



OVERVIEW OF SERVICES



Our Mission

The Mission of Goodwill Industries of Fort Worth is to empower people with disabilities, disadvantages, and other barriers to employment so that they may achieve maximum independence.

Our Vision

We envision a community where barriers are eliminated as a result of Goodwill Fort Worth's leadership and innovation.



Table of Contents

Program Participants Rights.....	Page 3
Programs.....	Page 4
- Education & Employment (<i>E²</i>).....	Page 4
- Homeless Services.....	Page 6
- North Texas Institute for Career Development (NTI).....	Page 8
- Virtual Certifications.....	Page 10
- Goodwill Digital Career Accelerator®.....	Page 12
- Pre-Employment Transition Services.....	Page 13
- GoodEd.....	Page 14
- ReLaunch.....	Page 15
- Placement Services.....	Page 16
- Skills Training Achieves Results (<i>S.T.A.R.S</i>).....	Page 18
- Veteran Services (<i>Vet Worthy</i>).....	Page 21
- Vocational Adjustment Training (<i>VAT</i>).....	Page 22
- Business Services.....	Page 23
- Work Adjustment Training (<i>WAT</i>).....	Page 24
- Goodwill Staffing Services (<i>GSS</i>).....	Page 25
- Youth Programs.....	Page 26
Customer Satisfaction.....	Page 27
Outcome Results.....	Page 27
Referral Sources.....	Page 28
Program Fees.....	Page 28
Qualifications of Staff Members.....	Page 28
Reasonable Accommodations.....	Page 28
Accredited Programs.....	Page 29
Contact Information.....	Page 30

Revised 9/2020



Beth Reneau

When people ask Beth about her story she often states that there's no clear-cut ending, but she knows where it began. After years of addiction and homelessness, Beth made the decision to leave her three children in her brother's care. She could not be the mother that she knew they needed her to be.

In 1999, Beth was sentenced to 5 years in prison for possession of a controlled substance. She was released on probation in July 2000. Despite being out of prison, she continued to face hurdles that came with the reentry process- inability to secure a government ID, as well as access to housing and employment. When her mother suggested a trip to Goodwill to find interview clothes, Beth had no idea that her thrifting trip would be just the opportunity she needed.

Outside the store where she'd found her interview clothes, she ran into a woman she met in prison who recommended she go to Goodwill to get help finding a job like she did. By October of that same year, she was employed, reunited with her children and on the path to her current position as Director of Donated Goods for Goodwill Fort Worth. For 20 years she has refused to let fear stop her from taking the next step forward- a piece of advice that she has passed to others to prove that she is not the exception. Beth believes that anyone who comes through Goodwill's doors can be where she is today.

Program Participant Rights

All participants have the right...

- To be treated with dignity and respect. To quality services.
- To have all of their information handled in a confidential manner in accordance with laws and regulations.
- To privacy.
- To all the rights accorded to them as a result of HIPAA.
- To options, and the right to have the necessary information, and support, to make informed choices regarding all aspects of their lives.
- To have pertinent information available to help in his/her decision making.
- To participate in the service planning process by providing input, asking questions, making desires and preferences known, stating goals desired, and providing feedback regarding delivered services.
- To informed consent or refusal and to expression of choice regarding (1) service delivery, (2) release of information, (3) concurrent services, (4) composition of the service delivery team, and (5) involvement in research projects.
- To a written, individualized service plan. To have access to their own records.
- To have access to and/or referral information for legal assistance for appropriate representation.
- To other legal rights.
- To have access to self-help and advocacy support services.
- To be treated in accordance with research guidelines and in an ethical manner if they elect to be involved in a research project.
- To a safe work environment where they are free from (1) safety and/or environmental hazards, (2) abuse, (3) financial and/or other exploitation, (4) retaliation, (5) humiliation, and (6) neglect.
- To be informed of the agency's grievance procedure, the process for filing a complaint, and the appeal process.

PROGRAMS



EDUCATION & EMPLOYMENT

Education & Employment (E²)

Goodwill Industries of Fort Worth has developed a new and innovative program for youth and young adults seeking to gain a High School Equivalency while being offered paid work experience at the same time.

Services

E² will provide HiSET preparation courses taught by state certified **Fort Worth** and **Arlington** ISD instructors, paid work experience, individualized mentoring and coaching, life and job readiness courses, as well as connections to further employment and education opportunities.

Program Schedule

Monday thru Friday from 8 a.m. - 4:30 p.m. Enrollment is ongoing.

Eligibility

E² specifically targets displaced youth in Tarrant County who are out of school, aged 16-24, and that are experiencing barriers to employment and education.

Expected Outcome

By providing comprehensive and person-centered assessment, training, and employment services to each participant, Goodwill Fort Worth will assist youth and young adults experiencing barriers to education and unemployment to overcome the need for public benefits and join the workforce.

Contact: E2@goodwillfw.org



Nancy Ramos-Sanchez

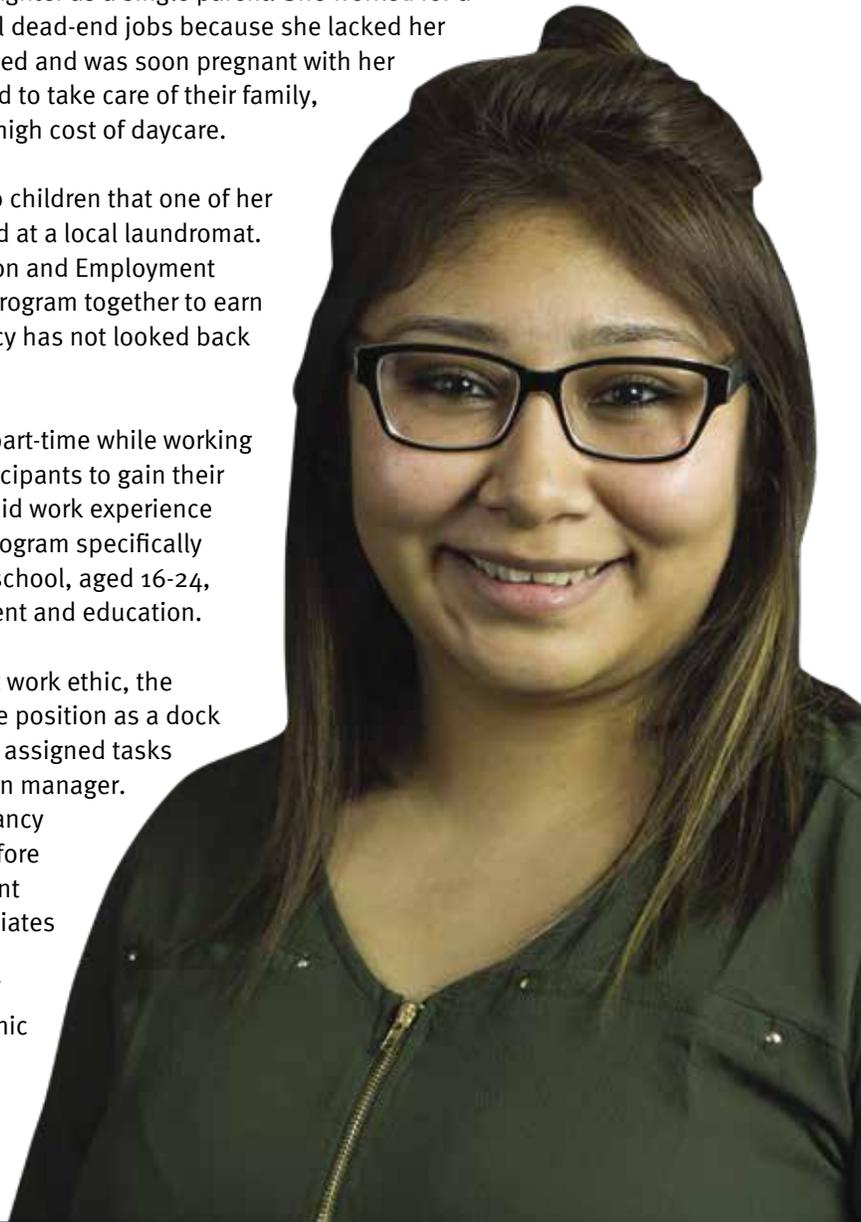
E² Graduate

When Nancy Ramos-Sanchez was 16, she and her family went to Mexico on a summer vacation. She spent most of that summer with a boy she met there and decided that she would run away with him right before her family was due to return to the states. As her family left for Texas, Nancy stayed behind, and eventually married her boyfriend. It wasn't long before Nancy became pregnant with her first child. At that point, Nancy returned to the United States as young wife and mother but soon thereafter went through a divorce. She couldn't return back to her parents due to turmoil within the household and that left her alone and needing to provide for her young daughter as a single parent. She worked for a while to support her daughter, but they were all dead-end jobs because she lacked her High School Diploma. Nancy eventually remarried and was soon pregnant with her second child. While her new husband struggled to take care of their family, she stayed home with the kids because of the high cost of daycare.

It was while she was staying home with her two children that one of her friends told her about a program flyer she found at a local laundromat. The flyer was for Goodwill Fort Worth's Education and Employment Program (E²) and they both decided to do the program together to earn their High School Equivalency Certificate. Nancy has not looked back since!

Nancy started as a dock worker in E², working part-time while working on her High School Equivalency. E² allows participants to gain their high school equivalency while being offered paid work experience at Goodwill Fort Worth at the same time. The program specifically targets youth in Tarrant County who are out of school, aged 16-24, and that are experiencing barriers to employment and education.

After Nancy graduated from E², due to her great work ethic, the Director of Transportation offered her a full-time position as a dock worker. After two months, Nancy excelled at all assigned tasks and this effort was noticed by the transportation manager. At that time she was promoted to dock lead. Nancy continued to work in this capacity for a year before deciding to become a full-time student at Tarrant County College where she is pursuing an Associates of Art. After graduation in the spring of 2020, Nancy plans to pursue a degree in diagnostics/ medical sonography and hopes to work in a clinic environment so that she can spend more time with her family.



Homeless Services Programs

Goodwill Industries of Fort Worth aims to provide community members with barriers to employment experiencing homelessness and unemployment a “hand up, not a hand out.”

Services

The staff will provide holistic and person-centered services including wide-ranging recruitment, comprehensive initial assessments, and connection to individualized support services tailored to the participants’ specific needs.

These services will include, but not be limited to, complete case management from intake through sustained employment, occupational and employment readiness training, person-centered job placement, computer skills training, life-skills and financial literacy training, and supplemental connection to support services such as rapid connections to housing, counseling, re-entry programs, child care, and transportation.

Program Schedule

Monday thru Friday from 8:00 a.m. to 3:30 p.m. Enrollment is ongoing.

Eligibility

Individuals experiencing homelessness or at imminent risk of becoming homeless, with two forms of ID.

Expected Outcome

Goodwill Industries of Fort Worth will assist Texans experiencing homelessness and unemployment to overcome the need for public benefits and join the workforce by providing comprehensive and person-centered assessment, training, and employment services to each participant.



**GOODWILL
WORKS**

Goodwill Works Homeless Program

This program provide services out of five major urban Goodwill Job Resource Centers that currently exist within Goodwill of Fort Worth’s service area (Arlington, Fort Worth, Hurst, Denton and Weatherford). In addition to these permanent locations, Goodwill Fort Worth employs Mobile Recruitment/Job Placement Units that travel to, and service, those individuals isolated from public transportation.



**COMMUNITY
WORKS**

Community Works Homeless Program

The Program aims to provide City of Fort Worth residents with barriers to employment, experiencing homelessness and unemployment a “hand up, not a hand out.” Emphasis within this program will be out of Community Center, GFWW Campus Job Resource Center and True Worth Place.

Contact: bhodes@goodwillfw.org

Tim Overstreet

Intake Specialist, Goodwill Works Program

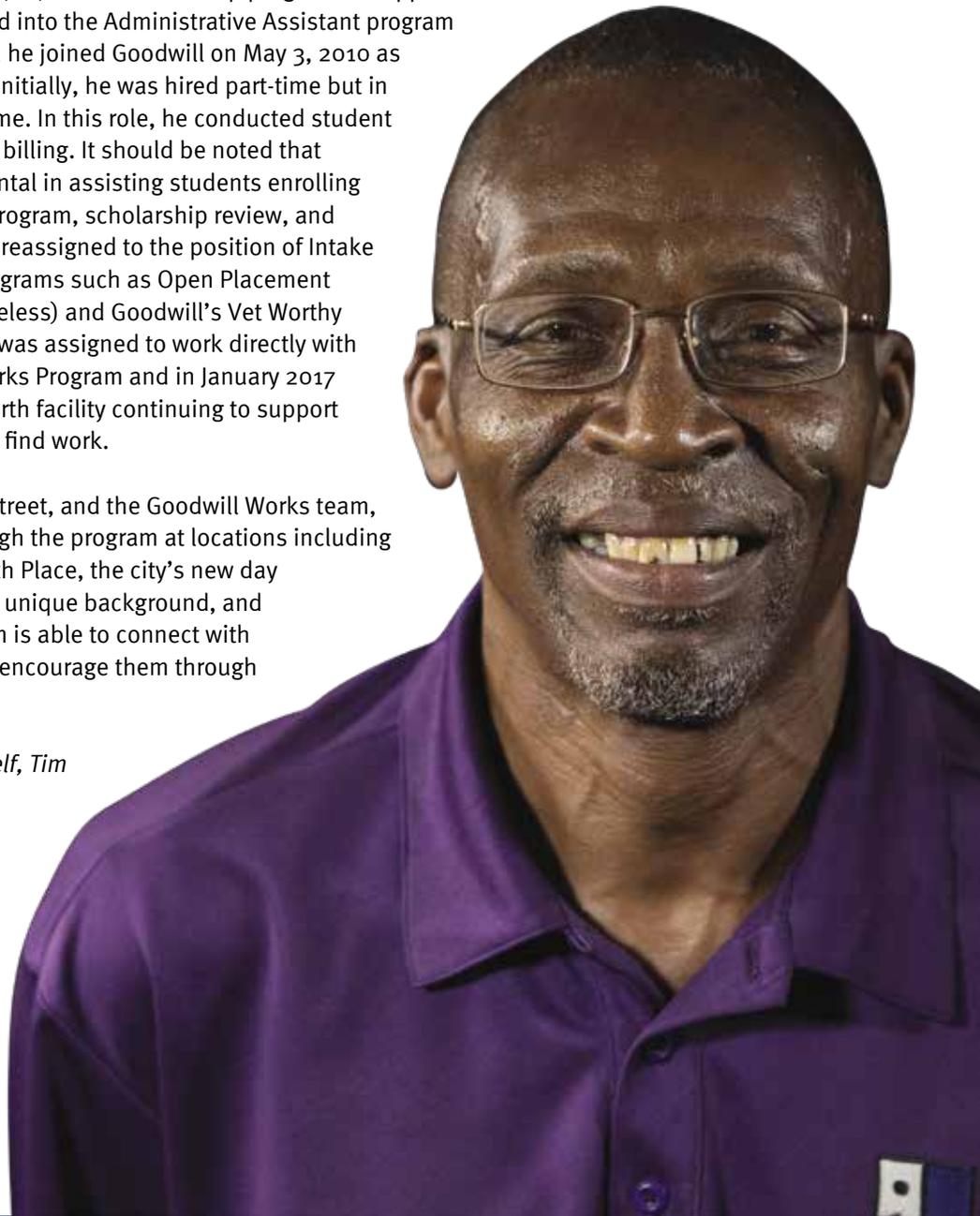
Tim Overstreet knows that people have a lot of stereotypes for the homeless – panhandlers, alcoholics, drug-users and the mentally ill, but it’s not always the case. Tim served in the Navy for 12 years, followed by a 13-year career in administration where he made good money. Then, suddenly a hostile takeover of the company landed him out of a job when they eliminated his position.

In November 2008, Tim found himself a homeless veteran, living at the Salvation Army, when one of the counselors at the Day Resource Center told him that Goodwill had a career school, The North Texas Institute for Career Development (NTI) and a scholarship program. He applied for the scholarship and was accepted into the Administrative Assistant program at NTI. Upon graduation from NTI, he joined Goodwill on May 3, 2010 as Administrative Assistant for NTI. Initially, he was hired part-time but in two months’ time, became full-time. In this role, he conducted student orientation, maintained files and billing. It should be noted that during this time he was instrumental in assisting students enrolling in the CDL Truck Driver Training Program, scholarship review, and support. In January 2016, he was reassigned to the position of Intake Specialist supporting various programs such as Open Placement (in which some clients were homeless) and Goodwill’s Vet Worthy program. In September 2016, he was assigned to work directly with the homeless in the Goodwill Works Program and in January 2017 was assigned to the new True Worth facility continuing to support the homeless in their initiative to find work.

Since September 2016 Tim Overstreet, and the Goodwill Works team, have assisted 2,581 clients through the program at locations including his permanent office at True Worth Place, the city’s new day center for the homeless. With his unique background, and willingness to share his story, Tim is able to connect with Goodwill’s homeless clients and encourage them through his own success story.

“All the days that I doubted myself, Tim showed that he cared,”

Gina Casteal,
NTI CDL Truck Driver graduate





North Texas Institute for Career Development (NTI)

North Texas Institute for Career Development (NTI)

The North Texas Institute for Career Development (NTI) is Goodwill Industries of Fort Worth's career school. We believe in empowering students by providing training and meaningful job skills to prepare for the workforce.

NTI graduates receive career services:

- Assistance in resume and cover letter preparation and interviewing skills
- Advice and information on job leads in specific areas of training
- Continuous and individual job placement assistance

IN PERSON COURSES

PROFESSIONAL TRUCK DRIVER TRAINING (CDL)

NTI's Professional Truck Driver Training program is designed to teach students to master the skills for the entry-level tractor-trailer driver; that is, the minimum training required to become a CDL driver. This is only available at the Fort Worth campus of NTI.

Length: 200 clock hours over 7 weeks

Class Schedule: Monday – Friday, 8:00 a.m. – 3:00 p.m.

We also offer a week-long CDL Recertification program.

FORKLIFT CERTIFICATION

NTI's Forklift Certification Training program certifies students in six Occupational and Health Administration (OSHA) modules for forklift operation.

- Driving, turning, lifting, loading, unloading, and forklift attachments and more.
- Center of gravity of the lift truck, proper turning in loading ramps, and loading 52' trucks.
- Pre-Operational safety checks, hazards and safety reports.
- V11 classes of fork lift use and safety.
- LP gas and electric, and fuel type forklifts.
- Battery installation and maintenance.

Length: Four Hours

Class Schedule: Every third Saturday from 8:00 a.m. – 12:30 p.m.

Admission Requirements: 18 years old, valid Driver's License/State Issued ID and SSN card

Contact: NTI@goodwillfw.org





North Texas Institute

for Career Development

VIRTUAL CERTIFICATIONS

MEDICAL FRONT OFFICE ASSISTANT

Students earn national certifications that could qualify them for career opportunities as receptionist or office specialist. Students will graduate with a National Healthcare Administration certification in Medical Administrative Assistant.

Length: 160 contact hours

Class Schedule: This is a virtual class. A laptop computer will be issued to the student upon enrollment on an as-needed basis.

**This class is a pre-requisite for Medical Billing Specialist Seminar.

MEDICAL BILLING SPECIALIST

Students earn national certifications that could qualify them for career opportunities in medical office insurance, billing and claims. Students will graduate with a National Healthcare Administration certification as a Medical Billing and Coding Specialist.

Length: 340 contact hours

Class Schedule: This is a virtual class. A laptop computer will be issued to the student upon enrollment on an as-needed basis.

COMP TIA: A+ CERTIFICATION TRAINING PROGRAM

Students earn national certifications that could qualify them for career opportunities in desktop support, computer repair, helpdesk, user support and network support.

Length: 290 contact hours

Class Schedule: This is a virtual class. A laptop computer will be issued to the student upon enrollment on an as-needed basis.

**This class is a pre-requisite for COMP TIA Network + Certification Seminar.

COMP TIA NETWORK + CERTIFICATION SEMINAR

Students earn national certifications that could qualify them for career opportunities in desktop support, computer repair, helpdesk, user support and network support.

Length: 110 contact hours

Class Schedule: This is a virtual class. A laptop computer will be issued to the student upon enrollment on an as-needed basis.

Eligibility

NTI admits any persons having a high school diploma from an accredited high school or the recognized equivalent of such a diploma (such as a G.E.D. certificate). Those desiring to apply to NTI should contact the school or one of its admissions representatives. NTI is also an Ability-To-Benefit school that accepts TABE test scores.

Prior to being accepted, an applicant must:

1. Be interviewed by an admissions representative
2. Complete an enrollment agreement
3. Submit other information that may be required to determine qualifications

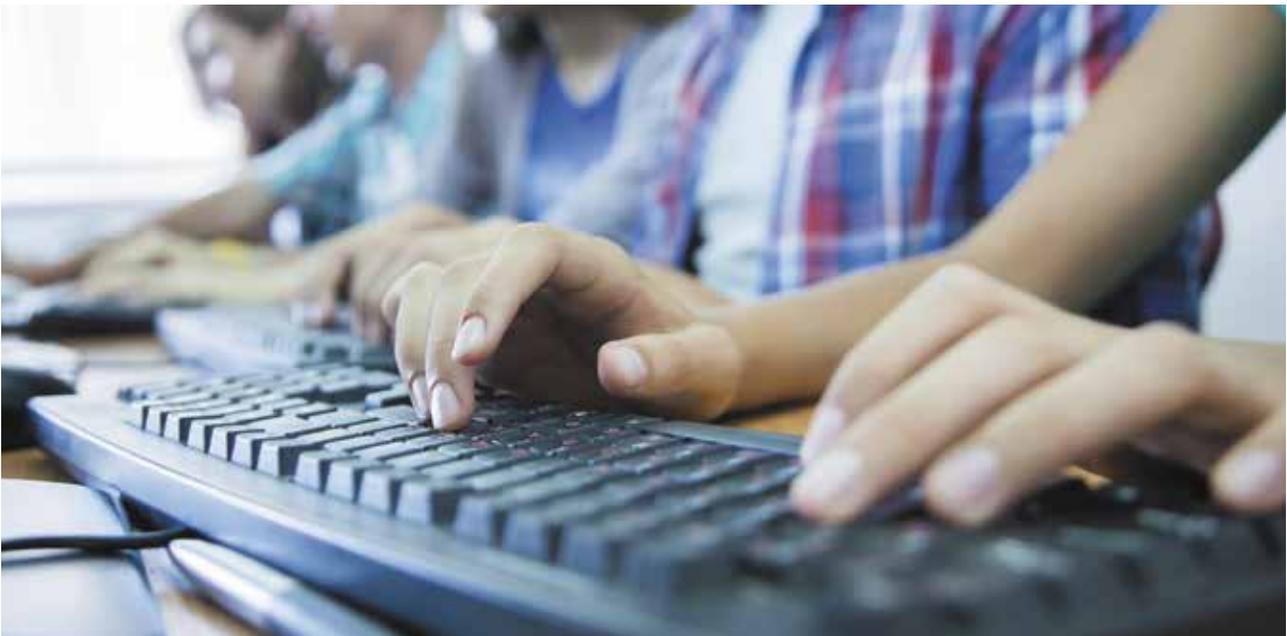
An applicant may apply at any time but must begin class on a set starting date. Classes have limited enrollment.

Financial Assistance

NTI offers a range of plans to assist students in financing their career training. NTI also has scholarship opportunities for qualified individuals. NTI programs are approved by the Texas Workforce Commission Vocational Rehabilitation Services and Texas Workforce Commission’s Workforce Investment Act (WIA) and Workforce Investment Opportunity Act (WIOA), as well as CAPWORKS (Community Action Partners: City of Fort Worth). Installment plans available for self-pay.

An applicant may apply at any time but must begin class on a set starting date. Classes have limited enrollment.

Contact: NTI@goodwillfw.org



Goodwill Digital Career Accelerator®

Get up to speed on job-ready digital skills in Goodwill Industries of Fort Worth's Digital Career Accelerator® - a state-of-the-art training facility, located at our Fort Worth headquarters and Denton Job Resource Center locations.

Services

Training is **free** and instructors are available to help individuals learn basic computer skills, Internet, email and word processing. Spanish-language and closed-captioned versions are available.*

**During times of natural disaster or shut down, access virtual services at www.GoodwillFortWorth.org/DCA*

Program Schedule

Training Schedule: Monday – Thursday, 8:30 a.m. – 10:30 a.m.

Open Lab: Times Vary, call ahead

Eligibility

Open to learners of all levels.

Expected Outcome

- Learn to use digital tools to accomplish everyday tasks
- Develop skills to get a job or advance your career
- Enhance your digital skills

Contact: DigitalCA@goodwillfw.org





REHABILITATION SERVICES

Pre-ETS Services

Pre-Employment Transition Services (Pre-ETS) are provided to transitioning individuals who meet the definition of a “student with a disability.”

Pre-ETS Services includes:

1. Job exploration counseling
2. Work-based learning experiences-which may include in-school or after school opportunities, or experience outside the traditional school setting (including internships), that is provided in an integrated environment to the maximum extent possible
3. Workplace readiness training-to develop social skills and independent living
4. Instruction in self-advocacy (including instruction in person-centered planning)- which may include peer mentoring (including peer mentoring from individuals with disabilities working in competitive integrated employment)
5. Summer Camp (Camp Independence) offers Tarrant County transitional students an opportunity to learn and adjust to the daily workplace routine by offering career exploration, independent living skills and self-advocacy instruction.

Participants will receive hands-on work experience and complete resumes. Topics include:

- Exploring the “YOU” in work
- Entering the world of work
- Soft skills for work success
- Soft skills to pay the bills

**Fee for Service Program*

Contact: kbostick@goodwillfw.org



GoodED

Services

Goodwill Fort Worth offers a fully accredited online high school diploma program, completed at your own pace. The program also includes a career certificate upon completion. The course takes 18 credits to complete (4 language arts, 3 math, 3 science, 4 social studies and 4 career electives). Instructors provide academic support, career resources to keep you informed of the current job market and access to a Goodwill computer lab with Internet access.

- Career Certificate Options Included with Diploma
 - Food and Hospitality
 - Retail Customer Service
 - Office Management
 - Professional Skills
 - Child Care and Education
 - Transportation Services
 - Homeland Security
 - Certified Protection Officer
 - Hospitality Certificate
 - Home Care Professional
- AdvancED/SACS/NCA/NWAC Accredited Diploma
- Transfer Credits from Previous High School, regardless of when credits were completed

Eligibility

The program is open to individuals age 16+.

Expected Outcome

In addition to a high school diploma and career certificate, participants gain skills and knowledge in general computer skills, common software training, email and internet, communication and time management.

Financial Assistance

Installment plans available for self-pay. Goodwill offers scholarships for those who qualify. In addition, we work with partner agencies such as CAPWorks (Community Action Partners).

Contact: GoodEd@goodwillfw.org



ReLaunch

Services

Goodwill offers job development, digital skills and vocational training, as well as placement services for individuals re-entering the workforce after incarceration at all of our Job Resource Centers and select mobile sites. Clients have the opportunity to get hands-on training to ensure they are competitive in the current job market, and will be paired with a business developer who will partner to help find these job seekers a career path.

Service Availability

There is rarely a waiting list for this program. The average time from referral to program enrollment is one week. Persons are accepted based on Goodwill's ability to meet their needs, receipt of all required background information.

Eligibility

In addition to meeting the facility admission criteria for services, program participants must meet the following criteria:

- Be willing to participate in the job search
- Express interest in obtaining and maintaining competitive employment
- Have reliable transportation (public, specialized transportation, relative, personal vehicle)
- Two forms of ID

Expected Outcome

Job placement with a community employer where Goodwill provides ongoing supports as needed and encourages a work environment where natural supports are provided. Daily supervision is provided by the employer. When persons demonstrate the skills, interests and abilities to move to another job, referrals will be made for placement at another type of job or with a different employer.

Contact: Relaunch@goodwillfw.org



A Second Chance.
Got it at Goodwill.

Placement Services

Goodwill offers several ways for individuals with disabilities and other obstacles to employment to prepare for and thrive in competitive work environments. Goodwill's three tracks for training and employment are:



Goodwill Industries of Fort Worth believes that work has the power to transform lives by building self-confidence and independence, allowing individuals to achieve personal satisfaction and become productive members of society. Goodwill Fort Worth job resource centers are designed to provide full job search assistance in strategic locations throughout the Fort Worth area. They provide fully staffed locations where job seekers can get the personal attention they need from job search experts to get back to work.*

**During times of natural disaster or shut down, access virtual services at www.GoodwillFortWorth.org/JRC*

Each Job Resource Center Offers Job Seekers the Following Services, at No Cost:

- Free computer and Internet access
- Assistance from job search experts to provide job placement services
- One-on-one career counseling
- Employer networking opportunities
- Job readiness skills training including resume writing, interviewing skills and job search techniques
- Referrals to other programs and resources including TWC/VRS and VetWorthy (veteran support services) and Goodwill Works (homeless) if eligible

Goodwill Industries of Fort Worth's Employment Services Staff has Secured Employment for Job Seekers in Various Professions, including:

- Forklift operator
- Warehouse
- Stockers
- Security guards
- Maintenance
- Package handlers
- Sales
- Teacher assistants
- HR Generalist
- Managers
- Cashiers
- Medical Fields
- Commercial Drivers License (CDL)
- Hospitality

Contact: JRC@goodwillfw.org





Skills Training Achieves Results (S.T.A.R.S)



S.T.A.R.S Mission Statement

The mission of Goodwill S.T.A.R.S is to provide a supportive learning environment to empower participants so that they may overcome the boundaries and limits of intellectual and physical disabilities and achieve their personal goals.

Services

S.T.A.R.S. recreates daily living scenarios through an interactive, realistic environment. Participants will rotate between different places such as the apartment, general store, town square, art studio, and fitness center. Each different place will give participants a chance to learn real life skills while having fun and interacting with other staff and participants at the same time. This program uses a curriculum designed to help participants overcome their disadvantages and achieve maximum independence in the long run. On top of the wide variety of skills and experiences participants will be introduced to at Goodwill's S.T.A.R.S. program, participants will also have the opportunity to interact with the local community through group outings where they can apply some of the skills they have learned through S.T.A.R.S. in real world situations.

Pre-Vocational

The S.T.A.R.S. program partners with our Goodwill retail stores for hands-on work experience. Here, S.T.A.R.S. learn and practice working skills in an actual retail environment. Additional soft-skills training is provided in a classroom setting.

Program Schedule

The regular schedule is Monday through Friday from 8:00 a.m. to 3:00 p.m. The program schedule can be modified to meet the individual needs of persons interested in the program.



Program Fees

There is a fee for the program. This fee is generally paid by the referral source and/or an identified funder.

Eligibility

- Have the desire to participate in program and program activities
- Have the ability to participate, with reasonable accommodations
- Be a minimum of sixteen(16) years of age
- Not pose a threat to staff or other consumers
- Be in need of services
- Must possess personal toiletry and self feeding skills
- Must follow a treatment plan if under a doctor's care

Credentialing Requirements

S.T.A.R.S staff members must obtain and maintain credentialing requirements as set forth by the local authority on a yearly basis to supply services to clientele. S.T.A.R.S staff members must complete, at the minimum, the following upon hire and annually thereafter:

- Background check
- Office of the Attorney General Exclusion Search
- Competency in the safe management of verbally and physically aggressive behavior (SAMA)
- SATORI – Alternatives to Managing Aggression
- American Heart Association CPR
- American Heart Association First Aid
- Recognition, reporting and preventing abuse, neglect and exploitation
- Infectious and communicable diseases
- MHMR Tarrant Compliance Plan
- Client rights
- Self-administering of medications
- Privacy/HIPPA
- Risk management and incident reporting
- Environmental safety for individuals with developmental difficulties
- Customer relations
- Hazardous chemicals

Service Availability

Persons served will be admitted if space is available in the program. Each staff person will not have a larger caseload than specified by the funding source or program guidelines. Persons served who are not admitted due to space allotments will be placed on a waiting list on a first come, first served basis. Waiting lists will be maintained and monitored by Program Managers.

Expected Outcome

S.T.A.R.S. participants can anticipate having improved independent living skills, socialization skills and freedom for self-expression.

Contact: STARS@goodwillfw.org



Jeremy Johnson

S.T.A.R.S. Participant

When Jeremy Johnson first came to Goodwill, he started out in facility-based contracts and then transitioned to the S.T.A.R.S. program when it was launched in March 2016.

S.T.A.R.S. is a unique day-habilitation program for adults with significant disabilities that recreates daily living scenarios to give participants a chance to learn real-life skills to overcome their disadvantages and achieve maximum independence.

Despite the limitations to his muscles from cerebral palsy, Jeremy got the opportunity to work in e-books, a division of Goodwill Fort Worth's e-commerce department, because of his level of participation in the S.T.A.R.S. program, his willingness to work and his personal goals. Being able to work is very important to Jeremy and he loves to show everyone each day the count of books he scanned that day. Jeremy's excitement and happiness carries over to all of the staff, brightening everyone's day. He's described as always happy, always smiling, always joking. He's a real blessing to be around.

"I am thankful for Goodwill, it has allowed Jeremy to become who he is as a person, to be able to work and have a paycheck every two weeks."

Raedene Johnson,
Jeremy's mom





Veterans Services (Vet Worthy)

Vet Worthy provides military veterans with connections to career and financial planning, job development, and skills training support. In addition, military families are referred to the necessary community resources such as mental health counseling, housing assistance, food assistance, and legal aid. The program is open to any veteran under any discharge status.

Goodwill provides veterans with the following services:

- Intake and referral
- Digital Skills assessment and training
- Referrals to occupational training
- Job readiness
- Job search training
- Job application
- Resume writing
- Cover letters
- Basic computer skills
- Interview skills and mock interviews
- Job search strategies for individuals with criminal backgrounds
- Job placement services
- Job retention

Contact: veterans@goodwillfw.org





REHABILITATION SERVICES

Vocational Adjustment Training (VAT)

Work Readiness comprises Vocational Adjustment Training (VAT), which is designed to provide you the skills and knowledge to effectively assist a customer to become work and job ready. As VAT requires a vast amount of knowledge and skill, a variety of activities and assignments are utilized to reinforce learning.

The eight VAT Services offered:

1. Exploring the “You” in Work

Explore the “You” in Work curriculum helps customers to learn and understand their own work personalities, interests, values, and transferable skills.

2. Soft Skills for Work Success

The Soft Skills for Work Success curriculum helps the customer learn and demonstrate the soft skills needed to be successful at work. The training focuses on developing essential skills related to:

- Effective communication;
- Problem-solving;
- Work habits;
- A strong work ethic

3. Soft Skills to Pay the Bills: Mastering Soft Skills for Success

Skills to Pay the Bills-Mastering Soft Skills for Workplace Success; the curriculum is designed to teach skills to youth and adults in the following six areas:

- Communication
- Enthusiasm and attitude
- Teamwork
- Networking
- Problem-solving and critical thinking
- Professionalism

4. Entering the World of Work

The VAT Entering the World of Work curriculum helps the customer learn and demonstrate knowledge and skills related to workplace expectations, rules, and laws.

5. Preparing for Job Search Training

The VAT Job Search Training curriculum helps the customer learn and demonstrate knowledge and skills necessary to prepare for a job search to obtain employment in entry-level positions. The VAT Job Search Training is only for Pre-ETS students ages 22 and younger.

6. Disability Disclosure Training

VAT Disability Disclosure Training provides information to customers to help them make informed, beneficial decisions about disclosing their disability and about their educational, employment, and social lives

7. Money Smart – A Financial Education Training

Money Smart—A Financial Education Program curriculum developed by the Federal Deposit Insurance Corporation (FDIC) teaches customers basic behaviors about responsible handling of money and finances, including how to create positive relationships with financial institutions.

8. Public Transportation Training

VAT Public Transportation Training teaches customers essential skills for traveling by the customer's preferred mode of public transportation in the customer's community. Destinations can include school, work sites, and an independent living center.

Contact: kbostick@goodwillfw.org



Business Services

With today's economic trends, companies must be flexible with staffing. To stay competitive, staff must be onboarded quickly, retrained and grown. Goodwill Fort Worth provides employment placement services to assist companies to meet their objectives.

As a leader in employment placement and training, we provide businesses with job-ready and trained individuals to meet the demands of growing staffing needs, at no cost to either party. When you work with Goodwill Fort Worth you can be assured your new team member has been background checked, trained and placed based on your criteria for the position.

Our employment placement services can meet your full-time and part-time demands, as well as your industry needs – we placed more than 1,500 people into employment last year in multiple industries ranging from retail and heavy industrial to healthcare.

If you, or your company, have been thinking about moving from traditional staffing solutions we would like to meet with you to discuss your future objectives and how our free services may be of help in obtaining your goals.

Visit www.GoodwillFortWorth.org/BusinessServices to submit your job opportunities.



Work Adjustment Training (WAT)

Services

Goodwill's Work Adjustment Training (WAT) program assists in developing realistic vocational goals, while teaching basic work skills needed to enter any occupation or skills training program. Emphasis is placed on building physical stamina, emotional tolerance and overall work behavior associated with entering /re-entering competitive employment or a supportive work environment.

Services include a tour of the worksite and training opportunities, development of an individualized service plan, coaching, soft skills training, coordinating and planning with referral sources and/ or funders and hands-on training in a number of tasks i.e. warehouse/dock, processing and tagging of donated merchandise, janitorial tasks, etc. Goodwill Work Adjustment Trainers also provide Personal Social Adjustment that cover an array of topics such as money management, interviewing skills, employer expectations, resume writing, workplace behavior, and appropriate work attire, etc.

Program Schedule

WAT is a one to three-month training program Monday through Friday for 25 hours per week designed for individuals who have difficulty obtaining or maintaining employment.

Eligibility

Services are designed based on the individualized needs of those served, individuals may start services upon meeting the eligibility criteria, and participating in an intake interview. Enrollment is ongoing and requires a referral from our funding partner, Texas Workforce Commission Vocational Rehabilitation Services (TWCVRs).

Expected Outcome

Participants will develop appropriate workplace behavior skills and be able to secure employment within the community.

Contact: kbostick@goodwillfw.org



Goodwill Staffing Services (GSS)

Services

Goodwill Staffing Services (GSS) is a full-service, temporary employment service that gives people with barriers to employment a second chance. Goodwill staffs both temporary positions, as well as long-term contracts and temp-to-hire positions. If individuals are not “job ready,” referrals to occupational training, resume writing, interview training and basic computer and telephone skills are provided.

Program Schedule

Monday – Friday 8 a.m. – 4:30 p.m.

Eligibility

75% of GSS employees have a disability or barrier to employment.

Expected Outcome

GSS is committed to providing skilled, dependable employees who always have a positive attitude and a desire to work.

Contact: GSS@goodwillfw.org





Summer Earn & Learn

Services

In partnership with Texas Workforce Solutions VRS, and in collaboration with Workforce Solutions of Tarrant County Summer Earn & Learn creates pathways to employment for students with disabilities.

Program Schedule

All participants are required to attend an employability training and will be scheduled for one of two available work cohorts for participating employers each summer.

Eligibility

Transitional students, age 16-22, with disabilities. Eligible students include those with an Individualized Education Plan or a 504 Plan.

Expected Outcome

Participants receive workplace readiness training to prepare for successful employment and paid work experience to help build skills and identify future career goals.

Contact: kbostick@goodwillfw.org



Camp Independence

Services

Camp Independence is a summer camp for transitional students seeking educational and career assistance, in partnership with Texas Workforce Solutions Vocational Rehab Services (TWSVRS). Topics include exploring the “YOU” in work, entering the world of work, soft skills for work success and soft skills to pay the bills. Through

partnerships with local businesses, campers experience a real-world work environment with hands-on job shadowing experiences.

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Program Schedule

Goodwill hosts several two-week sessions of Camp Independence each summer.

Eligibility

Transitional students, age 16-22, with disabilities transitioning from high school to post-secondary education or the workforce.

Expected Outcome

Students will learn about jobs, social skills, hygiene, phone etiquette, how to save and spend money, how to apply for a job, interviewing and networking skills. In addition they learn about post-secondary education opportunities, independent living skills and self-advocacy instruction.

Contact: kbostick@goodwillfw.org

CUSTOMER SATISFACTION

Referral Sources, Parents, Guardians, and Other Stakeholders

Input is essential in the development and maintenance of quality services. Goodwill values feedback from referral sources, parents, guardians, and other stakeholders. Feel free to contact our department by phone, mail, or email. You may also schedule an appointment to meet with program and/or supervisory staff to discuss your concerns. Contact information is provided in the back of this manual.

Persons Served

Input from persons served is essential in the development and maintenance of quality service. This input provides an opportunity to revise service plans and to implement changes in the services as desired by the participant. Persons served in our long-term programs are generally surveyed twice a year. Persons served in short-term programs are generally surveyed prior to program exit. A sample of persons in short-term programs may also be surveyed at other points in their programs.

Outcome Information

Our agency has a program outcome measurement system designed to gather demographic information, and information regarding the effectiveness, efficiency, service access and satisfaction of participants and stakeholders. Staff members can provide you with the following information, and more:

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

Program outcome information is posted at different program sites. Annual program outcome results will be posted on our website by March 1st of each year. Our annual report will be made available by the end of March each year. Additional program information is available by contacting the Vice President of Workforce Development, Senior Director of Workforce Development, or the Vice President of Goodwill Staffing Services and S.T.A.R.S

Services Information

Referral Sources

- Texas Workforce Solutions/Vocational Rehabilitation Services (TWS/VRS)
- MHMR of Tarrant County (MHMR)
- Community Based Organizations
- School Districts
- Family Members
- Self-Referral

Program Fees

Program fees are reviewed at least annually. For the latest program fees contact your local Texas Workforce Commission/ Vocational Rehabilitation Services (TWC/VRS) or the Vice President of Staffing Services and S.T.A.R.S. (See Contact Information)

Qualifications of Staff Members

Management personnel, skills trainers, case managers and employment specialists have work experience in the human services and/or business field. The level of education is based on what skills are needed. Staff members share this information with persons served during the intake process. This information is also available to the general public upon request. Staffing patterns are designed to meet established outcomes, and to ensure the safety of persons served. Staff members are cross-trained so the organization can effectively handle unplanned absences and address unanticipated program challenges.

Reasonable Accommodations

Goodwill is committed to making reasonable accommodations to assist persons served in having access to services. During the intake process staff members will inquire if there is a need for any accommodations.

Accredited Programs

What is the Texas Workforce Commission?

Texas Workforce Commission (TWC) is the state agency charged with overseeing and providing workforce development services to employers and job seekers of Texas. TWC strengthens the Texas economy by providing the workforce development component of the Governor's economic development strategy. Texas boasts an incredibly skilled workforce ready to attract enterprise to the Lone Star State. By focusing on the needs of employers, TWC gives Texas the competitive edge necessary to draw business here.

The Commission is the governing body of the Texas Workforce Commission, comprised of three commissioners appointed by the Governor, one each representing employers, labor and the public. The agency is presided over by the Commission and administered by the Executive Director to operate an integrated workforce development system and administer the unemployment benefits program in Texas. TWC is part of Texas Workforce Solutions, a local and statewide network comprised of the agency, 28 workforce development boards, and their contracted service providers and community partners. This network gives customers local access to workforce solutions and statewide services at numerous Workforce Solutions offices. TWC provides unemployment benefits services through five Tele-Centers and administers unemployment tax through numerous local tax offices.

Our program that is accredited by TWC is the North Texas Institute for Career Development and all courses therein.



What is CARF?

In January 2018, Goodwill Industries of Fort Worth, Inc. was accredited for a period of three years for its Community Integration (S.T.A.R.S.) and Employee Development Services (Work Adjustment Training) programs by CARF International.

CARF is an independent, nonprofit accrediting body whose mission is to promote the quality, value, and optimal outcomes of services through a consultative accreditation process and continuous improvement services that center on enhancing the lives of the persons served. This accreditation decision represents the highest level of accreditation that can be given to an organization and shows the organization's substantial conformance to the CARF standards.

Contact Information by Program

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North Texas Institute for Career Development • Open Placement • Veterans Services

Helping People Help Themselves Through The Power Of Work

FOR MORE INFORMATION, CONTACT US AT

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