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“Goodwill is always reinventing itself to meet the changing needs of the community.”

Sue Hetherington
Goodwill board member



GOODWILL INDUSTRIES OF CENTRAL INDIANA, INC.

WORKINGTIMES

Goodwill evolves to meet changing needs

Goodwill Industries was founded in Boston at the turn of the 20th century and has been in central Indiana since 1930.

Since that time, Goodwill has gone from a small, church-related social service organization that provided services for needy families during the Great Depression to a substantial community resource that creates opportunities for people and helps solve significant social and workforce-related problems.

“Organizations must evolve if they want to survive, much less thrive,” said Jim McClelland, president of Goodwill. “You also must have a strong board and

staff, sufficient capital and high aspirations. We’ve been fortunate to have all of these.”

Factors that drive change at Goodwill are competition, economic conditions, changing demographics and technologies, McClelland said.

“Goodwill is always reinventing itself to meet the changing needs of the community,” said Sue Hetherington, retired executive director of Prevent Blindness Indiana and a Goodwill board member since 1971.

Hetherington said one of the most significant changes she has seen at Goodwill is the organization’s outreach to help more populations, including youth.

Jack Dustman, president of Jack Dustman and Associates and board member since 1968 agrees. “The board has allowed Goodwill to try some risky things. This entrepreneurial approach has created a number of opportunities for Goodwill to expand its scope and help more people,” he said.

Dustman adds that Goodwill also is more focused on results. “If something is not working, we’ll try something else, based on what we’ve learned from other ventures,” he said.

Last year, Goodwill and its partners helped 9,325 people find jobs through services at 12 different locations in central Indiana. These people came

(continued on page 3)

President's Message

According to studies made possible by the Annie E. Casey Foundation, 43 percent of the students who enrolled in public high schools in Marion County in 2001 will not graduate in four years. It's common knowledge that a lack of education seriously limits an individual's vocational options, and a city or state with a relatively high percentage of poorly educated adults is at a severe disadvantage economically. We see the results of low education levels every day in the WorkOne Centers Goodwill helps operate. In fact, 50 percent of the more than 50,000 people who utilize the services of the WorkOne Centers each year do not have a high school diploma.

Several years ago we began seriously exploring whether Goodwill had anything to offer young people who were not succeeding in school. We believed if we could help those young people who were at high risk of dropping out of school, perhaps they wouldn't need our services as adults. This would greatly increase Goodwill's long-term impact in the community.

In 1998, the Nina Mason Pulliam Charitable Trust provided us with a grant to fund a study to determine how Goodwill might make a significant contribution to help young people prepare for productive lives. Following this study, we became involved in several initiatives from which we have learned a great deal. In particular, our experience with TechWest, a three-year pilot program with Northwest High School, has taught us that we can make a difference in the lives of young people who otherwise were likely to drop out of school.



Realizing the incredible need, and with confidence in how Goodwill could make a significant difference with young people, in June our Board of Directors approved a major strategic direction to increase the number of alternative education opportunities available to young people who are at high risk of dropping out of school. Building on what we have learned from TechWest and from the experiences of others who have similar interests and complementary experiences, we will establish additional learning centers to better prepare young people for productive lives. Our intent is not simply to increase the high school graduation rate, as important as that may be. Rather, our goal will be for a percentage of the graduates to obtain at least an associate's degree.

In addition to improving the lives of individuals and their families, the future economic vitality of our city and state depends on our improving the education and skill levels of the workforce and of those who will soon become part of the workforce. As a community resource with something to offer, we intend to do our part. We welcome your support toward that end.

A handwritten signature in dark ink, appearing to read "Jim McClelland". The signature is fluid and cursive.

Jim McClelland, President

(continued from page 1)

“Goodwill will be around for the long haul. And, we will continue working for solutions that will have lasting value for individuals and for the communities in which we operate.” – Jim McClelland

from all walks of life: people with little education and few marketable skills, dislocated workers with years of professional experience and those with physical and mental disabilities.

“Improving the education and skill levels of Indiana workers and helping youth prepare for adulthood is absolutely critical to the future economic vitality of this state,” McClelland said. This past June, Goodwill’s board adopted a new strategic plan addressing these needs and building on opportunities.

McClelland said that while the leadership can’t always predict what will happen in the future, there are some general directions in which Goodwill is likely to continue moving over the next several years.

- In 2004, Goodwill will provide individualized assistance to as many as 2,000 out-of-school youth.
- Plans are under way to launch a new alternative education initiative that will significantly increase the number of young people still in school who can benefit from Goodwill’s services.
- Goodwill will continue to help people improve their education and skill levels so they can find better jobs and advance in the workplace.

“Goodwill will be around for the long haul,” McClelland said. “And, we will continue working for solutions that will have lasting value for individuals and for the communities in which we operate.”

Goodwill Milestones

Over the years, Goodwill has increased its mission-related impact in central Indiana. Some key milestones that made this possible include:

1986. Landed a government service contract under the national Javits-Wagner-O’Day (JWOD) program. The success of this contract has led to several more JWOD contracts employing more than 140 people who have limited employment options.

1989. Initiated a pilot project called FutureWorks, a program to help welfare recipients find jobs. Provided services on a smaller scale until federal legislation passed in 1996 allowed for the expansion of the program.

1995. Established the Career Corner, a neighborhood-based career center, in a partnership with the John H. Boner Center on Indianapolis’ eastside. This was the first of many alliances in which Goodwill pooled complementary resources to expand and improve services in neighborhoods with high unemployment.

1996. Goodwill received the contract to help operate Marion County’s WorkOne Centers. Goodwill continues to operate the WorkOne Centers in consortium with the Indiana Department of Workforce Development, the Marion County Office of Family and Children, the Indianapolis Private Industry Council and the Indiana Bureau of Vocational Rehabilitation.

Goodwill earns three-year CARF accreditation

Goodwill was recently notified that its accreditation for serving people with disabilities has been extended for another three years—the longest period allowable.

In their report on Goodwill, CARE, the national organization that monitors facilities that provide services to people with disabilities, cited numerous

strengths in the organization, including a dedicated and motivated staff, a commitment to person-centered planning and sound fiscal management.

CARF-accreditation is an indication that:

- Participants are actively involved in selecting, planning and using services.
- Goodwill’s programs and services

have met consumer-focused, state-of-the-art national standards of performance.

- Goodwill’s standards are developed with the involvement and input of participants.
- Goodwill is focused on assisting each participant in achieving his or her chosen goals and outcomes.

Veterans help other veterans at Goodwill

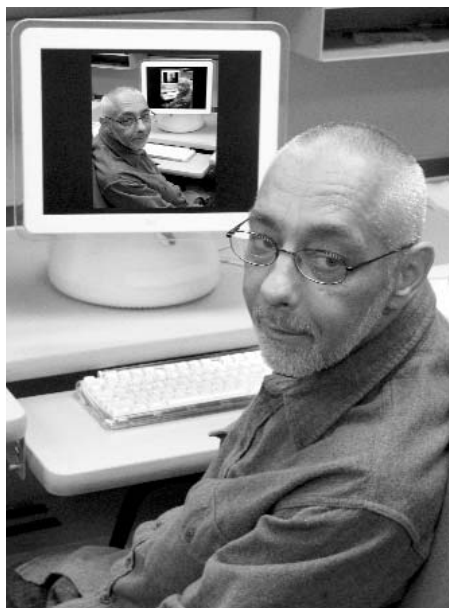
Indiana is home to more than 500,000 veterans, according to the Indiana Department of Veterans' Affairs, with 52,000 receiving disability compensation or pension payments. Many of these veterans struggle to find jobs, training and rehabilitation.

Recognizing that often the best person to help a veteran is another veteran, Goodwill has dedicated three of its staff who are former soldiers to serving the employment needs of those who have served our country.

"Vets can relate to each other," said Rod Lange, manager of Goodwill's Career Academy in downtown Indianapolis. "They are real upfront and honest and direct. They don't hide their feelings with superfluous words."

Most veterans who come to Goodwill for help are referred by the Veterans' Affairs office located at the Roudebush Medical Center in Indianapolis and receive financial aid for education or skills training. Veterans can choose from a list of providers that have been approved by the state, including Goodwill's Business Career Education classes and Computer Graphics Training program.

Veterans entering compensated work training (CWT) are placed in a temporary job for 180 days so that they can explore their strengths and areas they hope to improve. Along with the assistance of



Veteran Roger Davenport of Indianapolis is learning skills in Goodwill's Computer Graphics Training that will make him more marketable in the information technology field.

their Goodwill career consultant, they draw on the experience to develop a plan for achieving long-term employment.

For veterans who have a physical or mental disability, the Veterans' Affairs Vocational Rehabilitation program provides intense, one-on-one assistance to help them find and excel in jobs that match their abilities.

Roger Davenport of Indianapolis is a good example of a veteran following a plan to achieve greater self-sufficiency.

Davenport was a seaman in the Coast Guard for six years before leaving to attend college in the early 1980s. However, his struggle with alcohol derailed plans for a degree and led him into a series of short-term jobs. Eventually, he discovered a propensity for operating and repairing personal computers. This skill landed him jobs in information technology and technical support, but an office closure left him jobless again.

Taking stock of his situation, Roger moved into a VA homeless transition center to escape the continued influence of alcohol. He then decided to bolster his computer knowledge to become more marketable in the information technology industry.

Today, he holds a diploma from Goodwill's Computer Graphics Training program and is on his way to Microsoft certification in Word, Excel and Access. With those certifications, he will continue to work with Goodwill to find a full-time job, hopefully in computer training.

For more information on Goodwill's services for veterans, contact Rod Lange at (317) 524-3955 or rlange@goodwillindy.org.

Goodwill has three staff members dedicated to serving veterans

■ Rod Lange, manager, Career Academy

A 21-year veteran of the U.S. Army, Lange's military career included 12 years of service in Germany and a position on the staff of Gen. Norman Schwarzkopf. Lange retired as a sergeant first class after serving as a drill instructor and a recruiter.

■ Greg Simmons, employment consultant

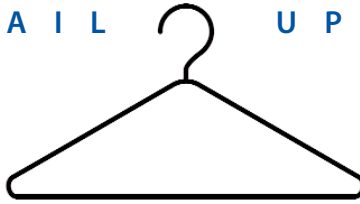
A combat engineer, Simmons' five-year stint in the U.S. Army ended with a medical retirement. He was injured when a bomb exploded in a Berlin disco in April 1986.

Two servicemen, including a friend, and a civilian woman were killed in the attack, which resulted in the U.S. bombing of Libyan bases in Tripoli and Bengasi.

■ Allen Hill, employment consultant

Although he left the U.S. Army as an E-4, the equivalent of a corporal, Hill's buddies knew him best as "Thrill Hill," the sure-handed left fielder on the Army's regional all-star softball team in Germany. After running a supply room for four years in Ludwigsburg, Hill served another six years with the Army Reserves in Indiana.

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



Goodwill. Good clothes. Good prices. Good cause.

Year-end donations can reduce your tax bill

Cleaning out your closets and garage before year's end can simplify your life and help reduce your 2004 income tax bill. Donating usable clothing, household items, money and even cars to

Goodwill by December 31 can boost deductions and give donors a good feeling knowing that their gifts are helping others become self-sufficient.

Donors interested in claiming tax deductions for donated goods should keep itemized lists of their donations. The Internal Revenue Service allows a deduction for each item, but the donor determines each item's value. Generally, an item's value should be based on fair market value, but Goodwill always recommends that donors consult a tax adviser first. Goodwill provides donation receipts at its stores and donation centers. For general guidelines about tax deductions, visit www.irs.gov.

Central Indiana Goodwill stores and donation centers are listed on the Web at www.goodwillindy.org. Donors who wish to make monetary gifts to Goodwill should donate through the Web site or contact Robin Kares at (317) 524-4347 or rkares@goodwillindy.org. Auto donors can schedule a donation pick-up by calling (317) 524-4353.

Auto auctions scheduled throughout winter

Several Goodwill auto auctions are scheduled for this winter. Upcoming auto auction dates are set for:

- January 10, 17, 24, 31
- February 7, 14, 21, 28
- March 6, 13, 20, 27

All auto auctions start at noon 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.

Vehicle donations are accepted at all Goodwill stores, and pick-up service is available by calling (317) 524-4353.

Next 50% Off Storewide Sale is March 27

Central Indiana Goodwill stores will have their next 50% Off Storewide Sale from 9 a.m.-9 p.m. Saturday, March 27, 2004.

During the sale, Goodwill offers 50% off all donated goods at all 26 central Indiana locations. Purchased new goods are not included in the sale.

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

INDIANAPOLIS

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

*2060 E. 52nd St.
317-251-2572

**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

CENTRAL INDIANA

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

*360 Brown St.
765-743-4452

** 52 Bypass & Salisbury (Marsh)

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 August 8 through November 3, 2003.

HONOR GIFTS

In Honor of Cindi Armstrong
Anonymous

In Honor of Peggy Boehm
Mr. James M. McClelland

In Honor of Derrick Burks
Mr. James M. McClelland

In Honor of Robert R. Girk
Anonymous

In Honor of Gordon Graham
Anonymous

In Honor of David Griffiths
Anonymous

In Honor of Lu Hamilton
Anonymous

In Honor of Cici Hollowell
Anonymous

In Honor of Byron Jensen
Anonymous

In Honor of Michael O'Connor
Mr. James M. McClelland

In Honor of Sally Ohleyer
Anonymous

In Honor of Harriet Sebald
Mr. C. William Sebald

In Honor of Chris Varnau
Mr. and Mrs. Jack E. Leonard

In Honor of Jean Wojtowicz
Mr. James M. McClelland

MEMORIAL GIFTS

In Memory of William Barnes
Mr. and Mrs. J. Frederic Wiese, Jr.

In Memory of Jerry Campbell
Goodwill Service Guild

In Memory of Richard B. DeMars
Mr. and Mrs. Jack Dustman

In Memory of Patricia L. Girk
Mr. and Mrs. Jack Dustman

In Memory of Doris M. Wood
Mrs. Philo B. Lange

HONOR FUNDS

William A. Carter Honor Fund
Mr. and Mrs. Jack Dustman

Indianapolis Garden Club
Goodwill Greenhouse Fund
Mr. and Mrs. Jack Dustman

Thomas A. King Honor Fund
Mr. and Mrs. Jack Dustman

H. Jean Jones Kyle Honor Fund
Anonymous

Alvin C. Fernandes, Jr., Honor Fund
Anonymous
Mr. James M. McClelland

Alan M. McNeil Memorial Fund
Mr. and Mrs. Donald Clodfelter

James T. Morris Honor Fund
Mr. and Mrs. Jack Dustman

Thomas H. Sams Honor Fund
Anonymous

Fred C. Tucker, III Honor Fund
Anonymous (2)

MEMORIAL FUNDS

Cornelius O. Alig Memorial Fund
Mr. and Mrs. Jack Dustman

Frederick Ayres, Jr. and Janet Noyes
Ayres Adams Memorial Fund
Mr. and Mrs. Jack Dustman

Clarence R. and Gladys E. Bartek
Memorial Fund
Mr. and Mrs. Jack Dustman

Tom Binford Memorial Fund
Anonymous

Charles E. Bosma Memorial Fund
Anonymous

Rosemary and Alexander Bracken
Memorial Fund
Mr. and Mrs. J. Frederic Wiese, Jr.

Ardath Burkhart Memorial Fund
Mr. and Mrs. Jack Dustman

Peter D. Coquillette Memorial Fund
Anonymous

Edward G. Dunn Memorial Fund
Mr. and Mrs. Jack Dustman

Russell L., Jr. and Dorothy Dustman
Memorial Fund
Anonymous

Helping people find jobs

William and Marian Dyer Memorial Fund

Mr. and Mrs. Jack Dustman

Reverend Orien Wesley Fifer Memorial Fund

Mr. and Mrs. Jack Dustman

Russell R. Hirschman Memorial Fund

Anonymous

Louis E. Kincannon Memorial Fund

Anonymous

Shubrick T. Kothe Memorial Fund

Mr. and Mrs. Jack Dustman

Barbara R. Kothe

Mr. and Mrs. Walter W. Kuhn, Jr. Memorial Fund

Anonymous

Mr. James M. McClelland

Edna Lacy Memorial Fund

Mr. and Mrs. Jack Dustman

Alan M. McNeil Memorial Fund

Anonymous

Thomas W. and Anne T. Moses Memorial Fund

Mr. and Mrs. Jack Dustman

Edward B. Newill Memorial Fund

Anonymous

Sally Reahard Memorial Fund

Hester L. Shultz

James Ruddell Memorial Fund

Mr. and Mrs. Jack Dustman

Alex Somerville Memorial Fund

Anonymous

Sandy Taggart Memorial Fund

Bank One Private Client Services

Mr. and Mrs. Richard V. Baxter

Plews, Shadley, Racher & Braun

Stephen E. and Mary O. DeVoe

Mr. Roland Dorson

Mrs. Edward G. Dunn

Mr. and Mrs. Jack Dustman

Dick and Pat Dyer

Mr. and Mrs. William L. Elder, Jr.

Mr. William L. Elder, Sr.

Sandy Taggart Memorial Fund (continued)

Mrs. William H. Failey

Philip W. and Betsy Freiburger

John H. Holliday

Mr. and Mrs. Robert E. Hollowell

Mr. James H. Howe, III

Virginia R. Johnston

Mr. and Mrs. Howard H. Jones

Mr. and Mrs. David C. Krimendahl

Mrs. Philo B. Lange

Mr. Frederick H. Lesh

Mr. and Mrs. William O'Brien

Mr. Frank C. Springer, Jr.

Mr. and Mrs. Gregory L. Smith

Mr. and Mrs. John K. Streett, Jr.

Mr. and Mrs. Richard A. West

Mr. and Mrs. Stephen R. West

Mr. and Mrs. William A. Wick

Mr. and Mrs. J. Frederic Wiese, Jr.

Anne Ayres Taylor Memorial Fund

Mr. and Mrs. Jack Dustman

COLLECT & CONNECT

Special thanks to the following companies, churches and civic groups that have recently conducted Collect & Connect clothing drives for Goodwill:

Bethesda Temple

Brownsburg Public Library

Carmel United Methodist Church

Crossroads Christian Church

Dove Harbor

Exodus

First Baptist Church

Girl Scouts

Green Valley Christian Church

Hispanic Center

Hendricks Regional Health

Indy Water Company

North Central Church of Christ

Progress House

Sacred Heart

Southport Heights Christian Church

St. Vincent Carmel

Westlake Community Church

Planning for the future

Your will is a final statement about what you think is important. It allows you to provide for your family and loved ones and ensure that your assets will be distributed as you wish.

A will also gives you the opportunity to support the special causes and organizations that are important in your life.

You can indicate your continued support of Goodwill's mission of helping people find jobs by adding Goodwill Industries Foundation of Central Indiana, Inc., to your estate plans.

A bequest to Goodwill can be for a specific amount, a percentage of your estate or for a portion of the remainder after other bequests have been met. Bequests are invested in the foundation's endowment, and the income supports Goodwill programs and services.

For more information about adding Goodwill to your will, please contact Ann Updegraff Spleth, director of major gift planning, at (317) 524-4226 or auspleth@goodwillindy.org.

GOODWILL THANKS YOU

Since 1930, the support of Goodwill donors and shoppers has helped thousands of people like **Michael** find jobs.

“Goodwill worked with me. They took the time to show me how to do a lot of different jobs. They helped me find my job at Fastenal. I really like my job and the people I work with.”

— MICHAEL ODOM

Thank you to our donors who are generous with their gifts and donations.

Thank you to our shoppers.



Goodwill awarded new government contract

On Oct. 1, Goodwill's GW Commercial Services began a new contract to clean and maintain the Minton Capehart Federal Building in downtown Indianapolis.

“Many people who will be caring for the facility might not have the opportunity to work if it were not through partnerships like this one with NISH,” said Debra Webster, manager of Goodwill's government contracts.

The contract for the Minton Capehart building is administered through the national Javits-Wagner-O'Day Program and NISH—Creating Employment Opportunities for People with Severe

Disabilities. Through local affiliates like Goodwill, NISH is currently responsible for cleaning 60 percent of the nation's federal building space. In the Indianapolis area, Goodwill maintains contracts at five other government locations.

The new contract provides employment for 14 people who work at the site, ensuring that the more than 400,000-square-foot of office space and nearly 300,000-square-foot of garage and grounds area are kept clean. The team works two shifts five days a week and will work weekends as necessary to do snow removal.

Goodwill Executive Staff

James M. McClelland, President
George E. Galyean, Senior Vice President—Operations

J. Byron Jensen, Senior Vice President—Workforce Services Development

Cindy Graham, Vice President—Marketing

James S. Humphrey, Vice President—Workforce & Commercial Services Operations

Kent Kramer, Vice President—Retail

Keith Reissaus, Vice President—Employee & Organization Development

Daniel J. Riley, Vice President/Chief Financial Officer

Kelly Thien, Newsletter Editor

Sarah Maisto, Newsletter Editor



Goodwill Industries of Central Indiana, Inc.
1635 W. Michigan St.
Indianapolis, IN 46222-3899
317-524-4313 TTY 317-524-4309
www.goodwillindy.org



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