

# Goodwill Industries of Northeastern Pennsylvania (NEPA)

## OVERVIEW

Since 1943, Goodwill Industries of NEPA continues to operate retail services along with many more innovative programs for individuals with disabilities or other barriers.

Goodwill is committed to offering the best services through their 13 group homes in Luzerne and Lackawanna Counties; coordinated after school socialization program; nine retail stores and three donation centers; adult day programming; individualized behavior supports; employment and job training to youth and adults and their volunteer program which gives back to the communities they serve.

## CHALLENGES

Before Goodwill NEPA joined the team, they were looking for someone to help control claims costs and someone to help implement safety procedures and programs. They wanted a focus on creating a strong safety culture amongst supervisors and employees.

## SOLUTIONS

Once the partnership began, SOS and Synergy partnered with supervisors and management to drive down injury costs. Safety programs have been stronger ever since due to monthly visits where SOS Safety can hold supervisors accountable and provide safer work environments.

## RESULTS

- 91% decrease in incurred
- 89% decrease in average claim cost
- 12% decrease in experience mod
- 100% commitment to transitional return to work



“They really leave no stone unturned to ensure that we are all operating at maximum efficiency and in the safest manner possible.”

**Kate Jones**  
CEO