

1397 Non-Intensive Placement & Outreach

817 Court-Ordered Community Service

511 Skills Training & Work Keys

287 Summer Youth & Tennessee Promise

260 Competitive Employment

152 Families First

119 Work Adjustment

88 GoodGuides Youth Mentoring

49 Testing Services & Trial Work

44 Transition Services

32 Workfare & Linc

27 Senior Aide

VOCATIONAL TRAINING PROGRAMS

CERTIFIED NURSE ASSISTANT TRAINING

Provides four weeks of classroom instruction and two weeks of clinical experience necessary to prepare students to work as Certified Nurse Assistants (CNAs) and to pass the Nurse Aide Test (NAT) exam.

2017 CLASS SCHEDULE

Jan 9 - Feb 22	Jul 24 - Sep 6
Feb 27 - Apr 12	Sep 11 - Oct 25
Apr 17 - May 31	Oct 30 - Dec 13
Jun 5 - Jul 19	

CUSTOMER SERVICE TRAINING

Provides instruction needed to prepare individuals to obtain nationally-recognized certifications in their selected industry. Concentrations and certifications include Retail (National Retail Federation), Food and Beverage (ServSafe), Hospitality and Tourism (American Hotel & Lodging Educational Institute), and Office and Clerical (Word, Excel and Outlook).

2017 CLASS SCHEDULE

Jan 9 - Mar 1	Jun 26 - Aug 16
Mar 6 - Apr 26	Aug 21 - Oct 11
May 1 - Jun 21	Oct 16 - Dec 6

PRE-EMPLOYMENT TRANSITION SERVICES

Provides an array of opportunities for youth with disabilities ages 14-22 that are currently enrolled in high school to participate in career exploration activities, self-advocacy and job readiness training and post-secondary counseling.

BACK ON TRACK

Provides assessment, career planning, work experience, vocational training, and job placement assistance for young adults between the ages of 16-24. This program is part of the Workforce Innovation and Opportunity Act and is a collaborative effort between Goodwill Industries-Knoxville, Inc. and CAC Workforce Connections.

WORK ADJUSTMENT FOR ADULTS

Utilizes real-work experience to establish appropriate social behaviors and work habits necessary to successfully obtain and maintain competitive employment.

WORK ADJUSTMENT FOR HIGH SCHOOL STUDENTS

Allows individuals to meet the requirements of their Individual Education Plan and/or prepare for the Occupational Skills Diploma by participating in real-work experience while exploring various occupational areas and gaining general work-related skills valuable in any environment. A referral from a partnering high school is required.

VOCATIONAL EVALUATION

Utilizes computerized and traditional assessment methods designed to assess a person's vocational, psychological, educational, social and physical levels of functioning in relation to their interests in order to develop vocational objectives.

JOB PLACEMENT SERVICES

Assists individuals in preparing to enter the workforce through Job Readiness Training activities such as resume development and interview preparation. Provides assistance obtaining employment by bridging the gap between employers and program participants. Provides on-the-job support for the employer and employee for a minimum of 90 days.

SUPPORTED EMPLOYMENT

Offers continuous support and intensive training to individuals who desire to obtain and maintain competitive employment in the community. Supported Employment is a cooperative effort of Goodwill Industries and the Division of Rehabilitation Services.

WORK KEYS

Increases basic academic levels and assists with preparation for common standardized tests such as GED, ACT, and the SAT through the use of technology. Includes comprehensive work readiness assessments, basic skills training and social and life skills training.



3,783 people

served through vocational training and employment services in 2016.

Learn more at www.goodwillknoxville.org

ELIGIBILITY REQUIREMENTS

Goodwill Industries-Knoxville, Inc. serves all persons based on each individual's ability to meet certain eligibility requirements. The disability and/or disadvantaging condition may be physical, psychological, vocational, educational or social and must contribute to limiting the individual's vocational ability. Additionally, the following requirements must be met:

- Referral from an agency such as the Division of Rehabilitation Services, the Supplemental Nutrition Assistance Program's Employment & Training Division, local school systems, local Career Centers, or other such partnering agencies. Individuals desiring to participate in the Certified Nurse Assistant Training Program may self-pay and there is no referral process for the Back on Track program so long as other eligibility criteria are met.
- There must be reasonable expectation that the applicant could substantially benefit from the services provided and that the applicant will eventually obtain competitive employment.
- Applicants must be at least 16 years of age, with the exception of Pre-Employment Transition Services, where the minimum age is 14.
- Applicant must be mobile within the facility, be capable of taking care of personal hygiene needs, and be able to practice necessary precautions to prevent the spread of acute illness or communicable disease.
- Applicant must demonstrate his/her own desire to participate in the general employment and training process.



2016 BOARD OF DIRECTORS

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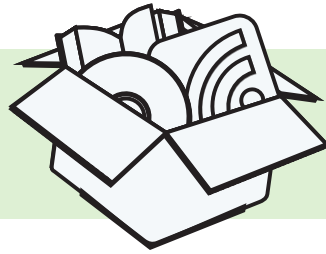
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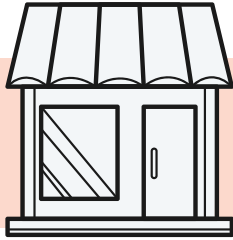
DONATE

Donations help people and the environment. Clothing, furniture and household goods like books, toys and dishes stay in use and out of the landfill.



Over 240,000 donations were given in 2016. That's nearly 10 million pounds of clothing!

840,866 people chose to shop at Goodwill in 2016.



SHOP

Find quality clothes and household items for the whole family at a fraction of regular retail price at Goodwill's 28 regional retail stores.

PROVIDE TRAINING

Proceeds from the sale of donated items directly support Goodwill's vocational training programs and employment services for individuals with barriers to employment.



Goodwill provided services to 3,783 individuals in 2016.

CHANGE LIVES

When given the proper training and support, individuals are able to obtain and maintain employment and contribute to their community.

We expect that the people who we helped find jobs in 2016 will earn over \$670,000 this year.



IN 2016, THE COMMUNITY GAVE TO GOODWILL

Sales to the public	\$7,707,733
Industrial & janitorial contracts	\$2,799,304
Interest & other income	\$551,380
Fees for employment & training services	\$498,898
Service contracts/grants	\$299,244
Community events	\$61,875
Foundations/contributions	\$33,101
United Way	\$2,303

*unaudited

GOODWILL GAVE BACK TO THE COMMUNITY

Salary to Goodwill staff	\$5,015,664
Rent and utilities	\$3,246,868
Payroll taxes and benefits	\$1,023,563
Wages paid to staff with disabilities	\$958,655
Supplies/services purchased	\$679,750
Depreciation (building/equipment)	\$672,424
Other operation costs	\$344,233
Transportation expenses	\$150,316
Telephone, postage and shipping	\$126,212
Capital equipment expenditures	\$88,823
Land & building expenditures	\$30,623
Board restricted operating reserve	(\$383,293)

*unaudited

OVER 20,000 VOLUNTEER & COMMUNITY SERVICE HOURS

28 STORES TO EXPLORE

Alcoa

145 N. Calderwood
865.984.5296

Bearden

5307 Kingston Pike
865.588.8567

Broadway

2041 N. Broadway
865.524.0245

Clinton

1115 Charles G. Seviars Blvd
865.457.4798

Cumberland Estates

5705 Western Ave
865.588.9181

Dandridge

1040 Highway 92S
865.397.4544

Emory Square

7623 Clinton Hwy
865.362.5065

Farragut

148 West End Ave
865.675.6470

Halls

7026 Maynardville Hwy
865.922.9114

Hardin Valley

11509 Hardin Valley Rd
865.200.5335

Harriman

1225 S. Roane St
865.285.9029

Jacksboro

2832 Appalachian Way
423.566.7411

Jefferson City

125 W. Broadway Blvd
865.475.6282

Lenoir City

758 Highway 321
865.988.8507

Loudon

1587 Highway 72 N
865.458.8800

Maryville

1703 E. Lamar Alexander Pkwy
865.982.2229

Maynardville

3049 Maynardville Hwy
865.745.1212

Morristown

2812 W. Andrew Johnson Hwy
423.587.9763

New Tazewell

511 Cross St
423.626.1909

Newport

452 Eastern Plaza
423.613.0815

Oak Ridge

695 Emory Valley Rd
865.272.5340

Oneida

18095 Alberta Ave
423.286.8737

Pleasant Ridge

5412 Pleasant Ridge Rd
865.240.4505

Rockwood

2325 North Gateway Ave
865.882.6952

Rutledge

7805 Rutledge Pike
865.828.5663

Seventeenth Street

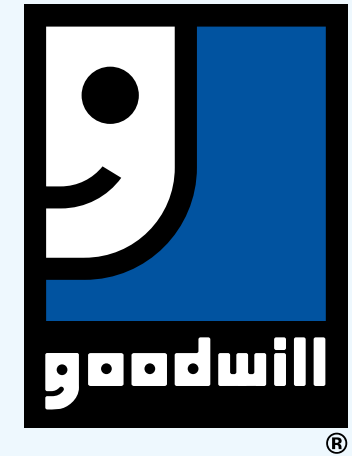
713 S. Seventeenth St
865.524.5995

Sevierville

539 Winfield Dunn Pkwy
865.453.0007

South Knoxville

4201 Chapman Hwy
865.573.3627



DONATE. SHOP. CHANGE LIVES.

2016 Annual Program Report
Goodwill Industries-Knoxville, Inc.



Our mission is to provide vocational services and employment opportunities for individuals with barriers to employment.

Your support makes our work possible.

Sales, special events and more at
www.goodwillknoxville.org

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