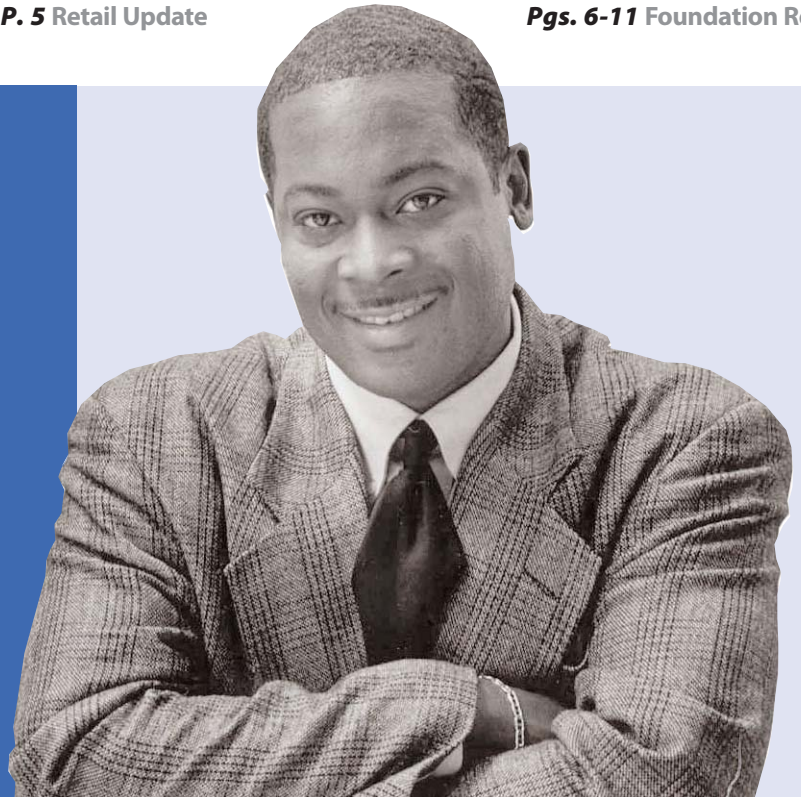


"I heard people say,
'He's not going
to make it.' It was like
a dream, but I knew
it wasn't because
I could see flames
and smell gas."

Anthony Washington



GOODWILL INDUSTRIES OF CENTRAL INDIANA, INC.

WORKINGTIMES

Goodwill puts man on job after disabling accident

Anthony Washington remembers seeing fire and smelling fuel.

It was the day he lost his leg and the day his life changed forever.

Thirteen years ago, Washington was standing on a busy sidewalk in Chicago waiting for the bus. As he was talking with a friend, he noticed a pickup truck careening out of control. A few seconds later, the truck crashed into Washington.

The impact carried him through the wall of a nearby department store.

"I heard people say, 'He's not going to make it,'" Washington said. "It was like a dream, but I knew I wasn't sleeping because I could see flames and smell gas."

The realization that he could be burned alive gave Washington the strength to pull himself out from under

the truck and rubble. It was then that he saw just how seriously he was injured.

After several days in the hospital, doctors told Washington that they would have to amputate his critically injured right leg. In the weeks following, Washington fell into deep depression as he continued his recovery and rehabilitation.

"My biggest fear was facing people," Washington said. "I didn't have any self-esteem left, and I was very self-conscious."

That all changed in 1998 when Washington moved to Indianapolis and enrolled in Goodwill's education programs in hope of finding a job that would not require physical labor.

Before the accident, Washington had lots of friends and loved to go out dancing. He won several local dance competitions and also had achieved his black belt in Kung Fu. Even the jobs he held as a carpenter and a truck driver of an 18-wheeler required physical stamina and dexterity. The way

(continued on page 3)

President's Message

As you may already know, Indianapolis Mayor Bart Peterson has awarded Goodwill charters to develop and operate two small high schools that will open this August. A newly formed entity, Goodwill Education Initiatives, Inc., will hold the charters and operate the schools, which will be known as Indianapolis Metropolitan Career Academies. Our partner in this initiative is Big Picture Company, a not-for-profit organization based in Providence, Rhode Island.

This action is the result of several years of effort to see how Goodwill might help improve high school graduation and post-secondary participation rates of young people – especially those who are not doing well in more traditional educational environments. To the extent that we can accomplish this so that those same young people are not likely to need Goodwill's services once they become adults, our overall impact in the community will be far greater than ever before. We believe the route we have chosen will best enable us to utilize Goodwill's resources, capabilities and relationships toward that end.

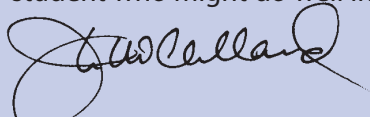
Our partner, Big Picture Company, has an outstanding record of success with young people who do not thrive in more traditional education settings. Ninety-six percent of the entering ninth-graders in their schools graduate four years later; 85 percent of the graduates enroll in a two- or four-year college; and 78 percent of those who enroll in college are the first in their families to do so.



Our schools will be small – only 120 students per school in grades 9-12. The approach is designed to help students learn how to think and how to learn. Individual learning plans will be developed for each student with the participation of the student, the student's advisor, a parent or guardian and an outside mentor. Every student's learning plan will incorporate projects that help connect learning goals with real world experiences.

We are helping bring to Indianapolis a model that will offer educational options and resources that do not currently exist here. It's important to acknowledge, though, that while the schools we operate will be a wonderful solution for a number of young people, they are not the answer for all.

We welcome your support of the Indianapolis Metropolitan Career Academies that will be located in Goodwill's West Michigan Street headquarters building. Call Carol Myers, director, Indianapolis Met, at (317) 524-4201 if you'd like to know more, and call Tiffany Raidy at (317) 524-4565 if you know of a student who might do well in this type of school.

A handwritten signature in black ink, appearing to read "Jim McClelland". The signature is fluid and cursive, written over a light blue background.

Jim McClelland, President

(continued from page 1)

he once lived his life was over.

“When you become disabled later in life, it can be difficult to adjust,” said Nicki Washburn, a disability resource specialist with Goodwill. “If you’re born with it, you don’t know the difference. It’s just part of your reality.”

With lots of encouragement and support from his family, Washington slowly gained the confidence to move forward. “I was focusing on all of the things I could no longer do. I had to change my thoughts and focus on the positive,” he said.

“We have a lot of services to offer people with disabilities,” Washburn said. “We can help with their job search, connect them with training programs and give them the opportunity to ‘try out’ different jobs through job shadow experiences.”

Goodwill also connects people to other support services and educates them on available resources. “There’s all kinds of assistance and help out there. We help people find it,” Washburn said.

After successfully completing a business education class and computer training, Washington finished an internship at Goodwill’s reception desk. And because of his hard work and infectious smile, he was offered the reception desk position full time.

As the first person people meet when they come to Goodwill’s Michigan Street

Resources for People with Disabilities

The 2000 Census reports that 49.7 million people – one person in five – live with some type of disability. Many find help and assistance through the following resources:

EMPLOYMENT

Goodwill Industries of Central Indiana, Inc.

1635 West Michigan St.
Indianapolis, IN 46222-3899

Phone: (317) 524-4313

Fax: (317) 524-4336

TTY: (317) 524-4309

www.goodwillindy.org

Job Accommodation Network

<http://janweb.icdi.wvu.edu>

Work Support

<http://www.worksupport.com>

ADVOCACY AND ASSISTANCE

American Association of People with Disabilities (AAPD)

1629 K Street NW, Suite 503
Washington DC 200006

Voice/TTY: (202) 457-0046

Fax: (202) 457-0473

Toll Free: (800) 840-8844

www.aapd-dc.org

Americans with Disabilities Act

www.ada.gov

Government information

www.disability.gov

Vocational Rehabilitation Services (Indiana)

www.ai.org/fssa/servicedisabl/vr/index.html

Link to area offices:

www.ai.org/fssa/servicedisabl/vr/offices.html

WorkOne location, Washington matches people’s needs with the staff who can best serve them. Whether they need to meet with an employment consultant or need directions to the boardroom, he

treats all visitors with the utmost respect.

“If I keep a good attitude and welcome people, that rubs off on people who need help, and it helps people see Goodwill through me,” he said.

Technology helps Goodwill provide efficient, effective services

As a not-for-profit organization serving more than 46,000 people each year, Goodwill Industries of Central Indiana knows it must keep pace with technology in order to provide effective services that help people find and keep jobs.

Two of the most recent and impactful technology projects Goodwill has tackled are the redesign of the Web site – www.goodwillindy.org – and the implementation of the point of sale electronic cash register system in its 25 retail stores.

The Web site is undergoing an extensive makeover that is scheduled to debut to the public in late spring or early summer.

The new www.goodwillindy.org will feature advanced graphics and increased interactivity that will allow people to do business with Goodwill online.

Some of the new features include: downloading forms online to receive assistance from Goodwill’s Workforce Services division; allowing retail shoppers to search for the stores nearest them by zip code; and making monetary donations to Goodwill online via credit card.

Technology also helps Goodwill’s retail stores make its checkout and return processes more efficient and customer-friendly. Running in stores now for a

year and a half, the point of sale system has transformed the checkout lanes in Goodwill stores from a manual process, where the cashier entered in the price of each item, to an automated one, where most items are barcoded and scanned. The electronic cash registers also make it easier and more efficient for customers to make credit or debit card purchases.

“In general, Goodwill is far ahead of most other not-for-profits in use of technology,” said Scott Bess, director of Information Technology. “But staying on the cutting edge helps Goodwill better fulfill our mission in the community.”

Goodwill helps people stay in the workforce

Is success measured by overcoming the barriers that keep a person from getting a job, or is it measured by the longevity a person achieves in the workforce?

For some people it is both.

Goodwill has helped many people whose first day on the job was a reason to celebrate. No less cause for celebration have been the ensuing weeks, months and years that came long after the “first-day jitters” subsided.

Melody Conaway

Cerebral Palsy hardly seems to slow down Melody Conaway. Originally hired by Goodwill’s Commercial Services Division, she worked for five years on an assembly line. Bucking doctor’s orders to work in a seated position, she asked the Goodwill staff for help finding a job in the community.

In 1997, Meijer offered Conaway a part-time position as a bagger. After seven years on the job, Conaway has increased her workweek to 40 hours and added clean-up and shopping cart duties to her responsibilities. With so much seniority, she has proven an invaluable resource at the check-out area, often helping rookie cashiers “unfreeze” their registers after they have hit the wrong buttons.

“Melody will do anything you ask. She takes criticism well and always wants to try new things,” said Conaway’s supervisor, Kamera Martin. While most baggers at Meijer stay on the job for six to nine months, Conaway’s seven years on the job is a testament to her strong work ethic and deep faith.

“Trust in God; that’s what I’ve done,” Conaway said. “He’s given me hope and a mind to say ‘I can.’ I try to live my faith in daily life and at work. I may slip, but I try.”

Constance Luckett

In 1994, Constance Luckett was 30 years old and a single mother. For seven years she had lived on public assistance while raising her four children. She had few job skills and little work experience.

Resolved to improve her situation and



In 1997, Goodwill’s staff helped Melody Conaway find a job at Meijer. Conaway now has been employed there for seven years.

provide for her family, Luckett completed Goodwill’s Business Career Education class and quickly found a job as an office clerk. The reality of an erratic economy struck when she was laid off after less than a year on the job. For 12 long months, Luckett’s resolution to provide for her family was tested as she interviewed for more than 50 different jobs. Finally, she landed a position as a receptionist with Indiana’s Family and Social Service Administration.

It hasn’t always been easy. One of her biggest challenges has been dealing with people who have “lots of attitude,” she said. But Luckett always has worked her way through her difficulties.

“I tried to take care of the people who needed taking care of. I would think to myself, ‘What if this person was me?’ ” she said.

Not content to let her working career remain static, Luckett recently began taking classes at Clarian Health Partners. Beginning a job in administrative support will mark the fulfillment of her dream of working in the health-care industry.



Constance Luckett

Richard Gee

Richard Gee was 50 years old when a broken leg from a scooter accident forced him to leave his job at a soft drink bottling plant. Disconnected from the world, Gee sat at home for the next six years, hobbled not only by his leg but by depression and a learning disability.

In 1994, he received help from Goodwill and found a job polishing silver at the University Place Hotel and Conference Center on the IUPUI

campus. He still sits, but now at a work station that has kept him busy for the past 10 years – the longest he has held any job.

Richard’s supervisor said he has near perfect attendance and takes great pride in his work.

When asked how he has been able to stay in his job for so long, Richard shrugs, “They must like me. They must like what I do.”

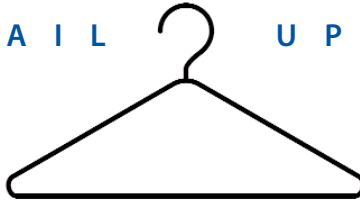
With his part-time hours and assistance from his disability payments, Richard lives on his own and takes care of himself, literally and figuratively.

“I go out to eat at MCL Cafeteria on the weekend to reward myself,” he said.



Richard Gee

R E T A I L U P D A T E



Goodwill. Good clothes. Good prices. Good cause.

Next 50% Off Storewide Sale set for June 19

Central Indiana Goodwill stores will have a 50% Off Storewide Sale on Saturday, June 19. All 50% Off Storewide Sales, which offer half off all donated goods at all 25 Central Indiana locations, run from 9 a.m.-9 p.m. Purchased new goods are not included in these sales.

For a complete list of Goodwill stores in Central Indiana, log on to www.goodwillindy.org.

West Lafayette Store moves to bigger location

The West Lafayette Goodwill Store moved in early April to a new location with more sales-floor space. The store, now at 907 Sagamore Parkway West, has 15,260 square feet of retail space, three check-out lanes and a drive-thru donation center. The Sagamore Parkway store replaced the store in Levee Plaza at 360 Brown Street. Store hours are the same: from 9 a.m. to 9 p.m. Monday through Saturday and from noon to 6 p.m. on Sunday.

Goodwill sells a wide variety of gently used clothing, shoes, housewares, furniture, toys and books. Retail sales help fund Goodwill's employment programs in Central Indiana.

New donation center opens in Indianapolis

Giving to Goodwill just got a little easier for those who live or shop near the Broad Ripple area. A new Goodwill donation center opened in February at 2134 E. 62nd St., just west of Marsh.

The donation center at 62nd Street and Keystone Avenue is open from 10 a.m. to 6 p.m. Monday through Saturday and from noon to 6 p.m. on Sunday.

Goodwill accepts a variety of donations, including gently used clothing, shoes, house wares, furniture, toys and books. Donations to Goodwill are tax deductible, and receipts are available upon request. Goodwill operates nine donation centers and 25 retail stores in Central Indiana.

Several auto auctions scheduled for May, June

Several Goodwill auto auctions are scheduled for this spring. Upcoming auto auction dates are set for May 8, 15 and 22 and June 5, 12, 19 and 26.

Auctions listed above will begin at 10 a.m. A Thursday auction also is scheduled for May 27, and that auction will begin at 5:30 p.m. All auctions are conducted at the Marion County Auction, 1300 S. Tibbs Ave. A listing is available on goodwillindy.org.

INDIANAPOLIS

CENTRAL INDIANA

East

*10101 E. Washington St.
317-898-3129

Northeast

*8050 N.E. Pendleton Pike
317-545-0973

*6366 E. 82nd St.
317-845-5229

*9510 Corporation Drive, Fishers
317-842-8080

North

*1617 E. 151st St. Westfield
317-844-1021

**2134 E. 62nd St. **11519 Allisonville Road Sunblest Place Shopping Center

Northwest

*4004 Georgetown Road
317-297-0488

*8456 N. Michigan Road
317-334-0635

West

*5640 West Washington St.
317-241-2409

**1635 W. Michigan St., Goodwill's main office

South

*709 U.S. Highway 31 Greenwood
317-865-0955

*6775 S. Emerson Ave. Southport
317-783-2942

*8011 S. Meridian St.
317-883-1659

Anderson

*4835 S. Scatterfield Road
765-642-9141

**2938 N. Broadway (Kmart)

Avon

*130 Shiloh Crossing
317-271-6317

Bloomington

*1284 Liberty Drive
812-336-8104

**2444 S. Walnut **879 College Mall Road

Brownsburg

**816 E. Main St.

Columbus

*3058 Columbus Center
812-372-3530

Crawfordsville

*1542 S. Washington St.
765-364-9371

Franklin

**1760 Northwood Plaza

Greenfield

**1905 Melody Lane

Kokomo

*3710 S. Reed Road
765-453-4209

Lafayette

*11 Shenandoah Drive
765-449-0407

West Lafayette

*907 Sagamore Parkway West
765-464-3100

Muncie

*5035 W. Hessler Road
765-747-9808

New Castle

*427 S. Memorial Drive
765-593-0063

Noblesville

*1950 E. Conner St.
317-773-6945

Plainfield

*2600 E. Main St.
317-839-9212

Richmond

*3791 National Road E.
765-966-4108

Shelbyville

*1648 E. State Road 44
317-392-3988

Hours:

***Goodwill Stores:**

Mon.-Sat. 9 a.m. to 9 p.m.
Sun. Noon to 6 p.m.

****Donation Centers:**

Mon.-Sat. 10 a.m. to 6 p.m.
Sun. Noon to 6 p.m.

For donation pick-up

service or to donate a vehicle, call (317) 524-4353.

Foundation Report

Memorial gifts to the Goodwill Industries Foundation honor the memory of a relative or friend and provide lasting help to people served by Goodwill Industries. Honors gifts received by the Foundation recognize birthdays, anniversaries or other significant occasions in people's lives. The names listed below indicate those memorialized or honored by donors during the period from November 4, 2003, through February 2, 2004.

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