



Overview of Services

Goodwill 
Industries of Northwest Ohio, Inc. 

Our Mission:

We improve the lives of people with disabilities or other disadvantages through employment, training, and job placement opportunities.

Our Vision:

Goodwill Industries of Northwest Ohio will demonstrate local, regional and global leadership in providing life-enhancing services to people with barriers to employment.

Our Core Values:

Commitment - We demonstrate our value to and impact on the organization.

Innovation - We exercise the power to make improvements.

Integrity - We earn trust through all of our actions.

Learning - We grow and succeed through learning.

Respect - We value and connect with others.

Teamwork - We achieve goals and deliver our mission together.

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Code of Ethics and Accountability

Goodwill Industries of Northwest Ohio, Inc. its employees, board members, and volunteers, recognize the importance of fulfilling its responsibilities to the individuals and communities to which it has been entrusted to serve.

As a recipient of charitable contributions, Goodwill Industries of Northwest Ohio also recognizes that it is obligated to uphold the highest standards of fiscal stewardship by ensuring that funds received are used to further the organization's mission while safeguarding the corporation's assets.

The Code of Ethics therefore will embrace the highest level of ethical standards to ensure that integrity and honesty guide Goodwill Industries of Northwest Ohio and its agents in all of its conduct and business practices.

Procedure: Code of Ethics for Board Members and Staff Members

1. Agents representing Goodwill Industries (staff and board members) will conduct themselves and operate Goodwill Industries of Northwest Ohio in a manner that upholds its integrity and will merit keeping the trust and support of the public.
2. Agents will uphold all applicable laws and regulations by going beyond the letter of the law to protect or enhance Goodwill Industries of Northwest Ohio's ability to accomplish its mission.
3. Agents of Goodwill Industries of Northwest Ohio will treat others with respect and doing for and to others what we would have them do to and for us in similar circumstances.
4. Agents will be good stewards of Goodwill's resources.
5. Agents will take no actions that could benefit them personally at the unwarranted expense of Goodwill Industries of Northwest Ohio, avoiding even the appearance of conflict of interest. Further, agents will exercise prudence in expenses charged to Goodwill.
6. Agents will carefully consider the public's perception of their personal and professional actions and the effect their actions could have, positively or negatively, on the reputation of Goodwill Industries in the communities it serves.

Procedure: Delivery of Services

1. The following values will guide all actions in dealing with individuals served by Goodwill or employed by Goodwill Industries of Northwest Ohio.
All Actions Will:
 - a. Promote self-esteem in those served or supervised.
 - b. Demonstrate empathy and a willingness to use insights gained in such way as to improve the individuals situation.
 - c. Enlist the involvement of those served or supervised by increasing the "personal capital" of all individuals.
2. Individuals receiving any services must always be treated with respect and dignity regardless of disability or other barriers to employment.
3. Persons served are encouraged to provide *informed* consent or refusal (or any expression of choice) concerning the release of information; services that run simultaneously with others; the choice of who provides delivery of services; and how services are delivered. (Upon refusal, Goodwill is committed to provide an explanation of the risks and adverse consequences of the refusal.)
4. Input from individuals receiving workforce development services is paramount to program planning and delivery. Feedback on services is always requested from individuals served and accepted with non-judgmental attitudes.

5. Individuals served by Goodwill Industries relinquish no legal rights when they engage in services. Individuals' rights are to be respected and upheld at all times.
6. Goodwill Industries of Northwest Ohio will, at all times, maintain an environment that promotes optimal personal development and learning.
7. Goodwill Industries will remain mindful of attitudinal, architectural and communication barriers that exist within the agency which may affect the availability or quality of services and provide a corrective action plan where appropriate.

Procedure: Professional Responsibility to our Community

1. Community members support Goodwill Industries of Northwest Ohio through their donations of items for sale in stores (including the on-line retail operation, shopgoodwill.com), custodial contracts and through financial contributions.
2. Agents of Goodwill must be good stewards of these donated resources.
3. All members of the community must be treated with respect and dignity regardless of reason for contact with the agency. Goodwill Industries of Northwest Ohio needs to always be responsive to the needs and concerns of the community. Responses should serve as an opportunity to educate individuals about the mission of Goodwill Industries.
4. All complaints regarding the activities of the organization must be listened to and the response should be guided by a willingness to understand and validate the complainants' feelings and observations.

Rights as a Consumer:

Goodwill Industries of Northwest Ohio, Inc. has an obligation to preserve the dignity and personal safety of all consumers. Management prohibits any type of physical or sexual abuse and/or verbal harassment, including corporal punishment, psychological abuse, neglect, or financial exploitation. The latter includes humiliating, frightening or exploiting forms of punishment. If you feel you are being abused in any way while you are at Goodwill Industries, report it to your program facilitator or the Director of Mission Services (or an associate director in his/her absence) immediately.

1. You shall not lose any rights, benefits, or privileges guaranteed to you by law, the Constitution of the State of Ohio, or the Constitution of the United States because you are involved in programming at Goodwill Industries.
2. You have the right to receive quality workforce development (vocational rehabilitation) services from competent, professional staff.
3. We will provide client-centered services meaning that the services and plan to provide services will be developed with you and by you. It is also important that you understand the services that will be provided to you with your informed consent. We want you to understand and agree with the plan. If you do not agree, you can refuse services or make choices to alternatives.

4. Programming will not be denied to you based on your age, gender, sexual orientation, race, religious beliefs, ethnic origin, marital status, physical and/or mental disability.
6. With some limitations, your program facilitator can explain to you that you have the right to view and read any and all documents generated by Goodwill, including final reports.
7. An Individual Service Plan will be developed and reviewed periodically with your participation and, if appropriate, with your nearest relative and/or legal guardian. When you are helping to develop your program plan, you may invite advocates or family to assist you.
8. You have the right to provide input into your rehabilitation program at any time.
9. You have a right to practice your religious beliefs.
10. Any wages earned by you for performing work activities will be paid to you.
11. You and your guardian have the right to refuse services. Possible consequences to refusing services as well as alternative programming and risks of the alternative programming/services will be discussed with you.
12. You have access/referral to legal entities, self-help and advocacy services.
13. If you are declared ineligible for services, you and your counselor have the right to receive a written statement of the reason(s) for which you are ineligible.
14. If you disagree with any aspect of your program, or any action taken concerning you, you have the right to appeal the decision.
15. Any person seeking information about you or your programming must have a valid release of information and prove their identity. Your right to confidentiality is in accordance with the Mental Health and Developmental Disabilities confidentially act (740 LCCS 110).
16. You have the right to be part of every aspect of your programming and will actively participate in program planning and decision-making.
17. You can file a grievance and/or appeal a decision to deny, modify, reduce, or terminate services. No one directly involved in your grievance or appeal will be part of the review or the action.
18. You will not be excluded, suspended, or discharged from programming or have programming reduced for exercising any of your rights. Goodwill staff will explain the time frame to file an appeal and for a final decision.
19. You have the right to receive feedback in a timely manner to help you make decisions regarding your vocational goal and financial stability.
20. If you have any questions or concerns about your rights as stated above, you may ask your program facilitator. If you feel your rights have been violated, please follow the conflict resolution procedure.

You have the right to have any and all records concerning you and your background maintained in a confidential manner with information communicated only to those person(s) who are involved with your rehabilitation program and have a need to know that information.

Workforce Development Team Members

The workforce development staff consists of a Chief Mission Officer, Director of Mission Services, Community Employment Services Manager, Program Managers, Community Employment Specialists, and Job Coaches. Below you will see a description of the different positions within the workforce development team.

Chief Mission Officer

This position is responsible for advancing the Mission work of Goodwill Industries of Northwest Ohio, Inc. The goal is to raise the quality of life for individuals with barriers to employment by providing a variety of outstanding training options and job opportunities. The Chief Mission Officer will work with the President/CEO, to make decisions and implement initiatives to optimize the service objections and financial performance as defined by the mission, goals, and the organization's strategic plan; provide leadership, strategic direction and direct oversight for mission delivery and advancement of all agency training and mission services programs; provide leadership and strategic direction in the Mission Services and Contracts departments; and directly supervise the Directors for these departments.

Director of Mission Services

The position consists of direct supervision and oversees the recruiting, training and supervision of all department staff and personnel. They design, coordinate and supervise all of the vocational services program while integrating professional and non-professional skills and talents available in-house with services available within the community; integrate and coordinate various phases of the Workforce Development services and projects with other departments within Goodwill; develop and maintain relationships with persons with disadvantages and disabilities within the community to maintain understanding of needs and developments.

Community Employment Services Manager

This position is responsible for maintaining and establishing professional relationships with referral sources and other agency personnel as needed; participating in multi-agency meetings and other activities, such as OOD Vendor Fair, Agency Fairs, etc.; and maintaining knowledge of various disabilities and their vocational implications.

Vocational Evaluation Specialist

The position's main responsibility consists of development, supervision and program management for facility and community based Vocational Evaluations. Responsible for completing documentation for individuals we provide services to within the 13 Northwest counties. Provide oversight for work adjustment services including Individual service and Behavioral Plan(s). Also, assist with successful preparing for Commission on Accreditation of Rehabilitation Facilities (CARF) recertification process.

Rehabilitation Technician

This position is responsible for the assessment and provision of technology services/products to individuals who have a variety of disabilities. Consumer population would include individuals who are working, returning to work and university/technical/secondary school students. They would also need to have knowledge of and skill in workstation modifications, which would include: assessment, design, recommendation, and setup of ergonomic chairs, specialized desks and other work surfaces. They would have to provide the vocational counselor with a written report including recommendations (adaptive technology) for the individual with whom they are working.

Community Employment Specialist

This position is responsible for the development of a variety of employment/work sites in the community, for the areas of job shadowing, community work experience/adjustment, community based assessments and placement emphasis. Site development will include both pre-scheduled and cold call techniques. They also will need to work cooperatively with consumers, referral sources and employers to assist the consumer in attaining their vocational goal as identified in the consumer's Individualized Employment Plan.

Job Coaches

This position is responsible for working one-on-one with consumers and aiding them in job readiness activities. Coaching can occur at a Goodwill facility, at a company or business, or out in the community. Consumers may have one or more

barriers to employment, so the coach will need to learn the tasks, train the consumer and assess their work performance. By doing so, the Coach will observe the consumer's work behavior, interact with associates, document and develop a performance report noting all needs, limitations and strengths. This will all assist in promoting the consumer's independence by providing visual supports or strategies, using fewer prompts and fading at the appropriate time.

Goodwill Industries of Northwest Ohio, Inc. at a Glance

Goodwill Industries of Northwest Ohio, Inc. is a 501(c)3 nonprofit organization governed by a Board of Directors, and managed by an Executive Director and professional staff. The organization is a member of Goodwill Industries International (GII), and is accredited by the Commission on Accreditation of Rehabilitation Facilities (C.A.R.F.).

Goodwill Industries of Northwest Ohio, Inc. started out as a sheltered workshop in March 1933. Since that time, it has grown into a multi-faceted vocational rehabilitation and work experience facility serving persons with disabilities and other work-related barriers. The mission of Goodwill Industries is "We improve the lives of people with disabilities or other disadvantages through employment training and job placement opportunities." The values of Goodwill are: Commitment, Innovation, Integrity, Learning, Respect, and Teamwork.

Area residents support Goodwill Industries of Northwest Ohio through donations of usable clothing, furniture and other items. The donations that Goodwill receives are processed in the store and then placed on the sales floor in the Northwest Counties. Those counties are: Defiance, Fulton, Hancock, Henry, Lucas, Ottawa, Putnam, Sandusky, Seneca, Williams, Wood, and Wyandot. Goodwill also receives support through its multiple custodial contracts throughout Northwest Ohio.

During your program with Goodwill Industries of Northwest Ohio, you may be working with several different staff members. Those staff members will identify themselves by their job title. If you are scheduled for a vocational evaluation, the staff member will identify them as vocational evaluator (EV). If you are scheduled to meet with a placement staff, they will identify them as a job developer (JD) or job coach (JC).

Americans with Disabilities Act (ADA)

Under the ADA (Americans with Disabilities Act), a disability is defined as physical or mental impairment that substantially limits one or more of an individual's major life activities.

"Major life activity" includes an individual's activities such as caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, working, and participation in community activities. The restrictions may be in either the manner or duration in which they can be performed as compared to other people.

An individual is considered to be "disabled" under the ADA if he or she:

- ◆ Has a physical or mental impairment, which substantially limits major life activity, or
- ◆ Has a record of impairment, or is regarded as having such impairment.

A person who is disabled will be considered a "qualified individual" if he or she is able to perform the essential functions of a chosen occupation either with or without reasonable accommodation. You can request reasonable accommodation from your program facilitator.

Admission Information

Policy Statement

Goodwill Industries of Northwest Ohio, Inc. serves people with disabilities or other work related barriers who are 16 years of age or older, without regard to race, gender, sexual orientation, age, creed, and national origin or religious preference.

It is the policy of Goodwill Industries of Northwest Ohio, Inc. to ensure the appropriateness of individuals admitted for services in accordance with established agency policy and C.A.R.F. standards. Admissions for services are on a space available, first come, first served basis.

Workforce Development Program Admission Criteria

Consumers admitted to Goodwill Industries Workforce Development programs must meet the following admissions criteria:

1. Be willing to participate voluntarily. Individuals are free to leave services and the facility at any time; however failure to follow through with the developed program service may result in termination of services.
2. Individuals served should demonstrate they are informed as to the nature of services planned and may refuse any, all, or none of the services described in the Individual Plan for Employment (IPE).
3. Should be able to benefit from participation in services.
4. Be physically, emotionally or mentally disabled, have special needs, or be vocationally disadvantaged.
5. Be at least 16 years of age. If under 18, have the parent's or guardian's consent for services. The parent and/or guardian will need to be present for intake paperwork.
6. The consumer's behavior must not be dangerous to her/himself or others. (Goodwill Industries of Northwest Ohio, Inc. does not use intensive support interventions, such as restraint or seclusion.)
7. Consumers with a history of alcohol or drug abuse must be free from the effects of alcohol or drugs at the time of service.
8. Be properly medicated and monitored by a physician for control of psychiatric disorders.
9. Be ambulatory or mobile through the use of prosthetic or assistive devices, and be able to meet their own personal needs, including feeding and toileting.
10. Able to arrange their transportation to and from Goodwill facility.
11. Demonstrate stabilized medical condition(s) and provide written verification from a physician that any treatment for a chronic condition can be maintained while involved in Goodwill Industries services.
12. The consumer must be able to administer their own prescribed medication, as workforce development staff members cannot be responsible for administering medication. Goodwill staff does not administer, provide instruction, or report medication errors.
13. Meet additional admission criteria, if applicable, for specific training programs.
14. Consumers declared eligible, but who are not able to immediately enter a program because the program has no available space, are placed on a waiting list and informed in writing of the action and reason for it being taken, with anticipated time frames.
15. Consumers who are denied services are informed of the reason in writing. Consumers who are denied services can appeal this decision through the appeal process.

Transitioning Services

Individuals who are actively receiving services from Goodwill can transfer from one service to another service offered by Goodwill. Admission criteria for the new service, similar to the above, will be made available if it can benefit the individual and authorized by the initial or another referring agency, and is approved by Workforce Development Management.

Transition from one service to another can be initiated by the individual served, their counselor, a family member/advocate, or Goodwill staff.

Steps:

1. Individual, family member/advocate, counselor requests service change;
2. Goodwill Staff providing services, initiates a staffing to discuss recommendations;
3. A staffing is held to provide the individual, their representative, family member/advocate, counselor, and Goodwill Staff an opportunity to review progress and evaluate suitability of transitioning services.
4. Team members provide individual being served an opportunity to understand recommendations and make informed choices regarding recommendations to elect, reject, or explore other options.
5. Goodwill Staff, coordinating staffing, reviews recommendations with Workforce Development Management to review suitability and determine if resources are available to provide services.
6. If resources are not available, Workforce Development Management will provide, in writing, reasons why a service cannot be provided, or a time they can be provided, and if there will be a period of waiting and what the anticipated time frame will be.

Consumer Choice

Goodwill Industries of Northwest Ohio, Inc., in the spirit of the Rehabilitation Act of 1973 and subsequent amendments, involves the consumer in the development, implementation, modification, and outcome of their rehabilitation program. Our program staff members operate from a “consumer centered” philosophy and provide many opportunities for the consumer to be the “decision maker” throughout their program involvement.

Options for Persons Served to Direct Their Service Design and Delivery

Participants have the ability to direct their service design through the following means:

During the first initial appointment with the participant, an Individual Service Plan is completed. This plan will identify which services the individual will be receiving while working with Goodwill. During that appointment, the individual will be involved in developing their career plan. After their services have ended with Goodwill, they have the opportunity to complete a satisfaction survey which consists of a suggestion section so they can write in their thoughts, as well. If they are not satisfied with the services they are receiving at Goodwill they have the right to file a written grievance with the department supervisor. Once the written grievance has been received, it will be reviewed by the department supervisor and the proper steps will be taken.

Intake Procedure and Orientation

Your counselor and referring agency, Opportunity for Ohioans with Disability, Veteran Affairs, and Ohio Bureau of Workers Compensation, [OOD, VA, BWC, etc.] will contract with Goodwill Industries to enroll you in one of their programs. Your counselor will send Goodwill a summary of your disability or work-related barriers, recommendations for the services you will receive, and an authorization for the appropriate fee. After the referral has been received, the Goodwill staff will call the individual to schedule intake appointment. Once intake appointment has been completed, the Goodwill staff will either set up the next appointment or make other arrangements with them regarding the next steps for their services. While you are receiving services, there may be a reduction or cancellation of your services due to termination of the case services dollars being used to pay for the services you are receiving. If this should occur, you will be notified by your services provider and directed to contact your counselor for a full explanation and additional information.

Interpretive Services

Goodwill Industries of Northwest Ohio is committed to providing services that are meaningful to the persons we serve. If you feel you could benefit from the support of an interpreter in one of the following languages to assist you in your vocational programming, please share your request with a staff member.

Albanian, Arabic	American Sign Language	Bangladesh	Bosnian	Bulgarian	Chinese Cantonese	Chinese Mandarin	Creole	Croatian
Czechoslovakian	Danish	Dutch	Estonian	Ethiopian	Farsi	Finnish	French	German
Greek	Gujarati	Hebrew	Hindi	Hindi, Four Dialects	Hungarian	Indian	Indian Gujarati	Indonesian
Irish Gaelic (Irish)	Italian	Japanese	Korean	Latvian	Lithuanian	Laotian	Malaysian	Norwegian
Pakistan	Persian	Polish	Portuguese	Romanian	Russian	Serbian	Slovak,	Slovenian
Spanish	Swahili	Swedish	Tagalog	Thai	Turkish	Ukrainian	Urdu	Vietnamese
Yiddish	Yugoslavian							

Workforce Development Services

Goodwill's Workforce Development services are designed to give people the life skills and job training they need to reach their goals and make meaningful changes in their lives. The list below will explain the variety of services Goodwill can offer an individual.

Vocational Evaluation:

- ◆ The purpose of vocational evaluation is to help you find out what career(s) best fit your interests and abilities. You will be given a combination of paper and pencil and exercises, and work samples in order to evaluate your abilities and interests. Your vocational evaluation program can last from 1-2 days. At the completion of the program, there will be a meeting with you, your referring counselor, and your program facilitator to review the results of the evaluation. A written, detailed report will be sent to referring counselor and will include recommendations for employment, further skill training, or other services.

Work Adjustment

- ◆ Work Adjustment is designed to help the consumer improve their work performance, soft skills, and behaviors. The consumer's work adjustment can last anywhere from 2 to 4 weeks. They will be assigned to work in a Goodwill location or at a community employer developed through Goodwill. The consumer will be paid for the time they are in the work adjustment service. A Goodwill job coach will be assigned to the consumer during the work adjustment program. The coach will develop a detailed report to be sent to the counselor who requested the service. The consumer will be paid during the work adjustment, but is not an employee of Goodwill or community employer.

Janitorial:

- ◆ The janitorial service is designed to learn the proper techniques and procedures for the commercial and industrial cleaning. During the service, the consumers will learn the different chemicals and what they are used for along with how to mix the chemicals. They then will have an opportunity to utilize the skills they learn to clean the Goodwill facility. They will learn how to clean, restrooms, hallways, staff offices, and other janitorial duties.

Career Exploration (CX)

- ◆ This service is to assist the consumer with obtaining information regarding a variety of specific information about entry level positions in the community. This service will give the consumer the opportunity to obtain the

proper information and documentation needed to help them make an informed decision for a job goal. By attending the informational interviews, it also gives the consumer the opportunity to observe the job so they have an idea of what job duties they would be performing.

Community Based Assessment (CBA)

- ◆ The Community Based Assessment assesses the consumers work skills to determine if the consumer's is ready to search for employment in the community. The consumer will work for one-two weeks, 20 hours each week, 4 hours each day. This CBA can be completed at a Goodwill Store or out in the community, based on the consumer's vocational interests. A job coach will work with the consumer and will develop a report and recommendations based on the consumer's work performance. During the CBA, the job coach will assess whether the consumer reports to work on time, return from lunch and/or breaks on time, follow verbal and written communication, receive feedback both positive and negative, interacts with general public, co-workers, and supervisors and follows all employer's procedures.

Job Seeking Skills Training (JSST)

- ◆ This service is to teach consumers the basic work skills needed to search for employment in the community. By the end of the JSST service, the consumers will have learned how to find job leads, where to find job leads, how to speak to employers, how to complete an application (sample application), develop a resume, review interview questions, and review interview skills. They will register with Ohio Means Jobs www.ohiomeansjobs.com (OMJ).

Placement (Job Development)

- ◆ When JSST has been completed, the consumer will move into Job Development/Placement Services. This service is to assist the consumer in searching for employment in the community. Job Development appointments should take place weekly for 2-3 hours. The appointments will be scheduled on the same day and same time each week. Therefore, the consumer knows that they have to meet with their job developer weekly on the same day. During the appointments, a list of employers to visit either in person, cold calling or online will be developed. Most job development appointments should include visiting employers in the community to pick up applications, return applications or follow up on applications. Some appointment will also take place in the office or library to have computer access to complete online applications. At the end of each appointment, the consumer will be given an assignment (list of employers or pick up applications) to ensure the consumer is engaged in services and wants to obtain employment. When consumer has to attend an interview, the JD prepares them for the interview and attends the interview with them. Once placement has been secured, a placement report will be completed.

Job Coaching:

- ◆ Once placement has been secured and the consumer requires assistance with learning their job, we can provide job coaching services. The job coach will work with the consumer as long as they require assistance. (No longer than 2-3 months). The job coach's main job duties will consist of teaching the consumer their job, assist with production goals, and ensure that the consumer works at company standards. The coach will also address issues as needed. If the consumer needs a check list, cards for job reminders, or other handy reminder items, the coach will also work on creating them as well.

Job Retention:

- ◆ Once job coaching has been completed and the employer is pleased with the consumer's work job retention accrues. Job Retention provides 90 days of support to the consumer, while on the job. The Job Developer or Job Coach will visit the consumer and employer during their work shift to determine their progress. If any issues or concerns arise with the consumer or employer, those issues area addressed.

Rehabilitation Technology:

- ◆ We use assistive technology to help people with employment, transportation, education, independent living, rehabilitation, and recreational needs. After the rehabilitation technology staff evaluates the consumer's needs, a report and recommendations will be developed and provided to the counselor. Once the counselor has received the information, permission will be given to the staff to purchase and/or move forward with the modifications for tools, equipment, furnishings, and adaptive technologies. Job accommodations, home modifications, educational technology, and adaptive computers, can be recommended for the job site and a task analysis can be provided, and individuals can also be trained in the use of assistive technology.

Workforce Development Services-Continued

If a consumer participates in a work adjustment or community based assessment, they will be paid, but not considered an employee of Goodwill. The only reason they will be considered an employee of Goodwill is if they have been offered employment at Goodwill. The job coach will issue them a time card at the start of the work assessment. It will be the consumer's responsibility to clock in and out each day. At times, the consumer may not be able to utilize a normal time clock and in that case, the job coach will hold their time card and it will be the consumer's responsibility to ask for his/her time card to clock in and out. Their time cards will be turned into the Program Manager or Workforce Development Director to be processed. The consumer will be issued a pay card during the intake appointment. All pay will be added to your pay card.

Work Breaks

The job coach assigned to you will determine the number and length of work breaks.

Holidays

The job coach will inform the consumer when holidays are accruing and they will be off.

Bus Pass

Goodwill will purchase a bus pass upon request of the counselor. If the counselor has authorized Goodwill to purchase a bus pass, the Goodwill staff will purchase the item(s) and have for the consumer before or day of the service. The individual will be asked to sign a client pay voucher slip indicating he/she received the bus pass. Any other vouchers will be treated in the same manner.

Customer Satisfaction

Referral Sources, Parents, Guardians, Other Stakeholders

Input is essential in the development and maintenance of quality services. Goodwill values feedback from referral sources, parents, guardians, and other stakeholders. You may provide feedback via our website at www.goodwillnwohio.com/contact-us/. Please feel free to contact us by phone, mail, or email. You may also schedule an appointment to meet with program or supervisory staff to discuss any of your questions or concerns. Contact information is provided in the back of this manual.

Outcomes Information

All program outcomes are regularly assessed and reported in selected measures of effectiveness, efficiency and consumer satisfaction, to improve the quality of services to our workforce development consumers. Each accredited program will be monitored and made available to referral sources, the Board of Trustees, management and the general public.

Staff members can provide you with the following information, and more:

- Number of persons served
- Average wage of persons placed in employment

- Average time from referral to program start
- Number of persons placed in employment with benefits

Program outcome information is posted at different program sites. Program outcome results and agency annual report will be posted on our website by May 1 of each year. Additional program information is available by contacting the Director of Mission Services.

Referral Sources

- Opportunity for Ohioans with Disability (OOD)
- Veteran Administration (VA)
- Ohio Bureau of Compensation (BWC)
- Community Based Organizations
- Private Insurance Companies
- Family Members
- Self-Referral

Program Fees

Program fees are reviewed at least annually. For current information regarding program fees, contact the Director of Mission Services or a Program Manager. (See Contact Information)

CARF Accredited Program

What is CARF?

The CARF International family of organizations, including CARF, CARF Canada, and CARF-CCAC, is an independent, nonprofit accreditor of health and human services.

Through accreditation, CARF assists service providers in improving the quality of their services, demonstrating value, and meeting internationally recognized organizational and program standards.

The accreditation process applies sets of standards to service areas and business practices during an on-site survey. Accreditation, however, is an ongoing process, signaling to the public that a service provider is committed to continuously improving services, encouraging feedback, and serving the community. Accreditation also demonstrates a provider's commitment to enhance its performance, manage its risk, and distinguish its service delivery.

Programs that are accredited by CARF are Evaluation and Job Development Services.

Contact Information

Karyn McConnell
Director of Mission Services
419-255-0070 Ext. 3508

Heather Nash
Community Employment Specialist
419-255-0070 Ext. 3531

Jay Leeming
Vocational Evaluations Specialist
419-255-0070 Ext. 3533

For the following programs:

Building the Future Reentry Program

Please contact Samantha Nance at 419-215-5831

SCSEP Senior Employment Program

Please contact Carol Marlow at 419-356-9865

CORE Students with Disabilities Work Experience Program

Please contact Brad Tuttle at 419-255-0070 Ext. 3104



...believe in the
power of work.



For more information please contact us:

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419-255-0070

www.goodwillnwohio.com



Mission Statement:

We improve the lives of people with disabilities or other disadvantages
through employment training and job placement opportunities.