



JAN. 2019

DIGITAL NEWS, VIEWS & EVENTS



BOARD ROTATIONS

It's hard to believe but five of our loyal and productive board members have completed their terms on our Board of Directors. The following completed two three-year terms: Natalie Burris, Lorie Davis, Tim Nieman, and Jeff Sandvold. Mike Sones completed one three-year term. Natalie Burris, former board chair and committee member for both Governance and Personnel Safety & Security, and Jeff Sandvold from our Personnel, Safety, and Security and Donated Goods committees said their farewells at last week's January board meeting.

Star expressed sincere appreciation for their service. She specifically praised Natalie for her solid leadership and steady hand as past board chair.

We look forward to a new member or two joining the board in March. Our board members will continue with their passion for our mission and individual desires to be a part of helping to change lives for the better. If you see our board members, please take time to introduce yourself and thank them for their service.

COMMUNITY PARTNERSHIPS GROW

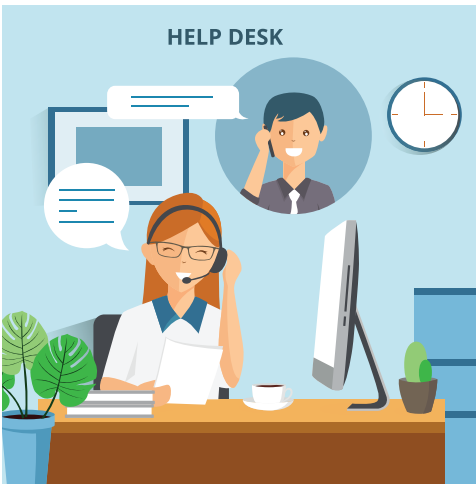
It has been noted here in previous issues that Goodwill has begun to align with more and more community agencies. One such partnership with Cedar Valley Readers and Grin & Grow Day Care resulted in expanding our relationship with the Northeast Iowa Food Bank.

Goodwill has distributed children's books to families along with their food box and pantry items. Developing reading interest and skills at an early age can make a huge difference as a child reaches adolescence. In addition, we now provide cookbooks to help the families prepare healthful meals.

Books that previously took a long time on our store shelves are finding their way into the hands of more children than we ever imagined possible. Thanks to interagency cooperation and partnerships we are making a bigger IMPACT!



A NEW HELP DESK PRO



Goodwill's IT department has struggled to keep up with inbound trouble calls as Goodwill continues to expand its use of technology. But good news is in place. Nicole Hill has been hired as the Help Desk Specialist. She is based in Dubuque but she is servicing our entire territory.

Nicole is well experienced in answering IT questions and helping to solve IT problems and issues by phone and online. She joins Goodwill after years of experience as Loras College's IT Help Desk Technician.

Please make a point of reaching out to Nicole and making her feel welcome. After all, you never know when you're going to need her expertise.

CLOSET CLOSE OUTS BY KONDO

Many of you may have caught a glimpse of Marie Kondo on the news or on Netflix. She has brought her talent for tidy to the top of TV. Marie is an organizer! She helps you find ways to organize closets, households, garages, and any other cluttered spaces you may have.

The best part of Ms. Kondo's notoriety is that she is encouraging people to take their surplus to Goodwill. It's amazing how much stuff we hang onto thinking that we'll use it someday. Or that it will fit as soon as we lose some weight.



Marie says don't wait to shed your excess baggage. Your generous material donations to Goodwill make their way to new owners and new homes. What could be better, you buy it new and use it too. Then you give it to Goodwill who sorts and sells it like new. It's recycled, reused and renewed. Thanks to you we're creating jobs.

ACHIEVING OPENS NEW DOORS



Most of us look back on our first home with pride and the sense of achievement. This is so true for our 2017 Achiever of the Year. At the time he was recognized for his achievements, he was living in a mobile home and considering buying additional homes so he could be a landlord. It would make sense; there is nothing broken that he cannot repair! What a difference a year makes. He has sold his mobile home and purchased a house. Not really a house but a home for him and his children.

For someone who was a self-described rowdy kid and eventually spent time in corrections, he has done an amazing job of rewriting his life. He made the decision to turn his life around and Goodwill was there for him. This is the power of donations, this is the power of work, this is the power of independence!

NEIGHBORHOOD IMPACT



We never know how our acts of kindness or other actions are going to affect those around us. Steve Tissue was simply being a good neighbor to his next door friend.

The friend had previously undergone open heart surgery so Steve figured it would be a good idea for him to take care of the neighbor's shoveling.

Between the bitter cold, heavy snow and drifting, Steve had his work cut out. After digging out his own driveway and sidewalks, he moved next door. He shoveled his neighbor's drive and walk as if it was his own. When Steve finished he went home and went about his business.

Later, Steve learned that his neighbor, who delivered prescriptions for a local pharmacy, was able to get out and deliver needed medicines to more than 40 residents in the surrounding area. It's the little things we do that can create the biggest IMPACT. Thank you Steve for demonstrating what servant leadership is all about!

FROSTBITE

Treat
seek medical attention

warm room or shelter

remove any wet clothing

dry blankets and clothing

put on right clothes
(in layers, but not too heavy or tight)

Protection
creams high in fat and vitamin E, aloe vera protect skin

nutrition avoid food with cooling effect
(bananas, yogurt, alcohol)

Drink lot of fluids

Signs & symptoms

- * redness or pain
- ** a white or grayish-yellow skin
- *** unusually firm or waxy
- **** numbness

Frostbite caution

Since skin may be numb, victims of frostbite can harm themselves further. Use caution when treating frostbite.

do not walk on feet or toes with frostbite

do not use a fireplace, heat lamp, radiator or stove for warming

do not rub or massage areas with frostbite

do not use alcohol for warming

do not use a heating pad or electric blanket for warming

SPECIAL OLYMPICS VICTORIES

January 14-16, 2019, Team Goodwill sent several athletes and support staff/chaperones to Dubuque for the annual Special Olympics Iowa Winter Games. The venues were Camp Albrecht Acres (show shoeing) and Sundown Mountain Ski Resort (alpine and cross country skilling). Six athletes competed in cross country skiing, three competed in snow shoeing, and one attempted to conquer the hill while participating in the alpine skilling event. Unfortunately, it conquered him. Like others, he is looking forward to competing in the cross country ski event next year.

As part of the event the athletes participated in warm ups and practices on Day 1, followed by the

parade of athletes, opening ceremonies, a pizza party and dance in the evening. Day 2 was competition day, followed by the celebration banquet and pool party in the evening. Thanks to the Grand Harbor Hotel and Indoor Waterpark for their hospitality.

The athletes garnered several medals and ribbons during the competition: Cross Country Skiing 4 – 1st place, 2 – 2nd place, 4 – 3rd place, and 2 – 5th place. In Snow Showing, 2 – 1st place, 2 – second place, and 1 – 3rd place. In 4th, the Relay Team plus 1 athlete competed in an individual event. They athletes expressed that they are looking forward to the competition in 2020!



WE GOT LUCKY



Several months ago we were able to hire Jessica Spicer to fill the Store Manager position in Oelwein. This has been a difficult opening to fill but since taking the reins on day one, Jessica has been an outstanding manager. She is well liked, organized and productive.

Given Jessica's talent it may not be surprising that she has taken on additional responsibilities. Jessica now manages the Oelwein store and the eMerchandise/shopgoodwill online store operations.

We sincerely appreciate Jessica's willingness to stretch. Her ability to successfully maintain both operations is exactly what we needed. If you're in the Oelwein area or trolling the web, check out shopgoodwill.com. Also, make sure to stop in and say hello to Jessica and her colleagues.

2018 ACHIEVERS



Congratulations to our 2018 Mission Achievers who presented to the Board of Directors throughout the past year. This past fall, achievers were interviewed and filmed at their work sites and the video updates shared with the Board at the January 23rd board meeting. Unfortunately, the winter weather kept some of the awardees from attending the celebration. The 2018 Achievers recognized in the video included Tammy Temperly, Casey Castle, Lisa Perkins, Adam Butler, Heather Bass, and Jeff Schott. If you have not yet seen the video, it's available to you on facebook. Please take the time to watch!

GOODWILL INDUSTRIES INTERNATIONAL (GII) NEW CEO



Steven C Preston officially took office as GII's new President and CEO following the retirement of Jim Gibbons. Prior to joining Goodwill, Steve worked in leadership positions in the private and public sectors. He headed two federal agencies and was CEO of ServiceMaster Company and Waste Management.

While directing SBA, Steve launched programs for Veterans, the poor and financially leveraged. During his leadership at HUD, he implemented programs in the wake of Katrina and extended affordable mortgages nationwide.

As anyone can see, Steve Preston has been doing Goodwill's work, he is finally home with us to make great things happen. We welcome him and we are excited about all he brings to the network.

FIRST QUARTERLY "ALL MANAGERS' MEETING"

It's difficult to feel and act a part of a larger organization if you seldom gather with all of the parts. Goodwill Industries of Northeast Iowa, Inc is scattered across 20 counties with facilities and services in nearly half of those.

With the corporate office in Waterloo, some outlying team members don't always have an opportunity to connect with the agency's headquarters.

Beginning with a January 29 inaugural meeting, 2019 will bring a "visibility agenda" for all Goodwill supervisors that will begin the process of connecting the parts to the whole. Our first meeting was held in Waterloo at the Grout museum and was a terrific launch to what is sure to be a dynamic series. With a focus on community, elevation, growth, education and relationships, the day provided a great opportunity for the Executive Team to share their initiatives for the year and speak to how each individual at Goodwill impacts the organization.

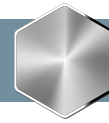
The topic of transformational leadership was at the core of the agenda, and CEO Star Rupe challenged the group assembled to be change agents in the lives and communities we touch by starting the process with our own personal transformations. The evolution that we talked about and set course for is to become a unified brand and an army of one to IMPACT the people and places we encounter with good will.

Interactions, open dialogue, and new connections set the stage for our path of constant improvement. Thanks to all for making this first meeting such a great experience!





NUTS & BOLTS



Thanks to Sharon Samec's leadership and detail orientation, the 2019 Policies & Procedures review committee has completed its work and these documents are now accessible to all employees of Goodwill.

Likewise, Sharon has updated and expanded the 2019 guidance for Risk Management and Accessibility. Both of these required plans detail the activities of Goodwill in reducing risk and being open to all.

Our diverse workforce is able to function well because we operate on a common platform of information that is solidly bolted together on a framework of mutual effort and concern. Thanks to Sharon, we are all on the same page.

A WARM FAREWELL

Many of our readers know Chris Harshbarger, Goodwill's Vice President of Business Development and Marketing. Chris has worked with this organization for the last twenty-six years. From 1993 to 2010, he was an advisor and advertising/PR consultant- offering many of his services at no charge to the agency. It's true: Chris did this for his love of Goodwill and the mission we offer to Iowans with disabilities and disadvantages; but he also provided similar pro bono hours to a number of other organizations, individuals and causes. Why? Because that is the kind of giving spirit that Chris has etched in his heart- a passion to service and sincere desire to help others be the best that they can be.

In 2010, Chris officially joined the Goodwill family as staff and continued to make significant contributions to strengthen the organization. From sharing our mission messages to negotiating contracts and construction deals, from researching transportation efficiencies to writing grants for technology, from establishing the Goodwill Foundation to designing this newsletter, and from

visiting with the media to chatting with "the guys" in the warehouse...Chris let his presence be known and has been constantly looking for new ways to enhance Goodwill Industries of Northeast Iowa, Inc since the day he arrived.



On January 31, 2019, Chris is resigning his post in order to spend more time traveling with his lovely wife Kathy and to discover the meaning of leisure interests. When asked if he had any parting words he said, "I have loved being a part of changing lives. My own life is changed because of the great things I have seen accomplished by those we serve. My one hope is that I will be missed."

Without question. Chris's absence will be felt not just throughout the hallways of Falls Avenue, but throughout the entire organization. He's left an indelible mark on all of our lives, and Goodwill has been truly lucky to have benefited from his talents. We love you and wish you the best, Chris!

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