

# Inside Voices

**IN THIS EDITION:**

Goodwill Week	1
Unsung Heroes	2
Safety Pays	3
What's Your Name?	4

**Goodwill Graduations**

**Goodwill Allied Health Care Certified Nursing Assistant**

Spring Graduation  
Thursday, June 19  
Summer Graduation  
Friday August 1



**Project MOVE Graduations**

Friday, May 30  
Friday, July 25  
**Next Issue, May 23**

***More Years of Service Pictures and Hearty Congrats!***



**Graduate of the Year, Unsung Heroes Celebrate**

Mary Fernandez, Goodwill's Graduate of the Year, addressed a full house at Goodwill's General Assembly this past Monday in celebration of Goodwill Industries Week. Among those in the audience was her classroom instructor Jackie Petty-Wright from Goodwill's Project M.O.V.E. Customer Service Training Program.



*Proud Moment for Mary's instructor Jackie Petty-Wright, who is the instructor of Goodwill's Project M.O.V.E. Customer Service Training Program.*

"The training prepared us to work with people from all walks of life and those with special needs," said Mary. She uses those customer service skills everyday at her job at the Hallmark store in the Lakewood Mall.

Working in the greeting card section of the store, she says she assists some 40 to 50 customers a day. "I work with a great number of customers who are seeking cards for different personal experiences. Some want a sympathy card, others a birthday and some a wedding card."

"Project M.O.V.E.," she said, "is an excellent program and I obtained the skills for a lifetime. They teach you very good work ethics and people skills." She added that if you work hard then you can do anything, and for Mary it is true. Next month will mark her one year anniversary at Hallmark.

**A New Nesting Place For **



When I first came to Shopgoodwill, it was only Elsie trying to handle all of Production and run Shopgoodwill by herself. I was brought on board and happily put in this area which we called our home. Needless to say after we brought in 2-full time packers and 3-more posters we got a little crowded.

We were so happy to move out of our tiny space, once used as a storage room, and into our new spacious place. We now have a large, more organized staging area for shipping and packing; a large office which holds 6-posters very comfortably; 3-photo rooms with all kinds of up to date gadgets; and a large office for Elsie. Now I'm proud to say that I have my own office. Also included with this move, we have 2-new computers (badly needed) and 2-new cameras (also desperately needed).

Let us not forget that Target processing was also part of this move along with us getting some new neighbors from Livewire, Debbie Headley and Anita Austin. Oh by the way, guess what the old Shopgoodwill office is being used for again? If you didn't guess, STORAGE.

*Teri Leyva , Production Assistant*

## Job Openings

Goodwill encourages qualified employees to seek promotional opportunities or career changes at Goodwill. Eligible employees may apply for promotion and or transfer to all openings and will be given the same consideration as applicants from outside Goodwill.

To be eligible an employee must have been employed by Goodwill for a minimum of 90 days and have had no disciplinary activity of any kind within the preceding 6 months.

Applications for promotion and or transfer can be obtained from the H.R. Department and must be submitted to the employee's immediate supervisor and sent to the Division Director for approval.

## Current Openings

Assistant Store Manager

Sales Associate/

Material Handler

Store Manager

Switchboard Operator

## Employee Referral Program

Employees are encouraged to recommend individuals for employment. Goodwill's "Employee through Employee" Referral program equals \$50 for Staff. To learn more contact our HR Dept.

## Singing The Song of Praises for Our Unsung Heroes



*(left to right, front row):* Bobby Calderon, John Perez, Lorenzo Davis and David Rodriguez; *(back row):* Benny Ceaser, Maurice Foster, David Scott, Tyrone Guest, and Red, or Ted Yarberry. Also, *(not in picture):* Ebony Cheatham, Anthony Alexander, Frankie Gayle, Carlos Izquierdo, Christopher Luke, Francisco Mijares and Scott Miller.

They've been called the **MEN IN BLUE**, the **BLUE MACHINE**, but we just call them Goodwill's Unsung Heroes.

The **Men On The Dock**, who lift, carry, transport, collect, and place in order all the goods that flow from our donation stations, and stores into our trucks. These are the guys who make the Goodwill goods go around. They were recognized as our Unsung Heroes at Monday's General Assembly.

Thanks for all you do, this Unsung Hero Award is for you.

## How I Came to Be A Life Long Goodwillian, Anne Wilson, 30 Years of Service to Goodwill



Anne's trek to Goodwill began at Penn State, where she was studying to be a speech therapist. Her skills set, she discovered, was helping individuals in the social work area, and changed vocation to (what was then a new field) Rehabilitation Education.

Her first steps into a Goodwill was at the Harrisburg, PA Goodwill, then a few years later, at the Goodwill in St. Paul, MN; and sometime later to sunny California at the (our name at the time) Wightman Memorial Goodwill in Long Beach.

"That brings me to the here and now," said Anne, who is pictured with Janet McCarthy-Wilson at Monday's General Assembly. "What I found in all

three of the Goodwills, and especially here, is the feeling of being comfortable. That is very important to me. That feeling of being comfortable is due to the people, all of you here who were so generous with your congratulations and hugs on Monday. It meant a lot to me. You are all great—and comfortable—to work with.

"It is also very gratifying to see how this Goodwill has grown and changed with the times, not an easy thing to accomplish, but it is being done as the new programs reflect.

"Thanks again to all of you...my comfortable co-workers! And, the plant is beautiful, sitting near our living room window."

*Anne Wilson, Employment Services Representative*



IT Corner

More tips on Outlook, Part Two

"Re:"

Stands for reply or response. If you type in the subject box "Lottery" and send it out, the recipient who clicks the reply command will see in the subject line "Re: Lottery". This is to show you that the message was replied. Also, in case you wondered, there is no reason or need to type in the abbreviation Re: as it is done automatically. All of the recipients in the To: and CC: boxes retain the names and you can modify as you see fit.

"Fw:"

When you see this in the subject line of the message, it stands for forward. It tells you that someone has clicked the forward command and has been sent to a different recipient. You can type in the recipient's name in the To: and CC: as you see fit. Again, the word "Fw:" appears automatically.

Until next issue, Happy clicking

To See the Whole Picture, Turn Page to the Left

First Quarter Safety Award Winners

We had 224 winners. 12 out of 16 Teams will be receiving the \$15.00 Gift Card to Target.

The winning teams are:

- Team 1** Custodial, Facilities & Compliance
- Team 2** Outsource
- Team 4** Haw. Gard. & Torrance
- Team 5** Norwalk, Workforce
- Team 6** Production, Compton
- Team 7** Redondo, Wilmington
- Team 8** Lomita, Finance & IT
- Team 9** Paramount, Carson
- Team 10** Trans. (Dock Workers)
- Team 11** Trans. (Truck Drivers And Helpers)
- Team 12** Live Wire/ ADC
- Team 16** Atlantic, PCH

Congratulations to all the winners.

Christina Gallegos  
Risk Management Specialist





The Employee Assistance Program (EAP) is here for you. You



or your family members can use EAP for Grief and Loss, Emotional challenges, Stress management, Marriage and Family conflict services.

It's easy to reach them and it's **Confidential**. Their toll free number is **800-977-7287**. You can also send them an email at [askaffinity@acieap.com](mailto:askaffinity@acieap.com).

Access to a computer? Surf the Net at <http://www.affinity-online.com>. Our user name is: **good** and the password is: **aci**

**Editorial Staff**  
**Editor**

Richard Guiss

**Assistant Editor**

Anita Austin

**Contributing Writers**

Anita Austin

Teri Leyva

Anne Wilson

Janet McCarthy-Wilson

*"Inside Voices" is a publication produced by the Public Relations & Development Office of Goodwill Serving the People of Southern Los Angeles County. For article submissions or story ideas, please email [rquiss@goodwillsolac.org](mailto:rquiss@goodwillsolac.org).*



Winning through Work

Goodwill Industries  
Week 2008  
May 4-10

## What's in A Name? Inquiring Minds Want to Know

### And you can tell us.

We are in search of a name for our Document Destruction (Shredding) business, and I would like you to submit names for our new service. If your name is selected, you will receive **\$200** for your creativity.

### How to submit your suggestions:

You may drop your ideas in the suggestions box, located across from the cafeteria; *or*

You may fax your suggestions to my attention @ 562-436-4315; *or*

You may mail in your suggestions to my attention (address below).

We need your winning name **on or before May 31, 2008**. Remember to include your name on your submission - and please **PRINT** (some of you have very flashy signatures - but if we cannot read it, we will not know who to write the winning check to).

*Janet McCarthy-Wilson*

Janet McCarthy-Wilson  
President/CEO

Goodwill, Serving the People of Southern Los Angeles County  
800 West Pacific Coast Highway  
Long Beach, CA 90806

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## Some of What Is Happening Around Goodwill May & June

### Retail Operations

June 3 (Tuesday) Goodwill Store Mgr Meeting

June 15 (Sunday) Father's Day

### General

May 4 – May 10 National Goodwill Industries Week

May 11 (Sunday) Mother's Day

May 15 Goodwill Board of Trustee Meeting

June 3 (Tuesday) Safety Committee Meeting

**May 26 (Monday) Memorial Day**

### Workforce & Development Programs

May 14 (Wed.) 3rd Annual Southern Los Angeles County Job Fair

9AM to Noon at the New Philadelphia AME Church, Rancho Dominguez

May 30 (Friday) Project MOVE Graduation

June 19 (Thursday) C.N.A Spring 08 graduation

June 30 (Monday) Project MOVE first day of classroom training