

Thank you for your inquiry into the services offered by  
**Goodwill Industries of  
Southwestern Michigan**

Goodwill Industries of Southwestern Michigan is a not-for-profit organization, which provides education, training and employment services to people who live with disabling and disadvantaging conditions to maximize their employment potential.

We serve the areas of Kalamazoo, Allegan, Berrien, Van Buren, St. Joseph, and Cass counties with vocational evaluation, situational assessments, work adjustment trainings, and job development. We have educational offerings available in Retail Training, Customer Service, Computer Training, ServSafe, and Personal Empowerment that help prepare a person to be successful in their vocational exploration. Our headquarters in Kalamazoo contains a manufacturing area, retail store and commercial processing division which can be used in assessment and transitional employment.

Goodwill practices continuous improvement throughout our organization. All our divisions are committed to providing the best possible service in the most effective and efficient way possible. The attached includes referral guidelines, policies and procedures as well as detailed program information.

All program inquiries should be directed to Rhonda Ostrander-Cook at (269) 382-0490 ext. 212. For additional information visit our website at [www.goodwillswmi.org](http://www.goodwillswmi.org).

We look forward to serving you and your consumer in every possible manner!

## Required Referral Practices:

After contacting us for prospective participant services, it is necessary for you to send a completed referral packet. Please refer to the following:

### **REFERRAL PACKET:**

- ◆ The referral packet should include a completed Referral Application (HS-202), and any up-to-date documenting material evidence of participant's release to work and disabling condition(s) and/or restriction(s)/limitations. This referral information is **necessary** in coordinating a participant's schedule and exact services
- ◆ A formal Letter of authorization (see below for letter content information) **and** the referral information must be delivered to Goodwill staff by Tuesday (by 2:00 p.m.) the week before the participant's expected date of entry for service
- ◆ Once your referral information, completed application and the authorizing letter are received, Goodwill staff will contact you with an expected date of entry (including the dates and times of any necessary agency orientations)

### **AUTHORIZING LETTER CONTENT** must include the following:

- ◆ State the referral participant's name, disabling condition(s), suspected condition(s), and any restrictions/limitations (physical and otherwise).
- ◆ State your **reason for referral of participant and specific questions** you would like answered during your participant's services
- ◆ State the program services desired for the participant and the length (number of weeks) of that desired service
- ◆ Make an authorization statement, e.g.:  
"I am authorizing --- weeks of --- program service at \$-- per week for this participant. Send copy of final report to me and send billing only to John Doe, John Doe Insurance Company, 500 Any Street, Anywhere, USA."

**Also note, in the authorizing letter, when your participant will be paid wages and your insurance company will be reimbursing this wage  
(contact Goodwill staff for wage reimbursement information)**

Goodwill Industries of Southwestern Michigan  
**INTAKE POLICIES AND PROCEDURE INFORMATION**

1. **INQUIRIES:**  
Specific inquiries concerning specific programs should be directed to Rhonda Ostrander-Cook at 269-382-0490 ext. 212.
2. **REFERRAL PACKET:**  
Completed Referral Applications with current supporting medical, psychological, social or educational information, as indicated, should be forwarded to the appropriate Goodwill staff contact person as soon as the participant is scheduled. If the referral packet is not complete or received by the team staffing review, the participant may need to be rescheduled.
3. **PERSONAL INTERVIEWS:**  
Whenever possible, personal interviews are scheduled with applicants and referring agents, where appropriate, to clarify reasons for referral and program objectives. A consultation fee may be invoiced as a result of this meeting
4. **SCHEDULING:**  
Call the designated Goodwill staff contact person to schedule services for participants.
5. **STAFFING TEAM REVIEW:**  
A referral is reviewed with an inter-disciplinary vocational program team to insure an integrated and coordinated program plan.
6. **ORIENTATION OF SCHEDULED CLIENT:**  
**In all cases**, applicants receive a thorough human services program orientation to the total agency, including a facility tour and a review of safety policies and procedures, prior to program initiation. **Our Human Resource orientations are held twice weekly for participants and may be required for long term participation.**

**AGENCY/PROGRAM PURPOSES AND ADMISSION CRITERIA**

**AGENCY**

- A. Purpose:  
Through the use of vocational evaluations and assessments, Goodwill Industries shall assist people who are disabled and disadvantaged to attain the fullest vocational development of which they are capable.
- B. Admission Criteria for ALL programming:
  - ◆ 15 years of age or older
  - ◆ Private and/or public transportation available to facility
  - ◆ Documented mental, cognitive or physical disability, and/or socio-cultural disadvantaging conditions which presents a barrier to employment.
  - ◆ Unemployed, underemployed or needs assistance in maintaining employment
  - ◆ Independent self/personal care skills including administration of personal medications
  - ◆ Recent psychological or medical evaluation and release to work if presenting vocational problem is related to psychological or physical disability.
  - ◆ Not dangerous to self, others or property.
  - ◆ Completed referral application and letter authorizing services before first day of programming.
  - ◆ If eligible, completion of the State Second Injury Certification process prior to entry into any remunerative work services program.
  - ◆ Individuals diagnosed with substance abuse problems must agree to participate in ongoing treatment and/or maintenance program in order to be considered for agency services.

## VOCATIONAL ASSESSMENT

### A. Purpose:

To assess the achievement levels, vocational aptitudes, physical capacities, work behaviors, and interests of evaluatees in order to make specific recommendations to the referral source and participant regarding realistic vocational objectives and further services needed to obtain those objectives. Services activities may include: Psychometric Testing, Work Sampling, Interest Exploration, and Vocational Guidance. Referrals to vocational assessment should include specific referral questions to be addressed.

Examples of rehabilitation problems that may be remediated through vocational assessment programming may include: lack of feasible vocational objectives; lack of knowledge concerning evaluatee performance abilities; lack of occupational information; lack of previous work opportunities that would demonstrate work abilities; necessity to change career direction due to injury or illness.

Our vocational assessment options include a one day **Basic Vocational Assessment** of paper/pencil evaluations and work / dexterity samples or an **Extended Vocational Assessment** which includes the basic evaluation with one to one support; assessing physical capacities utilizing additional manual dexterity modules.

## SITUATIONAL ASSESSMENT

### A. Purpose

The general purpose of the Situational Assessment program is to provide a complete hands-on simulated work evaluation in a specific work environment. It is feasible for the situational assessment to occur in either our Goodwill facility and/or a community based work environment. The situational assessment can assist in identifying specific work readiness skills and employability limitations. It is helpful to have a participant complete a vocational assessment prior to the referral of a Situational Assessment. Some facility based assessment sites available at this time include custodial/landscaping maintenance, light duty clerical/reception, contract production, material handling, and retail.

## WORK ADJUSTMENT TRAINING PROGRAM

### A. Purpose

The general purpose of the Work Adjustment Training program is to increase vocational potential of trainees through the provision of vocational and work behavior training. The Work Adjustment Training program may be facility based or community based. Services activities include: Individualized case management with specific individualized goal directed facility or community based remunerative employment, Work Readiness and employability skills training.

A vocational assessment is beneficial prior to the start of most work adjustment trainings. Participants demonstrating progress towards, but not attaining their primary training objective during the initial training period may be recommended for extended period of work adjustment training.

Examples of rehabilitation problem that may be remediated through work adjustment programming may include: difficulty in learning new tasks; slow production rates; inconsistent work quality; poor attendance; inability to stay on task; low tolerance for stress.

\*\*\* Following the successful completion of 12 weeks in the Work Adjustment program, an individual can be moved into a **Work Experience** which is short-term (up to 16 weeks), paid (minimum wage), productive work intended to lead directly to a better job in the community. The idea of Work Experience is not so much specific skill development as it is demonstration of the ability to work. **Individuals must have the ability to work independently within normal supervisor-employee ratios. A weekly fee is charged to the referring organization to cover minimal case management. Wage reimbursement will be required of the referring agency.**

## EMPLOYMENT SERVICES PROGRAM

**Personal Empowerment Program (PEP):** The PEP has been designed to empower participants with the skills and behaviors necessary to become successful in their personal lives and in the competitive workplace. It is also believed that obtaining these skills will assist in increasing job retention rates. This program consists of 60 hours of classroom training presented through lectures, mock exercises, audio and videotapes, discussions and written exercises during a three-week period.

The **first week** consists of a variety of topics surrounding Personal Empowerment topics including: self-management, assertiveness training, elimination of self-defeating behaviors, stress management, communication skills enhancement, holistic health and attitudinal wellness practices. Some other highlights include the power of forgiveness, developing healthy relationships and learning how to be less judgmental and more accepting of others and their differences.

The **second week** the World of Work is the subject matter and everything this entails. Some of the topics included are: your legal rights in the workplace, W-2's and benefits, illegal practices, accepting criticism and supervision and appropriate behaviors in the workplace.

The **third week** consists of 20 hours of instruction, practice and coaching in the basic activities for obtaining employment. Included are: basic internet instruction, applications, telephone calls, resumes and cover letters, interviewing, grooming, dress and how to keep organized and consistent when conducting a job search.

**Job Coaching:** The job coaching services assist participants with disabilities and employment barriers by providing on-site support to employers and co-workers to train, develop and increasing employability skills allowing participants to maintain employment.

Job Coaching refers to the training of a participant by an approved specialist, who uses structured interventions techniques to help the participant/employee learn to perform job tasks to the employer's specifications and demonstrates the soft- skills necessary to be accepted as a worker at the job site and in related community contacts. In addition to job-site training, job coaching includes related assessment, job development, counseling, advocacy, and other services needed to maintain the employment.

A job coach may accompany a participant to a job site for training and instruction to assist the individual in meeting and maintaining an employer's specifications. The job coach may also help the participant in the development of specific job skills and in learning the work culture. The job coach is able to provide flexibility to work with employees, employers and referring agencies to meet their individual needs. The job coach provides assistance to the employer and co-workers with the development of accommodations as needed and may observe a participant's production, quality and interpersonal skills. The job coach may reinforce successful attainment of job skills and develop a plan for skills/areas that need improvement. The job coach may also facilitate the development of natural supports in the workplace.

## **JOB DEVELOPMENT and PLACEMENT SERVICES**

### A. Purpose

The overall purpose of the Goodwill job development and placement services is to assist individuals in obtaining competitive employment in order for them to achieve self-sufficiency for themselves and their families.

Services are provided on a one to one basis utilizing the results of previous assessments; beginning with an in-depth intake to determine overall aptitudes, strengths, work history, education and training background, and vocational interests. Staff will assist in identifying area employers who may be interested in the skill set presented by the individual client. Staff will provide supports and feedback in application completion, resume development and the interview process.

## **RETAIL TRAINING PROGRAM**

### A. Purpose

The retail training program prepares individuals for employment in a retail environment by offering classroom plus workplace experience.

The retail training program is available for up to four weeks; offering classroom and workplace experience to introduce and increase customer service knowledge and skills utilizing the National Retail Skills Standards outline. Structured lectures, interactive activities and guest speakers will cover the following competencies: customer service, sales and product promotion and presentation, teamwork, workplace safety, register operations and financial transactions, inventory, and business competition. Participants will transfer their knowledge to hands-on workplace experience in a Goodwill Industries of Southwestern Michigan retail setting with instructor supports. Students take the Retail Training class will be eligible to obtain a Professional Sales Associates (PSA) Certificate upon completion.

## **ADAPTIVE COMPUTER SKILLS TRAINING PROGRAM**

### A. Purpose

The computer skills and adaptive technology training program is designed to provide training to persons who are blind and visually impaired in a variety of skill areas to increase each client's independent completion of tasks typically required in an educational and employment arena.

The program provides highly individualized and intense instruction; varying in program length with open entry/exit. The program utilizes hardware, software, and adaptive equipment which represent the most current technology available in education, business and industry.

Goodwill Industries of Southwestern Michigan  
 420 East Alcott, Kalamazoo, MI 49001  
 Phone/TDD (269) 382-0490 Fax (269) 382-9923 (confidential line)  
 Michigan Rely Center 1-800-649-3777 (Voice and TTY)

**APPLICATION FOR REFERRAL**  
 Form: HS-202 (Revised 1/09)

<b>Referral Information</b>	
Participant	Referral Counselor
Address	Referral Agency
S.S. #      XXX-XX-      (last four digits)	Billing Address
Birth date	Phone
Referral Reason	Requested Services: <input type="checkbox"/> Vocational Assessment <input type="checkbox"/> Job Coaching <input type="checkbox"/> Situational Assessment <input type="checkbox"/> PEP <input type="checkbox"/> Work Adjustment <input type="checkbox"/> Retail Training <input type="checkbox"/> Job Development <input type="checkbox"/> Adaptive computer skills
Vocational Objectives	
<b>Client Information</b>	
Disability  _____ Primary  _____ Secondary	Schooling In: <input type="checkbox"/> High School <input type="checkbox"/> College <input type="checkbox"/> Special Education <input type="checkbox"/> Vocational <input type="checkbox"/> Regular <input type="checkbox"/> GED <input type="checkbox"/> Other _____ _____
<b>Please attach medical and/or psychological evaluations used in making eligibility determination</b>	
<b>Emergency Contact:</b>	Phone
<b>Medications</b>	
<b>Allergies</b>	
<b>Medically Documented Restrictions/Limitations</b>	
<b>Second Injury Disabilities:</b> <input type="radio"/> Heart <input type="radio"/> Epilepsy <input type="radio"/> Back <input type="radio"/> Diabetes	
<b>Second Injury Wallet Card:</b> <input type="radio"/> Has <input type="radio"/> No <input type="radio"/> Obtaining	
<b>Drug/Alcohol Abuse Treatment:</b> <input type="radio"/> No <input type="radio"/> Yes   Where:	
<b>Physician:</b>	Phone
<b>Received/Receiving Services</b> <input type="checkbox"/> MRS <input type="checkbox"/> FIA/DHS <input type="checkbox"/> JET <input type="checkbox"/> MCBTC/MCB	
Other (please describe) _____ _____	

<b>Client Information (continued)</b>			
<b>Employment History:</b> <input type="radio"/> None <input type="radio"/> Non-Competitive <input type="radio"/> Competitive			
<sup>1</sup> Employer:		Position	
		Employment Dates	From <input type="text"/> To <input type="text"/>
Reason for Leaving			Wage:
<sup>2</sup> Employer:		Position	
		Employment Dates	From <input type="text"/> To <input type="text"/>
Reason for Leaving			Wage:
Check Applicable Client Details			
<b>Present Living Arrangements:</b> <input type="radio"/> Independent <input type="radio"/> Dependent <input type="radio"/> Other			
<b>Income:</b> <input type="radio"/> TANF <input type="radio"/> SSI <input type="radio"/> SSDI <input type="radio"/> SDA <input type="radio"/> Unemployment <input type="radio"/> Workers Comp <input type="radio"/> Spouse <input type="radio"/> Other: _____ Total Monthly Income: _____			
<b>Institution/Correctional/History:</b> <input type="radio"/> None <input type="radio"/> Mental <input type="radio"/> Correctional (Conviction <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Current Involvement) Institution's Name: _____			
<b>Military Service:</b> <input type="radio"/> No <input type="radio"/> Yes Service: _____ Dates: _____			
<b>Transportation:</b> Type: <input type="radio"/> Own Car <input type="radio"/> Bus/Taxi(regular) <input type="radio"/> Special _____ <input type="radio"/> Other _____ <b>License:</b> <input type="radio"/> None <input type="radio"/> Valid Driver's			
<b>Family:</b> Spouse's Name: _____ Children: <input type="radio"/> No <input type="radio"/> Yes Number _____ Ages: _____			
<b>U.S. Citizen:</b> <input type="radio"/> Yes <input type="radio"/> No (Legal Resident <input type="radio"/> Yes <input type="radio"/> No)			
<b>National Origin:</b> <input type="radio"/> White <input type="radio"/> Black <input type="radio"/> Hispanic <input type="radio"/> Asian/Pacific Islander <input type="radio"/> Other _____			
<b>Program Preliminary Arrangements Made</b>			
<b>Child Care:</b> <input type="radio"/> Not Necessary <input type="radio"/> Yes <input type="radio"/> No			
<b>Transportation:</b> <input type="radio"/> Not Necessary <input type="radio"/> Yes <input type="radio"/> No			

Goodwill Industries of Southwestern Michigan, a not-for-profit organization, provides employment, education, and training services to people who live with disabling conditions and other special needs to maximize their employment potential.

Auxiliary aids and services available upon request to individuals with disabilities.

Equal Opportunity Employer Program.