

# Inside Voices

Serving the People of Southern Los Angeles County

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COE HAWAII '08  
February 24 - 27, 2008  
Honolulu, Hawaii

*Just in from the  
Islands in the Pacific*

**GoodwillSolac's**  
President and CEO **Janet  
McCarthy-Wilson** has  
been elected to serve on  
the Goodwill Industries  
International (GII) Board  
of Directors.

Janet joins the 15  
member board comprising  
of fellow Executives of  
our member Goodwills.

More news as details  
become available.



**LEAP YEAR!**

**LiNKS: The Keepers of Open Communications**

The guardians of providing “equal and open access” to communications for the Deaf and Hard of Hearing are buzzing with activity.

Just recently, LiNKS partnered with [www.Jobing.com](http://www.Jobing.com) at the recent Job Fair in Los Angeles. The Braille Institute, Los Angeles Department on Disability, Department of Rehabilitation, and LiNKS Sign Language & Interpreting Services featured a Disabilities Resource Booth at the Career Expo. At the Disabilities Resource booth job seekers with disabilities could find any assistance they may have needed in networking with employers and finding great interview and employment opportunities.

Earlier this month LiNKS provided interpreters for a three day forum on International Human Rights, which focused on Modern Genocides and Global Responsibility. Held at California State University Long Beach, international human rights experts, genocide survivors, authors and film-makers meet to discuss, dialogue and inform the public as well as increase global engagement among students, faculty, staff and the Southern California community.

**Working the Weekend**

This Saturday, March 1, LiNKS is presenting a workshop presented by Don Potter (RID CI & CT) called “But, I Don’t Know You” A Practical Guide to Eliciting Client Trust. To be held at the main office at 800 PCH, the course will show interpreters how to build relationships and trust among their Deaf and Hard of Hearing clients. Potter has served as an instructor at California State University, Northridge, Saddleback College, Golden West College and Mt. San Antonio College. He is also co-developer of Interpreter Assessment Tools, which is currently being used by many Interpreting agencies, colleges and universities in Southern California.

## 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

- Sales Associate/
- Material Handler
- Store Manager
- Assistant Store Manager
- ShopGoodwill Clerk

## There Is Still Time to Turn in Your Employee Survey



As we reported in our last issue of *Inside Voices* all employees received the annual Employee Survey attached to their paychecks. We noted that the deadline to complete and return the survey was Saturday, March 1.

We thank those who have returned their survey, but of the 300 surveys we sent out we have only received **45!**

This survey is extremely important not just to Goodwill but for you as an avenue to let us know how we are doing as an employer, and where we need to improve and concentrate our efforts. Through these survey's we have made improvements and added new programs such as:

- Spanish version of Employee Hand Book*
- Staff Diversity Training and Staff Computer Classes*
- Reinstitution of Quarterly General Assemblies*
- Length of service recognition for employees and participants*
- Quarterly Safety Incentive Awards & Employee Assistance Program*
- Facilities improvements*

We hope that you will take some time to complete the survey and return it, and we are extending the deadline to next **Saturday, March 8**. If you have misplaced your copy, additional ones can be obtained through Human Resources.

Thank you and please send in those surveys!

*Bill Everett*  
*Dir of Corporate Compliance & Support*

## Survey Says Positive Recruitment Fair A Success

**Goodwill**  
Serving the People of Southern Los Angeles County

Job Fair  
February 5, 2008

Dear Job Seekers:

Thank you for your participation in the 2008 Goodwill Multi-Service Center Positive Recruitment. Please take a moment to complete the survey below. Your responses will assist Goodwill in providing quality job fairs in the future. Once completed, please hand the survey to the Goodwill staff stationed at the entrance door. Please rate from 1 to 5 (1=poor, 2=fair, 3=good, 4=very good, 5=excellent).

Questions	1	2	3	4	5
1. Overall, how would you rate this Job Fair?	2	1	10	14	16
2. How well was the Job Fair organized?	1	1	8	13	20
3. How would you rate the assistance received from the Job Fair staff?	2	0	3	13	25
4. How would you rate the variety of employers who attended the Job Fair?	3	3	7	13	17
<b>Additional Questions</b>	<b>Yes</b>		<b>No</b>		
5. Were you asked to call or to be interviewed by any of the employers at today's Job Fair? If so, please list company below.	17		26		
6. Would you recommend friends or acquaintances to attend future job fairs put on by Goodwill?	18		4		

Comments:

Name of Job Seeker (Optional):  
Goodwill wishes you the best of luck in your job search!

The survey results from the Positive Recruitment held last week at the City of Long Beach Multi Service Center are in. Among the responses from the job seekers, (of 75 job seekers who attended) 43 completed surveys (57%), and of the 10 employers who attended, 8 completed surveys (80%).

The results were by and large extremely positive with the bulk of responses by both job seekers and employers falling in the very good to excellent categories. Workforce Development Staff at the Center, **Salvador Barajas** and **Janaya Thomas** will be following up on how many people received interviews and found employment.

The Positive Recruitment was held earlier this month at the Long Beach Multi-Service Center in Long Beach. More than 70 job seekers and 10 employers/companies attended the event, which among them were **Karen Tovatt** and **Isela Toto** from GoodwillSolac. The event went very smoothly. Job seekers arrived early and were "dressed for success" with resumes in hand.



# Q&A

IT Corner

## Tackling The "Task List" in Your Outlook

You can fill up your "To-Do" list on **Outlook**, and it will eliminate all of the Post-It notes pasted all over your monitor or desk.

Just click on the **Tasks** button and start filling it in with the Subject and Due Date. You can mark it completed when you have done the task, and it won't leave that sticky stuff on your monitor's casing.

**Notes**, is similar. *Click on the **Notes** button*, and create a new **Note**. You can fill in anything you desire. With your **Contact List**, you can maintain all contacts with outside vendors, employers, agencies, etc., with their name, email address and phone number.

When you receive an email, *move your mouse* over to the sender's name and *right click* to select **Add to Outlook Contact** and it will pop up a window where you can fill in other information. When you're done, *click Save*. Next time you compose a message, it will recognize any names in your **Contact List** and **Global Address List**.

IT maintains the names and email addresses in the Global Address list and all distribution lists. If you see something wrong, let Scott know. Start exploring your Outlook. It is not just another pretty email program!

*Scott Hostetler, MS  
IT Manager*

## Health And Safety Message



What does GoodwillSolac have in common with Beijing and the 2008 Summer Olympics? Keeping its walkways sanitary, specifically, messes left from people spitting. Goodwill seems to be faced with a similar problem.

It has been brought to my attention certain individuals are "spitting" in the alley way. This open air area is not only a walk way but it is used as a break, rest, eating and smoking area for all to enjoy. We are asking everyone to be courteous and sanitary and to refrain from spitting.

While this behavior is fairly unpleasant; it is also dangerous. It is a documented fact that spitting, coughing, and sneezing in public spreads many contagious and infectious germs.



We understand that spitting is a normal bodily function, but we ask that you do so either in a napkin or tissue and dispose of them in the trash can or use the restroom.

And as a friendly reminder, please remember to wash your hands. Please be respectful and sanitary.

*Karen Tovatt  
Dir. Human Resources*

## Grocery Shopping Helps Spread Goodwill

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 you use it at the checkout stand every time you shop, a percentage of your purchase will be donated to Goodwill.



Employees who shop at Food 4 Less can register for a Food 4 Less community contribution card. Stop by and see **Sola Fa'atulu** or **Richard Guiss**, and we'd be happy to sign you up via the Internet. It literally takes seconds.



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County



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**

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## Goodwill's Mission Joins Celebration



Last month Linda Schaedle, Goodwill's Disability Program Navigator attended the Martin Luther King Celebration on Saturday, January 19, 2008.

She provided outreach regarding Disability Program Navigator and Workforce Investment Network resources to fair-goers.

Festivities included a parade, entertainment, and booths with novelty items and local resources from providers throughout the greater Long Beach area.

*Linda Schaedle  
Disability Program Navigator*

## "Do The Right Thing"



This is just a friendly reminder to you all to let you know that **"Do The Right Thing"** is still here for your access. We want to hear from you. Remember to do the right thing is to go beyond the ordinary to achieve a goal or to lend a helping hand. The Do The Right Thing committee is waiting to hear from you. You can send your information to any of the **"Do The Right Thing"** committee members listed below.

Thank you.

**Crystal Towns**

Paramount Store-(562) 602-1856

**Teri Leyva**

Shopgoodwill-(562) 435-3411 ext. 228

**Brian Pham**

Finance/IT-(562) 435-3411 ext. 209

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### Some of What Is Happening Around Goodwill in March

**March 4 (Tues.)** Safety Committee Meeting

**March 9 (Sun.)** Daylight Saving Time Starts (time clocks, register etc., reset)

**March 10 (Mon.)** Project MOVE first day of classroom training

**March 15 (Sat.)** District 8<sup>th</sup> 2<sup>nd</sup> Annual E-Waste Drive

**March 17 (Mon.)** St. Patrick's Day (potential retail sales opportunity)

**March 23 (Sun.)** Easter

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

9AM to Noon at the New Philadelphia AME Church on the boarder of Rancho Dominguez/Compton