

Council of California Goodwill Industries

HR PILLAR MEETING

December 1-2, 2011

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Updated 11/29/11 – 10:30 a.m.

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HUMAN RESOURCES BEST PRACTICES MEETING

Sponsored by the Council of California Goodwill Industries  
Hosted by Goodwill Industries of San Diego County



Agency Headquarters  
3663 Rosecrans Street, Executive Conference Room / 2<sup>nd</sup> Floor  
San Diego, California 92110  
(park & enter building behind store - entrance on Sports Arena Blvd)

Thursday, December 1, 2011, 12:00 p.m. – 5:00 p.m.  
Friday, December 2, 2011, 8:00 a.m. – 12:00 p.m.

PROPOSED AGENDA (V2)

- GREATER EAST BAY  
*Alameda, Contra Costa,  
Solano Counties*
- ORANGE COUNTY
- REDWOOD EMPIRE  
*Sonoma, Napa  
Mendocino, Lake, Humboldt &  
Trinity Counties*
- SAN DIEGO COUNTY  
*San Diego & Imperial Counties*
- SAN FRANCISCO  
SAN MATEO, & MARIN  
COUNTIES
- SAN JOAQUIN VALLEY  
*Amador, San Joaquin,  
Calaveras, Tuolumne, Stanislaus,  
Mariposa, Madera, Fresno &  
North Tulare Counties*
- SANTA CRUZ, MONTEREY  
& SAN LUIS OBISPO  
COUNTIES
- SERVING THE PEOPLE  
OF SOUTHERN LOS ANGELES  
COUNTY
- SILICON VALLEY  
*Santa Clara &  
San Benito Counties*
- SOUTH CENTRAL CALIFORNIA  
*Kern, Kings &  
South Tulare Counties*
- SOUTHERN CALIFORNIA  
*Northern Los Angeles, San  
Bernardino & Riverside Counties*
- SOUTHERN OREGON  
*Siskiyou & Del Norte Counties*
- VENTURA & SANTA  
BARBARA COUNTIES

Thursday, December 1, 2011	
10:30–11:30	<p><b><u>AGENCY SHOWCASE TOUR:</u></b></p> <ul style="list-style-type: none"> <li>▪ Facilities tour – Mr. <b>Mike Rowan</b>, San Diego-based Goodwill agency CEO / President</li> </ul>
12:00–12:15	<p><b><u>HOSTED LUNCH:</u></b></p> <ul style="list-style-type: none"> <li>▪ Light buffet or boxed lunch provided in or near conference rooms</li> </ul> <p>I. <b><u>(JOINT SESSION WITH COUNCIL) OPENING SESSION:</u></b></p> <ul style="list-style-type: none"> <li>▪ Call to order / opening remarks – Chairman <b>David Miller</b></li> <li>▪ Welcome address – Mr. <b>Mike Rowan</b>, San Diego-based Goodwill agency CEO / President</li> <li>▪ Roundtable introductions – Chairman <b>David Miller</b></li> <li>▪ Establishment of quorum – Secretary <b>Kathy Leahy</b> <b>Ref Doc: Prospect Attendees Roster</b></li> <li>▪ Review scope of meetings – Chairman <b>David Miller</b></li> <li>▪ Call for breakout sessions – Chairman <b>David Miller</b></li> </ul> <p>II. <b><u>APPROVAL OF THE AGENDA:</u></b></p> <ul style="list-style-type: none"> <li>▪ Consider changes / additions to agenda – Chairman <b>Kim Seebach</b></li> </ul>
12:15–1:45	<p>III. <b><u>ROUNDTABLE DISCUSSION:</u></b></p> <ul style="list-style-type: none"> <li>▪ Focus: Review / fine-tune of the HR matrix – Chairman <b>Kim Seebach</b></li> </ul>
1:45–3:15	<p>IV. <b><u>ROUNDTABLE DISCUSSION:</u></b></p> <ul style="list-style-type: none"> <li>▪ Focus: federal rules on unionization postings and California legal updates – Ms. <b>Toni Giffin</b></li> </ul>
3:15–3:30	<b><u>BREAK:</u></b>

3:30–4:55	v.	<p><b><u>PUBLIC POLICY:</u></b></p> <ul style="list-style-type: none"> <li>▪ Key legislative updates, Legislature session wrap-up and 2012 projections: Political Consultant <b>Kate Bell</b></li> <li>▪ Strategies to support legislation: Chairman <b>Kim Seebach</b></li> </ul>
4:55–5:00		<p><b><u>MEETING ADJOURNMENT:</u></b></p> <ul style="list-style-type: none"> <li>▪ Closing remarks &amp; adjournment – Chairman <b>Kim Seebach</b></li> </ul>
5:30–9:30		<p><b><u>GROUP DINNER &amp; THEATER:</u></b></p> <ul style="list-style-type: none"> <li>▪ Group dinner with Council meeting participants at Acapulco Mexican Restaurant &amp; Cantina (@ the Hacienda Hotel), 2467 Juan Street, San Diego, CA 92110</li> <li>▪ Theater outing – “It’s a Wonderful Life: A Live Radio Play” – 7:30 p.m. curtain call</li> </ul>
<b>Friday, December 2, 2011</b>		
7:30–8:00		<p><b><u>HOSTED BREAKFAST</u></b></p> <ul style="list-style-type: none"> <li>▪ Light / continental breakfast provided in or near conference room</li> </ul>
8:00–8:05		<p><b><u>CALL TO ORDER</u></b></p> <ul style="list-style-type: none"> <li>▪ Welcome &amp; introductions – Chairman <b>Kim Seebach</b></li> <li>▪ Review remaining agenda items – Chairman <b>Kim Seebach</b></li> </ul>
8:05–10:15	vi.	<p><b><u>ROUNDTABLE DISCUSSION:</u></b></p> <ul style="list-style-type: none"> <li>▪ Focus: best practices for on-boarding staff – Ms. <b>Toni Giffin</b></li> <li>▪ Focus: salary survey – Mr. <b>Jim Howley</b></li> <li>▪ Focus: GII document share site – Mr. <b>Otto DeLeon</b></li> </ul>
10:15–10:45	vii.	<p><b><u>OPEN FORUM:</u></b></p> <ul style="list-style-type: none"> <li>▪ Focus: miscellaneous issues – Chairman <b>Kim Seebach</b></li> </ul>
10:15–11:45	viii.	<p><b><u>(JOINT SESSION WITH COUNCIL) STRATEGIC PLAN ACTIONS:</u></b></p> <ul style="list-style-type: none"> <li>▪ Pillar liaisons’ reports <ul style="list-style-type: none"> <li>• Retail – Secretary <b>Kathy Leahy</b></li> <li>• Workforce – Ms. <b>Sheryl Chalupa</b>, Bakersfield-based Goodwill CEO / President</li> <li>• HR – Mr. <b>Michael Paul</b>, Santa Cruz-based Goodwill CEO / President &amp; HR Pillar Executives (Pillar Report)</li> </ul> </li> <li>▪ Other collaborations <ul style="list-style-type: none"> <li>• Agency board members – Mr. <b>Mike Rowan</b>, San Diego-based Goodwill CEO / President</li> <li>• CFOs / COOs – Vice-Chair <b>Mark Inde</b></li> <li>• Public Policy Committee – Co-Chairs <b>Debbie Alvarez-Rodriguez</b> / <b>John Latchford</b></li> </ul> </li> </ul>

		<ul style="list-style-type: none"><li>• Fiscal &amp; Economic Impact Project – Mr. <b>Doug Barr</b>, Los Angeles-based Goodwill CEO / President</li></ul>
11:45–12:00	IX.	<b>(JOINT SESSION WITH COUNCIL) MEETING RECAP &amp; ADJOURNMENT:</b> Chairman <b>David Miller</b> <ul style="list-style-type: none"><li>▪ Review of proceedings &amp; closing remarks</li><li>▪ Promotion of next quarterly meeting</li><li>▪ Adjournment</li></ul>

HUMAN RESOURCES PILLAR MEETING

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PROSPECT ATTENDEES (V2)

- GREATER EAST BAY  
*Alameda, Contra Costa,  
Solano Counties*
- ORANGE COUNTY
- REDWOOD EMPIRE  
*Sonoma, Napa  
Mendocino, Lake, Humboldt &  
Trinity Counties*
- SAN DIEGO COUNTY  
*San Diego & Imperial Counties*
- SAN FRANCISCO  
SAN MATEO, & MARIN  
COUNTIES
- SAN JOAQUIN VALLEY  
*Amador, San Joaquin,  
Calaveras, Tuolumne, Stanislaus,  
Mariposa, Madera, Fresno &  
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Bernardino & Riverside Counties*
- SOUTHERN OREGON  
*Siskiyou & Del Norte Counties*
- VENTURA & SANTA  
BARBARA COUNTIES

INDIVIDUALS PRESENT		
<b>Bell, Kate</b> COUNCIL'S POLITICAL CONSULTANT		Based in Sacramento
<b>Evans, Brandy</b> VP OF FINANCE		Santa Rosa-based Goodwill
<b>Fitzgerald, Karla</b> DIRECTOR OF ENVIRONMENTAL HEALTH & SAFETY		Los Angeles-based Goodwill
<b>Giffin, Toni</b> SR DIRECTOR OF HR & SUPPORT SERVICES		San Diego-based Goodwill
<b>Gravino, Ronnie</b> DIR OF PEOPLE DEVELOPMENT		San Francisco-based Goodwill
<b>Howley, Jim</b> DIRECTOR OF HR		Santa Cruz-based Goodwill
<b>Justet, Judi</b> MANAGING DIRECTOR OF PEOPLE		San Jose-based Goodwill
<b>Parkinson, Fabia</b> HR MANAGER		San Diego-based Goodwill
<b>Pliskin, Lucy</b> GENERAL COUNSEL & VP OF HR		Los Angeles-based Goodwill
<b>Seebach, Kim</b> VP OF HR – <b>CHAIR</b>		Santa Ana-based Goodwill
<b>Tovatt, Karen</b> DIRECTOR OF HR		Long Beach-based Goodwill
<b>Vaca, Sylvia</b> DIRECTOR OF HR		Oxnard-based Goodwill
INDIVIDUALS ABSENT		
<b>Anderson, Ahmad</b> VP OF HR		Oakland-based Goodwill
<b>Della Casa, Rosa</b> HR DIRECTOR		San Francisco-based Goodwill
<b>Grellamn, Gary</b> CFO & COO		San Francisco-based Goodwill
<b>Leczkesy, Ed</b> DIRECTOR OF HR		Stockton-based Goodwill
<b>Perez, Jose</b> HR DIRECTOR		Santa Ana-based Goodwill
<b>Poon, Diane</b> DIRECTOR OF HR		Los Angeles-based Goodwill
<b>Sack, Donna</b> SR DIRECTOR OF HR		Medford-based Goodwill
<b>Walker, Randy</b> VP OF ADMINISTRATIVE OPERATIONS		Bakersfield-based Goodwill

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Council of California **GOODWILL INDUSTRIES®**

COUNCIL MEETING

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PROSPECT ATTENDEES (V3)

- GREATER EAST BAY  
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*Siskiyou & Del Norte Counties*
- VENTURA & SANTA  
BARBARA COUNTIES

OFFICERS	
<b>Miller, David</b> COUNCIL CHAIR, PRESIDENT / CEO	Stockton-based Goodwill
<b>Ihde, Mark</b> COUNCIL VICE-CHAIR, PRESIDENT / CEO	Santa Rosa-based Goodwill
<b>Fox, Michael</b> COUNCIL TREASURER, PRESIDENT / CEO	San Jose-based Goodwill
<b>Leahy, Kathy</b> COUNCIL SECRETARY, PRESIDENT / CEO	Oxnard-based Goodwill
MEMBERS	
<b>Alvarez-Rodriguez, Deborah</b> PRESIDENT / CEO	San Francisco-based Goodwill
<b>Barr, Doug</b> PRESIDENT / CEO	Los Angeles-based Goodwill
<b>Clowes, Elise</b> AGENCY BOARD MEMBER	San Francisco-based Goodwill
<b>Latchford, John</b> PRESIDENT / CEO	Oakland-based Goodwill
<b>Paul, Michael</b> PRESIDENT / CEO	Santa Cruz-based Goodwill
<b>Pollack, Shep</b> AGENCY BOARD MEMBER	San Francisco-based Goodwill
<b>Rogers, Dan</b> PRESIDENT / CEO	Santa Ana-based Goodwill
<b>Rowan, Mike</b> CEO	San Diego-based Goodwill
<b>Tibbitts, Jonathan</b> AGENCY BOARD MEMBER	San Diego-based Goodwill
GUESTS	
CONSULTANTS	
<b>Bell, Kate</b> POLITICAL CONSULTANT	Based in Sacramento
<b>DeLeon, Otto</b> MANAGEMENT CONSULTANT	Based in Sacramento
OFFICER & MEMBERS ABSENT	
<b>Byrne, Gayle</b> PRESIDENT	Medford-based Goodwill
<b>Chalupa, Sheryl</b> PRESIDENT / CEO	Bakersfield-based Goodwill
<b>McCarthy, Janet</b> PRESIDENT / CEO	Long Beach-based Goodwill

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Solano Counties*
- ORANGE COUNTY
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Mendocino, Lake, Humboldt &  
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Thursday, December 1, 2011	
10:30–11:30	<p><b><u>AGENCY SHOWCASE TOUR:</u></b></p> <ul style="list-style-type: none"> <li>▪ Facilities tour – Mr. <b>Mike Rowan</b>, San Diego-based Goodwill agency CEO / President</li> </ul>
12:00–12:15	<p><b><u>HOSTED LUNCH:</u></b></p> <ul style="list-style-type: none"> <li>▪ Light buffet or boxed lunch provided in or near conference rooms</li> </ul> <p>I. <b><u>(JOINT SESSION WITH PILLAR) OPENING SESSION:</u></b></p> <ul style="list-style-type: none"> <li>▪ Call to order / opening remarks – Chairman <b>David Miller</b></li> <li>▪ Welcome address – Mr. <b>Mike Rowan</b>, San Diego-based Goodwill agency CEO / President</li> <li>▪ Roundtable introductions – Chairman <b>David Miller</b></li> <li>▪ Establishment of quorum – Secretary <b>Kathy Leahy</b> <b>Ref Doc: Prospect Attendees Roster</b></li> <li>▪ Review scope of meetings – Chairman <b>David Miller</b></li> <li>▪ Call for breakout sessions – Chairman <b>David Miller</b></li> </ul> <p>II. <b><u>APPROVAL OF THE AGENDA:</u></b></p> <ul style="list-style-type: none"> <li>▪ Consider changes / additions to agenda – Chairman <b>David Miller</b></li> </ul> <p>III. <b><u>APPROVAL OF THE MINUTES:</u></b></p> <ul style="list-style-type: none"> <li>▪ Review previous meeting proceedings – Chairman <b>David Miller</b> <b>Ref Doc: Minutes of the Council Meeting – Sep 22-23 2011</b></li> </ul>
12:15–3:00	<p>IV. <b><u>AGENCY ISSUES / ROUNDTABLE DISCUSSION:</u></b></p> <ul style="list-style-type: none"> <li>▪ Focus: agency reports highlighting 2012 projections / key initiatives – Chairman <b>David Miller</b> <b>Ref Doc: Roundtable Issues Prep Sheet &amp; 2012 Projections Matrix</b></li> </ul>
3:00–3:15	<p><b><u>BREAK:</u></b></p>

3:15–4:15	v.	<b><u>VOLUNTEERS:</u></b>	<ul style="list-style-type: none"> <li>▪ Utilization trends and analysis – Chairman <b>David Miller</b> and Ms. <b>Elise Clowes</b></li> </ul>
4:15–4:55	vi.	<b><u>YEAR-END ISSUES:</u></b>	<ul style="list-style-type: none"> <li>▪ Nominating Committee report – Chairman <b>David Miller</b></li> <li>▪ Consultants contracts renewal – Chairman <b>David Miller</b></li> <li>▪ 2012 meeting schedule – Chairman <b>David Miller</b></li> </ul>
4:55–5:00		<b><u>MEETING ADJOURNMENT:</u></b>	<ul style="list-style-type: none"> <li>▪ Closing remarks &amp; adjournment – Chairman <b>David Miller</b></li> </ul>
5:30–9:30		<b><u>GROUP DINNER &amp; THEATER:</u></b>	<ul style="list-style-type: none"> <li>▪ Group dinner with HR Pillar Executives at Acapulco Mexican Restaurant &amp; Cantina (@ the Hacienda Hotel), 2467 Juan Street, San Diego, CA 92110</li> <li>▪ Theater outing – “It’s a Wonderful Life: A Live Radio Play” – 7:30 p.m. curtain call</li> </ul>
<b>Friday, December 2, 2011</b>			
7:30–8:00		<b><u>HOSTED BREAKFAST</u></b>	<ul style="list-style-type: none"> <li>▪ Light / continental breakfast provided in or near conference room</li> </ul>
8:00–8:05		<b><u>CALL TO ORDER</u></b>	<ul style="list-style-type: none"> <li>▪ Welcome &amp; introductions – Chairman <b>David Miller</b></li> <li>▪ Review remaining agenda items – Chairman <b>David Miller</b></li> </ul>
8:05–8:15	vii.	<b><u>GII BOARD REPORT:</u></b>	<ul style="list-style-type: none"> <li>▪ Strategic issues update – Ms. <b>Deborah Alvarez-Rodriguez</b>, San Francisco-based agency CEO / President</li> </ul>
8:15–10:15	viii.	<b><u>PUBLIC POLICY COMMITTEE REPORT:</u></b>	<ul style="list-style-type: none"> <li>▪ Priority legislative initiatives overview – Cmte Chairs <b>Deborah Alvarez-Rodriguez</b> / <b>John Latchford</b>, and / or Political Consultant <b>Kate Bell</b></li> <li>▪ Public Policy Survey – Cmte Chairs <b>Deborah Alvarez-Rodriguez</b> / <b>John Latchford</b></li> </ul>
10:15–10:45	ix.	<b><u>TREASURER’S REPORT:</u></b>	<ul style="list-style-type: none"> <li>▪ Review of financial statements &amp; position – Treasurer <b>Michael Fox</b> <b>Ref Doc: <i>Treasurer’s Report</i></b></li> <li>▪ 2012 dues structure – Treasurer <b>Michael Fox</b></li> </ul>

10:15–11:45	x.	<b>(JOINT SESSION WITH PILLAR) STRATEGIC PLAN ACTIONS:</b>
<ul style="list-style-type: none"><li>▪ Pillar liaisons' reports<ul style="list-style-type: none"><li>• Retail – Secretary <b>Kathy Leahy</b></li><li>• Workforce – Ms. <b>Sheryl Chalupa</b>, Bakersfield-based Goodwill CEO / President</li><li>• HR – Mr. <b>Michael Paul</b>, Santa Cruz-based Goodwill CEO / President and HR Pillar Executives (Pillar Report)</li></ul></li><li>▪ Other collaborations<ul style="list-style-type: none"><li>• Agency board members – Mr. <b>Mike Rowan</b>, San Diego-based Goodwill CEO / President</li><li>• CFOs / COOs – Vice-Chair <b>Mark Ihde</b></li><li>• Public Policy Committee – Co-Chairs <b>Debbie Alvarez-Rodriguez</b> / <b>John Latchford</b></li><li>• Fiscal &amp; Economic Impact Project – Mr. <b>Doug Barr</b>, Los Angeles-based Goodwill CEO / President</li></ul></li></ul>		
11:45–12:00	xi.	<b>(JOINT SESSION WITH PILLAR) MEETING RECAP &amp; ADJOURNMENT:</b> Chairman <b>David Miller</b>
<ul style="list-style-type: none"><li>▪ Review of proceedings &amp; closing remarks</li><li>▪ Promotion of next quarterly meeting <b>Ref Doc: February 19-21 COE promotional flyer</b></li><li>▪ Adjournment</li></ul>		