



# Goodwill Glimpse

News from Goodwill Industries of Central North Carolina, Inc.

Volume 4, Issue 1

December 2010 - March 2011

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## Board of Advisors

**Robert J. Finley**

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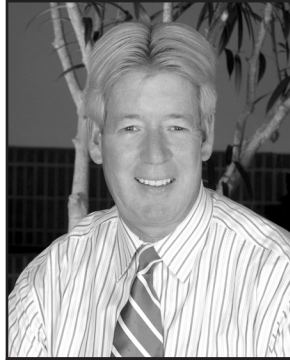
**Enola C. Mixon**

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**Donald E. Overman, CPA**

**James M. Powell, Esq.**

## Great Expectations



Richard J. Gorham,  
President/CEO

### Message from CEO

Given a moment to reflect on the organization's accomplishments, I am proud of the many employee groups making positive contributions enabling others to learn, train and become employed each and every day.

In order for Goodwill Industries to be effective in fulfilling its mission, each division has to work in concert realizing our audiences and stakeholders are large and broad representing a diverse population.

Assisting others transition into competitive employment is what we do, made possible through outstanding community and corporate support, evidenced by our growing retail venues and those seeking services through our community resource centers.

Accordingly, it is now time to renew our strategic plan that will guide our efforts over the next three year period. While this will take months to accomplish, it will provide the foundation that will guide the efforts of our governance membership and management personnel as we look to further service programming, identify needs and enhance collaborations with those that share our vision.

Our recent accreditation hearings and numerous audits suggest we are good stewards of the public trust. This reflects well on our growing work force that has increased 20 percent over the past three-year period. The current economic climate suggests many challenges, as well as opportunities for us to pursue and embrace.

I am confident of our capacities to shape and develop relevant programs, meeting emerging needs in the short term.

I am equally as confident our planning efforts will provide us a blueprint of the future and guide us to heightened efforts of services and programming, enabling us to provide expanded services to deserving audiences.



D. Ross Hamilton, Esq.  
Tuggle, Duggins &  
Meschan, P.A.

## Board Spotlight:

### D. Ross Hamilton, Esq.

We took a few minutes to speak with one of our newest board members, Ross Hamilton of Tuggle, Duggins & Meschan, P.A. Read what Mr. Hamilton had to tell us about volunteering as a board member for Goodwill Industries of Central North Carolina.

**Triad Goodwill: What was your perception of Goodwill before you began volunteering?** *Mr. Hamilton: A strong community enterprise that serves the less fortunate and special needs members of our area.*

**How has it changed since you started serving on the board?** *The breadth of service and reach of the organization to our community was unknown to me before my orientation by (President/CEO) Rick Gorham and other leaders of the organization.*

**How did you decide to serve on Goodwill's Board?** *I was asked to serve by someone I respect who was rotating off the board, but truly enjoyed his experience.*

**How does your professional experience help you as a leader at Goodwill?** *I have a lot to learn in this regard but hope that I contribute with my background as an attorney and employment law experience.*

**How do you hope to see Goodwill grow?** *Goodwill's ability to assist people to get back on their feet and become self-sufficient through employment is a tremendous gift to the individual and our community and sorely needed. Goodwill already does tremendous work in this area and any growth would be great for the Triad.*

## Service Spotlight:

### CARF accreditation demonstrates program quality

Goodwill Industries of Central North Carolina is proud to announce that the organization has been awarded a three-year term accreditation by the Commission on Accreditation of Rehabilitation Facilities (CARF). CARF accreditation demonstrates Goodwill's program quality, transparency and commitment to the satisfaction of persons served in the local community.



The accreditation was awarded after Goodwill voluntarily put itself through a rigorous peer review process in fall 2010. This review was done on-site (at the Corporate Office), under the supervision of a team to review policies and procedures being followed by Goodwill staff.

In the review conducted by CARF surveyors, Goodwill Industries of North Carolina received the following remarks, demonstrating the organization's strengths:

- Goodwill Industries of Central North Carolina continues to be a mission-driven organization that is dedicated to providing a high quality service in the areas identified for service delivery.
- Current and former board members have a high level of commitment to the organization and speak highly of the way the management staff and direct support staff members perform their identified duties.
- The facilities and resources are state of the art and offer the persons served options and resources that are dynamic and innovative.

Find Triad Goodwill online



## Contributors

### Individuals

Danny Joe Barber  
 Lacy & Lena Baynes  
 Terrence Bowman  
 Hayes Clement  
 Kay Driscoll  
 Alan Duncan  
 Sue Fannin  
 Robert J. Finley  
 A. B. Gorham  
 Lynn C. Haley  
 Jo Huddleston  
 Dorothy C. Jennings  
 Evelyn Jones  
 Lawrence Keiner  
 Paul L. Leonard  
 Lydia C. Ligon  
 George Lockhart  
 Hugh Love  
 Kim McCarthy  
 James & Sylvia Merritt  
 Mr. & Mrs. Eugene Merryman  
 Enola Mixon  
 Earl Moore  
 William & Michelle Morgan  
 Richard Oliver  
 Barbara Palmer  
 Martha Riddick  
 Vilma Roberts  
 Jennifer Schaal  
 Deborah Stephenson  
 Maggie Stout  
 Ernestine Taylor  
 William & Betty Taylor  
 Charles L. Weill Jr.  
 Lauren & David Worth  
 James York  
 Charles P. Younce

### Organizations

Carolina Case Management & Rehabilitation Services  
 Citi Cards  
 General Medical Group, Inc.  
 George Norman Endowment  
 Global Education Services, Inc.  
 Greensboro Civitan Club  
 Margaret Earle Endowment  
 The Human Race  
 State Employees Combined Campaign

To support Goodwill by making a monetary contribution, visit [www.TriadGoodwill.org](http://www.TriadGoodwill.org) and click "Donate Now."

## 2010 Highlights

Goodwill Industries of Central North Carolina is always growing and expanding, and 2010 was a year of great work within the community.



### Highlights include:

#### Expansion of the Rockingham County Resource Center

Opened in the Fall, this expansion was an opportunity to strengthen the existing partnership with Rockingham Community College to provide advanced education classroom space. Classes include medical billing, medical coding, nursing assistant, pharmacy tech math, and medication aide.

#### Consumers Served & Job Placement Rises

With a difficult economic climate, Triad Goodwill continues to reach local residents facing barriers to employment. In 2010, Goodwill helped place an estimated 1,675 people into jobs, therefore contributing more than 22.6 million dollars to the local economy. In addition, Goodwill served almost 10,000 residents with use of computer labs, networking rooms and job skills classes.



#### Greensboro Gets a New Store

In September, ground was broken for a new store on Elm Street (at Pisgah Church Street). The new freestanding retail store will offer shopping, a place to donate unwanted goods, and for the first time, a Learning Center. The lab will provide another resource for those job searching.

#### Environmental Efforts Continue

Through our donation centers, Triad Goodwill takes gently used items for resale in our Retail stores. Items that don't sell have to be moved from the sales floor to make room for new (and sometimes seasonal) merchandise. If items don't sell, we definitely don't want them going into the landfill. As a result, our salvage center recycled more than 3.2 million pounds of goods. These items are kept out of the landfill and generate revenue for Goodwill.





Goodwill Industries of Central North Carolina, Inc.  
1235 South Eugene Street  
Greensboro, NC 27406

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### Inside this Issue

Message from the CEO, pg 1  
Service Spotlight, pg 2  
Board Spotlight, pg 2  
2010 Highlights, pg 3

## Shop and Donate at Goodwill

### Archdale

10102-G South Main Street  
(336) 431-6021

### Asheboro

1064 East Dixie Drive  
(336) 629-5955

### Burlington

2320 Maple Avenue  
(336) 228-0635

2129 North Church Street  
(336) 229-5872

### Eden

303 East Arbor Lane  
(336) 623-5600

### Greensboro

1421-C East Cone Boulevard  
(336) 621-4959

3739-A High Point Road  
(336) 294-2033

1235 South Eugene Street  
(336) 275-2150

3921 Battleground Avenue  
(336) 545-1212

### High Point

1145 East Lexington Avenue  
(336) 883-1257

5301 Samet Drive  
(336) 882-3772

### Madison

610 Rockingham Square  
(336) 548-2481

### Mebane

598 Deerfield Trace  
(919) 304-8890

### Randleman

101 Pointe South Drive  
(336) 495-5020

### Reidsville

1551 Freeway Drive  
(336) 637-1005

### Yanceyville

2246 NC Hwy 86 N  
(336) 694-1200

Written and edited by Deanna Miller and Chris Gorham.

We welcome your comments and suggestions (336) 275-9801 or dmiller@triadgoodwill.org