

“The schools and the students are beyond what we could have hoped for. This is a dream realized.”

Gwen Fountain  
chairperson  
Goodwill Education Initiatives, Inc.



GOODWILL INDUSTRIES OF CENTRAL INDIANA, INC.

# WORKINGTIMES

## Indianapolis Met celebrates first day of school

The Indianapolis Metropolitan Career Academies, two new public charter high schools, opened their doors to 120 freshmen on August 23, just seven months after the charters were approved by Indianapolis Mayor Bart Peterson.

“When you have a vision, you talk about it in the grandest of terms,” said Gwen Fountain, chairperson of Goodwill Education Initiatives, Inc., the governing board of the Indianapolis Metropolitan Career Academies (Indianapolis Met). “The schools and the students are beyond what we could have hoped for. This is a dream realized.”

According to Fountain, the charter high schools were created as a result of the conviction that Goodwill could positively

impact students at risk of dropping out of high school, as well as create an additional community resource that would provide access to education and employment services for families.

“The Indianapolis Met is a logical extension of Goodwill’s mission,” she said. “One of the things that we have found is that a lot of people who come to Goodwill for employment assistance come here with no high school diploma.”

The Indianapolis Met charter schools are based on a model developed by the Big Picture Company that focuses on individualized learning plans for students, small class sizes and internships. The model encourages youth to stay in school, graduate and pursue higher education.

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**Pictured above:** The excitement was evident as students, parents, community leaders and Goodwill staff gathered to celebrate the first day of school of the Indianapolis Metropolitan Career Academies, two new public high schools chartered by Mayor Bart Peterson.

## President's Message

**“Our objective with these new initiatives is to help youth develop the knowledge, skills, and character necessary for them to be productive, contributing citizens in our community.”**

If you have visited our West Michigan Street headquarters building in the last few years, you may have been amazed at the incredibly diverse array of people who are in that building on almost any week day. If you visit us now, you will also see a significantly greater number of young people who have come to learn.

This year, Goodwill has greatly expanded its involvement in helping young people prepare for productive lives.

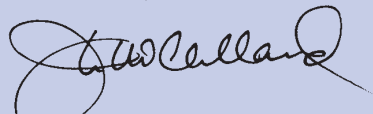
On August 23, we opened two charter high schools that bring an educational option to Indianapolis that did not exist here before. The model we are following has proven to be very effective with young people with a wide range of abilities, interests, and learning styles, including students who have not done well in more traditional educational settings. Our goal is for every entering student to graduate and then attain some level of post-secondary education.

We also recently opened a Youth Learning Center to provide young people who have dropped out of school more opportunities to obtain a GED, prepare for the workplace, and find a job. The Youth Learning Center consolidates and places under common management most of the youth services Goodwill provides.



The Center offers an interactive GED program, resource center, tutoring, life skills classes, financial planning, case management services, job skills workshops and access to a variety of vocational training programs.

The high schools we have launched and the Youth Learning Center have grown out of a decade of experience with a variety of youth-oriented initiatives in which Goodwill has been involved. Our objective with these new initiatives is to help youth develop the knowledge, skills, and character necessary for them to be productive, contributing citizens in our community. To the extent we are successful, those young people are far less likely to need Goodwill's assistance after they become adults. They, their families, and the community as a whole will be the beneficiaries.



**Jim McClelland, President**

# Updated Goodwill Web site offers new features

Finding information online about job-training services, retail promotions and other programs at Goodwill Industries of Central Indiana, Inc. just got easier.

In September, Goodwill launched its new and improved Web site, [www.goodwillindy.org](http://www.goodwillindy.org). The site integrates a new design and more advanced graphics with increased interactivity.

The new site also features an e-giving section to help donors give quickly and securely over the Internet. In addition, the planned giving section, which can be accessed directly at <http://pg.goodwillindy.org>, offers a wealth of resources on virtually every available gift-planning tool.

New features of Goodwill's Web site include

- Shortcut buttons that allow the visitor to easily navigate through the Web site.

- Search functions that allow a visitor to search for an employment service by need, location or zip code.
  - Search functions that allow a visitor to search for a retail store or donation center by zip code.
  - Online customer comment surveys for retail shoppers and donors.
  - Capability for customers to request customized quotes from Goodwill's Commercial Services Division.
  - Online access to Goodwill publications and press releases.
- Customer research formed the plan for the two-year project to re-build the Web site. The site allows people to do business with Goodwill before they ever set foot inside a building. The site will be ever-changing to respond to customer needs.

*(continued from page 1)*

Results from the Big Picture schools in Providence, R.I., are impressive:

- 98 percent of the students who start as freshmen graduate in four years.
- 100 percent of the students who graduate apply to college or post-secondary education.
- 100 percent are accepted in continuing education programs.
- 85 percent of graduates attend college.

Goodwill seeks the same results with the students from the Indianapolis Met schools, which are housed in a remodeled wing of Goodwill's headquarters on Michigan Street.

"The Indianapolis Met schools are the 'out-of-the box' thinking that the Indianapolis community needed," Fountain said. "Jim McClelland (Goodwill president) has always been someone who looked past the obvious and looked at what was happening at Goodwill and used it as an inspiration," she said.

Fountain said the Goodwill Education Initiatives board members are elated that students from all over the Indianapolis area and from different backgrounds, races and abilities have embraced this type of education.

## Why They Chose Indianapolis Met

"I think that the Indianapolis Met will brighten my future."

- **Monica Stephenson**



"... because I get to have the same advisors for all four years and we can have a very close relationship."

- **Olivia Givens**



"I want to go to this school because I like the opportunities, and I get to become what I want in four years and get a diploma."

- **Charles Watkins**



"The Indianapolis Met isn't like other schools. It challenges your abilities at learning, and it gives you a reason to want to learn the skills you need to know."

- **Anzia Crenshaw**



# Once homeless youth creates a new life

It could be said that 21-year-old Rodney Phillips is typical of a lot of men his age; he's energetic, excited about his future and determined to make a difference in the world. What's not typical about Phillips is that less than two years ago, he was homeless, bouncing from one friend's house to another and living on the streets of Indianapolis when he had no other place to go.

How did Phillips get to where he is today – a full-time student at Martin University studying religion and music and a part-time operations supervisor at UPS?

"It's all part of God's plan for me," Phillips said. "It definitely wasn't my plan to be homeless, but I've endured and come out on top."

Rodney found himself without a roof over his head when his mother moved out of state and left Rodney behind.

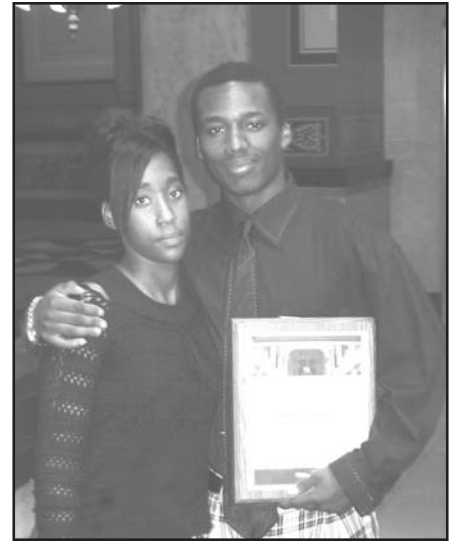
"I have felt oppression my whole life, being called ugly, stupid and dumb," Phillips said. "Part of me felt abandoned, but another part of me was used to being alone."

Phillips decided that he wasn't going to give up or give in to the vices that were lurking all around him. He learned about Goodwill's programs to help young people and met with Tyrell Giles, a Goodwill youth specialist. Giles helped Phillips enroll in the Flanner House Higher Learning Center, a charter high school in Indianapolis, and worked with him on transportation and housing issues. After Phillips received his diploma, Giles and the staff at the Flanner House helped him in enroll at Martin University.

"Rodney is a self-motivated young man," Giles said. "He could have easily given up, but he got his high school diploma and now is in college and working. He is amazing."

Phillips is humble about his accomplishments and said he's not yet satisfied.

"It seems like every day someone who needs help enters my life," he said. "That's not a coincidence. I know there's a lot more that God wants me to do. He has given me a gift, and it came from all my experiences."



At a Sept. 16 ceremony at the Indiana State Capitol Rotunda, 21-year-old Rodney Phillips was recognized by the Indiana Department of Workforce Development for his accomplishments. Rodney is pictured above with his fiancé, Natasha Matthews.

## About Goodwill's Youth Learning Center

The Goodwill Youth Learning Center provides a comprehensive set of youth services from a centralized location at Goodwill's Michigan Street WorkOne Center.

Services are available to young people ages 14-25, who need to complete their education, receive life skills training, or pursue additional training that will lead to employment and self-sufficiency.

The Goodwill Youth Learning Center targets youth offenders,

pregnant or parenting youth, high school drop-outs, homeless youth, youth in foster care and those who are in need of additional services in order to complete their education.

### Education Services

- GED classes
- English as a second language classes
- Life Skills classes
- Instructional workshops
- Certification programs
- Internships and work study
- Mentoring

- Tutoring
- Counseling

### Employment Services

- Pre-employment skills workshops
- Job development, job placement & case management
- Job search resource center and computer lab

### For more information, contact:

Kimtoiya Sam  
Youth Program Manager  
(317) 524-4278  
ksam@goodwillindy.org

# Foundation Report

**M**emorial gifts to the Goodwill Industries Foundation honor the memory of a relative or friend and provide lasting help to people served by Goodwill Industries. Honor 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 May 16, 2004, through September 15, 2004.

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# Foundation Report

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# Jobs added to Goodwill's assembly, packaging facility

*continued from Page 6*

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## COLLECT & CONNECT

Clothing drives for June-August 2004

Alternatives, Anderson  
Dove Harbor, Anderson  
Cross Roads Christian Church,  
West Lafayette  
Eli Lilly & Company, Indianapolis  
Exodus Immigration  
Glendale Seventh Day Adventist Church  
Hamilton County Jail  
Hendricks Regional Health Care,  
Danville  
Hispanic Center  
Indy West Harley Davidson  
Liz Kids Incorporated  
Lizton United Methodist Church  
North Central Church of Christ  
Nutrition Center, Crawfordsville  
St. Vincent, Carmel  
Second Presbyterian Church,  
Indianapolis  
Sheltering Wings, Danville  
Tech High School, Indianapolis  
WorkOne

Westfield-based CPS, Inc. and Goodwill are adding jobs and bringing business to the central Indiana economy.

Goodwill is adding 10 new positions to its packaging and assembly facility to help die cut, inspect and package corrugated cake pads for CPS. Most of the 30 new and existing positions are designed to employ people with barriers to employment, who have few options.

Winning the contract bid was anything but a piece of cake. Since 2002, Goodwill has die cut and packaged the corrugated cardboard circles and rectangles that CPS sells to bakeries for use as pads in boxed cakes.

When CPS made a bid to supply cake pads to Michigan-based Awrey Bakeries, Goodwill knew that it stood to expand its business with CPS. After all, it would take a lot of cake pads to hold the baked goods in Awrey's 500,000-square-foot storage freezer.

Before awarding the contract, Awrey's conducted a thorough assessment of all bids, and Goodwill's Commercial Services facility was inspected. The credentials of Goodwill's ISO quality certification were considered, too, a certification that made a big impact on Awrey's, said CPS President Jason Ray.

"I had gone up to see Awrey's. They always feel it's important to do a plant inspection and that we have the quality control to meet their needs," Ray said. "Goodwill has all the checks and balances. They're clean, neat, orderly and well-structured. Awrey's saw that Goodwill has the processes and the wherewithal to identify and correct problems."

The contract is renewable annually

## About Goodwill's Commercial Services

Goodwill's Commercial Services Division is dedicated to providing high-quality, reliable outsourcing services and on-time deliveries.

Expertise includes:

- Contract manufacturing
- Assembly and kitting
- Custom packaging
- Sorting and inspection
- ISO 9001:2000

(no design) certified

For more information, contact 1-877-ASSEMBLE or visit [www.goodwillindy.org](http://www.goodwillindy.org).

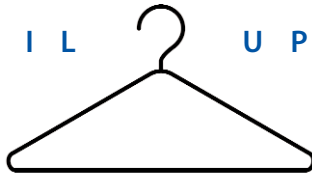
and may already be leading to even more work for Goodwill and CPS. "We just shipped two truckloads to Awrey's, and they felt comfortable enough to expand the contract. They've added two new items," Ray said.

For CPS, earning the customer's confidence through quality control is key to doing business.

"Goodwill's desire to overcome problems, to grow and to improve really attracted us at CPS," Ray said.

Not coincidentally, a desire to grow and improve are the same goals Goodwill holds for its employees.

# R E T A I L   U P D A T E



Goodwill. Good clothes. Good prices. Good cause.

## Goodwill opens its 26th store near Mooresville

**G**oodwill Industries of Central Indiana opened its 26th store Aug. 12 in the Heartland Crossing shopping area near the Hendricks-Morgan county line. The new store, located at 10333 Prosperity Circle in Camby, employs 25 people and has 15,000 square feet of retail space, three check-out lanes and a drive-thru donation center. Store hours are 9 a.m. -9 p.m. Monday through Saturday and noon to 6 p.m. on Sunday.

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

## Make unique, affordable Halloween costumes with clothing and props from Goodwill stores

**M**ake your own Halloween costume with items from Goodwill. Making unique Halloween costumes can be fun, creative and affordable with clothing and accessories found at central Indiana Goodwill stores.

Adults and children can find bargains on clothing and props from \$1.99 and up that can be creatively worn to make a unique costume. Goodwill's 26 store locations offer tops and jeans that can be used to turn children into Dora the Explorer, Harry Potter or Bob the Builder; dress-up

clothing to turn your favorite everyday person into a prince or princess; jogging suits to turn children into Garfield or their favorite animal; and an assortment of other funky clothing to make a unique Halloween costume.

For a complete list of central Indiana Goodwill stores, log on to [www.goodwillindy.org](http://www.goodwillindy.org).

## 50% Off Storewide Sale scheduled for Dec. 4

**C**entral Indiana Goodwill stores will have a 50% Off Storewide Sale on Saturday, Dec. 4. All 50% Off Storewide Sales, which offer half off all used goods at all 26 central Indiana locations, run from 9 a.m.-9 p.m. New goods are not included in these sales.

For a complete list of Goodwill stores in central Indiana, log on to [www.goodwillindy.org](http://www.goodwillindy.org).

## Goodwill auto auction dates set for this winter

**S**everal Goodwill auto auctions are scheduled for late this winter. Upcoming auto auction dates are Nov. 6, 13, 20, 27; Dec. 4, 11, 18; and Jan. 1, 8, 15, 22, 29.

All auctions start at noon and are conducted at the Marion County Auction, 1300 S. Tibbs Ave. Previews of the vehicles are available from 10 a.m.-4 p.m. the Friday before the auction at the South Tibbs site. A listing is available on [www.goodwillindy.org](http://www.goodwillindy.org).



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