

Getting around the county

Mobility Management Program takes up where the County Commuter leaves off

Nearly every non-urban community across the country deals with issues of public transportation, and Washington County, Md., is no exception.

The County Commuter bus system runs Monday through Saturday, and only in Hagerstown. That means if someone needs a ride on Sunday, or lives in an outlying town such as Hancock or Clear Spring, they must find their own means of transportation.

"If you live in Hancock, for example, and have a second job but no car, you're left with trying to find a ride to and from your work," says Craig MacLean, Executive Director of HGI. "If you have a disability or other barrier to employment, it's an even greater challenge."

Determining needs

In 2008, at the direction of the Maryland Transit Administration (MTA), a transportation needs assessment was conducted in Washington County. HGI, along with other Washington County organizations including Community Action Council (CAC), United Cerebral Palsy, Disability Council, and the Commission on Aging came to the table first in a cooperative venture to provide transportation to those whose needs were not being filled.

In January 2009, a countywide transportation system became available to augment the County Commuter.

Using resources efficiently

The problem is not lack of resources, according to Craig. "We are overloaded with resources. However, it's the use of those resources that we realized needed to be reallocated."

Most agencies focus on their own transportation issues, using their own buses to service their own clients. But after their clients have been dropped off at their destinations, those vehicles are sitting idle for the remainder of the day.

"Our challenge was to figure out a way to use those vehicles more re-

sourcefully, to make them available for more hours in the day," Craig said.

The transportation system, Mobility Management Program (MMP), is housed and managed by the CAC, and if someone needs to use it, they would call the CAC to coordinate service.

Originally receiving partial funding from MTA, the service must, in the long run, prove that it's a viable business on its own.

"Since the initial funding is short term, we must show that this system is cost-effective and can eventually pay for itself," Craig said.

The MMP involves coordination and communication among various agencies and individuals to fill transportation needs.

Starting with just two buses last year, the MMP took delivery of three new buses in February of this year.

Riders appreciate the option

Jackie Crabtree is the Transportation Director at CAC and manages the MMP.

"We work very closely with the County Commuter to make sure we aren't duplicating services," Jackie says. "We service all of Washington County and parts of Frederick County."

"Once we can show this system is cost-effective and it works, then we hope other entities will come on board," Craig says.

"We have consumers on the buses and the schedules are all working well," Jackie says. "Our riders tell us all the time how much they appreciate having this option."

"With all entities coming to the table with a need and a resource, it's a true collaboration," according to Craig.

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"With all entities coming to the table with a need and a resource, it's a true collaboration."
◆

New store opens in Oakland, Md.



Photo by Deb Carbaugh

On hand for the ribbon-cutting were, front row from left, Charley Briskey, Virginia Stotler, Tammy Rinker, Janice Stone, County Commissioner Dennis Glotfelty, Mayor Peggy Jamison, and HGI CEO Craig M. MacLean. Back row from left, Shirley Glotfelty, Sarah Lewis, Cynthia Gordon, Sandra Cassidy, and Bob Cannon.

The newest Goodwill retail store officially opened its doors on Wednesday, February 3 in Oakland, Maryland.

Among those on hand for the grand opening festivities were Oakland's mayor, Peggy Jamison; District 3 County Commissioner Dennis Glotfelty; and Horizon Goodwill Industries CEO Craig M. MacLean.

"The Oakland community has been very welcoming of us," said Virginia Stotler, HGI's Regional Director of Retail Operations.

Pam Trickett of radio station 104.5 WKHJ kept everyone entertained with a live, two-hour remote broadcast from the store, interviewing HGI staff, as well as Mayor Jamison and Commissioner Glotfelty.

"No matter how small or how large, we are always happy to have new employers in town," Mayor Jamison said. "Goodwill opens their doors to employment of folks who may need a little assistance, a little extra help getting started and that's wonderful!"

"Goodwill's new retail store is a great thing in the community," Commissioner Glotfelty said. "We are showing growth in a downturn. How much better does it get than that!"

HGI welcomes new board member

In late 2009, Horizon Goodwill Industries' Board of Directors welcomed new member Suzette Snyder.

Suzette is Western Maryland Labor Exchange Administrator for the state's Department of Labor, Licensing and Regulation.

The Board of Directors acts as HGI's governing body, and is concerned with long-term matters, policy as opposed to operational decisions. Board members learn about and maintain knowledge of HGI's operations and major challenges, and volunteer their expertise to facilitate HGI meeting those challenges.

For a complete list of HGI Board members, please turn to page 2.

Board of Directors

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The Horizon Herald is a quarterly publication for friends and partners of Horizon Goodwill Industries.

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About us

The mission of Horizon Goodwill Industries is to provide people with disabilities and other barriers the opportunity to achieve their highest level of personal and economic independence.

We believe in the power of work to strengthen individuals and to transform lives. We envision persons with barriers to employment being able to choose rewarding employment, achieve financial security, and build careers and lives for themselves and their families, thus enriching our communities.

Programs bring to light more of our story

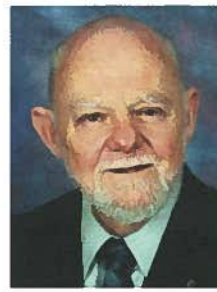
Most of the programs you'll read about in this edition of *The Horizon Herald* have not been broadly publicized before.

An important aspect of continuing to educate the public about what we do – beyond our familiar retail operations – is simply telling more of our story. Gathering the many pieces of the puzzle together so that our community gets a clearer vision of what we do is of critical importance in accomplishing our mission.

Helping to tackle an ongoing transportation issue in Washington County has brought us to the table with other agencies to share resources and work together to get everyone's needs met.

In the story "Getting around the county," you'll read about a relatively new transportation solution that's been supplementing the County Commuter for more than a year, with growing success.

Some of Goodwill's ability to provide resources to those with disabilities or other barriers to employment



Photography by Dale

Craig M. MacLean
CEO & Executive Director

comes from generous grants from various sources. We are currently well into the second year of a grant from the West Virginia Department of Rehabilitative Services that allows us to provide training and support to youth with disabilities in Eastern Panhandle schools.

The story on this page, "Providing real work experience in W.Va.," details the components of the program, including classroom training and job placement. Valuable experiences for students who might not otherwise be given a chance.

Goodwill has a long history of

providing training and services to those who might otherwise be overlooked. From our own data, we know that over the past five years, we've seen an increase of over 400 percent in referrals of clients with criminal backgrounds to our vocational programs and services. Many of these clients have disabilities, which makes securing employment that much tougher.

Our Employment Connections program, described in the story "Helping ex-offenders find the power of work," helps pre- and post-release inmates from Washington County return to their communities with a greater chance of success in finding and maintaining employment. Collaboration among a network of service providers is what makes this program work, for the participants and the communities in which they live.

As you begin to see a more complete picture of what we do, I hope you'll also get a sense of how much we and our clients appreciate your generous support.

Providing real work experience in W.Va.

Working with youth in Panhandle high schools expands into second year

Last year, HGI received a grant from the West Virginia Department of Rehabilitative Services. From these funds, a pilot program was developed to provide work competency skills to youth with disabilities who are preparing for transition from Eastern Panhandle high schools. The program included collaboration with employing partners, where selected students were placed for community work opportunities.

Components of the program included classroom training using a life-work skills curriculum, off-site work experience, and job placement support.

Participating students experienced gainful employment, learned how to work and earn a paycheck, and acquired an enhanced understanding of life and work in the community. The host companies that provided the work opportunities benefited by being able to evaluate potential employees, and continuing good corporate citizenship by assisting with youth education and employment programs.

In its first year, this program provided services to 86 special education students at Berkeley Springs High School in Morgan County, Musselman High School in Berkeley County, and Jefferson High School in Jefferson County.

Now in its second year, HGI estimates the program will serve 120 students, expanding into two more schools: Hedgesville High School in Berkeley County, and Washington High School in Jefferson County.

Students participating in this program range in age from 15 to 20, and all have significant disabilities such as autism, mental retardation, and learning disabilities.

Real-world experience

Through this program, HGI has provided over 100 hours of classroom training in life skills. In addition, the program assists students in securing work opportunities in the community so they can practice what they've learned in the classroom.

"The practicum component provides a unique feature to the program," says Cheri Bever, HGI's Director of Workforce Development. "Students gain experience and confidence in real work environments and earn a wage. So far, about half the students we've worked with have participated in over 3,000 hours of community-based work activities developed by program staff."

Real-world work activities have included volunteering, job shadowing, employer interviewing, and temporary paid employment. Types of work stu-

dents have done include clerical, custodial, hospitality and food service, retail, manufacturing, maintenance, grounds keeping, and material handling. Student earnings to date total approximately \$21,000.

Two of the most recent paid work experiences were developed through HGI's Community Business Services division, contracting with organizations to provide all the parking attendants for "Pickin' in the Panhandle," an annual country music festival in Berkeley County, as well as to install new bedding in the lodging facilities at the National Wildlife Training Center in Shepherdstown.

"This year, we looked for ways to enhance the program," says Bob Cannon, HGI's Project Manager. "We decided to involve not just school personnel, but also the families of the students. Getting the families involved generates more support for the students in this program."

HGI serves 17 counties in the quad-state region with four workforce development hubs located in Hagerstown and Cumberland, Md., Winchester, Va., and Martinsburg, W.Va. For more information about this program, including how to become a community partner, contact Bob Cannon at bcannon@goodwill-hgi.org.

Helping ex-offenders find the power of work

Goodwill has a long history of working with incarcerated populations in Maryland, Virginia, and West Virginia. Partnering with corrections departments in each state, Goodwill has provided pre-release life skills instruction, assessment, and case management to scores of inmates, both adult and juvenile, since the early 80s. These pre-release services, as well as post-release services, have mostly been provided by Goodwill over the years without the benefit of third-party funding.

But thanks to federal grant money received last fall from Maryland's Department of Education, HGI can now fund "Employment Connections," its latest program for offenders with disabilities referred by the Washington County's Maryland Correctional Training Center (MCTC), and the Washington County Detention Center.

"Before this grant, we did not have the resources to provide comprehensive pre-release and post-release services," says Cheri Bever, HGI's Director of Workforce Development. "Now, we can work more extensively with the inmates before they are released, establishing a stronger relationship to enhance the likelihood of their participation in productive activities after they are released. This grant provides wrap-around services that prepare them for re-entry into our community and equip them with the tools and resources they'll need to be contributing members."

Participation is voluntary

In order to participate in the Employment Connections program, inmates must meet specific eligibility criteria, including having a significant disability and being from Washington County.

"In our first month of implementation, 10 inmates who met the criteria were enrolled in the program, more than double the anticipated enrollment rate," Cheri says.

According to HGI, pre-release services provided include assessing risk factors and potential for employment, transition planning, and life skills to develop skills that will be needed to secure and maintain employment upon release.

The grant period runs through Sept. 30, 2011, and part of the plan is to identify alternate funding sources to continue working with pre-release inmates beyond the grant period.

"Mental health issues, often co-existing with histories of substance abuse, are the most common in the inmate population we serve," Cheri says. "Housing and financial support are also big challenges. Most of these inmates are coming back into our community with no stable housing and no means of paying off their debts which have not gone away while they were incarcerated."

Success takes work

The Employment Connections program is designed around best practices of similar programs, all of which have stable employment at their core.

"Without a solid network of collaboration with other service providers, this program doesn't work," Cheri says. "Without mental health services, employment doesn't work. Without a stable place to live, employment doesn't work. Without treatment for medical issues such as diabetes, employment doesn't work."

According to the National Institute of Corrections, an unemployed ex-offender is three times more likely to return to

prison than an employed ex-offender. And a recent study showed that 60 percent of formerly incarcerated individuals were still unemployed one year after their release from prison. Add to that a disability, and the chances of recidivism are even greater.

Studies have shown that each incarcerated person in the U.S. costs, on average, approximately \$25,000 per year to house, and these costs have been steadily rising each year.

"Employment is a key factor in reducing recidivism. Our Employment Connections program costs about \$2,000 per person per year," Cheri says. "So you can do the math and see that, even if just from a financial perspective, a successful program such as this can have a positive impact."

Mentoring, accountability

Upon their release, Goodwill provides participating inmates with career assessment, transitional employment, job development and placement, and job retention and case management support.

"Since employment is always a component of success for this kind of program, we'll continue to work with these participants to provide resources and support so they can keep earning a paycheck, and so they can re-establish a credible work history," Cheri says.

As part of its continued follow-up, Goodwill also requires program participants to mentor those who come into the program behind them.

"This helps develop a sense of responsibility and accountability," Cheri says.

Program participants will also receive ongoing assistance with budgeting, resource management, and career development services.

By the numbers

Correctional facilities in Washington County house over 7,200 inmates.

Source: U.S. Census

Over the last five years, HGI has seen an increase of over 400 percent in referrals of clients with criminal backgrounds to its vocational programs and services.

In 2009, nearly two-thirds of HGI's service population had a conviction history.

Of those, over 60 percent presented with diagnosed disabilities, about half of whom reported multiple disabilities.

Disabilities most frequently reported include a history of substance abuse and/or mental illness (more than 45 percent); physical disabilities (about 33 percent); developmental and learning disabilities (20 percent); and other disabilities including neurological, blindness and deafness.

Source: Horizon Goodwill Industries



Below are the totals, in pounds, of items kept out of landfills through HGI's recycling efforts in 2009.

Reconnect*	183,750 lbs.
Textiles	3,147,246 lbs.
Shoes	12,940 lbs.
Leather	7,874 lbs.
Books	81,778 lbs.
TOTAL	3,433,588 lbs.



*Horizon Goodwill Industries accepts computers and related items! For details, visit www.horizongoodwill.org.

HGI now accepting vehicle donations

Thanks to a recent partnership with the Winchester Auto Dealers Exchange (WADE), in Bunker Hill, W.Va., HGI is now accepting donations of cars, trucks, recreational vehicles, and boats.

"Last fall, we partnered with WADE to assist our donors with the donation process," said Amy Oliver, HGI's Director of Administrative Services/CFO. "Working with WADE, it's very easy to donate a vehicle. We'll even arrange free towing!"

Donors can visit HGI's web site to fill out a short donor form at www.horizongoodwill.org/donatevehicle.html, or call WADE at 1-888-KARS-789 (527-7789) and designate Horizon Goodwill Industries as the recipient of the donation. At your convenience, a tow truck will come pick up your vehicle, along with the clear title and keys. The towing company will leave a towing receipt, showing that your vehicle was picked up on behalf of the Goodwill Vehicle Donation Program.

Once HGI receives your donated vehicle and title, Goodwill will mail your IRS tax-deduction receipt within 30 days of the sale.

"Sometimes, in terms of tax deductions, it's more beneficial to donate a vehicle than to trade it," Amy says. "We always advise people to check with their professional tax advisor."

Please note: Your tax deduction is equal to the gross proceeds received from the sale of the vehicle, or \$500, whichever is greater.

For vehicles that sell for more than \$500, Goodwill will provide written confirmation of the sale price within 30 days of the sale, giving you the opportunity to deduct up to that amount.

Always check with a professional tax advisor.

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Horizon Goodwill Industries
Maryland ■ Pennsylvania ■ Virginia ■ West Virginia

Corporate Center
14515 Pennsylvania Ave., Hagerstown, MD 21742

Nonprofit Org.
U.S. Postage
PAID
Hagerstown MD
Permit No. 93



Resource Center locations

Providing programs and services to help individuals who want to work, but experience barriers to employment such as disabling or disadvantaging conditions. Please call or stop by the location nearest you to find out more.

Corporate Center
14515 Pennsylvania Ave., Hagerstown, Md. 21742
Phone: 301-733-7330 / FAX: 301-739-7144

200 North Prospect Street, Hagerstown, Md. 21740
Phone: 301-733-7330, x 1701 / FAX: 301-797-8779

12000 Upper Potomac Industrial Park
Cumberland, Md. 21502
Phone: 301-729-9404 / FAX: 301-729-9409

100 Eagle School Road, Martinsburg, W.Va. 25401
Phone: 304-267-3177 / FAX: 304-267-2603

443 Millwood Avenue, Winchester, VA 22601
Phone: 540-723-6864 / FAX: 540-723-6867

Fabulous Find...



This amazing, one-of-a-kind Christmas decoration was featured in our Martinsburg, W.Va., retail store over the holidays. The statue of Santa checking his list of "Good Boys and Girls" sold for \$110.

Upcoming events

● March 10-24: Spring Bon-Ton "Goodwill Sale"

The Spring 2010 Bon-Ton "Goodwill Sale" will be held March 10 through March 24. This semi-annual event greatly benefits Goodwill by dramatically increasing the donations to the Retail Sales Division.

During this event, customers who bring in gently used clothing and household linens receive a discount coupon for every item donated. These donations directly help Goodwill support job training and services for the disadvantaged and disabled in our communities. Bon-Ton Stores also benefit from increased sales and they pass that on to our donors. The coupons can be used to buy Bon Ton merchandise at significant savings, including cosmetics and other rarely-on-sale items!

We need volunteers to help Bon-Ton store personnel at the Hagerstown, Md., LaVale, Md., and Martinsburg, W.Va., locations collect the donations, distribute information, and thank the customer for their donation. If you're interested, please contact Deb Carbaugh at 1-800-435-2480 ext. 1613.

- **May 5: 55th Annual 'Power of Work' Awards Dinner**
- **Spring: Romney, W.Va., Retail Store Grand Opening**

Store hours

Monday-Saturday
9 a.m. to 9 p.m.
Sundays
12 noon to 5 p.m.
unless otherwise noted

By donating and shopping at Goodwill, you are helping people in your community. Of every dollar spent in our stores, Goodwill puts 93 cents right back into job training and other programs. Many people want to work, but have barriers to employment. We help them achieve success. Thank you for your support!

Maryland

Grantsville Shopping Plaza
3241 Chestnut Ridge Rd.
Grantsville, Md. 21536
Phone: 301-895-4405

151 North Burhans Blvd.
Hagerstown, Md. 21740
Phone: 301-665-1044 / 1540

LaVale Plaza Shopping Center
1313 National Highway
LaVale, Md. 21502
Phone: 301-729-3924 / 3942

3 White Oaks Ave., Unit 4
Cumberland, Md. 21502
Phone: 301-759-3277

223 North Third Street
Oakland, Md. 21550
Phone: 301-533-1950
Hours: Mon-Sat 9 a.m. to 9 p.m.
Sundays 11 a.m.-5 p.m.

Pennsylvania

524 North Antrim Way
Greencastle, Pa. 17225
Phone: 717-597-0868 / 0869

11105 Buchanan Trail East
Suite J
Waynesboro, Pa. 17268
Phone: 717-762-4561

Romney, W.Va., store opening Spring 2010!

Virginia

Gateway Plaza
280 Remont Road
Front Royal, Va. 22630
Phone: 540-636-4123

443 Millwood Avenue
Winchester, Va. 22601
Phone: 540-723-6864

1011A South Main Street
Woodstock, Va. 22664
Phone: 540-459-8194 / 8195
Hours: Mon-Sat 9 a.m.-8:30 p.m.
Sundays 12 noon-5 p.m.

West Virginia

Morgan Square Shopping Center
200 Morgan Square, Suite 7
Berkeley Springs, W.Va. 25411
Phone: 304-258-6685 / 6687

20 Charles Town Plaza
Charles Town, W.Va. 25414
Phone: 304-728-6883
Hours: Mon-Sat 9:30 a.m.-9 p.m.
Sundays 12 noon-5 p.m.

Route 220 South
Keyser, W.Va. 26726
Phone: 304-788-2068

100 Eagle School Road
Martinsburg, W.Va. 25401
Phone: 304-267-3177