

Inside Voices

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Spring 2008 C.N.A. Training Class Graduates



One of the largest class enrolled in Goodwill's Allied Healthcare Certified Nursing Assistant Training Program (C.N.A.) took to the podium to receive their graduation certificates.

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Front row left to right: Maria Alexander, Deborah Thomas, Esmerlada Jimenez, Monique Soto, Erica Quintero, La Keishia Carter, Manisha Panesa, Marisol Green. **Back row (left to right: sitting down):** Angela Garcia, Tandy Fink; **(standing back window):** Tanisha Cruz, Denise Spruce, Brittany Johnson, LeQuisha Haskins, Richard Samedra and Gemma Darrough.

Goodwill Graduations

Goodwill Allied Health Care Certified Nursing Assistant

Summer Graduation
Friday August 1

Project MOVE Graduations
Friday, July 25

Next Issue, July 3

Friday, July 4 Holiday!

Last Chance to Sell at Goodwill: Take It All

By Jocelyn Gomez



Working at Last Chance, from **left to right (top):** Daniel O'Brien, Antonio Rosales, Marlene Miranda and Fred McTaw. **(bottom)** Angel Walkington, Terry Winston, Dorian Warmesley, Gloria Sanchez Norma Padilla and Rafael Colima

If it didn't sell at the stores, it will sell at Last Chance. Last Chance is a store within the Commercial Operations Division with the purpose of selling everything that didn't sell at the Goodwill stores: a *Last Chance*.

At the Last Chance warehouse, clothes are sold either by the pound or containers which are sold to the highest bidder. There are two actual biddings a day, one starting at 8 a.m. and the other at noon. Containers are auctioned off "as is."

Manager of Last Chance, **Gloria Sanchez** said that the busiest day of the week is Monday. Many customers come from Baja California, Mexico to buy clothes, shoes, furniture, toys, etc. and they sell them at their own thrift stores back home.

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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 your HR Dept.

Featured Success Stories in Goodwill's Report

Editor's Note: This week our 2007 Annual Report to The Community ran in the Press Telegram, Daily Breeze, Manhattan Beach Reporter and the PV News. Highlighting our accomplishments, financial results, success stories and articles on our partners. The two stories included in this edition of Inside Voices were featured in our 2007 Annual Report to the Community.



Hard work and commitment to succeed are qualities Rhiannon Acree, RN, President of Cambrian Homecare seeks in her employees. Being a home healthcare professional also requires a disciplined work ethic.

Domonique Edison, a graduate of Goodwill's Allied Healthcare Certified Nursing Assistant Training (C.N.A.) program, is one of those highly qualified members of the healthcare workforce. Domonique, 20, and a single parent, is a Nurses Assistant at Leisure Courts.

While she is taking it one step at a time, she plans to apply to the County of Los Angeles as a Nursing Attendant with the Sheriff's Department, where they provide her the opportunity to continue her education for a Licensed Vocational Nurse.

She enrolled in C.N.A. because she wanted to enter the healthcare field and this program was an opportunity for her to take that step. C.N.A. is an 18-week program, split into two sessions: 9 weeks of classroom instruction and 9 weeks of clinical training and preparation for testing.

"Everything was new to me," she said. The most challenging part was the Red Cross certification test. "They would select three skills and you would have to go to each station and perform that task," said Domonique. "I was nervous. I wanted to make sure I did it right and pass the first time."

Last Chance continued from page 1



Other customers are from the Southern California area and they also have their business at the swap meets. **Marlene Miranda**, Security Guard for Last Chance, said she believes this is a good thing Goodwill does, because it helps the community by helping themselves and others, selling items in good conditions at a low price.

The items that do not sell are wrapped in a bundle and are recycled, said Sanchez. Cardboard boxes left from the sell are also recycled.

Those who make all this process work and run smoothly are: **Ramon Prado**; forklift driver **Antonio Rosales**; cashier **Angel Walkington**; material handlers **Norma Padilla**, **Terry Winston**, **Dorian Wamsley** and **Rafael Colima**; and bailers **Fred McTaw** and **Daniel O'Brien**.

Last Chance is the last place where all the items from the Goodwill stores go to be sold, and if it does not sell there, then it is recycled, but everything must be used.

Thanks for all you do.



My name is **Jocelyn Gomez**, 21, born and raised in Bakersfield, Calif. I am a student at Cal State Long Beach pursuing a degree in journalism and another in Spanish.

My parents immigrated to the U.S from Mexico in the 80s. I am the youngest and the only girl of the three children in the family. I am also the first in my family to go to college.

I am an intern at Goodwill hoping to learn and practice how to help the community, and bring voices to the hard-working people we don't see, through writing.

Initially, I didn't know what to major in or what to do with my life in general.

Then I joined an organization on campus called La Raza Student Association, which focuses on helping communities and empowering one another. Through this organization, I saw the many problems society faces, and I found myself with a moral responsibility to help deal with some of these problems.

But how do we do this if not by knowing what are the problems, and who faces them?

My solution was by writing about them and make them public.

I also enjoy literature and history, so I chose to major in Spanish as well. This major will also help me get into the Spanish news media, and write for papers like La Opinion, or any up-in-coming newspapers or business that need a newsletter editor. As long as my career is about reading, writing and learning every day, I'll be happy. I hope to meet and talk to many of you. Adios.

Alltrade Supports Goodwill's Supported Employment Program



From left to right: Mas Egawa Master scheduler, David Caldwell, Whse Mgr, Scott Huntress VP of Operation, Jose Torres Production Mgr.

Last year marked the 21st year Alltrade has provided a supported employment host site for Goodwill clients with developmental disabilities. This program, designed to fill an employment niche for local businesses, gives Goodwill's participants an opportunity to work and earn a paycheck. While they are Goodwill employees and a Goodwill Job Coach works along with them, Alltrade has brought them into the mainstream of the company's workforce and they are included in all the company's events.

"Goodwill's participants meet a significant need in our warehouse operations," said Mas Egawa, Master Scheduler for Alltrade. "The team fulfills time sensitive assembly and production-related tasks that we would otherwise have to send outside," said Mas.

Goodwill's crew repackages or assembles a variety of products ranging from hand tools to automotive specialty tools. "Having the Goodwill participants here allows us to plan an efficient and productive work schedule," said Mas. "We are in the business to make money and Goodwill is an asset in keeping quality high and costs manageable."

Goodwill's staff also provides Alltrade with the flexibility to handle short notice job orders from clients. "Sometimes a 24-hour turnaround is needed, but without the workforce in house we would have to pass on that job, because sending it out would be too costly or would not allow us to complete it in time," said Mas.

Goodwill's Supported Employment program is also meeting similar needs for other like companies in the Southern Los Angeles County area.

Certified Nursing Assistant Training Grad continued from page 1

The program provides classroom, clinical training, and prepares students to qualify to take the State of California Certified Nursing Assistant exam or other healthcare related tests. Accredited units may be earned toward the LVN and RN programs at Long Beach City College and at California State University at Long Beach.

Sponsored by the United Way, Long Beach Community Foundation, St. Mary Medical Center Foundation, Goodwill Board of Trustees and in partnership with the County of Los Angeles, Long Beach Regional Occupational Program and the California State University Long Beach nursing program, this course opens the door to a career in the healthcare industry.

This program is open to low income youth, between the ages of 18-to-21, who live in Long Beach or Signal Hill and to low income residents who live in southern Los Angeles County. An entry eligibility criterion does apply for the CNA training: no felonies; must have an 8th grade reading and math level; be a resident of Southern Los Angeles County; and must be 18 years of age or older. Financial assistance is available.

For more information, contact LaVont'e Jackson at (562) 435-3411, ext. 277.



The **Ralphs and Food 4 Less** Community Contributions Program donates a percentage your purchase to Goodwill.

The monthly qualifying purchases per household are: *Up to \$200: 1%; Between \$200.01 & \$350: 2%; Between \$350.01 & \$500: 3%; Over \$500: 4%.*

The Food 4 Less, unlike the Ralph's Club Card, is **NOT a discount card**, but when used at the checkout stand every time you shop, a percentage of your purchase will be donated to Goodwill. Those of you who would like to register a Food 4 Less card, please see **Sola Fa'atulu** or **Richard Guiss**, and we'd be happy to sign you up via the Internet. It takes just seconds.

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Buying On-Line? Think Shopgoodwill.com



- Beautiful Stained Glass Art Framed; \$133.00*
- Vintage Kay Acoustic Guitar; \$151.00*
- Child's Suzuki Copy Of Antonius Stradivarus Violin; \$115.67*
- L@@k! Bronze Mantel Clock w/Figure-Germany; \$106.00*
- "Sansone" Long Thin Org Impressionist Oil Signed; \$140.69*
- Beautifully Framed Oil By A.De Vity; \$227.26*
- Vintage Xmas Tree Brooch w/Crystals; \$22.32*
- Black Squier Duo-Sonic Electric Guitar By Fender; \$146.00*
- Unique Silver Ring w/Amber Center Stone Size-9; \$61.00*
- Vintage Jeweled Crown Brooch Trifari; \$74.82*
- Woven Coach Bag With Metallic Trim; \$120.00*

Nikon D40/AF-S DX Nikkor 18-55 f/3.5-5.6G; \$379.99

Fairytale Halter Top Wedding Dress Size-6; \$102.47

Hampden 1913 Molly Stark Gold Filled Pocket Watch; \$99.95

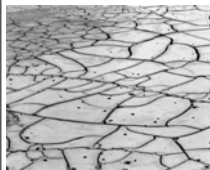
Another one of those unusual pieces that you would never know would be worth anything (pictured right) looked like an old plastic bangle but in fact it's made of an old material we call Bakelite and it sold for about \$45.00



Thanks to all who have helped us by putting these unusual pieces away and taking the time to send them to us.

Teri Leyva, Shopgoodwill

Drink Plenty of Water; It's going to be Hot, Hot, and Hot



Since weather forecasts predict peak temperatures to be in the mid to high 80's from today through Saturday, June 21, this is a reminder for all employees and their families and friends to play it safe and protect themselves from heat-related illness. The elderly, people with chronic illnesses and infants and young children are at greater risk for heat related conditions, however everyone should take the following precautions to reduce the risk of heat exhaustion:

- Remain hydrated by drinking water before, during, and after outdoor activities;
- Take frequent breaks while working or playing outdoors;
- Wear loose fitting, light clothing; wear a hat if you'll be outside;
- Drink plenty of fluids, but avoid beverages that have caffeine or alcohol;
- Plan strenuous outdoor activities for cooler parts of the day; limit time outside during peak heat;
- Pace physical activities, starting slowly and picking up the pace gradually;
- Seek air-conditioned environments during peak heat at stores, malls, theaters, etc.
- Check on frail elderly or home-bound individuals to make sure they are not affected by the heat;
- Move to a cooler location at first sign of heat illness (dizziness, nausea, headaches, muscle cramps); rest and slowly drink a cool liquid;
- Never leave a child or pet in a parked car or asleep in the direct sunlight;
- Make sure pets have plenty of shade and water to drink.