

**OUR
CHOICES
GUIDE
OUR
JOURNEY**

Hope encourages maturity and continuity and accountability

Building hope creates choices where none existed before

How can each one of us become responsible for creating hope?

GOODWILL INDUSTRIES®

OF THE CONEMAUGH VALLEY, INC.

Serving the six-county area of Bedford, Blair, Cambria, Huntingdon, Indiana, and Somerset

OUR VISION:

Individuals and families with employment barriers in our region will become employed, self-sufficient, and integrated into the community.

OUR MISSION:

To empower individuals and families with employment barriers to achieve their fullest potential in the community through work services.

OUR VALUES:

Respect: The recognition of basic human rights and dignities of all people.

Learning: The recognition, acceptance, and development of individual abilities.

Stewardship: The provision of quality goods and services.

Ethics: Operating with integrity in all areas.

OUR SERVICES:

Workforce Development - Career development, job-skills strengthening, résumé development and preparation, interview preparation, job shadowing, and paid work experience

Community Employment for People with Disabilities - Extensive training, job placement, and employment services to individuals with physical, mental, or developmental disabilities

Employer Services - Employee screening, training, and hiring programs; subsidy programs, on-the-job training; tax incentives; onsite employee workshops; and disability awareness training

Recovery and Community Integration Programs - State-licensed psychiatric rehabilitation and peer support services to help those with mental illness improve skills in the living, learning, vocational, and social environments

Retail Operations - Major venue for workforce development services for those with barriers to acquire work histories and develop positive work habits that transfer to other industries

Commercial Contracts - Cost-effective outsourcing options in areas of custodial services, document imaging, and light assembly



BUILDING HOPE ... CREATING CHOICES ... GUIDING FUTURES!

GoodGuides™ Mentors Empower Youth

New in 2009, Goodwill Industries of the Conemaugh Valley (GICV), Inc. was one of 56 Goodwill member agencies in 38 states selected to facilitate a new, federally-funded mentoring initiative. **GoodGuides™** is funded through a grant from the U.S. Department of Justice, Office of Juvenile Justice Delinquency Prevention, and the American Recovery and Reinvestment Act.

The program, which kicked off in January 2010 in collaboration with The Community Foundation for the Alleghenies Intervention Plan, targets youth between the ages of 12 and 17 from Cambria, Bedford, and Blair Counties who are at-risk for dropping out of school, facing legal troubles, or are at risk for delinquency due to issues such as abuse, disability, drug or alcohol dependence, or gang membership. GICV has already recruited and trained 50 volunteer mentors who will work to engage youth in promoting career development and life skills.

"My motive as a mentor is to introduce to these young people the concept or idea that they are entitled to higher education," Alan Cashaw explains. Cashaw returned to Johnstown after retiring from a 35-year career in the chemical engineering field.

An office manager and mother of two, Jennifer Sukenik was compelled to become a GoodGuides™ mentor in hopes of positively impacting a child's life. "I hope to help these kids gain confidence in themselves and make them realize there is someone out there who cares," she says.

The three-phased program, which also relies on collaborating referral agencies to identify at-risk youth, includes one-on-one, small group and peer mentoring—a time commitment that can easily be adapted to fit into anyone's busy schedule.

GICV Receives BEACONS of Employment Excellence Grant for Professional Development, Educational Workshops

Over the past decade, the concept of **Supported Employment** has turned the tables on what had been the predominant method of employment training for individuals with mental illness or disabilities—you train, then you place. At GICV, Supported Employment—you place, then you train—has restored a level of choice to individuals that was not there in years past. Today, employment counselors work with individuals to determine what in their life experiences will make them good workers and what skills they have to support their efforts in the workplace. Then, counselors help people go after the jobs they are interested in.

In 2009, GICV received a **BEACONS of Employment Excellence** grant to further develop Supported Employment with targeted professional development for GICV employment counselors, training workshops for other providers of mental health services and a program and panel discussion for consumers of mental health services and their family members to assist them in overcoming fears about entering the workforce. The Department of Public Welfare and Medicaid Infrastructure-funded grant extends through June 30, 2010.

2009 ACHIEVEMENT AWARD WINNERS

2009 Worksite Appreciation Awards

GICV extends many thanks to our 2009 Worksite Appreciation Award recipients. The **Redevelopment Authority of Cambria County (RACC)** and **Johnstown Housing Authority (JHA)** provided exceptional learning experiences for a combined 44 YouthBuild Johnstown participants last year. We are deeply grateful to RACC and JHA for their dedication and immensely proud of the young people they inspired.

Rebecca (Becky) L. Sossong — "Good morning," **Becky Sossong** calls to customers entering Walmart in Ebsenburg. "Have a wonderful day."

And why not? Becky will. At 23, standing on her own two feet and sporting a bright and cheerful smile for any and all she greets, Becky continues to beat the odds from a severe traumatic brain injury that nearly claimed her life at age 12. An ATV accident in the summer of 1999 thrust her into a

coma. She was unresponsive for months, and doctors gave her family little hope that Becky would survive. At best, her mother Kim was told that her once athletic, outgoing daughter would never walk or talk again. Amazingly, Becky proved everyone wrong.

"Slowly but surely she kept progressing and overcame one hurdle after another. She came home in a wheelchair and with a feeding tube. Today, she can eat by herself. She still wears a brace on one foot, but she talks like crazy—sometimes, too much," Kim Sossong laughs. "She's come a long way."

Honored as a GICV 2009 Achievement Award recipient, Becky continues to master new skills at a paying job she has held at Walmart for two years, in large part due to on-the-job support from job coaches through GICV's **Community Employment Services**.

"My role is to help her have a better job experience," explains Katie Frantz, who has served as Becky's job coach for the past 6 months. "I prompt her as needed to keep the flow of customers moving. When there are returns, I help her hold the scanner or pull off stickers. In all reality, I don't do all that much. She does it all."

Becky continues to undergo therapy. She has permanent physical limitations, impaired speech, and struggles with periodic headaches. Still, Becky's outlook on life is nothing short of inspiring.

Asked why helping people as a Walmart greeter makes her happy, Becky answers simply, "Because I'm alive."

Dale Murphy — **Dale Murphy** Dale Murphy enjoys the good-natured banter among co-workers at GICV's Altoona Goodwill store, particularly when it comes to football.

"Dale is not a Steelers' fan, so he'll come into work after the Steelers lose a game and tell everyone how his team is doing. He likes to tease," chuckles Sharon Richey, store manager.

Dale, 27, is a man of many interests. He loves sports and gospel music, enjoys good food, and was a client, turned employee, of GICV. Dale was born with Down Syndrome. He came to GICV in 2002 for **Transition to Work Services**. Two years later, he was hired as a production associate at the Altoona store and works an average of 20 hours per week. He has since been able to price and display books and is preparing to learn a new, more high-tech book scanning system.

"Sharon's going to teach me," Dale relays excitedly about the impending challenge.

For his tremendous growth personally and on-the-job, Dale was named a GICV 2009 Achievement Award recipient. Although Dale continues to reside with his parents, his experience at Goodwill has enabled him to develop greater independence and set and reach goals in life.

"Dale jumps in with both feet. He doesn't let anything stop him," Sharon says. "He has such a wonderful attitude. If everyone could see through his eyes, what a world this would be."

Loretta Knapp — **Loretta Knapp** had been a member of St. Columba Church her entire life. When she learned that the church would close as part of a consolidation of Roman Catholic churches in Johnstown's Cambria City neighborhood, she was more than heartbroken—she was terrified. Loretta lives with mental illness, and St. Columba had become a safe haven for her.

Although Loretta's first inclination was to retreat to her apartment and watch the weekly televised mass from St. John Gaultbert Cathedral, she opted instead to work with a Certified Peer Support Specialist from GICV's **Peer Support Services** in an effort to re-integrate in a new church community.

"When I was introduced to June (Lowery), I said, 'I hope you can help me.' And June said, 'Yes, I will help you,'" Loretta recalls.

In addition to being a Certified Peer Specialist, June Lowery is also Catholic and a member of St. John's Church. She fully understood the importance of Loretta's faith in her recovery and invited Loretta to attend Saturday evening masses with her. Certified Peer Specialists are people in recovery from a mental illness and are trained to use their own experiences to help others in their recovery.

"People need a ray of hope. They need to believe that they can, and when they see someone else who has done it, that gives them hope," explains June.

Starting in July of 2009, Loretta and June made plans every week to manage Loretta's anxiety while in church. Ten months later, Loretta not only attends mass at St. John's, she also volunteers to stuff and stamp mailings for shut-ins every Friday at the church rectory.

"June just stayed with me and kept telling me, everything is going to be okay, and you can do it, and I'll be there for you," Loretta recounts. As a GICV 2009 Achievement Award recipient, Loretta humbly admits she is proud of herself for the progress that she has made and is looking forward to becoming even more independent.

Elizabeth Jacobs — **Elizabeth Jacobs** held part-time job after part-time job from the time she was 16. But in 2006, with a one-year-old son at home, she made a decision to pursue—not a job—but a career.

Elizabeth's husband had developed some health problems, and a slower than normal workload resulted in a reduction in his hours. The part-time kitchen help she performed at an area school district was simply not enough to stabilize the family's fluctuating finances.

"When I went to Pennsylvania CareerLink for help and the staff there told me there was a program through Goodwill that could help me go back to school, I was like, 'Wow!'" Elizabeth says.

GICV provides **Career Services and Training** to adults and dislocated workers through the Workforce Investment Act. The program enabled Elizabeth to complete an 18-month course at Cambria-Rowe Business College where she trained as a medical office assistant. Elizabeth graduated with honors in March of 2009.

Determined to establish herself in a career with stability and room for advancement, Elizabeth researched and contacted a growing pharmaceutical services company in Indiana County. Impressed by her initiative, the company granted Elizabeth an interview even though it had no openings. Undeterred, Elizabeth wrote a heartfelt thank you note stating that she appreciated the company's time and asked for consideration in the event that a position did open up.

"Within a week of that letter, I got a phone call. They said they had an opening and wanted to hire me," Elizabeth recalls.

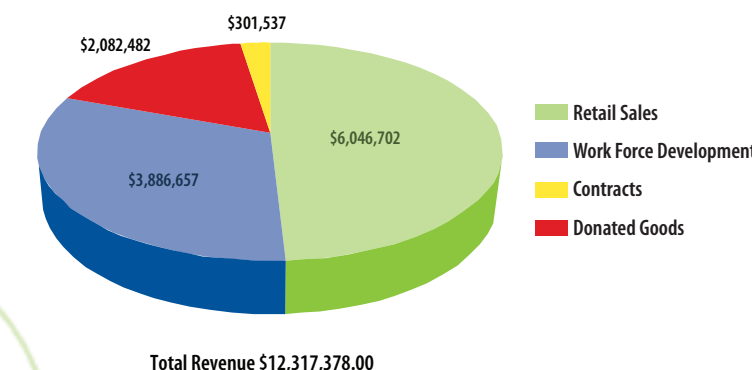
Now approaching her one-year anniversary with the company, Elizabeth was selected as a recipient of a GICV 2009 Achievement Award in recognition of her hard work and determination.

"You can't just come into a program like this and expect people to do it for you," she explains. "You have to work and do your part, too."

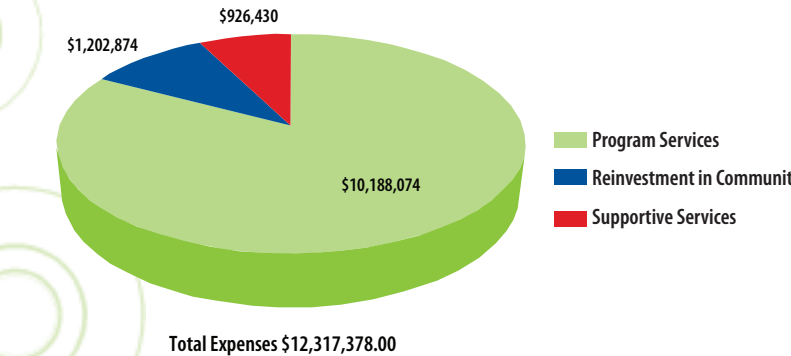
JOB PLACEMENT	
Youth	39
Disadvantaged	121
Individuals with Disabilities	47
Adults	35
Dislocated Workers	46
Total Placements	288

INDIVIDUALS SERVED	
Youth	15,166
Disadvantaged	629
Disabilities	341
Adults/Dislocated Workers	9,402
Total Served	25,538

REVENUE SUMMARY



EXPENSES SUMMARY



We thank our 2009 Board of Directors for helping to guide us in ongoing efforts to fulfill our mission.

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- Altoona**
22 Park Hills Plaza
Altoona, PA 16602
814-946-0902
- Bedford**
9481 Lincoln Highway
Bedford, PA 15522
814-623-9990
- Blairsville**
164 Market Street
Blairsville, PA 15717
724-459-9066
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300 Jamesway Road
Ebsenburg, PA 15931
814-471-0426
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Huntingdon, PA 16652
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1470 Oakland Avenue
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1715 Lyter Drive
Johnstown, PA 15905
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By the numbers ...

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