

## AT A GLANCE

Goodwill Easterseals Miami Valley has been empowering people with disabilities and other needs for more than 85 years. Last year we served 19,547 people in 23 counties, with a team of 1,200 dedicated employees and nearly 500 volunteers.

### **Our Mission:**

At Goodwill Easterseals Miami Valley our mission is to empower people with disabilities and other disadvantages to achieve independence and improve their quality of life.

### **Our Vision:**

Our vision is to make it possible for all people to live, learn, work and play with full inclusion in the life of the community.

### **Our values define our culture and guide our work through:**

- **Impact:** *We offer high quality services that provide long-term positive outcomes for the people we serve.*
- **Stewardship:** *We safeguard resources entrusted to us by the community.*
- **Accountability:** *We take responsibility for the achievement of our goals and offer a hand up to others in taking ownership of their future.*
- **Safety and Wellness:** *We create and maintain a safe environment where overall wellness is encouraged and promoted.*
- **Customer Experience:** *We provide superior customer service treating everyone with compassion and empathy so they feel valued and appreciated.*
- **Innovation:** *We approach our work with the spirit and agility that fosters creativity and continuous improvement.*
- **Inclusion:** *We embrace diversity by respecting everyone's strengths and talents.*

## HOW WE CAME TO BE

- Opened doors as Goodwill affiliate in 1934
- Merged with local Easter Seals affiliate in 1999
- Merged with Technology Resource Center in 2002
- Assumed responsibility of Shiloh House Adult Day Service in 2002
- Merged with WORDS Radio Reading Service in 2003
- Assumed responsibility of Sunrise Adult Day Service in 2004
- Combined with Goodwill Industries of Lima, Inc. in 2007
- Merged with Greater Dayton Clubhouse in 2012

## WHAT WE DO

### **Retail Services**

The Goodwill Stores retail program supports our mission by providing work opportunities and serving as training sites. Store revenue supports program services and provides the financial strength to grow our services to help more individuals with disabilities and other disadvantages.

### **Business Services**

Business-to-business partnerships allow the agency to provide employment for people with disabilities through janitorial contracts, computer recycling, assembly/packaging and shelf-stocking.

## WHAT WE DO

### Vocational Services

Provide training and support to individuals seeking to enter, or advance, in today's workforce. Through participation in trainings and certifications, individuals are better prepared to gain and maintain employment, leading to self-sufficiency and independence.

- *Job Seeking & Job Readiness*
- *Skills to Succeed Academy*
- *Digital Skills*
- *Industry Recognized certifications*
  - *ServSafe*
  - *Certified Guest Room Attendant*
  - *Guest Service Gold-Customer Service (retail, restaurant and hospitality front-line workers)*
  - *Guest Service Gold-Customer Service and Cashier Training*

### Outreach Services

Assist individuals with disabilities to live as independently as possible; help make everyday tasks easier and eliminate potential barriers to self-sufficiency.

- *Assistive Technology Services*
- *Radio Reading Services*
- *Medical Equipment Loan Program*
- *Interpreter Services*
- *Veteran & Employers Connection*
- *Vision Services*

### Employment Services

Assist youth and adults in obtaining and maintaining employment. Through employment individuals can establish a fulfilling life, supporting themselves and their families.

- *Miami Valley Works*
- *Assessments*
- *Skills Training*
- *Job Placement and Coaching*
- *Career Counseling*
- *On-the-Job Training*
- *Specialized Services for*
  - *Veterans*
  - *Deaf and Hard of Hearing*
  - *Blind and Visually Impaired*
  - *Young Adults*
  - *Seniors*
  - *Economically Disadvantaged*
  - *Those affected by Mental Illness*
  - *Individuals in recovery*

### Behavioral Health Services

Offer assistance to individuals with mental health and substance use disorders, providing the support and guidance necessary for them to manage their lives effectively. Provide recovery and skills training as a foundation to individual success and self-sufficiency.

- *Accredited Mental Health Facility*
- *Miracle Clubhouse*
- *Main Street Recovery Center*
- *Downtown Dayton Initiative*
- *Clinical Services*
- *Recovery Peer Support*
- *Transitional Employment*

### Services for Individuals with Developmental Disabilities

Support individuals with developmental disabilities in all areas, including residential and employment services. Provide supports necessary to promote an individual's highest level of independence and quality of life.

- *Adult Day Support*
- *JobCom*
- *Transportation*
- *Community Inclusion*
- *Supported Employment and Retention Services*

### Youth Services

Help children, especially those with disabilities, get a good start in life.

- *Car Seat Safety Program*
- *Child Screening Service*

### Senior Services

Provide on-going solutions for individuals as they age and for the families and caregivers who support them. Offer programs and outreach to ensure seniors are safe, healthy and thriving.

- *Senior Adult Day Program*
- *Senior Community Service Employment Program*
- *Support Groups*
- *A Matter of Balance*