



# 2023

## ANNUAL REPORT

ALL THE

GOOD

WE DID TOGETHER!



## OUR MISSION

Changing lives and strengthening families by helping people reach their full potential through community-relevant job training, work experiences, and career services.



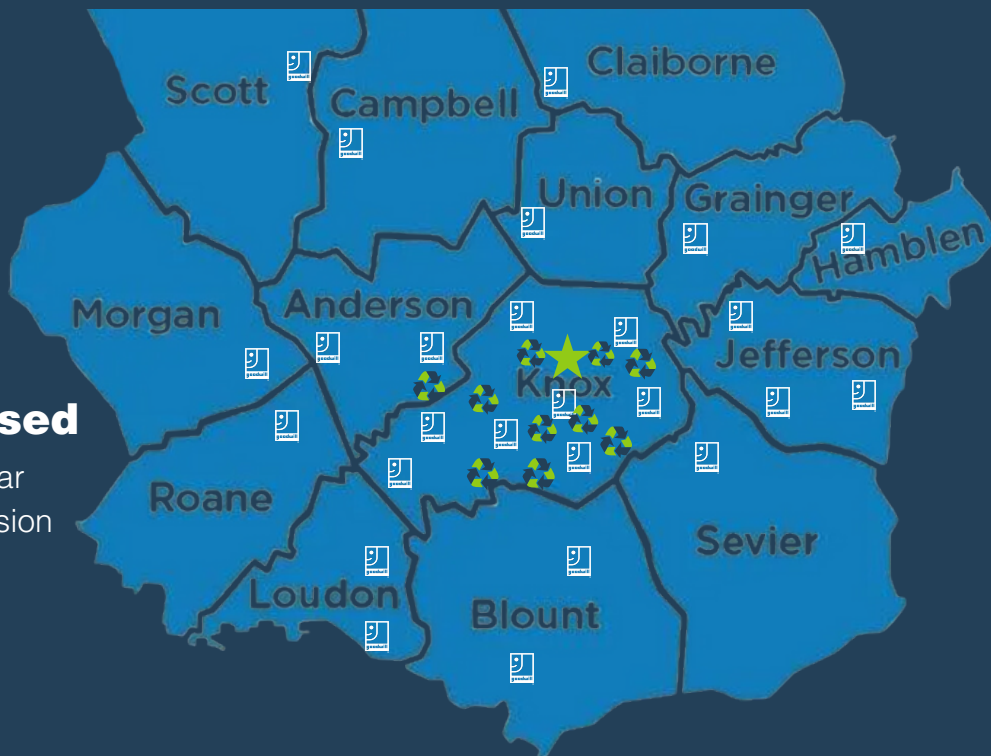
**1,608**

East Tennessee residents received training and employment services



### Mission Focused

86 cents of every dollar was spent on our mission



## WHO WE SERVE

We partner with people, in our 15-county service area, to support them on their journey toward self-sufficiency. By supporting our neighbors, Goodwill aims to create change and advance equitable access to career and personal development opportunities for all.



CARF is an international, independent, not-for-profit organization that accredits providers of services focused on the areas of aging, rehabilitation, behavioral health, employment, and child and family services. Its mission is to promote and ensure quality of service and care.

It's an important indication demonstrating a commitment to providing the highest standards of quality, service, and care.

Goodwill Industries-Knoxville Inc., takes great pride in being CARF accredited for the last 48 years.

# OUR PROGRAMS



## Work Adjustment for Adults

Paid work opportunities for participants to gain general work-related skills valuable in any environment. This program is ideal for individuals that have never worked, have been unsuccessful in work attempts, or are returning to work for the first time after acquiring a disability.



## Work Adjustment for Students

Paid work opportunities that expand general work-related skills valuable in any environment, while meeting the requirements of his/her Individual Education Plan. Students attend as part of their school day.



## Good Prospects

Funded by Temporary Assistance for Needy Families (TANF), to address an entire family using the 2Gen approach. The program focuses on assisting low-income families by helping parents reach their goals of achieving stability and self-sufficiency, thus improving the quality of their family life, while simultaneously educating parents in the overall welfare of their children.



## Digital Skills Training

Digital Skills Training offers an array of training programs designed to enhance the digital skills needed to compete in today's workforce. Through our Grow with Google grant for justice impacted individuals and Technical programs, we are able to offer Northstar Certifications in Basic Computer Skills, Internet Basics, email usage, Windows 10, Social Media, Information Literacy, Internet Safety, Creating a Resume, Job Searching, Applying Online, Microsoft and Google apps.



## Certified Nurse Assistant Training

The CNA program prepares students to sit for the Nurse Aide Training (NAT) State Certification Exam and become employed as Certified Nurse Assistants.



## Supported Employment

Provides job placement assistance, job coaching, and long-term support and retention services to obtain and maintain competitive employment in the community. Individuals must be referred by the Division of Rehabilitation Services.



## Job Readiness Training, Pre-Employment Transition & Job Placement Services

This program is typically offered in the following sequence: Job Readiness Training, Placement, and Retention. During Job Readiness Training, individuals are assisted in self-identifying barriers to employment and develop a plan for decreasing or eliminating those barriers so that employment can be obtained.

44

Families enrolled into Good Prospects



429

Individuals received digital literacy services



in-field placement rate for both Knoxville and Morristown locations



of Supported Employment and Work Adjustment employees were placed outside of Goodwill in community based jobs at an average wage of \$14.93/hour



of those supported employees retained their job for 90+ days



# OUR IMPACT IN 2023



**35** Janitorial and Industrial Contracts

**27** Retail Stores and Warehouse



## Offering Work Experiences To:

**49** Adult Participants

**27** Student Participants



**325+** Staff Members



**254** Disabled/Disadvantaged employees



**\$2,212,556**

Disability/Disadvantaged Staff Wages Paid in 2023

**4,132** Hours dedicated to staff personal and professional development training



**2,520,000** pounds of textiles were diverted from landfills

**41,564** pounds of metal were diverted from landfills



**230,936**

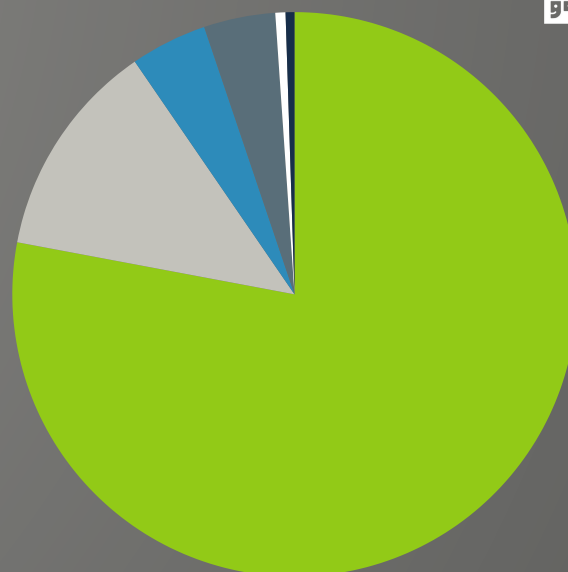
pounds of computers and electronics were diverted from landfills through our partnership with Dell Reconnect

# COMMUNITY INVESTMENT \*Unaudited



**\$14,634,171**

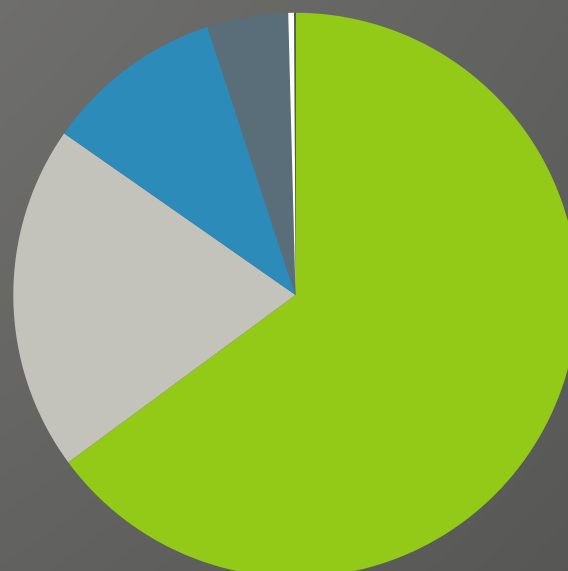
- Sale of Donated Goods \$11,408,321
- Commercial Services \$1,825,049
- Training & Placement Fees \$641,972
- Interest & Other Income \$599,544
- Corporate & Foundation Grants \$85,187
- Contributions \$74,098



# COMMUNITY REINVESTMENT

**\$14,634,171**

- Retail \$9,496,923
- Program Services \$2,898,541
- Support for Program Services \$1,498,793
- Future Mission Investment \$679,722
- Other Operation Costs \$50,905
- Community Events \$9,288



# 2023 BOARD OF DIRECTORS

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## Goodwill Success Story

### Ben



Ben was referred by his DRS Counselor, Tiffany Soza, for Work Adjustment training in September 2022. At the time of his referral, Ben was working at a local fast-food restaurant but wasn't getting many hours and was experiencing some difficulties on the job. The goal was to help him identify ways to work through common workplace issues in a more supported environment.

Ben was eager to improve his performance at work and attended the Work Adjustment program as much as he could around his work schedule. After a few months in the program, he was doing great in the program, but was unfortunately terminated from his job. He put all of his energy and effort into doing his very best in Work Adjustment and completed the program in late March 2023. Prior to completing the program, Ben worked with Goodwill staff to update his resume, practice interviewing and create an Indeed account. On his last day in the Work Adjustment program, staff assisted Ben submitting ten applications via Indeed to local restaurants as he loves to cook and has aspirations of being a chef one day. Ben received four immediate interview requests and attended three within one week. On March 29, 2023, he began working at Hardee's in Jefferson City as a Cook. Ben has successfully maintained this employment for almost nine months!

What Ben wants people to know about him and his job at Hardee's the most is, "... I'm thriving here. The Manager is extremely nice. They are very flexible in working with me and even though you can't see my disability physically, it is there mentally and has a big impact on how I do things."



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865.984.5296

## Hardin Valley

11509 Hardin Valley Road  
865.200.5335

## Maynardville

3049 Maynardville Highway  
865.745.1212

## Powell

7623 Clinton Highway  
865.362.5065

## Bearden

5307 Kingston Pike  
865.588.8567

## Harriman

1225 S. Roane Street  
865.285.9029

## Morristown

2812 W. Andrew Johnson Hwy.  
423.587.9763

## Rockwood

2325 North Gateway Avenue  
865.882.6952

## Broadway

2027 N. Broadway  
865.524.0245

## Jacksboro

2832 Appalachian Way  
423.566.7411

## New Tazewell

511 Cross Street  
423.626.1909

## Rutledge

7805 Rutledge Pike  
865.828.5663

## Clinton

1115 Charles G. Seviars Blvd.  
865.457.4798

## Jefferson City

125 W. Broadway Blvd.  
865.475.6282

## Newport

452 Eastern Plaza  
423.613.0815

## Seymour

11536 Chapman Highway  
865.223.7917

## Dandridge

1040 Highway 92S  
865.397.4544

## Lenoir City

758 Highway 321  
865.988.8507

## Oak Ridge

695 Emory Valley Road  
865.272.5340

## Sevierville

539 Winfield Dunn Parkway  
865.453.0007

## Farragut

148 West End Avenue  
865.675.6470

## Loudon

1587 Highway 72 N  
865.458.8800

## Oneida

18095 Alberta Avenue  
423.286.8737

## South Knoxville

4201 Chapman Highway  
865.573.3627

## Halls

7026 Maynardville Highway  
865.922.9114

## Maryville

1703 E. Lamar Alexander Pkwy.  
865.982.2229

## Pleasant Ridge

5412 Pleasant Ridge Rd.  
865.240.4505



**Shop our  
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[shopgoodwill.com/knoxville](http://shopgoodwill.com/knoxville)

## CONTACT US

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**Changing lives through job training, work experiences, and career services**

