



## Overview of Workforce Development Services

### 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.

### Career Path Program:

- ◆ Funded by Lucas County Job and Family Services, the Career Path Program is designed to provide job development and placement services to eligible Temporary Assistance for Needy Families (TANF) participants.

### 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.

### Goodwill Reentry Program:

- ◆ Helping returning citizens with supportive services in order to assist with educational and workforce placement activities.

### Good Rides Program:

- ◆ Good Rides is a workforce development program designed to help individuals facing transportation barriers getting to and from work. Goodwill purchased a shuttle bus to help with the widespread issue and participants enrolled in the program will work with navigators to identify their barriers. Once identified, the navigators will create plans to overcome the challenges in order to become transportation independent.

### 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 Connection Centers:

- ◆ Goodwill's Job Connection Centers provide workforce development services designed to give people the life skills and job readiness they need to reach their goals and make meaningful changes in their lives through the power of work. These free of charge service centers are located at 1120 Madison Avenue and 2600 West Sylvania Avenue, Toledo, Ohio and 1005 North Clinton, Defiance, Ohio.

### 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.

### 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](http://www.ohiomeansjobs.com) (OMJ).

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### Pathway Home Reentry Program:

- ◆ Pathway Home is a reentry program funded by the United States Department of Justice. The program is dedicated to providing effective, comprehensive employment services to men and women with criminal convictions. Pathway Home provides structure and supervision to returning citizens to foster the confidence and skill building necessary for a successful transition to a stable, productive life.

### 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.

### Senior Community Service Employment Program (SCSEP):

- ◆ SCSEP is an on-the-job training and employment program designed to help low-income individuals 55 and older update needed job skills, build work experience and confidence, and maintain economic security and well-being.

### Summer Youth Program:

- ◆ Five-week summer youth employment opportunity for eligible youth, ages 16-24.

### Veterans Affairs:

- ◆ Goodwill is proud to offer employment skills training to disabled veterans referred from the Department of Veterans Affairs Vocational Rehabilitation and Employment Section.

### 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 one-two 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 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.

### Youth and Young Adult:

- ◆ Designed to foster career development and personal growth among participants aged 14-24. The program aims to empower young individuals by providing them with essential skills, resources, and experiences to excel in their personal and professional lives.



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### Career Training Programs from Goodwill NW Ohio | Owens Community College

- ◆ Goodwill's new initiative aims at helping address the region's workforce development needs, while simultaneously accomplishing Goodwill's mission of providing job training and employment services to those in need. The program currently offers a variety of onsite career credentialing and certification courses at no cost for qualified applicants in Manufacturing, Welding, HVAC, CDL, Hospitality and Culinary. By collaborating with Owens Community College and ed2go, a Cengage company, to offer hundreds of online career certification courses. Online Advanced Career Training courses align with growing industries. Fundamentals online courses are also available and are designed for personal and professional development. These project-oriented courses focus on soft skills such as decision-making and communication, as well as hard skills including productivity, software training and business writing.

[www.owens.edu/goodwill](http://www.owens.edu/goodwill)