



Changing lives and strengthening families by helping people reach their full potential through community-relevant job training, work experiences, and career services.

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Knoxville, TN 37939

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goodwillknoxville.org



HOW GOODWILL WORKS | 2022 IMPACT



200,676

donations of gently used household items were made and sold throughout Goodwill's 28 stores in East Tennessee

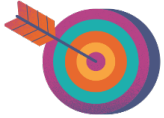


1,796

disabled/disadvantaged people were served through Goodwill's job training and career services



Donate. → Shop. → Change Lives.



1,583

successfully completed their programs



Commission on Accreditation of Rehabilitation Facilities

\$14.54

average wage paid to people Goodwill placed with community employers

95%

average satisfaction rating from our program participants

84¢

of each dollar was used for our community training programs

100+

employer partnerships to place East Tennesseans into jobs

2,402

fingerprinting services were provided



WORK ADJUSTMENT FOR ADULTS

Paid opportunities for participants to gain general work-related skills, valuable in any environment. This program is ideal for individuals that have never worked, have been unsuccessful in work attempts, or are returning to work for the first time after acquiring a disability. Individuals must be referred by the Division of Rehabilitation Services or the Veteran's Administration Vocational Rehabilitation.

WORK ADJUSTMENT FOR STUDENTS

Paid opportunities for high school students to expand general work-related skills, valuable in any environment, while meeting the requirements of his/her Individual Education Plan. Students attend as part of their school day and are transported by the school system to and from Goodwill's training facilities.

JOB PLACEMENT SERVICES

Assists individuals through job readiness training activities such as resume development and interview preparation. Provides assistance obtaining employment by bridging the gap between employers and program participants. Provides on-the-job support for the employer and employee for a minimum of 90 days. Individuals must be referred by the Division of Rehabilitation Services.

SUPPORTED EMPLOYMENT

Provides job placement assistance, job coaching, and long-term support and retention services to obtain and maintain competitive employment in the community. Individuals must be referred by the Division of Rehabilitation Services.

PROJECT OVERCOME

A 3-D immersive mock interview experience with an HR manager including individualized coaching with a career counselor. This unique experience is based on realistic scenarios often encountered by individuals who were formerly involved with the justice system and strives to help people speak comfortably about their incarceration during the job search process, while also learning about modern technologies in a low-risk environment.

SCAN TO EMAIL US FOR MORE INFORMATION ABOUT HOW GOODWILL CAN HELP



JOB TRAINING AND CAREER SERVICE PROGRAMS

GOOD PROSPECTS

A free program for low-income families that utilizes a family needs assessment to drive the development of individualized goals that lead to economic self-sufficiency and career stability. Participants must be a US Citizen, reside in Knox or the fourteen surrounding counties, be considered low-income according to the federal poverty level guidelines, and be pregnant or have at least one minor child. Non-custodial parents qualify so long all other eligibility criteria are met. Services include: job readiness and employment assistance; occupational skills training, including assistance accessing post-secondary training; financial counseling; paid work experience for individuals with disabilities or previous justice involvement; access to community resources; assistance actively engaging in children's education; peer support & advocacy; and support services such as uniforms, gas cards, bus passes, clothing, & emergency assistance.

CERTIFIED NURSE ASSISTANT TRAINING

Prepares students to take the Nurse Aide Training (NAT) state certification exam and become employed as a Certified Nurse Assistant (CNA). In less than seven weeks, students are ready for a new career. This program may be free for recipients of Supplemental Nutrition Assistance Program (SNAP) benefits. Other forms of financial assistance and private pay options are also available. Classes are offered in Knoxville and Morristown.

GOODTECH CUSTOMER SERVICE CORE AND TECHNICAL TRAINING

A program to provide basic and advanced computer training needed to meet the demands of current employers and local job market. The Core level training includes 45 hours of soft skills and computer training and the Technical level includes the Core level requirements and an additional 55 hours of preparation for IT Industry recognized certifications of the job seekers choice.

DIGITAL LITERACY TRAINING

Through collaborations with Goodwill Industries International, Comcast, Meta, and Coursera, we are able to provide no-cost access to the full Coursera library for individuals that wish to enhance their digital literacy skills at their own pace. This is a perfect option for self-motivated, busy adults with the desire to add to their portfolio by earning industry-recognized credentials through this virtual platform.

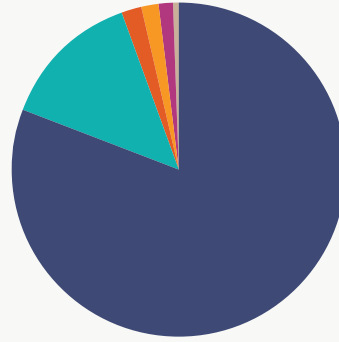


COMMUNITY INVESTMENT

\$12,866,475

■ Sale of Donated Goods	\$10,406,716
■ Commercial Services	\$1,766,403
■ Corporate & Foundation Grants	\$264,214
■ Interest & Other Income	\$191,973
■ Training & Placement Fees	\$182,928
■ Contributions	\$54,241

*unaudited

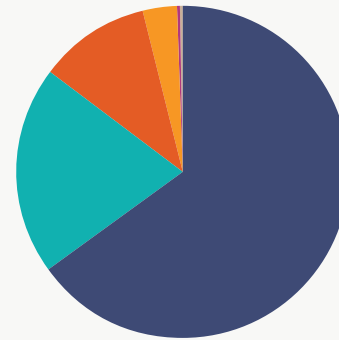


COMMUNITY REINVESTMENT

\$12,866,475

■ Retail	\$8,375,102
■ Program Services	\$2,599,256
■ Support for Program Services	\$1,406,713
■ Future Mission Investment	\$417,660
■ Other Operation Costs	\$61,204
■ Community Events	\$6,540

*unaudited



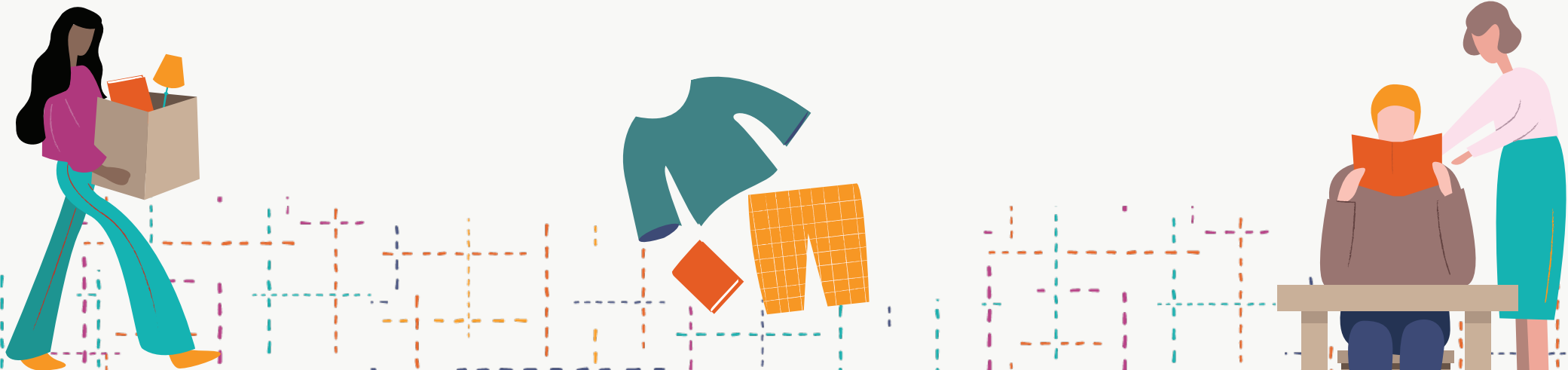
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 Dr. Amy Skinner



RETAIL STORE LOCATIONS

DONATE AND SHOP TO SUPPORT OUR MISSION

Alcoa

145 North Calderwood
865.984.5296

Bearden

5307 Kingston Pike
865.588.8567

Broadway

2041 North Broadway
865.524.0245

Clinton

1115 Charles G. Seviars Boulevard
865.457.4798

Cumberland Estates

5705 Western Avenue
865.588.9181

Dandridge

1040 Highway 92 South
865.397.4544

Farragut

148 West End Avenue
865.675.6470

Halls

7026 Maynardville Highway
865.922.9114

Hardin Valley

11509 Hardin Valley Road
865.200.5335

Harriman

1225 S. Roane Street
865.285.9029

Jacksboro

2832 Appalachian Way
423.566.7411

Jefferson City

125 West Broadway Boulevard
865.475.6282

Lenoir City

758 Highway 321
865.988.8507

Loudon

1587 Highway 72 North
865.458.8800

Maryville

1703 E. Lamar Alexander Parkway
865.982.2229

Maynardville

3049 Maynardville Highway
865.745.1212

Morristown

2812 W. Andrew Johnson Highway
423.587.9763

New Tazewell

511 Cross Street
423.626.1909

Newport

452 Eastern Plaza
423.613.0815

Oak Ridge

695 Emory Valley Road
865.272.5340

Oneida

18095 Alberta Avenue
423.286.8737

Pleasant Ridge

5412 Pleasant Ridge Road
865.240.4505

Powell

7623 Clinton Highway
865.362.5065

Rockwood

2325 North Gateway Avenue
865.882.6952

Rutledge

7805 Rutledge Pike
865.828.5663

Seymour

11536 Chapman Highway
865.223.7917

Sevierville

539 Winfield Dunn Parkway
865.453.0007

South Knoxville

4201 Chapman Highway
865.573.3627



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shopgoodwill.com/knoxville

CONNECT WITH GOODWILL



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@goodwillknoxville



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Donate. → **Shop.** → **Change Lives.**