

The Times

GOODWILL NORTHERN ARIZONA TEAM MEMBER NEWSLETTER

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Goodwill Works: From Graduation to Career Opportunity

Jeff came to Goodwill in June 2006. He was a member of the Navajo Nation living in Leupp and commuting to Flagstaff's Ponderosa High School. Jeff was falling behind in his school work due to specific learning disabilities that affected spelling, reading, writing, language, and mathematics. He was referred to Rehabilitation Services Administration by his teachers at Ponderosa High School so he could obtain extra credit through employment and graduate from high school.

Jeff was then referred to Goodwill to get assistance with completing high school credits through work and to eventually obtain a position with Goodwill. He had very limited work history, and wanted to be exposed to different types of work to see what he was most interested in doing. Jeff entered into Work Adjustment Training (WAT) in late June 2006. The plan was for Jeff to learn four different positions at the Weigh and Pay store over the next month and a half spending a week and a half in each position. During the WAT component, Jeff worked as a Baler, Greeter, Production Associate, and Cashier. Also, during his first month of program, he received his forklift certification. Jeff was always on time for work. He demonstrated on many occasions his ability to stay on task with minimal supervision.

In August 2006, Jeff successfully completed WAT and was offered a part-time position at Goodwill. At that time, Jeff was still behind in school. Along with counselors at Ponderosa High School, Goodwill was able to provide a unique opportunity to Jeff in allowing him to earn credits through various ways at Goodwill. One of the ways was for Jeff to work hours as a cashier to earn credits in math. In May 2007, Jeff received his High School Diploma. Jeff was moved into a permanent position with Goodwill soon after graduating. In September 2007, Jeff decided it was time for him to leave Goodwill to pursue other employment opportunities.

In May 2008, Jeff came back to Goodwill for

job placement services.

Jeff immediately started working with an Employment Specialist to identify possible employment opportunities in the Flagstaff area. Along with his persistence in looking for employment, Jeff's Employment Specialist worked with him on filling out applications, successfully completing a resume, reference page, and master application. With all of his tools in pocket, he was ready for a JOB!!!!

Jeff decided to apply for a position with Walgreen's Distribution Center. After a month of going back and forth with interviews and paperwork, Jeff received the call he was waiting for. He was offered a position with Walgreen's Distribution Center. He starts his training on July 10th. Hard work really pays off. Congrats to you, Jeff. You did it!



Tracey Warner
Employment Specialist

News In Brief

- **Jeff works hard to achieve his dream through independence and a great new job.**
- **Goodwill Industries Northern Arizona expands services in western Arizona.**
- **Team Goodwill struts their stuff in Flagstaff's Annual Fourth of July Parade.**
- **Goodwill Team Members are in the pursuit of excellence through a focus on continuous improvement.**

“Go West Goodwill”

Politician, journalist, and founding editor of the New York Tribune Horace Greeley popularized the phrase, “Go West, Young Man.” While today that term would be viewed as politically incorrect, Greeley’s vision of ‘going West’ is one that we have adopted as our own.

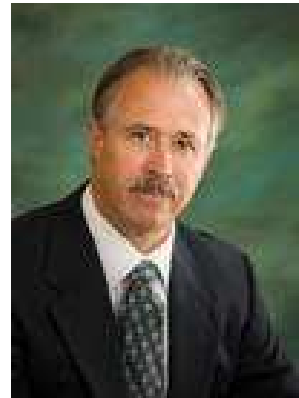
West for us is Mohave County which comprises Bullhead City, Lake Havasu City, and Kingman. Mohave County has for years been part of the territory of Goodwill Industries of Northern Arizona as assigned by Goodwill Industries International.

So why Mohave County? There are several answers to that question. First, because we are Goodwill Industries of Northern Arizona (not Goodwill Industries of Flagstaff, Cottonwood, and Sedona). Second, because

it is a part of our assigned territory and we have a responsibility to develop our territory. Third, because Mohave County is *the* fastest growing county in the state. Finally and most importantly, because our mission is to provide employment, training and other vital services within our assigned territory. In other words, to bring *Goodwill* to those in need.

So that is exactly what we’re doing. As you can see from the pictures on this page, we are well along the way toward making this a reality. We have planned the opening of two donation drive-thru centers (drive-thru centers are about the size of a Starbucks and are places where we collect donations). Our Donation Center in Lake Havasu opened on August 1st, and the Donation Center in Kingman is slated to open mid-September. Then, in early November, we will open a brand new 13,000 Square Foot Store in Bullhead City.

As a result we will create approximately 25 new jobs for individuals with disabilities and other barriers to employment, providing paychecks, increasing self-sufficiency and contributing to the local economies. But most importantly, we will bring *Goodwill* to the lives that we touch in Mohave County. That’s what we do at Goodwill - and Goodwill Works!



Dave Hirsch, President/CEO

The Goodwill Store

Goodwill is the place
You really want to be,
For shopping, good savings
Believe me, you’ll see!

We’ll greet you with a smile
And offer you assistance,
For this is your store, too
And that’s why we’re in business!

We’ll serve you with gratitude
For you make a big difference
In neighborhoods around the town
For homes and good appearance!

Our mission to turn
Donations to good jobs
So people won’t have to worry
There won’t be no more sobs!

Our staff are here to help you
To get you the best deal
You won’t believe the prices
You’ll say, “This is a steal!”

So bring your friends to shop here
For browsing or to get
The things they need with savings
This store they won’t forget!

Written by Felix Amill, North Trail
“TeamTalk”
Goodwill Manasota

Building Goodwill in Bullhead City, Arizona



New Donation Center Opens in Lake Havasu, Arizona



4265 Stockton Hill
6-24-08



Team Goodwill Marches In Annual Parade

Goodwill participated in the 11th Annual 4th of July Parade earlier this month. With Richard Chapman taking the lead on decorations and driving tasks, and joined by fellow team member, Jon Boxberger, Goodwill made the trek through downtown Flagstaff.

One of the things that I thought was truly amazing is how happy people were to see Goodwill in the parade. Regardless of where we were, all I heard from spectators

were positive comments about Goodwill. I heard a gentleman say from his lounge chair, "I have no clue where I'd be today without Goodwill." I am proud to say that I work for an organization that helps people on a day-to-day basis, and I hope that you share my pride in being a 'Goodwill'er'. Thanks to each of you for the difference you make each and every day in the lives of those we serve, fellow team members, shoppers, and donors.



Pictured from left to right: Tracey Warner, Jordan Hoffman with son Ethan, and David Hirsch, with Richard Chapman and Jon Boxberger (in the truck)

Sedona Wins Oscar!

The Oscar Award for the best performing team in May went to our Sedona Store. They ranked the highest in the categories of donor value, percent sales over budget, sales per labor hour and sales per square foot. This performance is the result of consistent adherence by the leadership and team to Goodwill's Operational Guiding Principles. Our operational guiding principles are:

- We are committed to providing world-class customer service to all of our customers.
- We are committed to a clean, neat, organized and safe facility.
- We are committed to a store with full and fresh inventory.
- If you have a pile, you have a problem.
- Donations should be processed and to the sales floor in 24 hours.
- Donors and shoppers should be greeted in 10 seconds.
- Hard goods should be priority processed.
- Every time we touch a donation, something good should happen to it.
- Material handling equipment is for moving donations, not for storage or merchandising.
- Don't fall in love with your donations...rotation is critical to success.
- Donor value should increase.
- Profits should increase.

At all our stores these guiding principles come into play every day and when we follow them as a team, consistently, we get great results. Thanks Sedona Team for demonstrating what happens when we follow these principles every day! Sedona Team Leader, Pat Moody graciously accepted the Oscar Award on behalf of her team. We will be coming to Sedona soon to celebrate their achievement and serve them lunch on Goodwill! Keep up the good work!

Welcome New Team Members!

Flagstaff West

Shiela Jaslowski, Pricer
Gordon Martin, Greeter
Jamie Torres, Greeter

Cottonwood

Christine Anderson-Mork, Associate
Team Leader II

Mission Services

Dazhoni Jones, Employment Specialist



July

17 - Jon Boxberger, Flagstaff East

23 - Jennifer Weinberg, Cottonwood

30 - Kitty Kelly, Flagstaff West



Happy Anniversary

It's ONE year for Teri Adams on July 17th at Flagstaff West and for Cliff Daniels on July 30th at Cottonwood.

Recent Ad:

NORDIC TRACK. \$300 Hardly used, call Chubby.

DEFINITIONS

ADULT: A person who has stopped growing at both ends and is now growing in the middle.

Kindness Remembered

One day, a poor boy, who was selling goods from door to door to pay his way through school, found he had only one thin dime left, and he was hungry. He decided he would ask for a meal at the next house. However, he lost his nerve when a lovely young woman opened the door. Instead of a meal he asked for a drink of water.

She thought he looked hungry so brought him a large glass of milk. He drank it slowly, and then asked, "How much do I owe you?" "You don't owe me anything," she replied. "Mother has taught us never to accept pay for a kindness." He said, "Then I thank you from my heart." As Howard Kelly left that house, he not only felt stronger physically, but his faith in God and man was strong also. He had been ready to give up and quit.

Many years later that same young woman became ill. The local doctors were baffled. They finally sent her to the big city, where they called in specialists to study her rare disease. Dr. Howard Kelly was called in for the consultation. When he heard the name of the town she came from, a strange light filled his eyes. Immediately he rose and went down the hall of the hospital to her room. Dressed in his doctor's gown he went in to see her. He recognized her at once.

He went back to the consultation room determined to do his best to save her life. From that day he gave special attention to her case. After a long struggle, the battle was won. Dr. Kelly requested the business office to pass the final bill to him for approval. He looked at it, then wrote something on the edge and the bill was sent to her room. She feared to open it, for she was sure it would take the rest of her life to pay for it all.

Finally she looked, and something caught her attention on the side of the bill. She read these words. "Paid in full with one glass of milk."

(Signed) Dr. Howard Kelly

And, so it is true with Goodwill...just when people are about to give up, they find Goodwill and the services that give them faith in themselves and strength to achieve their dream of independence through work! Our Team Members are that "glass of milk" to many people every day!



Goodwill Team Members Are in the Pursuit of Excellence

As we venture further into our best year at GINA, I am reminded that one of our greatest guiding principles is Continuous Improvement. As we move forward, we want to further our efforts to live out what we believe.

Continuous improvement means that we are committed to the pursuit of excellence; we're always trying to improve. We all have periods of our day that we move a bit slower, or we talk a bit more, which naturally slows down the other things that we're trying to do. Know the true value of time! Snatch, seize, and enjoy every moment of it. No idleness, no laziness, no procrastination. Never put off

till tomorrow what you can do today. As we know, Goodwill's efforts and attention to detail will always result in happy customers.



Jordan Hoffman
Director of Human
Resources & Training

Play Ball!

I was at a Little League baseball game and asked one of the players, "What's the score?" He replied, "We're behind 25 to nothing."



"You don't look very discouraged," I remarked to the little guy.

"Discouraged?" he asked, "Why should we be discouraged? We haven't been up to bat yet!"

With that kind of attitude, a seemingly impossible task can be approached with a great deal of optimism. Chances are, you'll accomplish it.

Don't Fall For It

Falls are one of the leading causes of on-the-job injuries. Falls can occur from slipping, tripping or falling off an elevated surface.

Slips often are the result of poor housekeeping. Clean up spills—water, oil, grease—as soon as you see them. When working on a platform, loading dock, or other elevated surface, always be aware of how close to the edge you are. Keep all areas clear of tools, ropes, or other objects that could trip someone.

Inspect your work area periodically for slipping, tripping, and fall hazards. Let your Team Leader know of dangerous situations so they can be corrected and team members can be trained to recognize and avoid hazards.

Team Members Play Important Role

Xvxn though my computxr is an old onx, thx kxyboard works quitx wxll — xxcxpt for onx kxy. You would think that with all thx othxr kxys functioning propxrlly, onx kxy not working would hardly bx noticxd. But noticx that just onx kxy out of whack sxxms to run thx wholx xffort.

You say to yoursxlf: "Wxll, I'm only onx xmployxxx. No onx will noticx if I don't do my bxst. But you do makx a diffxrxncx to vxvry pxrson you work with. To bx xffctivx, Goodwill nxxds your xnthusiasn and dxdcation. So thx nxxt timx you think you arx not important, rxmxxbxx my old kxyboard. You arx a kxy pxrson on Goodwill's txam!

Arizona Trivia

1. What is the complete name of Arizona's largest planetarium?
2. What national park in Arizona has to partially close down during the winter?
3. What 1940s western, starring John Wayne and Montgomery Clift, was filmed in southern Arizona?
4. What are friendship tokens between the Hopi Indians and supernatural spirits?
5. Who was Arizona's Mormon "Buckskin Missionary" in the 1870s?

TRIVIA ANSWERS:

1. Grace Flandreau Planetarium (UofA, Tucson)
2. Grand Canyon National Park, North Rim
3. Red River
4. Kachinas
5. Jacob Hamblin