

Letter from Mr. Shelfer, President & CEO, Goodwill Industries - Big Bend



Fred G. Shelfer, Jr. CEO

We moved into the summer months following Memorial Day and so far, things are going well for our Goodwill. In May, we were reviewed by CARF, an organization that certifies rehab facilities and is a requirement of Goodwill International. They spent two days looking at our facilities and services. There are 996 standards that we are required to meet. We only failed to meet one! Quite an accomplishment for our team. Also, in May, we held one of our bi-monthly board meetings. There was great attendance by board members as the board took care of important business including adding two new members from Panama City, hearing the success story from Chris May, and reviewing our activities since the last meeting.

Later in June, I will be attending the Delegate Assembly meeting of Goodwill International held this year in Anchorage Alaska. This is the official business meeting of the international organization. The national board will hold a meeting during the conference and delegates may be asked to vote on matters requiring member approval. Most of my time will be spent attending learning sessions on Goodwill operations, best practices, etc. As an additional attraction, I am playing golf at night. In Alaska, it doesn't get dark in the summer or light in the winter because of being at the top of the world and the tilt of the earth.

Take care of yourselves and those you are with and enjoy the summer.

Sincerely,
Fred G. Shelfer, Jr.
CEO

SAFETY Know Before You Go



People are always on the go. We go to work, pick up kiddos, run to the store, soccer practice, and all the going in between. We just jump in the car and off we go! Because we count on our vehicles, it is important to take a few minutes to check out your car so you "know before you go".

When was the last time you checked the oil, or even popped the hood? Here are a few suggestions to keep your car in safe working condition, and you off the side of the road waiting on a tow truck.

• Check and change your engine oil regularly
• Check tire pressure and wear and tear
• Check all lights regularly
• Inspect belts, hoses, battery and cables
• Add coolant as needed
• Have your car serviced before a long trip

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DIVERSITY, INCLUSION, AND BELONGING

June Important Dates

- June 5** - World Environment Day
- June 11** - Race Unity Day
- June 12** - Loving Day
- June 15** - Power of the Smile
- June 18** - Father's Day
- June 19** - Juneteenth
- June 20** - World Refugee Day
- June 21** - National Indigenous Peoples Day (Canada)
- June 21** - Litha, Summer Solstice (Pagan)
- June 24** - St-Jean-Baptiste Day (Quebec)
- June 28** - Eid al-Adha (Muslim)



What does LGBTQIA+ mean?

The acronym LGBTQIA+ is an abbreviation for **L**esbian, **G**ay, **B**isexual, **T**ransgender, **Q**ueer or **Q**uestioning, **I**ntersex, **A**sexual, and **+** plus. These terms are used to describe a person's sexual orientation or gender identity.

Juneteenth – June 19th

On Juneteenth, we remember the sacrifices and triumphs of African Americans, pay homage to their heritage, and advocate for equality and freedom for everyone. The date on which all enslaved individuals in the Confederate States were formally declared free was January 1, 1863, when the emancipation proclamation was passed. Even though the Emancipation Proclamation became operative in 1863, it could not be put into effect in areas still governed by the Confederacy. Enslaved persons would therefore not become free until much later in Texas, the westernmost Confederate state. On June 19, 1865, when about 2,000 Union forces arrived in Galveston Bay, Texas, freedom was at last achieved. The army declared that the state's more than 250,000 black slaves had been set free by executive order. This day is known as "Juneteenth".

The History of Pride Month

The history of pride month began its journey to what we know it as today on June 28th, 1969, at a bar called Stonewall. Bars were not legally allowed to serve alcohol to homosexuals. And that was the police justification to raid Stonewall on June 28th. Many people were arrested, and individuals who were not dressed in the attire for their assigned gender primarily were targeted because it was illegal to wear clothes that didn't coordinate with their gender assigned at birth. The raid slowly turned into a week-long protest, of people and allies from the LGBTQIA+ community.

The first pride parade was held on June 28th, 1970, on the anniversary of the Stonewall raid and protest. In organizing the parade, the Christopher Street Liberation Day Committee was formed. This committee helped establish pride week. Pride month was formally recognized on June 11th, 1999, by former president William Clinton labeled Gay and Lesbian Pride Month, then in 2009 former president Barack Obama expounded upon this month to include also Bisexual, and Transgender pride, and declared Gay, Lesbian, Bisexual, and Transgender Pride Month.



Influential Persons Spotlight

Janelle Monáe

“And it’s personal because I am non-binary, I am queer, and my identity influences my decisions and my work.” – Janelle Monáe



There’s no confining Janelle Monáe to one box. Monáe comes from a working-class family in Kansas City. She grew up to be a superstar singer-songwriter, actor (*Moonlight, Hidden Figures, Glass Onion: A Knives Out Mystery*), and CEO of her own record label, Wondaland. She’s used her global platform to amplify the voices of women, black and brown people, and LGBTQIA+ people and speaking out against other important issues, —all reflected in Monáe’s joyful promise of her own individuality.

“I think it’s important for people to be proud of their identity,” she said, shortly after dropping her latest album, *Dirty Computer*. “I am very proud to be a queer, young black woman in America.”

Hearing the words that Janelle shared with a large audience has been so important to her trans and non-binary audience. Although she has spoken about her gender identity before, she has shown that she will continually make it explicit that she does not believe that her work can exist without the influence of her identity

<https://diva-magazine.com/2023/01/18/janelle-monae-gender-identity-speech-critics-choice-awards/>

<https://www.rollingstone.com/music/music-features/janelle-monae-frees-herself-629204/>

Is Diversity, Inclusion, and Belonging important to you? Do you want to help spread awareness and education to our Goodwill Employees? Send an email to Stephen Dodson sdodson@goodwillbigbend.com and/or Morgan Hynes mhynes@goodwillbigbend.com to find out how to join Goodwill’s DIB Taskforce.

Did you know June is also...

National Caribbean American Heritage Month

The Institute of Caribbean Studies(ICS)’ effort began in 1999 with a petition to President Bill Clinton for the recognition of a Caribbean American Heritage Month. In 2000, ICS began leading activities in celebration of June as Caribbean American Heritage Month in Washington DC, building on efforts started in 1999 from Washington DC residents to have Caribbean Heritage Month designated in Washington DC. The official campaign for a National Caribbean American Heritage Month began in 2004 when a legislative bill was tabled in Congress by Congresswoman Barbara Lee. Language was provided by ICS Founder and President Dr. Claire Nelson. The Bill was reintroduced and passed the House in June 2005 and the Senate in February 2006. A Proclamation making the resolution official was signed by President George W. Bush on June 5, 2006.

<https://caribbeanamericanmonth.com/>

Alzheimer’s and Brain Awareness Month

In 1983, Ronald Reagan designated November as National Alzheimer’s Disease Awareness Month to recognize this little-known disease. At that time, there were fewer than 2 million people in America who had Alzheimer’s disease. As the disease has increased, so has awareness. In 2021, President Joe Biden proclaimed the support of the White House to accelerate research to fight for a cure, recognizing again, November as National Alzheimer’s Disease Awareness Month. June has been dubbed Alzheimer’s & Brain Awareness Month to further the cause and put a spotlight on brain health. The Alzheimer’s Association made a significant connection with June’s summer solstice, proclaiming The Longest Day as an opportunity for supporters to come together to raise awareness by doing an activity of their choice to fight the darkness of Alzheimer’s.

<https://www.alz.org/abam/overview.asp>

New Additions Shout-Out

Meet our two new HR Recruiters and Onboarding Specialists Thalia Iglesias and Jeff Haynes. Thalia and Jeff included a short bio to introduce themselves to all of you here at Goodwill.

Thalia Iglesias - HR Recruiter and Onboarding Specialist

Hello, my name is Thalia Iglesias, I'm originally from Tampa, FL but moved to Tallahassee for school. I am a recent graduate of Florida State University & will be pursuing my masters in the fall! In my spare time I enjoy roller skating, spending time with family/friends, as well as reading. I look forward to working with you all.

Jeff Haynes - HR Recruiter and Onboarding Specialist

I would like to say a brief word of "thanks" to everyone that I have met thus far both here at the Mabry office and at the Store locations. I have genuinely felt welcomed and everyone has been both friendly and professional. I am learning so much about my new position in Human Resources, how it fits in with the Goodwill Mission, and I eagerly come to work with a servant mindset of helping others.

My sincerest gratitude goes out to our VP of HR Tamara Williams, Karradiene Baker and Sonny Benoit for their decision of hiring me, their patience in explaining things while training me and for placing their trust in both me and my ability to do the job well that I have been hired to do.

My professional background includes Sales, Customer Service, Operations and Management. I will utilize the skills I have and look to build upon my skillset when I start Florida State University's Graduate MBA program this summer. I enjoy the outdoors, woodworking, home repairs, and I am a voracious reader. I am really excited about working for Goodwill because it is work that is worthwhile, needed and it improves our community where we live.





Goodwill Industries Big Bend would like to introduce our newly formed Training and Quality Assurance Team. These individuals will be handling the training and development of training programs for organization.

Paul Dale - Director of Organizational Training & Development

Paul attended the City University London where he majored in Telecommunication Engineering and Psychology.

He subsequently relocated to the USA where he served with the US Naval Reserve for 8 years and went on to hold various Training & Development Director level roles at RCN, PRC, Xerox and Conduent corporations for a period spanning 20 years.

A recent addition to the GIBB family, Paul has spent the past 6 years in SE Asia as an Innovation Strategist for various global organizations and last year, published his first book: ODM (Optimal Design Manifest) - An unconventional approach to conventional contact center challenges.

Paul is also a certified SCRUM Master, NLP (Neuro Linguistic Programming) Master Practitioner and an active member of the US Coast Guard Auxiliary.

As a Certified SCUBA Rescue Diver, Paul spends much of his recreational time involved in undersea discovery and exploration and leads a volunteer Emergency First Responder Team that works in underserved communities in the Philippines lacking adequate access to medical care.

Paul provides oversight for all GIBB organizational training projects and initiatives and reports to Tamara Williams (VP of Human Resources).

Laura Syfrett - Corporate Trainer

Corporate Trainer, Laura Syfrett, has served Goodwill Human Resources (recruiting, employee relations, benefits, and training and development) for five years and has worked in the field for more than twenty.

Laura's first internship was with Shands HealthCare in Gainesville, FL, and she has HR experience in the hospitality, non-profit, and educational sectors also.

Her MBA is in Human Resources, and she double-majored at FSU in marketing and public relations. Laura's PHR certification has been active since 2007. Previously, she was the editor of HR Florida Review magazine.

Her favorite aspects of Human Resources are engaging in continuous learning, assisting with employee relations, and utilizing team-based approaches to ignite creative problem solving.

Laura provides training support to all employees and specialized in Management, Coaching, Soft Skills and Human Resources training.

T'Yana Young – EIT (eLearning and Instructional Technology) Specialist

T'Yana Young is GIBB's TQA team's EIT (eLearning and Instructional Technology) Specialist. T'Yana was born and raised in Tallahassee Florida where she has mentored and volunteered with many of the youth in the bond community.

She received her bachelor's degree in Criminal Justice from Florida Agricultural and Mechanical University where she graduated Summa Cum Laude and recently her Master's degree in Public Administration from Florida State University.

T'Yana entered Goodwill as a Training & Development intern in 2022 and has recently accepted a position as an EIT (eLearning and Instructional Technology) Specialist. She has a passion for reading and positively improving her Big Bend community.

T'Yana provides training support to all employees by developing, administering and delivering specialized eLearning courses reflecting core competencies and skills required to perform all major GIBB roles.

Kari Updike – Quality Assurance Manager

Quality Assurance Manager, Kari Updike hails from Los Angeles California and has travelled extensively throughout Europe. She has two Daughters who she considers to be her biggest teachers and her greatest accomplishments.

Kari joined Goodwill from Department of Children services in Bay County, but has previously volunteered extensively for the Department of Defense. She is a certified Master Resiliency trainer, and has dedicated the previous ten years of her life working in treatment for mental healthcare, and has helped create, write, and design transitional living programs for convicted felons who suffered from addictions.

Kari is the recipient of numerous awards including the Red Cross Life Saving award (signed by the president), two civil service awards and was a Cross Country and Soft Ball Coach for Fort Campbell, KY high school.

Kari's is responsible for developing, deploying and managing improvement initiatives that will improve training quality and align training efforts with identified skills gaps. She will work extensively with the Retail Teams to qualify their training and coaching needs through management discussions, observations and data analysis.

Sarah Macadams – Training Coordinator

Sarah macadams, started working for Goodwill over a year ago as a custodian and was subsequently promoted to supervisor of the City contract.

She recently joined the TQA Team in the capacity of Training Coordinator, has four daughters and is grateful to Goodwill for providing her with so many great opportunities.

Sarah is responsible for coordinating all training delivery, training course enrollment, tracking all training completions and career-path progression reporting.

Shout-Outs



PCB Parkway celebrated Bike Week from May 5th to May 7th. The display and the outfits looked amazing team!



Congratulations to John Meddlock and his family on welcoming in a new baby boy by the name of Parker Leland Davenport.

THE GOODWILL GAZETTE

JUNE 2023



Joshlyn Galbreath with Marynell Grace

We would like to give a special shoutout to our Crestview store for being invited to the Richburg Celebratory Breakfast for their participation in the 2022/2023 On the Job Training Program. This is the 6th year we have participated in this program and Manager Lori Gephart attended the event to represent Goodwill Industries Big Bend.

Here are a few pictures of some rising stars from the Richbourg School who were a part of our 2022/2023 training.



Sammy Smith with Austin Caudill



Robbie Long with Venus Watts



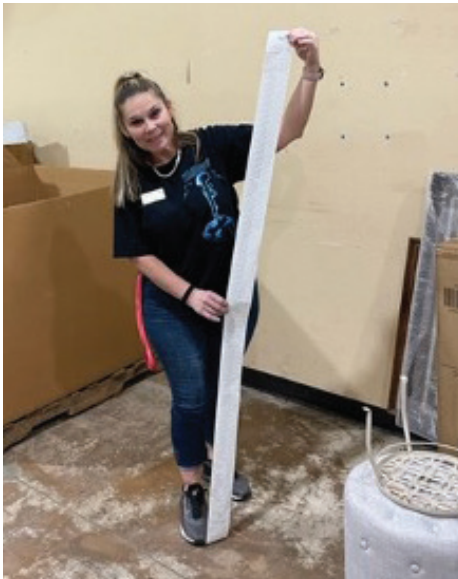
Michaela Moore with Jessica Grace

THE GOODWILL GAZETTE

JUNE 2023



A special congratulations to two of our OTJ training students, Michaela Moore and Joshlyn Galbreath, on graduating! Here are some pictures with their Goodwill Trainers at their graduation. Michaela and Joshlyn, thank you for all you have done for Goodwill we are wishing you the best!



Our cashier, Tina was ringing a large sale and explained the VIP Program.

The customer was very excited, signed up, showed the text and after ringing she saved over \$200.00! Total sales was \$476.00!

Nice job Tina!

THE GOODWILL GAZETTE

JUNE 2023



Here are some pictures from the Ecommerce Cookout! Thank you team, for all the hard work you do to keep our Ecommerce Department going.



E-commerce hosted a Mother's Day baby photo guessing contest. The top 3 for the contest were Brett Carroll (1st), Tina Martin (2nd), and Tamia Lawrence (3rd). Great job E-commerce!



2023 OPEN ENROLLMENT MEETING SCHEDULE



Join us and see what benefits you qualify for health, dental, and more!

Monday, June 5th

Virtual Microsoft Teams invite
2:00 pm CST/3:00 pm EST

Tuesday, June 6th

300 Mabry Street, Tallahassee
9:30 am EST
10:45 am EST
1:15 pm EST
3:00 pm EST

Wednesday, June 7th

Virtual Microsoft Teams invite
9:00 am CST/10:00 EST

Thursday, June 8th

Life Management
525 E 15th Street, Panama City
9:30 am CST
1:00 pm CST
3:00 pm CST

Friday, June 9th

Virtual Microsoft Teams invite
12:00 pm CST/1:00 pm EST

Success Story: Chris May

Meet Chris May, a remarkable individual whose life took a surprising turn, leading to an inspiring success story at Goodwill Big Bend. Chris had everything in the palm of his hands: a beautiful home, a beautiful wife, and the wonderful title of Director of Postal Services at FSU. Overall, he had a successful life filled with potential. But with the passing of his father and the difficult struggle of slowly losing his mother to Alzheimer's, Chris, unfortunately, faced another challenge: alcoholism. This caused him to lose everything he treasured: his job, home, and even his wife. He even ended up homeless and even in jail at one point.



However, in time he decided to turn his life around. He was offered a shipper position at Goodwill. Through his hard work and dedication, he was eventually promoted to the E-Commerce Manager position at Goodwill Big Bend.

Through unwavering determination and commitment, Chris impressed his colleagues and superiors. He has been sober for more than 5 years and serves as an inspiration to those struggling with life's challenges.

Today, we celebrate Chris and all that he does to contribute to the mission of Goodwill as our E-Commerce Manager.

His story reminds us that resilience, hard work, and a second chance can change the direction of one's future and inspire others not to give up.

Thank you Chris, for allowing us to share your story.

WORD SEARCH



Coral Reef

WORD SEARCH

- BLOWFISH
- BLUE RING OCTOPUS
- BRITTLE STAR
- CLAM
- CONCH
- CORAL
- HERMIT CRAB
- HORSESHOE CRAB
- JELLYFISH
- JOHN DORY
- KRILL
- LOBSTER
- MORA EEL
- OCTOPUS
- OYSTER
- PUFFERFISH
- RAY
- SCALLOP
- SEA ANEMONE
- SEA COW
- SEA CUCUMBER
- SEA HORSE

J	H	S	J	E	H	M	L	B	A	R	C	T	I	M	R	E	H	E
E	S	U	P	O	T	C	O	G	N	I	R	E	U	L	B	Z	L	S
L	I	J	O	H	N	D	O	R	Y	K	S	G	S	L	O	O	A	R
L	F	B	A	R	C	E	O	H	S	E	S	R	O	H	S	O	R	O
Y	R	R	B	S	C	Y	N	S	X	W	U	I	H	P	Q	P	O	H
F	E	I	C	Z	T	Z	C	I	T	O	Q	T	C	B	U	L	C	A
I	F	T	F	S	P	G	H	E	H	I	F	I	N	L	I	A	K	E
S	F	T	S	E	L	J	S	J	B	C	N	P	O	S	D	N	R	S
H	U	L	E	A	N	O	W	E	P	E	R	G	C	Q	W	K	I	X
D	P	E	A	C	L	E	E	A	R	O	M	U	R	O	D	T	L	P
H	E	S	A	U	X	L	F	T	P	O	H	I	A	A	G	O	L	Y
B	M	T	N	C	T	X	V	R	Y	S	P	B	N	E	Y	N	M	K
M	O	A	E	U	L	A	B	S	I	O	P	S	Z	U	S	F	L	L
N	F	R	M	M	K	L	T	F	R	N	E	T	H	C	G	E	X	V
P	F	Y	O	B	F	E	W	I	E	A	F	S	S	R	H	R	P	O
S	W	E	N	E	R	O	R	D	S	D	R	M	F	W	I	X	B	N
F	W	E	R	L	Y	T	T	P	U	D	Q	A	G	J	M	F	J	
R	E	T	S	B	O	L	A	Y	C	S	C	A	L	L	O	P	P	D
Q	X	L	P	Y	S	R	O	R	Z	G	R	H	W	O	C	A	E	S

- SEA STAR
- SEA URCHIN
- SHRIMP
- SQUID
- STINGRAY
- WHELK
- ZOOPLANKTON



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THE GOODWILL GAZETTE

JUNE 2023



Gerhard Schlund	1	Lacrysal S. Jackson	9	Taylor E. Feagle	15	James L. Hill	23
Trinity T. Savant	1	David L. Umberger	9	Zion M. Zellars	15	Charles S. Batchelor	25
Michael H. Gober	1	Jamie Singleton	9	Cynthia R. Winskey	16	Francine M. Mcgahan	26
Deasia K. Townsend	1	Roy Anderson	10	Franny Graham-Clemons	16	Leandra V. Walker	26
Montellis J. Simmons	2	Trevon W. Porche	10	Eleazar J. Rodriguez	16	Derrick L. Dudley	26
Cassidy Simpson	2	Francisco E. Hurtado	10	Gary L. Davis	17	Paul Souls	26
Wayne Moseley	4	Pedro Guzman	11	Michele M. Dunzelmann	18	Briona S. Carter	26
Robert L. Moore	5	Kayce L. Griffith	12	Melody Lands	18	Bessie Wyche	26
Noah M. Wood	5	Victoria R. Shirey	12	Paul C. Dale	18	Dantavia D. Perkins	28
Michael A. Carr	6	Crystal Y. Lyles	12	Malachi Phillips	19	Lorenza O. Griffin	28
Rebecca Hubbs	6	Gail D. Jones	12	Ronda K. Lynch	20	Tonya R. Miller	29
Keyaundra Tanks	6	Casey L. Hartley	12	Christina L. Whittington	20	Jane Spivey	29
Fred Shelfer	7	Mary Simon Irby	13	Calvin D. Pace	21	Garret D. Bass	29
Lynley A. Parker	7	Cathy M. Ervin	13	Destinee Davidson	21	Sarah H. Sellers	30
Daniel A. Marion	7	Tamia Lawrence	13	McKenna Wolk	22	Dillon Murray	30
Roderick D. Gardner	8	Antonia L. Hernandez	13	Glenda J. Warthen	22	Lukues L. Bidatsch	30
Leydia L. Irick	8	Gail M. Arthur	14	Anna Godfrey	23		
Barclay J. Dixon	9	Diane Eyles	15	Lindsey Carroll	23		



Ira Jones	33	Lashaunda Andrews	4	Evelyn A. Pensgard	2	Dawn Nicholls	1	Cathy M. Ervin	1
Mary Thomas	28	Abbigale L. Schaffner	4	Jason B. Hunter	2	Carla A. Brito	1	Andrew C. Walden	1
Mirna A. Ruiz	15	Issac L. Gasper	3	Derrick L. Dudley	2	Jalee H. White	1	Jessica Y. Ervin	1
Sara R. Hall	15	Latrel M. Bolden	3	Wanda S. Mickel	2	Charles E. Olson	1	Tanthalas Powell	1
Joseph Dobbs	14	Sophia Gillo	3	Aidan C. Mcconnell	2	Ladiamond S. Milton	1		
Raisha Licht	9	Melanie D. Barber	3	Stephen Dodson	2	Zion M. Zellars	1		
Latasha Gaines	8	Alina Duncan	2	Reinaldo Andreu	2	Sarah Macadams	1		
Angela E. Smitherman	8	Hayden T. Church	2	Laci V. Joyner	2	Austin D. Tarr	1		
Penelope M. Ray	7	Abigail S. Jackson	2	Mary J. Yates	2	Bryauna A. Hosfelt	1		
Franny Graham-Clemons	5	Chrystian Rogers-Jackson	2	Kerrstin R. Embry	2	Melody Lands	1		
Jamal A. Aburayyan	5	Kathryn Kelley	2	Courtney M. Martin	2	Venus M. Watts	1		
Natalie H. Haynes	5	Eleazar J. Rodriguez	2	Elizabeth Rush	2	Stephanie L. Humphrey	1		