

# AgrAbility: The Goodwill Connection



When you hear Goodwill, is this what you think of?



# The Retail Engine is What Fuels Us!

The fact that people think of shopping and donating when they think of Goodwill is what keeps us going.

The retail stores are a part of a social enterprise that provides revenue to support thousands of programs – the ones you might not see, until you or someone you know needs them.



# Goodwill Beyond the Store Doors

- Goodwill is a network of *165* independent, community-based Goodwills.
- Each Goodwill affiliate offers customized job training, employment placement and other services to people who have disabilities, lack education or job experience, or face barriers to employment.
- Each local Goodwill is a flexible and sustainable social enterprise that funds job training, employment placement services and other community programs through the sale of donated goods in retail stores and online.
- Goodwills also generate revenue by contracting with businesses and government to provide a wide range of commercial services including packaging and assembly, food service, document imaging, shredding, contact center operations, sewing and more!
- Across the enterprise, in 2018, Goodwill helped over 4.4 million individuals connect with employment opportunities through programs to assist individuals in overcoming their barriers.
- Over 80 million donors provided donated merchandise for resale to assist Goodwill in providing services.



# Independent, Community-Based Organizations With a Mission

Goodwill works to enhance the dignity and quality of life of individuals and families by strengthening communities, eliminating barriers to opportunity, and helping people in need reach their full potential through learning and the power of work.

Independent Goodwill Affiliates can have specialty areas, serving specific populations with barriers such as:

- Blindness and Visual Impairment
- Traumatic Brain Injury
- Developmental Disability
- Mental Illness
- Deafness or Hearing Impairment
- Criminal Background

*And many, many more!*



# Goodwill of the Finger Lakes

- One of the 165 Goodwill Affiliates. Located in Upstate New York.
- **Our priorities include:**
  - Specialized focus on Vision Rehabilitation and Vocational Rehabilitation for individuals who are blind and visually impaired.
  - Job training and work experience opportunities for individuals with other barriers to employment.
  - Information and Referral Services through our AIRS Accredited 2-1-1 Contact Center
  - 24/7 Crisis Management and American Association of Suicidology Accredited Suicide Prevention Hotline. One of the centers answering the Veterans Suicide Hotline.
- **Our Social Enterprise includes:**
  - 12 Retail Locations
  - Manufacturing (SkillCraft Brand of PostIt Notes, sewing for US Military, Soap Packaging, etc.)
  - Contact Center serving State, Federal and Commercial Contracts
  - Food service division which provides 1200+ meals daily to senior centers and day care centers



# Our Priorities as an AgrAbility Partner

- Connect AgrAbility and 2-1-1, insuring all AgrAbility programs are represented in their region's 2-1-1 contact centers, and that 2-1-1 is a number given to clients to meet their needs.
- Provide after-hours and weekend coverage for the National Project telephone line, offering live answer 24/7. Our 2-1-1/LIFE LINE telecounselors will provide information & referral services or counseling services as necessary.
- Networking Initiatives, working to develop strong networks between AgrAbility Projects and their regional Goodwills and other contacts to enable seamless and efficient client services.
- Bringing Goodwill experience in areas such as mental health, and visual impairments to AgrAbility teammates through educational initiatives
- Regional and National Conference Coordination
- Continued penetration of the Goodwill enterprise with education about AgrAbility and agricultural issues



# Questions?

Your National AgrAbility Project Goodwill Team:

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