



Industries of Northwest Ohio, Inc.

Consumer Handbook

Department of Workforce Development
1120 Madison Avenue
Toledo, OH 43604
Telephone: (419) 255-0070
Fax: (419) 259-4636
Website: www.goodwillnwohio.com

Hours of Operation:

Monday: 8:00am-4:30pm
Tuesday: 8:00am-4:30pm
Wednesday: 8:00am-4:30pm
Thursday: 8:00am-4:30pm
Friday: 8:00am-4:30pm
Evenings and weekends as needed

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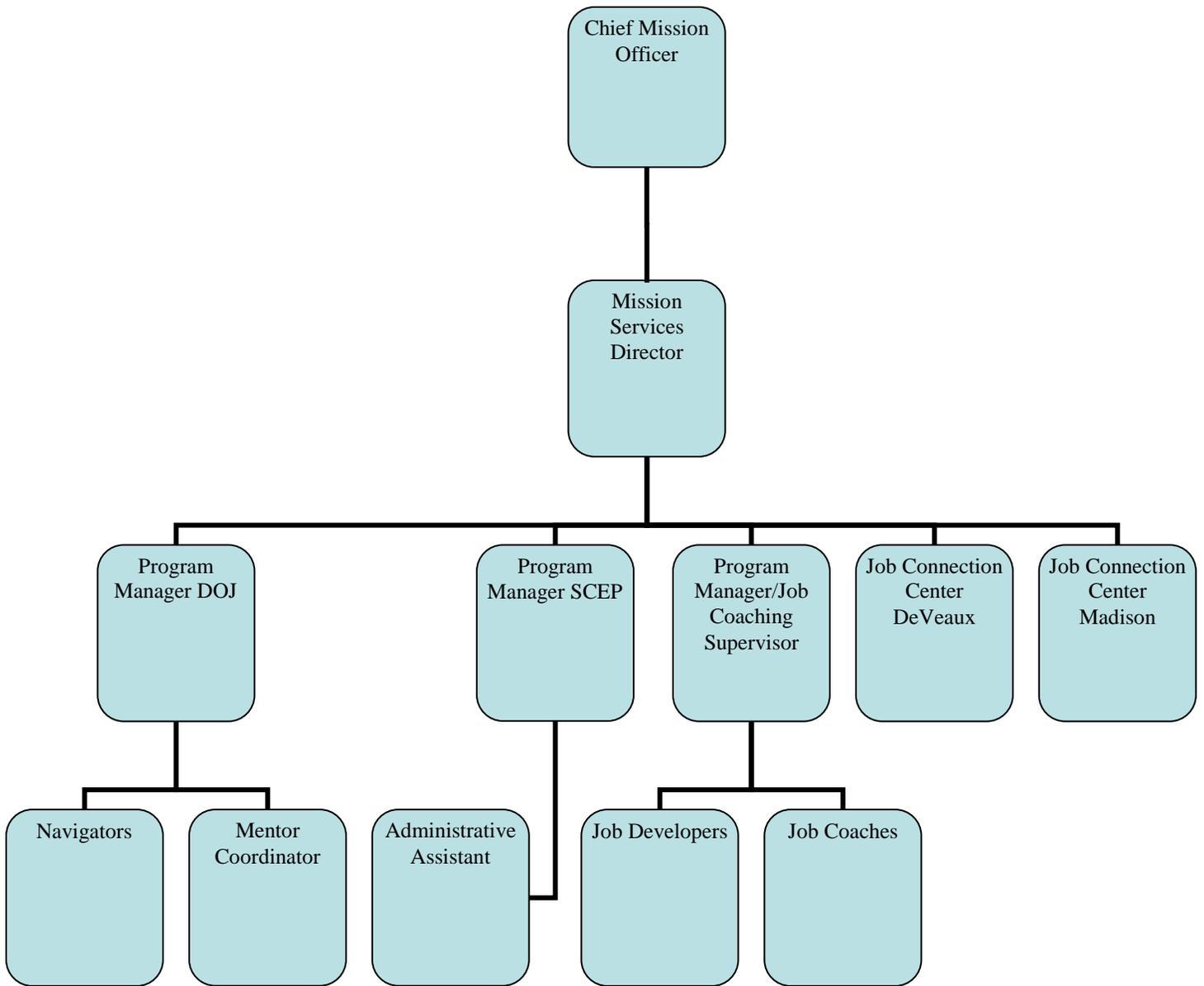
Welcome to Goodwill!

On behalf of the staff and supporters of Goodwill, I would like to welcome you and let you know that we are glad you are here. For over 80 years, we have dedicated ourselves to serve and assist in any way possible to empower through the power of work. Goodwill fosters an environment of inclusion and support through its programs, coaches and mission services. If at any time we can better assist you towards reaching your goals please talk with any staff member and we will ensure our services meet your standards. We wish you much success and congratulations on taking this important step towards your future.



Amy Wachob
President / CEO

Organizational Chart for Workforce Development



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 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 organizations mission while safeguarding the corporation's assets.

The Code of Ethics therefore will embrace the highest level of ethical standards to ensure integrity and honesty guide Goodwill Industries of Northwest Ohio and its agents in all of it 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 the integrity of, and will merit the trust and support of the public.
2. Agents will uphold all applicable laws and regulations, 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, 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 our 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:
 - Promote self-esteem in those served or supervised.
 - Demonstrate empathy and a willingness to use insights gained in such way as to improve the individuals situation.
 - 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, and the choice or 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 give up no legal rights when they engage in services. Individual's rights are to be respected and upheld at all times.
6. Goodwill Industries of Northwest Ohio will maintain at all times, 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 that where appropriate, requires a corrective action plan.

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), donations of automobiles, boats, recreational vehicles, and other items 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 guided by a willingness to understand and validate the complainants' feelings and observations.

Workforce Development Team Members

The workforce development staff consists of a chief mission's officer department director, associate director, program manager, community employment specialist, and job coaches. Below you will see a description of the different positions within the workforce development team and the staff biographies.

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 groups.

Director of Mission Services

The position consists of direct and/or oversees the recruiting, training and supervision of all department staff and personnel. Design, coordinate and supervise the vocational services program. Integrate the 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 in

Goodwill. Develop relationships with persons with disadvantages and disabilities within the community to maintain understanding of needs and developments.

Program Manager

Maintain and establish professional relationships with referral sources and other agency personnel as needed. Participate in multi-agency meetings and other activities, such as OOD Vendor Fair, Agency Fairs, etc. Knowledge of various disabilities and their vocational implications is helpful.

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

Work one on one at a Goodwill facility or in the community, at a company or business, aiding consumers in job readiness activities. Consumers may have one or more barriers to employment. The coach will need to learn the tasks and train the consumer and assess their work performance during the assessment. Observe the consumer's work behavior, interact with associates, document, and develops a report documenting over-all performance, needs, limitations and strengths. Promote consumer independence, provide visual supports or strategies, fading, as appropriate, and using fewer prompts.

Goodwill Industries of Northwest Ohio, Inc. at a Glance

Goodwill Industries of Northwest Ohio, Inc. is a private, nonprofit organization governed by a board of interested citizens, business and professional leaders and managed by an executive 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: respect, stewardship, ethics, learning, and innovation.

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, Putnam, and Seneca.

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 described later under **Conflict Resolution Procedures** on page 26.

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, WFD 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.

Exit Criteria

Individuals who are actively receiving services may exit the program at any time. There are multiple reasons for why the individual would be exiting services with Goodwill Industries of Northwest Ohio which include, but are not limited to the following:

1. Successful job placement and has worked for 90 days or longer;
2. Medical/Health issues;
3. Lack of participation;
4. Change of vendor;
5. Counselor closes case; or
6. Move residence.

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, 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 for make other arrangements with them regarding the next steps for their services. You are not charged for any services while you are here at Goodwill Industries of Northwest Ohio, Inc. 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.

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.

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 weeks 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.

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).

Workforce Development Services-Continued

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 are addressed

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 whom you are assigned to the assessment 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.

Program Expectations:

Personal Appearance

Unlike some businesses which provide employees/consumers with strict dress and grooming codes, Goodwill Industries of Northwest Ohio, Inc. recognizes individual taste, preferences, custom, and comfort in clothing and appearance. However, Goodwill management expects that all Goodwill consumers will exercise good judgment and taste in selecting clothing which:

1. Is appropriate for the job the employee or consumer is doing in comparison to generally accepted standards of other community employers.
2. Is **not** extreme, distracting, or attention seeking or will not reduce your productivity.
3. Is appropriate in relation to varying climatic conditions.
4. Is consistent with safety and health regulations.
5. Positively enhances the image of Goodwill as a community agency providing professional rehabilitation and employment services.
6. Is clean, neat, in good repair, and free of extraordinary odor.
7. Is acceptable in the context of the particular work area to which the individual is assigned. Because of the variety of work activities conducted at Goodwill, it is reasonable that some dress, grooming and personal hygiene standards will vary somewhat from one department to another.
8. Pants/jeans must be worn at the waist. If necessary, please wear a belt.

Minimum clothing shall include appropriate combinations of shirts and slacks (pants), shirts, and skirts (dresses), hose and/or socks, and proper undergarments.

Generally, the following items of clothing are not acceptable: fishnet shirts, tank tops, undershirts worn as an outer-garment, T-shirts with profanity or suggestive slogans, crop shirts, halter tops, sweat-clothing, or jogging suits, shorts or cutoffs, see-through, leggings or revealing garments, thongs, sandals and sunglasses (unless prescribed in writing by a physician). If you are working in janitorial/housekeeping, tennis shoes or a sturdy shoe are required due to use of cleaning chemicals, equipment and other potentially hazardous materials.

Common sense and procedures will help supervisors determine what is appropriate and what is not. Thus, it will ultimately be the decision of your supervisor or program facilitator to establish acceptable standards for consumers under their supervision. Program facilitators may determine what is appropriate for their consumers within these guidelines.

Attendance

Participating in your program is very important to the team, including the referring counselor and attendance will be monitored and reported to the counselor. If the consumer needs to cancel or reschedule an appointment, please contact your Goodwill staff member immediately so that the appointment can be rescheduled. If a consumer fails to call and reschedule the appointment and does not show for his/her meeting they will be considered "no show/call" for the appointment. The counselor will be notified via email or phone regarding the no show/call. Appointments may not be rescheduled if the counselor requests us to not reschedule.

Responsibility

As a Goodwill consumer, you are responsible to maintain a clean work area during their work adjustment or community based assessments. If the consumer is participating in placement services, they are responsible to bring all the job development material to each appointment. They also should understand that participating in their program is very important to Goodwill and the referral source.

Program Expectations-Continued

Early Arrival:

If the individual arrives before the beginning time of their program, they may wait in the lobby.

Personal Belongings/Cell Phone:

Personal belongings are important to each and every individual and should not be tampered with during the duration of their services with Goodwill. It is very important to the Goodwill staff that the individual refrain from usage of their cell phone during appointments and/or work shift. The individual should notify the Goodwill staff if they need to keep their cell phone with them to receive important phone call. All cell phones should be kept with their belongings in a designated room. You should not bring any more clothing or personal articles to Goodwill than is absolutely necessary.

Personal Equipment Liability Policy

Goodwill Industries of Northwest Ohio will not be responsible for the repair or replacement costs for any personal employee property, whether it is being used for personal use or for Goodwill business related purposes.

Right to Search Policy

Goodwill reserves the right to inspect and search all company and employee vehicles, packages, containers, briefcases, purses, lockers, desks or any employee belongings or property contained on company premises as well as persons entering company property.

Any employee failing or refusing to promptly permit a search or inspection under this policy will be subject to disciplinary action up to and including termination of employment.

Social Media Policy

Purpose: To inform employees of GWINWOH's policy and procedures in regard to social media usage.

GWINWOH understands that social media tools such as content-sharing websites, blogs, micro-blogs, online forums, and other digital channels established for online interaction and connection are rapidly becoming popular channels of communication. Examples include Facebook, Twitter, LinkedIn, Flickr, Pinterest, Live Journal, YouTube, and Wikipedia. This Policy establishes required procedures for GWINWOH employees who have a business-related need to use social media sites, including any GWINWOH hosted social media site. This policy also establishes guidelines for personal use of social media sites by GWINWOH employees.

GWINWOH employees, who choose to be responsibly involved in social media, should be mindful that GWINWOH's brand is best represented by its people; your actions may reflect on GWINWOH's brand. This includes various forms of web publishing and discussion, including blogs, wikis, file sharing, user-generated audio/video and social networks.

GWINWOH's participation in social media enables the agency to contribute to dialogue on a range of issues that impact the mission and business areas, and allows GWINWOH to learn from others and share the exciting things that we are learning and doing. A full copy of the social media policy is available upon request.

Direct Deposit/Pay Card

Employees are required to deposit all or a portion of their paycheck directly into a Checking Account, Savings Account, Credit Union or Pay Card of their choice. Paycheck deposits can be divided into three (3) different accounts. For example, a portion of the paycheck can be deposited in a savings account, another portion in a credit union and the rest in a checking account, all at different institutions.

Completed direct deposit forms must have either a voided check or bank documentation attached with routing and account numbers indicated; otherwise will be issued a Pay card; which will be used for all monetary funds deposited from Goodwill Industries of Northwest Ohio.

Confidential Records

In the intake process, basic information will be recorded. This information is for professional use only and will be maintained at the Corporate Office. All consumer records are considered confidential. All files are kept in secure areas. After case file has been closed the file will be kept for 7 years from the case closure date.

You may have access to your own case record for review. Before you can see your record you must submit a written request to the director of workforce development. If your request is approved, you will review your record, with your program facilitator, who will provide explanation of your record. You may be denied access to your records if, in the opinion of the program facilitator, director, or associate directors of workforce development:

- Releasing information would cause harm to you, or
- If the information relates to another consumer, or was generated by another consumer.

All medical records, if any, will be kept in a separate confidential file. Goodwill industries maintains this information in the strictest confidence and will not use or disclose medical information about an employee without the employee first having signed a legally complaint authorization form permitting such use or disclosure.

The following documents will be included in your case file:

1. Application for Service
2. Release of information
3. Wearier of liability
4. I9 form (participating in a CBA, Summer Youth, Work Adjustment)
5. Pay Roll Action form (participating in a CBA, Summer Youth, Work Adjustment)
6. IEP/Job Development and Placement Plan.
7. Documents completed by Goodwill staff
8. Emails sent and received by counselor
9. JSST material
10. Job Development material

You should notify your program facilitator if there is a change in:

1. Your address or phone number.
2. Your name or marital status.
3. Your number of dependents.
4. The person to notify in case of an accident or illness.
5. Name of family doctor, if you have one.

Consumer Handbook

July 2003, November 2004, November 2007, August 2011, June 2013

Revised January 2014, October 2016, February 2017, Revised December 2018, Reviewed & Revised 2019.

Reviewed 2020

Record Retention and Destruction Policy and Procedure

Policy

It is the policy of Goodwill Industries of Northwest Ohio to retain records as required by law, funding sources, or by prudent business practices and to destroy them when appropriate. It is against policy for any employee or volunteers to knowingly alter, destroy, mutilate, conceal, cover up, falsify, or make a false entry in any record or document with the intent to impede, obstruct, or influence the investigation or proper administration of any matter within the jurisdiction of any law-enforcement agency of federal, state, or local government.

Procedure

If it comes to the attention of management that it is likely that a legal investigation will be performed, this policy requires any level of management to notify the Corporate Compliance Officer (CCO) immediately. The CCO will notify the President that destruction of any documents, in any media, will be immediately suspended and reviewed. Special care will be taken to ensure that documents in any media will not be destroyed if they will be useful for an investigation.

Documents existing in electronic form require special treatment. If there is a hard (paper) copy printed out and retained under the paper guidelines listed below, it is not necessary to retain the electronic copy. If there are only electronic records, the need to suspend destruction of them will be invoked if, and when, it comes to the attention of management that the records may become helpful to an important investigation. If this occurs, the I/T department will make every reasonable effort to obtain, retain, and protect any records that may become part of the investigation.

Voicemail is considered to be property of the organization and falls under similar rules for suspension of destruction. While it is up to the individual user to manage his or her voicemail by deleting unnecessary voicemail, if it becomes likely that voicemail has become necessary to an important investigation, the I/T department will be notified and directed to obtain and protect such voicemail.

All records of the Workforce Development Department, pertaining to participants, shall be held in archive for 7 years after the closure of the case. After this time, the information contained in the file shall be destroyed by means of shredding. In addition, any information containing a participant's name or information that could potentially identify a participant, that will not be filed, should be disposed of in like manner. This includes but is not limited to: meeting minutes, report copies, meeting agendas, etc.

Policy

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.

Your 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 the program manager (or workforce development director in her absence) IMMEDIATELY.

Rights as a Consumer:

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 person centered services, which means the services and plan to provide services will be developed with you and by you. It is also important 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, 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 confidentiality 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.
21. You have the right to have your file kept private.
22. Freedom from: abuse, financial or other exploitation, retaliation, humiliation, and neglect.
23. You have the right to access your own records and make decisions in a sufficient time.
24. When receiving services from Opportunities for Ohioans with Disabilities clients have the right to receive concurrent services such as visiting the Job Connection Center. The Job Connection Center is located at 1120 Madison Ave Toledo, Ohio and 2600 West Sylvania Ave.
25. You have the right to choose the job developer or change job developers.

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.

Outcomes

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. The tool to measure program outcomes is called Outcomes Measurement Descriptors (OMD).

Each accredited program will be monitored by the OMD. New programs will be monitored by the OMD when they reach a viable state (as determined by the director of workforce development), referral sources, the Board of Trustees, management and the general public.

About the facility:

Location

The main headquarters of Goodwill Industries of Northwest Ohio is located in downtown Toledo. This location hosts all of the vocational services offices. This facility also consists of reception area, lobby, vocational service program, human resource department, contracts, and professional staff. The basement houses training rooms, Building the Future, and lunch area.

Transportation and Parking

Goodwill Industries of Northwest Ohio, Inc. is located near downtown TARTA bus routes and is in walking distance from bus stations. In the lobby of Goodwill we have all the bus schedules available for the general public and consumers. For individuals who drive, you may park free in the parking lots located behind the building, which has an entrance from the parking lot or Madison Ave. If you have a handicapped placard or are mobility limited, you may park in a space reserved for handicapped individuals.

Goodwill Industries offers a variety of vocational programs designed to meet the individual needs of each consumer based on the individual's barriers to employment. All programs vary in length. The more the individual is involved in their services with Goodwill will determine the length of the service they are receiving. Some services may last one week other services will last longer it all depends on which service you are receiving.

Vending Area

Our vending area offers a variety of cold beverages, snack and candy items. A dining area, with a microwave oven, is available.

Rules

Personal Conduct

Standards for personal conduct that apply in other industries are also expected to be maintained at Goodwill Industries of Northwest Ohio, Inc. In general, it is expected you will use the normal standards of courtesy and consideration in your contact with others.

This list is not all-inclusive, but these rules are designed to help you maintain a professional atmosphere while at Goodwill Industries:

1. No possession, distribution, or evidence of alcohol or drugs.
2. Abusive and/or profane language directed toward another consumer or a staff member will not be tolerated.
3. Smoking is allowed ONLY in designated areas outside of the building. (The fence behind the cars)
4. Deliberate damaging or defacing of Goodwill property.
5. No fighting.
6. No gambling and games of chance.
7. Unauthorized possession of Goodwill property, or the property belonging to another individual, is considered STEALING.
8. Concealment or use of weapons on Goodwill property.
9. Roaming through work or training areas during lunch and break periods.
10. No loitering in parking lot and/or prolonged sitting in private cars, for any reason.
11. At the end of the day, all consumers are expected to leave the building promptly unless they are waiting for a bus.
12. Food or beverages are not to be carried or consumed outside of the lunchroom.

13. Insubordinate behavior (refusal to follow orders or directions).
14. Inadequate personal care and cleanliness.
15. Immoral behavior or actions of a serious nature detrimental to others or to Goodwill or its purpose.
16. No soliciting or selling.
17. Other issues that harm Goodwill, others or yourself.
18. Relatives and friends should not visit you at Goodwill unless they have special permission from your program facilitator or your referring counselor.

Safety Rules

Purpose

This Safety Manual has been prepared to inform Goodwill clients of the general safety practices of Goodwill Industries. This manual was developed to assist Goodwill in providing their safety team with information to help meet their safety goals and to make Goodwill Industries of NW Ohio a safe work place. All clients are expected to consider and abide by the safety guidelines stated in this manual.

General Safety Rules

1. Clients will observe all policies developed to insure their safety
2. Practice good housekeeping at all times
3. Clients will report all safety hazards including defective equipment and any unsafe conditions.
4. Accidents are to be reported immediately to your program facilitator to include all minor cuts, burns, or bruises.
5. Always wear appropriate shoes, goggles or gloves when needed and be certain that all safety guards for equipment are in proper position prior to starting equipment.
6. Running on the premises is not permitted.
7. Do not attempt to lift or push objects that may be too heavy for you. Learn to lift the right way to avoid strains by bending your knees and keeping your back erect.
8. Clients are to keep designated work areas clean and aisle ways clear.
9. Never engage in horseplay, running or making loud noises as these can easily lead to injury to you or others.
10. Use of intoxicating beverages on the job or in training will not be tolerated nor will being under the influence upon arrival.
11. Emergency exit doors must be kept clear at all times.
12. Keep floors free and clear of liquid spill since this may cause falls.
13. Obey all warning signs.
14. No client shall distract the attention of another worker from his/her job until it is determined that it will not result in danger.
15. If you are not sure what chemical or cleaning agent you are using, stop and ask your supervisor.
16. Refer to Goodwill Industries Safety Manual for more information.

Emergency Medical Care

Goodwill Industries provides employee and clients with emergency medical care for injuries, which occur while on the job or in training.

First aid will be administered by qualified persons only and will be limited to application of general disinfectants and bandages. No medications, prescriptions or non-prescriptions will be administered at any time. In emergency situations, first aid will be administered only as necessary to preserve life until professional medical help arrives with the extent of injury or illness being determined by one of those employees certified in first aid or CPR.

The Human Resources Department must be notified when an injury or illness requires immediate hospital treatment and the Executive Director will make determination for notification of next of kin if/when required.

Accident Reporting

All injuries must be reported at the time they occur to the Human Resources Department and the certified trainer or supervisor in your area. All clients and employees are covered by Worker's Compensation Insurance for job-related injuries and illnesses

All work related injuries, illness and accidents must be reported immediately to your supervisor or person in charge who will then notify human Resources and fill out the appropriate forms. These forms are located in the Workforce Development Offices.

1. Have employee and witnesses fill out appropriate **incident reporting forms**.
2. If injury requires professional medical attention contact HR immediately.
3. Send employee to appropriate Care Facility (if necessary)
4. Collect all completed **incident reporting forms** and **Return To Work Form** (to be completed by Doctor) and send to HR Department within 24 hours of injury.
5. If employee is restricted to light duty or taken off work completely, contact HR Department immediately.

Material Safety Data Sheets (MSDS)

The Safety Data Sheets or SDS manuals are documents prepared by chemical manufacturing companies for each chemical they produce. It is Goodwill's responsibility to have SDS for each chemical or product clients and employees may come into contact with.

These SDS manuals provide vital information in case of injury such as protective measures for safe use, first aid treatment and company contact information.

Bloodborne Pathogen (Body Fluid Spills)

All accidents resulting in loss of bodily fluids will be cleaned up by designated personnel. It is very important to avoid contact with bodily fluids since disease can be contracted this way such as Hepatitis B.

Internal and External Disasters

Internal Disaster is defined as an incident on the premises such as a fire or an explosion where clients and employees are to evacuate the building orderly and quickly. Internal Disasters will be announced over PA system. In the case of a power failure, announcements will be via a bullhorn.

External Disasters has been defined as a catastrophe such as a flood or tornado where you will be asked to take cover inside the building quickly and orderly in a designated area. External Disasters will be announced over PA system. In the case of a power failure, announcements will be via a bullhorn.

Fire Evacuation

In the event of fire, the following action should be taken without delay: When the alarm device is sounded or the vocal alarm given, the building will be evacuated as quickly as possible. Staff will assist persons with vision and/or mobility disabling conditions. The nearest designated exit will be utilized.

Natural Disaster Warning

In the event of a tornado warning all Goodwill employees and clients will report to the Tornado Assembly Area in the basement and await further instruction from the staff member in charge.

Bomb Threat

In the event of a bomb threat, much like a fire evacuation, the building should be evacuated as quickly and safely as possible to avoid unnecessary panic and injury.

Utility Failure

In the event of a utility failure, Goodwill employees and clients are to remain where they are until further instruction from a Supervisor or Safety Staff Member. A bull horn will be sounded if evacuation is necessary.

Medical Emergency

In the event of a medical emergency, Goodwill Industries will follow the emergency medical care procedures listed above. No consumer is to administer CPR or First Aid. If necessary, Goodwill will seek transportation to a designated emergency treatment facility and the consumer's guardian(s) will be notified.

Threatening Situations

In the event of a violent or threatening situation, Goodwill employees and clients are to remain where they are until further instruction from the safety staff or department staff.

Safety Drills

Safety Drills will take place on a quarterly basis with no advanced notice when the drill will take place. At this time external and internal disasters scenario procedures will be practiced by all employees and clients.

Emergency Announcement Sheet

In the event of an emergency, the receptionist or department supervisors will make the following announcement followed by what the emergency is:

Attention Please, _____ plan is now in effect. Please evacuate the building at the nearest assigned exit or designated area in the building.

- ◆ **Fire-** (Staff and consumers will gather at the overflow parking located off of 12th street)
- ◆ **Bomb Threat** – (United Methodist Church)
- ◆ **Internal-** (we will gather in the basement)
- ◆ **Power Failure-**(Remain where you are and wait and listen for further instructions.)

- ◆ **Workplace Violence**-(Trained Goodwill staff will start the ALiCE procedure)
- ◆ **Medical Emergency**-If a consumer should need medical emergency a trained CPR/First Aid staff may be providing that service. Examples include, but not limited to First Aid administered by medical professionals, medical treatment administration, emergencies requiring hospitalization or occupational health clinic etc. A list of certified staff is posted throughout the Goodwill building.

Please follow these instructions by trained staff that will assist in these emergency situations. It is necessary for your safety and the safety of others. Elevators are not to be used. The company phone line shall be limited to emergency use only. In the event of an internal or external disaster, no one is allowed to leave the premises without reporting to their Goodwill staff that you are with.

Exiting the Building

All employees and consumers, except designated staff, must exit the building using only the approved exits.

Defined approved exits at our Madison Location:

1. Main lobby front and back doors.

Any employee or consumer exiting the building through other than approved exits, unless on Goodwill business, or the in the event of an emergency, is subject to disciplinary action.

HARASSMENT AND ABUSE POLICY

Goodwill Industries of Northwest Ohio, Inc. has an obligation to preserve the dignity and personal safety of all employees and clients. Management prohibits any type of verbal, physical, visual or sexual abuse and harassment, including corporal punishment.

Because of our professional responsibilities to rehabilitation clients, all employees are prohibited from dating or having any personal relationship with any rehabilitation client.

What is Harassment and Abuse?

Harassment and abuse can take many forms. It may include, but is not limited to: words, signs, jokes, pranks, intimidation, physical contact, or violence. Harassment may not necessarily be sexual in nature.

Sexual harassment and abuse may include unwelcome sexual advances, requests for sexual favors, other verbal or physical contact of a sexual nature when such conduct creates an intimidating environment prevents an individual from effectively performing the duties of their position, or when such conduct is made a condition of employment or compensation, either implicitly or explicitly.

Reporting

If you feel that you have experienced harassment or abuse, report the incident immediately to your supervisor or the Human Resources Director. All reports will be promptly investigated with due regard for the privacy of everyone involved. Any employee found to have harassed a fellow employee or subordinate will be subject to severe disciplinary action including termination. Goodwill Industries will also take any and all additional action necessary to appropriately correct the situation. Goodwill Industries will not retaliate against any employee who makes a good faith report of alleged harassment.

Goodwill Industries of Northwest Ohio accepts no liability for harassment or abuse of one employee by another employee. The individual who makes unwelcome advances, threatens or in any way harasses or abuses another employee is personally liable for such actions and their consequences.

Conflicts of Interest

It is Goodwill's responsibility to address any potential conflicts of interest that may arise between staff and consumer. In the event that a conflict of interest is discovered, staff will take the lead to arrange a meeting with the purpose of resolving the conflict.

Relationship between Goodwill Industries of Northwest Ohio and Criminal Justice Entities

Goodwill does not have direct responsibilities in reporting to Criminal Justice Entities about its consumers in programs unless the consumer has completed and signed a release of information form authorizing Goodwill to release specified information.

Conflict Resolution Procedures

Procedure

If you feel you have been treated unfairly, or you disagree with a decision made by Goodwill of Northwest Ohio professional staff or management you can address your concerns by following the steps below.

A formal grievance consists of verbal or written complaint. In order to submit a formal grievance, the grievance form will need to be completed to start the grievance process. (See included)

Step One. Discuss it with your program facilitator or the staff person facilitating your services. The staff member will attempt to solve the problem within 5 (five) days unless unusual circumstances exist. In most instances, a friendly talk with staff or the program facilitator can solve a problem to satisfaction. If your grievance involves the program facilitator, you should proceed to step two.

Step Two. If the problem is not resolved at step one, you may submit the grievance to the director of workforce development. This may include an appointment to meet with the director of workforce development in order to reach a satisfactory solution. A request for such a meeting should be made in writing within 3 (three) working days after you receive a response from step one. The director of workforce development should provide the consumers with a written answer within 5 (five) working days following the meeting unless additional time is requested under the circumstances.

Step Three. If for any reason, you are dissatisfied with the decision of the director of workforce development, you can file a written grievance with the Chief Mission Officer within 3 (three) working days. A meeting will be scheduled promptly in an attempt to resolve the problem. This meeting will include all parties.

Step Four. If you are still dissatisfied after you receive the decision of the Chief Mission Officer you may file a written grievance within 3 (three) working days with the President. The grievance will receive attention from the President or her designated representative, who will provide the consumer with a written response within 5 (five) working days unless additional time is requested under the circumstances.

Step Five. If you are still dissatisfied, you should contact your referring counselor, who can help you set up an external review of your concern.

Goodwill Industries of Northwest Ohio (GINWO) accepts no liability for harassment or abuse of one consumer to another consumer. The individual who makes unwelcome advances, threatens, or in any way harasses or abuses another consumer, is personally liable for such actions and their consequences.

GINWO will not discriminate, retaliate, or create any barriers to service for anyone who expresses concern or dissatisfaction toward any situation that may occur prior to, during, or after services have been completed.

Order of Appeal

1. Your program Facilitator and your Referring Counselor
2. Director of Workforce Development
3. The Executive Director of Goodwill Industries (this is the final internal appeal step).
4. You may contact your counselor, referring source, or other external source as appropriate.

Non-Discrimination Policy

It is the policy of Goodwill Industries of Northwest Ohio, Inc. to serve consumers and hire employees without discrimination because of race, religion, ancestry, national origin, gender, sexual orientation, age, or disability and to treat all consumers and employees equally with respect to employment. Our objective is to assure that continuing progress to make toward the ultimate goal of serving and/or employing minority, women and disabled personnel at all job levels in all organized units of Goodwill Industries.

Welcoming Your Input

Please take a minute to tell us how we are doing. What do you like about the services you are receiving and what changes would make them better? Are there programs or services you would like Goodwill to offer? Thank you for sharing your comments with us. We will use your suggestions in programming planning and evaluation.

Again, a Warm Welcome! As a staff, we welcome you again to Goodwill Industries of Northwest Ohio, Inc. In this manual we have tried to answer some of the questions you might have concerning your program. We hope your participation with us will help you find new talents and skills that will enable you to reach your individual vocational goals.

CLIENT GRIEVANCE FORM

Grievant Information

Client Name: _____ Date: _____

Program: _____ Location: _____ Start Date: _____

Date, time, and place of event leading to grievance:

Detailed account of occurrence (include names of persons involved, if any):

Please state what client rights you believe have been violated:

Proposed solution to grievance:

The grievant should retain a copy of this form for his/her records. The signature below indicates you are filing a grievance and any information in this form is truthful.

Client Signature

Date

Received by

Date

1/31/17

Participant Exit Interview

Satisfaction Survey

Name: _____ Date: _____

Department: C.E.S. BTF JCC



Strongly
Disagree



Disagree



Neutral



Agree



Strongly
Agree

	Strongly Disagree	Disagree	Neutral / Does Not Apply	Agree	Strongly Agree
I was involved in making my service plan while at Goodwill.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Goodwill staff members treated me fairly and with respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was satisfied with the services at Goodwill.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel the Goodwill staff helped and supported me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The staff member fully considered my questions, opinions, and/or interests.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Strongly Disagree	Disagree	Neutral / Does Not Apply	Agree	Strongly Agree
Reasonable accommodations were considered, if necessary.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Goodwill helped me reach the goals set out in my service plan.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Goodwill helped me in making a career decision.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information provided to me will help me in the future.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
As a result of the services provided, I am prepared to gain/maintain successful employment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The length of time for the service was adequate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- In what way do you feel prepared/unprepared?

- Why was the length of time for the service adequate/inadequate?

- What part of the service do you feel will be **most** helpful in your future career?

- What part of the service do you feel will be **least** helpful in your future career?

- Why/How did Goodwill make a difference to you?

- Additional Comments:

Would you recommend this program to a friend?

- Yes No Maybe Don't Know

Consumer Signature: _____ Date: _____

Staff Signature: _____ Date: _____