



Five Star Experience...

Five stars! It's the rating that every business owner wants to see on their website. Maintaining excellent customer relationships is a key differentiator between a great company (5 stars) and a mediocre one (2 stars). As you know, Good Works provides home repairs for low-income families, and the majority of the work is accomplished by teams of dedicated and capable volunteers. According to LinkedIn™ there are five qualities that customers look for in a home remodeling contractor. These include: experience, reputation, integrity, flexibility and the ability to listen. Successful businesses understand how important these attributes are because customers need to feel safe and confident



5 Star Smiles

when providing access to one of their most valuable possessions – their home. When a homeowner contacts Good Works for assistance, they typically have little experience with contractors, and if they had, it is all too often a horror story. But Good Works is different and approaches home repair in a non-traditional manner. First, we only assist people who don't have money to pay us. Hence, our services are free to qualified homeowners. Second, we will make repairs that homeowners didn't even know they needed. We perform a comprehensive home inspection to identify everything needed to make the home warm, safe, dry and healthy. Then we fix all of it. Third, we primarily employ volunteers to perform the work, and instead of rushing through it, we spend as long as it takes to get the job done. Hence, we get to know the family and they get to know and trust us. Sounds like a good deal, right? Well, it gets even better.

Good Works is called to an even greater purpose. A purpose beyond replacing shingles, repairing furnaces or applying a new coat of paint. Our mission is to

transform lives, and we do that by repairing homes and sharing the hope found in Jesus Christ. That means our volunteers are committed to spending time beyond the technical issues and helping with challenging emotional and spiritual issues within the household. They will pray with people, help them to grow in their relationship with God and to connect with communities of faith in the areas where they live. This greater calling has led to the realization that the attributes of a successful home remodeling contractor are insufficient for an organization like Good Works because our standards are set by an even higher authority. We certainly need to be experienced, of good report and high integrity. We also need to be flexible and to listen well, but our goal is to provide a God-Honoring experience in all of our interactions.

What might a Good Works five star God-Honoring experience look like? To know for sure, we need to check the Operators Manual – the Holy Bible. There it describes what our Creator expects. He commands us to, "Love the Lord your God with all your heart and with all your soul and with all your mind and with all your strength" and to "Love your neighbor as yourself." (Matthew 22:37-39). He wants us to trust in His son Jesus, as our Lord and Savior and to enter into a lifelong relationship with Him. (Colossians 2:6-7). That way our good works will be empowered by His Spirit, (Ephesians 2:10) and not by our own effort or for self-gratification. And equally important, He expects us to share these important truths with others. (Matthew 28:19-20). Finally, we can only provide a five star God-Honoring experience if we give God the credit for the work we do. (Psalm 127:1). When we love unconditionally, go the extra mile, serve without expectations, and give God the glory and thanks, we create a God-Honoring experience that will truly differentiate Good Works.

May it be said of every staff member, volunteer, donor and friend of Good Works, that we daily earn five stars!

Our goal is to provide a **God-Honoring experience.**



repairing homes and restoring hope

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Chester County and Beyond!...



Home Dedication ceremonies celebrate every home completed

There is only one Good Works of Chester County and it is pretty special.

Every Philadelphian knows that you can't get an authentic Philly Cheesesteak outside of Philadelphia. Just like you can't get real Boston Baked Beans anywhere but in Boston. There are certain products and services only found in specific regions of the country. In the same way, Good Works is a service that has limited availability except to people in Chester County, Pennsylvania. But, as Good Works

becomes known outside of this region, there is growing interest from caring people in other parts of country who recognize the need for a home repair ministry like Good Works in their hometowns. Hence, our strategic vision to someday see Good Works affiliates in communities of need nationwide.

There are many home repair contractors across the country. Most are for-profit and some are non-profit, but there is only one Good Works of Chester County, and it is pretty special. Specifically, Good Works' dual ministry model of repairing homes and restoring hope is a rare but potent combination in the war on poverty. God has blessed Good Works with 31 years of experience, and has taught us how to transform homes and lives for Christ. Over the past 5 years, the faith aspect of our program has realized tremendous growth as our Ambassador ministry

becomes even more tightly integrated within the overarching framework of Good Works.

Ephesians 2:10 says that God goes ahead of us and prepares good works in advance for us to do. We have seen Him direct our steps on a national level through the ReFrame Association, a nationwide network of non-profit home repair organizations, as well as the C12 Group, the nation's largest network of Christian CEOs and executives. God has provided a platform within these two organizations to inspire and encourage leaders to put their faith into action. For others, Good Works has become an example of how to incorporate ministry into their place of business. We are excited for the opportunity as God leads us to use these connections to help undergird and equip others to not merely assist temporal needs but eternal needs in communities nationwide.

I Can Only Think of One Word – Amazing...

"Good Works made me feel that I matter."

Joanne's initial note to Good Works tried to hide the deep concerns she felt for the condition of her home. "I have tried to keep up with things the best I can, but sometimes it is very difficult. All winter long, I keep getting oil deliveries and it takes everything I have just to stay warm. A pipe is leaking in my living room and I have no idea the condition of my roof. I would so appreciate if someone from Good Works could just check on these things to see what you think." Her humble request also revealed another concern. "Three years ago, I lost my partner of 14 years and now I live alone." Loneliness in a failing home is a one, two punch for a senior citizen

surviving on a limited income. But what a difference a year makes!

"Good Works changed my life completely. I am so proud of



Good Works volunteers take care of everything

my home now thanks to all the wonderful people at Good Works. They were absolutely amazing. Things were falling apart, but Good Works took care of it all. They came with happy and friendly smiles and did their jobs that were not so easy, and tackled everything with a wonderful attitude. I absolutely love all of them. I enjoyed talking with the ambassadors and learned a lot of important things about life and that God is the most important person in our lives. Good Works made me feel that I matter and they wanted to help me as much as possible. I can only think of one word – AMAZING!"

Experience more stories of how Good Works is transforming lives of families and volunteers on our new "Stories of Hope" webpage at: www.goodworksinc.org/hope

Work Camp 2019 Picture Book...

When Good Works Work Camp began in 1991, no one could have imagined this rite of summer would still be going strong some 28 years later. Over a period of 4 weeks this summer, 18 work teams repaired 12 homes and experienced how the homeowners, volunteers and God are inextricably linked like a cord of three strands.

Check out some of the photos of the amazing youth and adults representing churches from far and wide repairing homes and restoring hope.



Volunteers learn new repair skills



Every day begins with prayer



Digging is best done by a team!



New windows are something to smile about



Friends come in all ages, shapes and sizes at Work Camp

What Motivates You?...

Volunteers are the lifeblood of Good Works. It takes on average, 750 volunteer hours to complete repairs to a home. And consider this, there are at least 40 homes being repaired by Good Works across Chester County in any given month.

The broad majority of Good Works volunteers assist with home repair tasks. They are members of Partner Churches, local businesses, university teams, youth groups, area families along with individuals who participate in one or more workdays each year. Another growing sector of volunteers are our Ambassadors who attend to the relational and spiritual needs of the homeowners and families, fellow volunteers and others they meet on each workday. Some volunteers drive our trucks and deliver building materials to worksites, while others make and deliver lunches to the hungry crews. Application Interviewers help struggling homeowners apply for assistance. Other volunteers serve in governance roles on the Board of Directors, or one of our Strategic Committees. The point is, there are many opportunities to make a positive difference at Good Works.

Amazingly, many of our volunteers are 10, 20, even 30 year veterans of Good Works. We wanted to know why these committed individuals choose Good Works. So we took a survey of some of our volunteer leaders and three recurring themes emerged from the data.

The broad majority of these individuals are motivated by their faith. This category included comments like: "As a Christ follower, I am called to help the poor, widows and others in need."



Front porches bond volunteers and homeowners

"I want to work for the Lord."
 "I grow spiritually, every time I volunteer."
 "I enjoy sharing about Jesus and His love."

People volunteer because it is an opportunity to "give back."

"I volunteer because I need to give back."

"I want to give back because God and Good Works gave so much for me."

"I grew up in a family that believed in always giving back. Now it is part of my being."

"I love that satisfaction knowing I have impacted someone's life."

Others have found it a rewarding experience.

"I love the fellowship working alongside others."

"I love working with my hands and teaching others how to do things right."

"I have begun a workday feeling down and come out feeling NEW."

"I feel good about paying blessings forward."

Another recurring theme was the relationships that form between the crews and the homeowners. As one volunteer wrote: "The home repairs will last a few years, but my relationship with the family we served will last forever."

(continued on back cover)

Good Works volunteers are the best kind of people.

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What Motivates You? (cont'd from page 3)

Good Works volunteers are the best kind of people. They are the “good guys (and gals)” who put others before themselves. I hope these responses inspire and motivate you to get involved on a deeper level! If you have never volunteered, sign up for a workday soon and experience how good helping others can make you feel. If you haven’t volunteered recently, come out and reconnect with our mission. I can’t imagine a better place to be one

Saturday a month than with the great volunteers of Good Works! And, if you want to have even greater impact, become a workday leader. You can learn more about volunteer opportunities at: www.goodworksinc.org/volunteer.

We enjoy hearing from you! What is your motivation for volunteering your time, talent or treasure with Good Works? Let us know at www.goodworksinc.org/motivation.

We love hearing from you. Please provide feedback via the “Contact Us” page on our website, by email at: office@goodworksinc.org or by phone at 610.383.6311. We never share your information with any third party without your permission, so please keep us up to date if your email or mailing address changes.

Win a Good Works ball cap!

What is the purpose of this tool?

Respond at www.goodworksinc.org/toolcontest. Winner will be drawn from all correct answers received by December 1, 2019.

We had no winners for our Spring 2019 Tool Contest. The correct answer was an antique carpet stretcher.



Ways to Partner With Us...

To help you help us, we have some convenient options that can be used to send donations to Good Works through:

- Direct deposit from your credit card or bank
- Our website: www.goodworksinc.org
- Donation of appreciated stocks
- Check to see if your company has a matching gift program

We continue to offer the following opportunities to give via:

- United Way of Chester County (simply designate to Good Works)
- United Way of Southeastern PA (code number 10255)
- Remember Good Works in your Estate plans.
- AmazonSmile.com

Please contact Larry Lukacs at (610) 383-7240 for additional information.

We take seriously the trust that our donors and supporters confer upon us and remain committed to using our resources in the most responsible manner to further the important work of this ministry.

The official registration and financial information of Good Works, Inc., may be obtained by calling toll free within Pennsylvania, 1 800 732 0999. Registration does not imply endorsement.

PARTNER SUPPORT

Some helpful information to keep in mind if you need the services of a good local business... try using a company that supports Good Works!

Go to the Good Works website www.goodworksinc.org and look for companies under the “Partners” tab.

We thank God for your faithful support and know that “every good and perfect gift is from above.”

JAMES 1:17