristian Bush met with Goodwill donors, signed autographs and posed for photos outside the Rivergate Goodwill in Madison. But first, he visited the organization's downtown headquarters, where he performed several acoustic songs for a group of employees with disabilities and sat down to answer a few of our questions. Following are a few excerpts from that interview ([Read the full interview online at www.giveit2goodwill.org](http://www.giveit2goodwill.org)).

What was the inspiration behind your hit single, “Trailer Hitch”? “It’s a Southernism or colloquialism: “I’ve never seen a hearse with trailer hitch.” I thought that was hilarious, and I also thought it was very true, and that began tipping me off that this was maybe a good song.”

How did your partnership with Goodwill come about? “The story (of “Trailer Hitch”) surprised me that it was this character who decided to give away his stuff, and the more he did it the better he felt, and really the song ended up asking this question: ‘What do we need all of this stuff in our lives for?’ Goodwill provides the answer, and says, ‘Bring your stuff to us, and let us turn your things into jobs.’”

How do you hope your partnership with Goodwill will help to raise awareness of Goodwill’s mission of transforming lives through the power of work? “I hope that my partnership with Goodwill facilitates the story that I didn’t even know about Goodwill. To me, it was a store that I took stuff to, and what I have discovered is that it is an engine that creates jobs — maybe more jobs than any other engine in the entire United States.”

Why did you decide to hold this special event in Nashville? “I’m hoping to connect people who are fans of my music and country music to a level of awareness with Goodwill which they may not have already.”

As you have traveled the country as a Goodwill Ambassador, what has impressed you the most about Goodwill’s mission and its work in the community?

“I think the thing that has impressed me the most is its effectiveness. When I go and I speak to some of the people in the job training programs, I’m moved by how effective it’s been in their lives to help them stand back up.”

What is your impression about the simple act of giving and how it helps? “I don’t think you do it for any reason other than personal choice. Maybe you’re moving, maybe you’re leaving school. There’s awareness that maybe we’ve collected a little too much in our lives. I think it’s emotional as well as physical. We all carry around way too much stuff. And being able to find a safe place and a place that makes you feel better when you give it, knowing that you’re effecting change in people’s lives in your own community — that’s powerful.”





Downtown Nashville Goodwill Launches Guided Public Tours

For the first time in its 58-year history, Goodwill Industries of Middle Tennessee has opened its downtown Nashville headquarters to the public for monthly, guided tours.

The one-hour tours, dubbed “Inside Goodwill,” started June 18. They take participants through the not-for-profit’s operations — from the receipt of donated clothes and household items through their processing and sale to fund training and employment opportunities for tens of thousands of Tennesseans each year.

“Though Goodwill has always prided itself on being open and transparent, relatively few people have personally glimpsed the

inner workings of this historic social enterprise,” said Matthew Bourlakas, president and CEO of Goodwill Industries of Middle Tennessee. “Middle and West Tennessee have an absolute gem in Goodwill, and touring it is an amazing, eye-opening experience. What people see and hear on these tours will educate and inspire them.”

Bourlakas said while he had considered public tours in the past, his decision was cemented when U.S. Sen. Bob Corker visited Goodwill’s headquarters last November and encouraged Goodwill’s leaders to find a way to share the experience with others.

“Though Goodwill has always prided itself on being open and transparent, relatively few people have personally glimpsed the inner workings of this historic social enterprise,” said Matthew Bourlakas, president and CEO of Goodwill Industries of Middle Tennessee. “Middle and West Tennessee have an absolute gem in Goodwill, and touring it is an amazing, eye-opening experience. What people see and hear on these tours will educate and inspire them.”

“Inside Goodwill” participants follow the path taken by donated items as they move through Goodwill’s warehouses, from the dock, down an array of conveyors and past hundreds of employees who sort, tag, box and distribute items for allocation to Goodwill’s 36 stores. They will also visit Online Goodwill, an e-commerce operation, as well as a Goodwill Career Solutions center where free training, job fairs and employment opportunities are provided to people with disabilities and other struggling to find work.

Tour-takers will meet key staff and gain insight into Goodwill’s impact on communities, the environment and the economy. They will also hear testimonials from a few of the many individuals who have overcome hardships and challenges with Goodwill’s help.

“It’s a perfect activity for school, church and civic groups or individuals who just want to learn more about how Goodwill changes lives through the power of work,” Bourlakas added.

Participants also receive a brief introduction to Goodwill’s history. Goodwill was founded in 1902 by the Rev. Edgar J. Helms in Boston, Mass. Helms went door-to-door in wealthier districts, asking for donations of used clothing and household goods that could be repaired and resold to provide jobs for the needy and those considered “unemployable.”

As one of 165 Goodwills now operating independently in the U.S. and abroad, Goodwill Industries of Middle Tennessee continues Helm’s work through the sale of donated goods. What began in 1957 as an offshoot of Outlook Nashville now serves people with disabilities and others struggling to find work across 48 counties.

“INSIDE GOODWILL” TOURS ARE CONDUCTED:

9 a.m. and 1 p.m

**Every third Thursday of each month
at 937 Herman St., Nashville**

For more info and tour sign-ups visit:

**www.giveit2goodwill.org/tours or
call (615) 346-1601.**

Goodwill Cares: Helping Students and Families in Need

Recently the home of a family with three Metro Nashville Public Schools students was destroyed in a fire.

“They lost everything. They literally escaped the house with just the clothes on their backs,” said Audrey Holloman, a family involvement specialist for the Stratford Cluster of 12 schools.

She quickly reached out to Goodwill, which provided gift cards for the family through Goodwill Cares, its community assistance program. The cards helped buy clothing, shoes and other basic necessities to alleviate the financial burden of replacing lost items and help them get back on their feet.

In 2014, Goodwill Cares provided families and individuals in need with 922 gift cards worth more than \$20,000 in merchandise, often through partner agencies like MNPS.

Holloman’s program, called Family and Community Partnerships, relies on Goodwill for more than disaster relief. She said Goodwill Cares has helped children who cannot afford standard school attire, pregnant teens who lack maternity clothes and parents who just gained immediate custody of one or more children and must quickly find the means to provide for them.

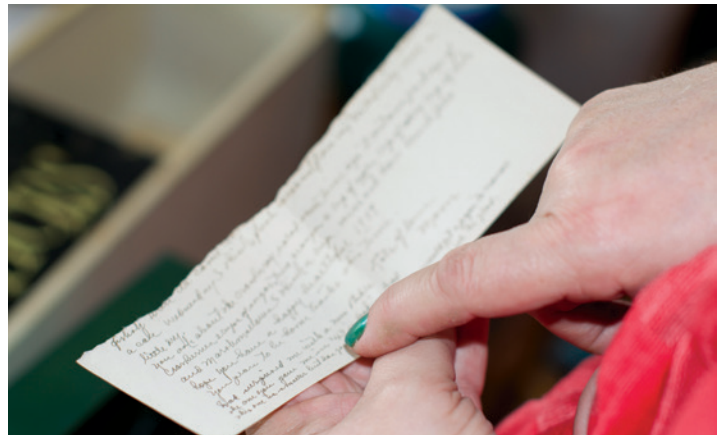
Besides gift cards, she said she frequently steers parents who are unemployed toward Goodwill Career Solutions’ free training and employment services.

Holloman offered a final example of the school system’s partnership with Goodwill: a middle school student who needed black shoes for his band uniform. The boy’s father, who had been the family’s sole source of income, was recovering from a heart attack and couldn’t work.

“To make matters more difficult, the young man had a large foot and needed size 13 wide dress shoes,” she recalled. “(Goodwill) got him a gift card, and he was able to find the shoes he needed at a Goodwill store. Because of Goodwill’s generosity, he was able to make the band concert, and it didn’t cost his family anything.”



Estate Donation: Couple's Final Gesture of Compassion, Generosity



Over the decades they had gathered around it to eat thousands of meals, blow out hundreds of birthday candles, hold dozens of memorable family discussions and share countless laughs. But on this March day Bob DeLacey, his sister Mary Tamburin and his wife Debbie sat down at the old wooden table to remember Bob and Mary's parents, James "Gibson" and Mae "Evelyn" DeLacey. They were also saying goodbye to the many items

that filled their parents' Mt. Juliet home — even the table.

"We tell the story often that the people who sold this table to my mother many years ago wanted to 'distress' it for her," Bob DeLacey said, smiling and rubbing his fingers across the scarred tabletop. "But she told them she had five kids and would take care of the 'distressing' herself. And she did — or we did, I guess." As he spoke, employees from Goodwill

Industries of Middle Tennessee bustled around the house, carefully wrapping dishes from the kitchen cabinets in paper and hauling furniture and box after box of books from the bedrooms to a truck waiting outside.

The donation of the contents of the DeLacey estate to Goodwill was something Gib DeLacey, who was 94 when he died in 2013, and Evelyn DeLacey, who died a year later at 95,

had always intended. And with probate of the will completed, their wishes were being honored via Goodwill's Estate Pick-up Program.

"It's not an easy thing," Bob DeLacey said, pointing to all the activity. "You miss them terribly, and you're in the house, seeing it be cleaned out. But it has brought us a lot of comfort, too, knowing that all their belongings are going somewhere they are needed – somewhere that will help people."

Goodwill's mission of providing job training and employment opportunities through the sale of donated goods was ingrained in the DeLacey household. Gib DeLacey served on Goodwill's Board of Directors from the 1970s through the 1990s, including several years as its chairman.

Retired Goodwill President and CEO David B. Lifsey called Gib DeLacey "a great and instrumental friend to Goodwill and to me." He credits the late banking and department store chain executive with improving the quality of Goodwill's store environments as well as its systems for tracking retail costs and sales.

Moreover, Lifsey said, Gib DeLacey taught him how to be a better leader. "His motivation came from a deep love for Goodwill's mission," Lifsey said. "He grew up on a farm and knew the value and necessity of hard work as well as the role earning your way plays in self-esteem. We never had a conversation that did not end with questions about how well we were performing our

mission, and he constantly held in front of us the core belief that our only reason to exist is to make lives better for the people we were privileged to serve."

Mary Tamburin said her mother and father were devout Christians whose first concern was helping others, but they also understood the power of teaching those in need to help



themselves. Goodwill was one of just a few organizations they trusted to fulfill this obligation, and they were its fervent supporters.

"I used to be a frequent participant in neighborhood yard sales," she recalled, "and my husband was in the toy business. He'd bring home toy samples that we would sell, and my dad would ask, 'Why are you doing that when you can just give it to Goodwill where it would do a lot of good?'" Gib and Evelyn DeLacey never stopped trying to win people over to Goodwill's cause

– even during the sunset of their lives. Jackie Pate was Gib DeLacey's in-home caregiver after he was diagnosed with Alzheimer's disease. When he died, she cared for Evelyn DeLacey. Over the two years she spent with them, she grew to love them like her own parents.

"And they just loved Goodwill," Pate recalls. "You could just mention Goodwill and (Gib DeLacey's) eyes would light up. It was really wild." After the couple died, Pate decided to pursue a different line of work. She took a job as a donation attendant for Goodwill in Smyrna.

"It was planted in my mind that I was going to come this way toward Goodwill because of what they said and how much he enjoyed his time with Goodwill," she explained.

As the day of the DeLacey estate pickup drew to a close, almost all the contents of the house had been carefully packed and loaded onto the Goodwill truck. Along the way, Goodwill's packers found a small box of Evelyn DeLacey's handwritten recipes and showed it to her children. Tucked inside was a rare family treasure – a note from their grandmother to their mother that read, "Hope you have a happy, healthful 1959. Dad surprised me with a new Bible. The one you gave me in 43 is looking bad."

They kept the recipe box, of course. But most everything else from the house was loaded onto the Goodwill truck. Only the old table and a few other items awaited the truck's return trip the next day to complete the pickup.

That night, Mary Tamburin couldn't sleep. She couldn't stop thinking about the old kitchen table — how its scuffs and scratches uniquely recorded the story of her parents and the loving family they had raised through their example of patience, kindness and wisdom.

At midnight, she called her brother to ask whether there wasn't some way they could keep the table. But Bob assured her that, even though it was still in their parent's home, the table belonged to Goodwill.

The next day they "purchased" the old table from Goodwill for \$300 — a price they insisted upon. It was one more tribute to their parents' legacy of helping others.

"It's not an easy thing," Bob DeLacey said, pointing to all the activity. "You miss them terribly, and you're in the house, seeing it be cleaned out. But it has brought us a lot of comfort, too, knowing that all their belongings are going somewhere they are needed — somewhere that will help people."

Real Estate Pickup Service

When the time came in May for Hillary Meyers and her husband to move from their home of 17 years in Arrington, Tenn., just outside of Franklin, reality set in. The couple's huge attic and other rooms were packed with unneeded stuff: silverware, dishes, framed pictures, kitchen stools, clothing, shoes, electronics — the list went on and on.

"I told my husband, it will take me all summer to load this stuff into the SUV and drive it to Goodwill. It was a very daunting task," Meyers said.

Hoping for a miracle, she called Goodwill and asked an employee in the donations department whether there was any way the not-for-profit could come to her home to pick up her items. When the employee told her that, through Goodwill's new Real Estate Pickup service, not only could a truck be sent to her house but movers would pack up her donations, Meyers jaw dropped.

"I said, 'Don't toy with me now,'" she recalled. "But they weren't kidding. It really was incredible timing. You have no idea how happy and grateful I am that Goodwill offers this service. It could have been a very long summer for me otherwise."

On the appointed day, Goodwill's movers arrived on time, worked quickly and were extremely courteous and careful with her donations, Meyers said. In short order, the home was clear of unnecessary stuff and the couple could list it for sale.

Even better, she said, she knows her donated items will be put to good use funding training and employment opportunities for people in need of jobs.

"The bottom line is Goodwill does good work, and I get a nice juicy tax write-off," she said. "I have already mentioned the service to several other people."

What's more, Meyers plans to call Goodwill for another pickup before she moves — this time to take unneeded furniture after her home sells.

"It's just really convenient," she said.

To arrange for a donation pickup during a residential move, visit: giveit2goodwill.org/pickups or call (615) 346-1843.



Every Penny Helps Fund Our Mission:

Goodwill Begins Round Up Program in Retail Stores

There is now a new way for customers to support Goodwill's mission. Round Up is a Goodwill program that gives shoppers the option to round up their purchase to the next dollar. The additional change helps Goodwill fund important programs that help people obtain the skills and credentials necessary to attain gainful employment.

The Round Up program creates a chance for increased dialogue between retail shoppers and Goodwill regarding the mission and how shoppers support it.

"This program gives Goodwill retail employees the opportunity to have a conversation with shoppers about the job training and placement programs offered through Goodwill Career

Solutions," said Vice President of Retail David Jenkins.

"Speaking with customers one-on-one is a great opportunity to explain how donations, purchases and now their extra change impacts lives in middle and west Tennessee."

Round up contributions are tax deductible. The change may seem small, but every cent counts toward the mission of Goodwill to provide employment and training services for people who have disabilities and others who have trouble finding and keeping jobs.

Services funded by these contributions include skills assessments, resume assistance, connections to local employers and job fairs and hiring events.

Here are just a few of the programs that benefit from the Round Up program:



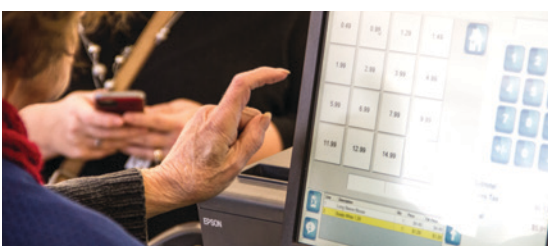
The Summer Youth Program

Teens spend four weeks learning the life skills they need to successfully transition into adulthood. The four-week job readiness program is offered twice each summer and focuses on everything from career and finance to health and fitness. Graduates gain greater ability to overcome obstacles and learn how to exceed their goals.



Transitional Employment Services

Goodwill Career Solutions offers a program for people with disabilities who may need more time to adapt into the world of work. The Transitional Employment program offers intensive job readiness services, during which participants learn skills needed to integrate into the world of work and gain marketable skills.



TRAC (Training in Retail Associate Certification)

TRAC is designed for entry-level workers and teaches job readiness, customer service, product knowledge, selling tips, merchandising, safety and security, cash handling and basic point-of-sale (POS) skills. Upon completion participants are prepared to work in a variety of retail customer service positions.



Goodwill Industries of Middle Tennessee Launches New Website with Dramatically Enhanced Visual Display



Goodwill Industries of Middle Tennessee recently announced the launch of its newly redesigned website, giveit2goodwill.org. The new site offers a more comprehensive understanding of Goodwill's mission, programs and services with a more image-driven design.

"We recognize the importance of constantly innovating and adapting to new technologies and new ways of doing business," said Karl Houston, Sr. Director of Marketing and Community Relations. "The improved website will work as a better resource for donors, shoppers and clients."

The revamped site features an updated look with improved functionality and enhanced content focused on Goodwill's mission to provide employment and training opportunities for people who have disabilities and others who have trouble finding and keeping jobs. Online visitors will now find a more visual display of how donations of gently-used items are collected, placed in-store for purchase and sold to fund Goodwill's mission.

The homepage features welcoming large image sliders highlighting Goodwill clients, current news and events. The

updated Success Stories page is a visual representation of the people Goodwill serves, filled with smiling faces, video and imagery that make up their unique stories. The programs and services of Goodwill Career Solutions have been integrated into the site, making giveit2goodwill.org the go-to site for all things Goodwill Industries of Middle Tennessee. The robust offerings of Goodwill Career Solutions are now much easier for job-seekers to find. Whether it is a job placement program, training and certification program, transitional employment service or youth program – it's all online and in one place.

Goodwill's new website also provides social media integration with the option to share content across all major social networks. Additionally, direct links to Goodwill's Facebook, Twitter, Instagram and YouTube pages, where company updates appear on a regular basis, are prevalent throughout.

The site will be updated frequently with company news, community events and success stories. Visitors are encouraged to explore the website and sign up for direct emails from Goodwill at giveit2goodwill.org

The homepage features welcoming large image sliders highlighting Goodwill clients, current news and events. The updated Success Stories page is a visual representation of the people Goodwill serves, filled with smiling faces, video and imagery that make up their unique stories.

The new website features include:



Improved interface and overall navigation for greater ease of use for site visitors



Easy to find resources for in-store and online shoppers



Increased video viewing and sharing capabilities to better tell our stories



Comprehensive details about Goodwill's new donation pickup services and scheduling features



Responsive design providing optimal viewing on any device including phones and tablets



An enhanced locations map that includes all Goodwill facilities in Middle and West Tennessee

DAVIDSON CO. JUDGE VISITS AREA GOODWILL STORE TO PRAISE PROBATIONER

After Years of Trouble with the Law, Man Achieves Sobriety, Lands Job

Darnell Whitworth had faced Davidson County Criminal Court Judge Steve R. Dozier half a dozen times over the years, but never like this. He was nervous, fidgeting with his uniform as he stood looking at the judge.

"We wanted to come up and congratulate you," Dozier said as Whitworth's face lit up. "You're doing a good job."

The two men shook hands as they stood in the center aisle of the Goodwill store on Nashville Pike in Gallatin on March 13, and Dozier gave Whitworth a gift card for groceries. The judge said it was the first time in his 17 years on the bench he had ever gone outside the courtroom to honor a probationer for good progress.

"We probably, as a court, don't take enough time to recognize the good in people," he said. "That's why we came out here."

For at least two decades, Whitworth struggled with alcohol addiction, having been in and out of court and jail for a variety of usually minor offenses. Things got worse seven years ago after his daughter, whom he calls "my princess," was born with Down's Syndrome.

"I started drinking to hide all the pain and emotions I was going through," he recalls.

He had trouble finding places to live. He missed meetings with his probation officer. He was running out of chances, and people who cared about him feared he might end up in prison. But that didn't happen. Instead, Whitworth was the man of the hour.



“I’m actually living a good life now, and I appreciate you all for everything, especially the big guy over here,” Whitworth said, referring to the judge. “At first, I thought he was short because he was sitting behind the bench. I never stood this close to him.”

Besides the judge, his case officer with Davidson County Community Corrections, his case manager and site manager with Buffalo Valley Inc. addiction treatment center, his Goodwill Career Solutions counselor and his Goodwill store supervisors were on hand to praise him.

“I’m actually living a good life now, and I appreciate you all for everything, especially the big guy over here,” Whitworth said, referring to the judge. “At first, I thought he was short because he was sitting behind the bench. I never stood this close to him.”

Whitworth wore the blue Goodwill smock he dons to sweep and clean the Gallatin store. It was the 40-year-old’s last day as a paid trainee in a custodial position with Goodwill Career Solutions. Having enthusiastically completed his training and passed his drug test and other hurdles, his supervisors welcomed him as a permanent employee.

“You look terrible in orange, you know that?” the judge asked Whitworth, referring to the standard orange inmate attire at the Davidson County Jail. “You look better in blue.”

Whitworth also wore a coin on a chain around his neck, a token he received in December after completing a 60-day alcohol treatment program at Buffalo Valley Inc. in Castilian Springs. The Nashville native now lives in Buffalo Valley’s transitional housing in Gallatin and attends four Alcoholics Anonymous meetings per week. He will remain there through September.

“Every day I get up and thank God for giving me a chance to get up clean and sober, and then I thank God for all the people who

had a hand in it,” Whitworth said.

There was even more to celebrate. Not long after Whitworth entered the alcohol treatment program, he visited the Zion Upper Room Apostolic Faith Church in Gallatin with Buffalo Valley Site Manager Douglas Fuqua, who attends church there. Whitworth recognized the pastor and suddenly realized he was standing in the church where he’d been baptized 15 years earlier.

“We probably, as a court, don’t take enough time to recognize the good in people,” he said. “That’s why we came out here.”

Whitworth, who has extensive knowledge of the Bible, now attends services regularly and hopes to receive his minister’s license to preach at the church soon.

Dozier said he appreciates organizations that are willing to hire people with a criminal record.

“It’s a risk that Goodwill takes, but it’s something they need to be proud of as well, helping not only Darnell but helping the community keep him out of trouble.”

Many of those present for the judge’s visit to Goodwill, including Whitworth, shed tears as he talked about his road to recovery, his rediscovery of his faith and how his mother and his four children can now be proud of him.

“Yes, I did something — I accomplished something,” he said. “I get to just live a life, a chance I didn’t get to do when I was drinking and not caring.”

When the judge admonished him to keep working and stay on the right path, Whitworth responded, “I’ve worked too hard to go back.”



Andrew Wolford, a business management graduate of Tennessee Tech University, spent 20 years in the Information Technology field before joining Goodwill three years ago to become its manager of network and operations. Now, he keeps the not-for-profit's many computer-driven systems running smoothly and efficiently.

Andrew was at a crossroads. After managing business systems for one company for 12 years, he was laid off. His skills were in demand, and he received three job offers in one week. But after what he'd been through, he didn't want just any job. He talked to his young son about the decision he was facing, and attempted to explain what each company did. One provided insurance and support for mobile devices. The next sounded equally complex and boring to a 9-year-old. Then Andrew mentioned Goodwill. His son said, "Dad, is that the place where we take our clothes? You gotta go to work there — they help people!" Andrew talked it over with his wife and prayed about it, then made his decision. "What my son said made more sense than anything else, and that's how I ended up here."

What are the duties of your position?

To make sure the service desk and support personnel support the mission of Goodwill by providing consistent and reliable access to computer equipment and software on a daily basis.

What are some of the challenges you face?

Security is always on my mind, especially in the Internet-connected world of today. Helping to educate those around me about the safest way to conduct business and personal interactions safely in this technology-driven world is paramount.

What has surprised you most in your time with Goodwill?

Just how much people truly enjoy working here including myself. It is a such a positive atmosphere everywhere I go in the company.

What do you enjoy most about your job?

I enjoy the daily opportunity to help other people learn more about technology and how it can help them do their job more effectively. But also, almost every day I go out in retail, and there's always a customer that needs help or has a question. ... That general level of offering help to is fulfilling. Researching and finding out new technologies keeps me motivated, but it's truly the job and the people I work with that make it pleasurable.

How do you change lives?

I change lives by taking the time to listen to those around me and by offering to help them any way that I can.

Andrew, his wife Christy and their four children live in Murfreesboro.

Continued from page 9

The law further requires that all organizations placing donation bins in the public view first get the written permission of the property owner, and that bins be regularly emptied and the area around them be kept clean and neat. If bins become unsightly, there are clear steps property owners can take to remedy the situation.

"I think it's going to protect the good actors – people who are trying to provide a way to make extra donations to charities, and as far as those bad actors, I think this legislation will be a way to finally hold them accountable," Gilmore said.

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Our mission is changing lives.

2014 ANNUAL REPORT:

im•pact

noun |'impakt|

The effect or influence of one person, thing, or action, on another:

1. Through the sale of donated goods, Goodwill has been able to make a significant **impact** in the lives of many **individuals** in need of work.
2. Through partnerships with over 1,700 area employers, Goodwill has made a valuable **impact** in **communities** by providing job placement assistance and career training services.
3. Goodwill's efforts to resell, recycle, and repurpose the donated goods it receives has had a positive **impact** on the **environment** and diverted more than 28 million pounds of materials from landfills.

View the full report online at:
giveit2goodwill.org/annualreport



IF YOU HAVE NOT
WORN IT
USED IT
----- Or -----
PLAYED IT
----- In One Year -----
GIVE IT TO
GOODWILL

Your donations are changing lives.



giveit2goodwill.org/donate