



AUGUST 2019

# DIGITAL NEWS, VIEWS & EVENTS



## THE VALUE OF LEARNING

By Star Rupe - President/CEO

As summer winds down and the kids are all headed back to school, I've been thinking a lot about the importance of always being a learner. Whether in the classroom or on the job, reading books and articles or listening to podcasts and watching Ted Talks, or simply committing to try something new...the value of merely being open to the process is so beneficial! As you read the articles in this newsletter, you'll see a theme...a theme of individual accomplishments and team successes...all centered around learning new things. We have folks who have branched out into community employment although staying at Goodwill would have been easier and less scary! We have supervisors who have taken the initiative to upskill through various certifications- requiring hours of studying, preparation, and the dreaded testing! Goodwill has partnered with Allen College to promote education, and one of our own Community Trainers will benefit from the opportunity in both classroom and practical learning experiences. There are graduates of Goodwill programming, individuals who have moved into their own home for the first time (lots of learning opportunity there!), managers who are willing to walk into a new store almost every week and provide leadership- despite needing to learn all the new ropes. Our Literacy Program is intended to create an appreciation for reading and education at an early age, Special Olympics athletes are learning new skills and about friendly competition, and team members are learning more about Goodwill when they attend Bigger Picture Day. We had a summer intern gaining learning experiences in our accounting office before she returns to her formal education and there's a section of the newsletter dedicated to teaching all of us tech tips. And lastly, Shawn Zweibohmer, our Vice President of Infrastructure is a good reminder that we are never too far along in our career (or too old ☺) to stop learning. His article outlines his own growth and development in a Goodwill Industries International program dedicated to life-long learning commitments.

All of these are examples of courage in trying new things, commitment to personal growth, and opportunities for success- even if the success isn't immediate!

So, whether you're the one headed back to school or the one packing lunches for those who are, whether your learning is coming from a classroom or from life in general...I applaud you and encourage you to continue to foster the love of learning and the willingness to take the next steps in your journey. It's exactly what Goodwill is all about!

#impact #peoplematter #createopportunities #lifelonglearning #educationcomeseveryday

# OUTSTANDING ACHIEVEMENTS

We are proud to announce that the following Goodwill consumers have recently secured employment through our Occupational Skills training program:

**Thomas S.** – Anderson Windows and Doors  
**Jackson A.** – Miracle Car Wash • **Robert S.** – Goodwill Industries  
**Glen T.** – Wilbur Body Shop • **Kathy A.** – Goodwill Retail Store

## **Congratulations on Certifications!**

**Margee Woywood** – CARF Surveyor Certified • **Corey Lott** – CDL Certification

## **Goodwill / Allen College Scholarship:**

Goodwill has partnered with Allen College to make a \$500 scholarship available to nursing students who are employees of Goodwill, children of Goodwill employees, or students who face barriers to obtaining higher education. We are proud to announce that Regan Reuther – Goodwill Community Trainer, is the first recipient of this annual scholarship. For more information or to apply please contact: Allen College in Waterloo, or visit [allencollege.edu](http://allencollege.edu).

## **More Accolades and Achievements:**

Congratulations to four of our Goodwill consumers for graduating from the Occupational Skills training program at the Northeast Iowa Food Bank. During this eight week program, participants learn the activities and job requirements of a commercial kitchen, warehouse, and food pantry. They also gain essential customer service skills and learn how to deal effectively with the public. There are three new participants currently enrolled in this unique job training program that will graduate in October.

## **New House Opening:**

Did you know that Goodwill of Northeast Iowa, Inc., provides residential housing and support services as part of our mission to help people overcome barriers to independence? This program fosters independence with just the right amount of support tailored to the individuals we serve. In some cases, Goodwill provides 24-hour in-home assistance; in others, Goodwill visits two or three times a month. We recently opened our newest house on June 2nd, which brings our total number of houses to 25 and still growing. For many of Goodwill's consumers, this provides their first chance to live on their own and gain the skills needed to function independently.

## **Going Above and Beyond:**

Butch Peyton is one of the Goodwill Community Trainers that works with the janitorial crew at People's Clinic in Waterloo. Butch and his wife Becky were visiting with Dr. Melissa at People's Clinic when Butch noticed a man lying on the ground outside. Butch went out with the doctor to make sure things were safe. The man required immediate medical care, and an ambulance was called to take him to the hospital. Dr. Melissa said if they hadn't seen the man lying there, he could have died. She was so thankful for Butch being there and going with her to assist. She went on to say that not only did he help with the emergency, but he later went out with a tote of water and cleaned up the area. Thank you Butch, for making an IMPACT in our community!



## **On the Road Again:**

Goodwill would also like to recognize Store Manager, Nancy Dieter, and Assistant Store Manager, Thomas Roth, for traveling to various Goodwill retail store locations in August and assisting where needed. Your dedication and extra efforts are appreciated!

# YOUR CHANGE CAN CHANGE LIVES!

When you round up to the next dollar during checkout at Goodwill, you change the lives of people right here in northeast Iowa! Goodwill is using your small change to make a big IMPACT in our communities. Each month a different charity throughout northeast Iowa receives the generous proceeds from Goodwill's Round-Up to nearest dollar program! Through July, our retail stores have collected a total of over \$10,300 in donations!

- May - Independence Area Food Pantry received \$1,752.
- June - Cedar Valley Walk to End Alzheimer's received \$1,821.
- July - Winneshiek County Hospice received \$1,979.

Goodwill region-wide will be collecting donations for the Northeast Iowa Food Bank in August, the Maquoketa Food Cupboard in September, and the Dyersville Angel Tree/Food Pantry in October. When just a few pennies are donated, over time they start to grow and make a BIG IMPACT. Thank you for helping us align with our communities by rounding up at the register!



## LITERACY PROGRAMS & PARTNERS

Developing an interest in reading at an early age can make a huge difference in a child's life. That's why Goodwill has partnered with the YMCA of Black Hawk County's Y Believe Summer Learning Academy to provide books to students that participate in the program. The Academy plays a much-needed role in curbing summer learning loss and closing future achievement gaps by providing summer academic enrichment for students identified as being most at risk for summer learning loss.

Each month, two Goodwill stores provide top quality children's books, plus a coupon for one free book redeemable at any of our stores, to our nonprofit partners. These organizations include:

- **Operation Threshold's Cedar Valley Readers** -This program focuses on School Readiness, School Attendance, and Summer Learning. Books are distributed through Booking Brighter Futures, Little Free Library, Reach Out and Read, and more.
- **Grin and Grow Child Care** - to help rebuild their reading library.

Also, Goodwill provides cookbooks distributed through the Northeast Iowa Food Bank along with their pantry items. We're also providing free-book coupons to Hawkeye Community College's Family Literacy Program at the Van G Miller Adult Learning Center. For more information about Goodwill's Literacy Outreach Program, contact Goodwill employees Charissa Johnson or Paula TePaske. **Thanks to interagency cooperation and partnerships, we are making a bigger IMPACT!**





# TEAM GOODWILL SPECIAL OLYMPICS NEWS

Thursday, May 23rd, 44 athletes and 20 chaperones represented Team Goodwill Waterloo at the Special Olympics Iowa Summer Games, held on the campus of Iowa State University in Ames, IA. Team Goodwill had eight teams competing in the Bocce event. Also, two athletes competed in the Bocce Skills competition, along with two cyclists. That evening opening ceremonies were held in the Hilton Colosseum, culminating with the recitation of the Special Olympics Oath “Let me win, but if I cannot win, let me be brave in the attempt” followed by the lighting of the torch to conclude the ceremonies.



On Friday, May 24th, athletes competed in track and field, and aquatics beginning at 9:00 AM and lasting until 5 PM. Following the day of competition, athletes and chaperones from around the state of Iowa gathered back at Hilton Colosseum for a celebration dance.

The athlete's participation in this three-day event could not have been possible without the support of parents and family members, along with staff from collaborative agencies, and Goodwill of Northeast Iowa's outstanding employees.

Numerous awards were presented to our team, including “gold medal” performances in Track and Field, Cycling, Aquatics, and Bocce Skills. **Congratulations to all who participated!**



# MARK YOUR CALENDARS



**FRIDAY, SEPTEMBER 6TH** **DUNKIN'**  
Cops on Top Fundraiser with Dunkin' Donuts in Cedar Falls, 6 AM to 11 AM



**WEDNESDAY, OCTOBER 23RD** **Pizza Ranch**  
Special Olympics N.E. Iowa Pizza Ranch Fundraiser from 5 PM to 8 PM at the Cedar Falls Pizza Ranch. Athletes and coaches from Team Goodwill will be bussing tables that evening. A portion of receipts and 100% of tips will be donated to Special Olympics N.E. Iowa to support athletes in competition.

Special Olympics bowling practices are currently underway with the area competition slated to occur Saturday, October 5th at Maple Lanes Bowling Center in Waterloo beginning at Noon. First Place finishers will advance to State Competition, held Saturday November 23rd in Cedar Rapids. This year nearly 70 bowlers are practicing for the opportunity to represent Team Goodwill Special Olympics at the state level.

## MORE EVENTS & HAPPENINGS!



**A GREAT DAY AT LOST ISLAND WATER PARK** - 61 participants (consumers, staff, friends of Goodwill) descended upon Lost Island Water Park, Waterloo, for an afternoon of sun, fun, and food. Some participants took to the more adventurous rides like the roller coaster and tubeless slides, while others spent time floating through the lazy river while taking in the rays. The day was capped off by a cookout at the park. We are always grateful to the Lost Island Water Park for partnering with our organization for the past 12 years. Thanks to all of the staff who offered support to our consumers and made it such a special day! Looking forward to our 13th year of participation in July 2020!



**BUTTERBURGERS & BADGES!** - Our Special Olympics team partnered with local law enforcement and Culver's Restaurants in Waterloo, Cedar Falls, Dubuque, and Decorah, to raise money for the Special Olympics! A portion of each purchase was donated to the Special Olympics, and patrons had the opportunity to meet our special athletes.



July 23rd marked the 35th year of the Jackson County Fair Parade in Maquoketa! Thanks to our Goodwill Team for being a part of this Big Event! It was great to see so many shoppers and friends in the crowd.





## NEW BUSINESS



Goodwill Contract Services is excited to announce a new partnership with City Clean and Simple Laundry Services in Oelwein. Through this partnership, Goodwill provides services that include; clothes hanger sorting, quality inspection, and repackaging for reuse by City Clean and Simple. This cost-effective partnership delivers savings for the business while providing job training skills and employment for individuals with and without barriers!

## THE BIG PICTURE

Each quarter, team members from all over our territory and from all different departments come together to learn a little more about Goodwill Industries of Northeast Iowa, Inc. Dubbed “Bigger Picture Day,” the half-day session is designed to highlight how each person’s work contributes to a greater IMPACT for people all over northeast Iowa. Employees who have worked at Goodwill for at least 90 days are invited to the board room at the corporate office to hear about mission delivery, finances, retail and operations, employment updates, and more. The next Bigger Picture Day is scheduled for October; see your supervisor for more details!



## IT PAYS TO USE GOODWILL'S EMPLOYEE PAYCARD!

**PayCard is here!** You can now access your payroll dollars from your PayCard and use the card for purchases wherever credit or debit cards are accepted. Why wait for a check, when you can use PayCard instead. **Sign up today, it's quick and easy!**



# FAREWELL TO OUR SUMMER INTERN



Hillary Oberbroeckling

## Why did you choose Goodwill for your internship?

I was looking for an internship that would allow me to work with accounting and also the human resources side, but most places are not willing to let interns work with two different departments. When I told Steve Tisue about what I was looking for, he thought Goodwill would be able to help me. I have enjoyed working with wonderful people every day who have been so helpful and willing to help me grow my knowledge and grow as a person. I am grateful to have been able to do my first internship here as I have expanded my knowledge of accounting and human resources.

## What did you learn about Goodwill that you didn't know before your internship?

I did not know that Goodwill had a scholarship program. I also never knew that Goodwill had a Food Bank program. It is great to see how much Goodwill does to help its consumers.

## What are your future plans?

My future plans are to finish out my next two years of school at the University of Dubuque. Once I have completed my education I plan to sit for the CPA exam and start looking for a job.

# QUARTERLY ALL MANAGERS MEETING

The third-quarter Supervisors' Meeting was held in Waverly at the Waverly Area Veterans' Post. The meeting provided an excellent opportunity for the Executive Team to give progress reports on their initiatives for the year. Ad Hoc committees presented updates on projects such as employee recognition tools, community outreach strategies, and safety. Meanwhile, CFO Steve Brown thanked supervisors and teams for strong first-quarter financial results.

The day was packed with indoor & outdoor activities and provided a great opportunity for team building and team learning opportunities. Thanks to everyone for their participation and enthusiasm.





# \$500

## Sign-On Bonus



## Goodwill is Hiring!

From now until September 16th,  
get up to a \$500 Sign-On Bonus!

If you are referred by a current employee,  
they receive a Matching Bonus!

**Many Open Positions**

**Apply Online:**

**Visit [Goodwill.com](http://Goodwill.com)**



## Amazing Career Opportunities



## TECH TIPS FOR EVERYONE

We've compiled some of the handiest computer tricks you should be taking advantage of. The ultimate goal is to help you become more productive by shaving valuable seconds off your workflow.

You can copy and paste a paragraph using the original shortcut keys: **Highlight the paragraph you want to copy.**

Click Ctrl+C for copy (or Ctrl+X for Cut), and then click Ctrl+V for paste.

**Ctrl** + **C** = copy    **Ctrl** + **X** = cut

**Ctrl** + **V** = paste. This will paste whatever you have copied or cut.

### Did you know you can undo almost any action?

Ctrl + Z is the ultimate hot key, and for sure you knew about it already, however, note that undo doesn't just apply to typing. If you accidentally delete or move a file, you can hit Ctrl + Z to bring it right back to where it was (Ctrl + Y will redo whatever you undid).

**Ctrl** + **Z** = undo    **Ctrl** + **Y** = redo

**Windows** + **D** **Minimize all windows:** Sometimes you have a bunch of stuff running, and you want it all to go away so you can get to the desktop. Simply pressing Windows key + D will minimize everything you have up, which will save you some time pressing the minimize button for each window.





# MY JOURNEY THROUGH GOODWILL'S SENIOR LEADER PROGRAM

By Shawn Zweibohmer  
(Series Installment #2)

As you may recall from my last article, Goodwill Industries International, offers an excellent opportunity to develop higher-level leadership skills required for performance excellence through the Senior Leader Program (SLP). This program is a fast-paced, intensive six-month learning experience that provides opportunities to enhance organizational and teamwork skills. The SLP program is a blend of classroom, online, and applied learning. I have mixed emotions in the revelation I am over halfway through my “formal” part of this journey!

Since my last update, I have enjoyed a series of weekly “virtual” meetings with my project team; monthly leadership-coaching with peers and an advisor; provided formal project updates; and, completed a self-reflection paper, to name a few! This month, I want to share with you the exciting Capstone research project my team is working on – a fresh approach to professional development!

As companies of every shape and size adapt to an increasingly digital business environment, they need new approaches to professional development. In the competitive job market today, organizations have to constantly strive to provide training and learning opportunities. Employee learning is one of the most important and rapidly changing functions of HR today. Digital technologies, mobile apps, video, and the accelerating pace of work have reinvented what corporate education means. One approach, micro-learning, is highly adapted to delivering relevant doses of reminders of key skills or increasing performance while on the job. This approach offers an optimal variety and balance that keeps participants engaged throughout all phases of learning.

With this background information, our team has been tasked with investigating companies that provide digital delivery technologies and content in a micro-learning format to support professional development. Of course, it was first necessary to understand what other Goodwills were doing and how they were achieving their professional development goals. Our team has surveyed all member Goodwills throughout the United States and Canada. Currently, we are in the process of analyzing the data and conducting follow-up phone interviews. Our next step is to assemble the information, talk with potential software vendors that provide micro-learning and make our recommendation via a presentation in October to a panel of Goodwill CEOs. Our hope is this work can be utilized throughout the membership!

In closing this month, I want to share a few thoughts from my self-reflection paper. As a result of this journey, I will continue my leadership growth; be a mentor to others, and be a change agent with the organization to make each day better for all we serve! I look forward to sharing my next article with you and the results of our project! If you have any questions, please do reach out to me – I would love to share more of the story with you!





# HALLOWEEN COMES AT GOODWILL® ALIVE



THE  
ADDAMS  
FAMILY  
ONLY IN THEATERS  
OCTOBER



## GET READY FOR HALLOWEEN!

Goodwill Industries International has teamed up with MGM & United Artists Releasing for the release of the new animated movie, The Addams Family! Together, we're spreading the word that Goodwill is "THE PLACE" to find and build unique costume creations! More Halloween fun coming soon!

## AMAZING DONATION

Look at this fantastic donation that Goodwill Industries of Northeast Iowa, Inc. is privileged to be receiving! These collectibles and beautiful pieces will soon be available for sale in our retail stores. We are so grateful to Lee and the Country a la Mode Store in Aurora, Iowa! Thank you, this generous donation will go a long way in supporting our mission of providing job placement and training services right here in northeast Iowa!



## YOU SHOP. AMAZON GIVES.

Did you know? You can shop your Amazon account exactly as you always do, but with the added benefit of selecting Goodwill Industries of Northeast Iowa, Inc. as your charity of choice! AmazonSmile offers all of the same items, prices, and benefits of its sister website, Amazon.com, but with one distinct difference. When users shop on AmazonSmile, the AmazonSmile Foundation contributes 0.5 percent of eligible purchases to the charity of your choice. Especially for frequent Amazon users, this additional perk is a great way to donate effortlessly! Log on to [smile.amazon.com](https://smile.amazon.com) and support Goodwill Industries of Northeast Iowa, every time you shop.





# FEASIBILITY STUDY UPDATE

The fundraising feasibility study that is piloted by Amperage Fundraising has entered into the “Interview phase.” Important face-to-face interviews are being conducted to collect input from local business owners, community leaders, and the media. The study will include discovering how Goodwill is perceived in the community, and why Goodwill’s needs are so essential at his time in the organization’s history. Thank you to all of the Feasibility Committee members for volunteering your time and talents to this significant initiative.

Feasibility Committee Members: Lorie Davis – Committee Chair, Bob Brown, Bruce Coleman, Tim Peters, Heather Bremer-Miller, Star Rupe, Andrew Mauer, Sharon Samec, Margee Woywood, Chuck Rowe, John Vaughan, Paula TePaske.

**OVER**  
**3**  
**MILLION**  
**POUNDS**



**Year-to-Date**  
of household donations  
kept out of local IOWA  
landfills through  
Recycling & Repurposing.

**DONATE**

Your gently used  
items to Goodwill



**AND MAKE A DIFFERENCE**



**Goodwill Industries**  
of Northeast Iowa, Inc.

END