

Goodwill of Lorain County, Inc.

Services Manual

2018 – 2022 Strategic Plan



GOAL #1: WE WILL BE GOOD STEWARDS OF OUR GOODWILL RESOURCES BY CONSTANTLY EXPLORING NEW REVENUE SOURCES AND BY REINVESTING IN OUR CURRENT INFRASTRUCTURE.

GOAL #2: WE WILL DEEPEN THE IMPACT OF OUR MISSION BY OFFERING AN EVOLVING ARRAY OF PROGRAM SERVICES TAILORED TO PARTICIPANTS AND PROVIDERS IN OUR MARKET AND BEYOND.

GOAL #3: WE WILL ATTRACT, DEVELOP AND RETAIN OUR BEST TEAM USING SPECIFIC STRATEGIES AND FLEXIBLE METHODS THAT KEEP US CURRENT WITH CHANGING EMPLOYMENT TRENDS.

GOAL#4: WE WILL ENHANCE THE GOODWILL BRAND PERCEPTION BOTH INTERNALLY AND EXTERNALLY.

Goodwill Industries of Lorain County, Inc. SERVICES MANUAL

The purpose of Goodwill is to advance the well-being of persons who experience social and economic barriers to independence. To achieve this purpose, Goodwill provides a variety of training, employment, and support services. We attempt to minimize the effects of disabling and disadvantaging conditions on those receiving services and to maximize the individual's functioning by utilizing services within the agency and by linking with other agencies. Programming is designed to enhance independence, self-sufficiency and productivity of those receiving services.

OUR PRINCIPLES

Goodwill's philosophy is based on the belief in the right of every individual to define and pursue fulfillment in his or her life. Work plays a critical role in this pursuit. Work is a cornerstone for meeting economic needs, developing interpersonal relationships and forming a healthy self-concept. Four principles guide our mission of working toward successful outcomes for the people we serve.

Integration The conditions and opportunities of everyday life typically available to the majority of the population should be available to people with disabilities. Goodwill believes that everyone benefits when people with disabilities work and live together with people who do not have disabilities. We will work with each person to attain the most integrated environment consistent with her or his preferences, strengths and needs.

Empowerment Respect for freedom of choice and individual preference guides Goodwill's approach to all persons. We will assist individuals receiving services to make effective, informed choices in decisions regarding programming. We will provide support as they experience the rewards and consequences of their decisions.

Individuality Each person is unique with individual interests, abilities, preferences, needs and personalities. Goodwill values this diversity and will tailor services, including work assignments and service plans, to respond to each individual.

Comprehensive Approach Each person has preferences, strengths and needs in a variety of life areas, including physical and mental health, social, financial,

recreational, and interpersonal, as well as vocational areas. Although Goodwill focuses primarily on vocational aspects of the person's life, we recognize the impact of other areas on vocational success. We will provide assistance in the non-vocational life areas to the extent we are able and make referrals for additional services as needed.

INTRODUCTION

This manual is intended to provide information for internal use and also for our current and potential customers including referral sources, participants and collateral agencies. Questions should be directed to our Director of Mission Services and Employment Specialists located at our corporate office, 145 Keep Court, Elyria, OH 44035.

The services described in this manual are referred to in a generic fashion. We have many specifically named programs that may be offered as a referral service for a specific population. Many of our Programs have brochures that provide additional information not included in this manual.

ACCESSIBILITY

It is the policy of Goodwill of Lorain County to provide full accessibility for all individuals to all areas and functions of the organization, and to promote full accessibility to all facets of community life and activities for all persons. This policy supports the commitment of Goodwill to promote compliance with the letter and spirit of the Americans with Disabilities Act.

Goodwill provides equal opportunities without regard to race, creed, color, religion, national origin, sex, marital status, sexual orientation and gender identity.

HUMAN RIGHTS

Goodwill's Mission Services Staff is charged with ensuring that the human rights of all Participants are promoted and protected. It is the practice of Goodwill Industries of Lorain County, Inc. to provide the least restrictive environment to persons served through the use of positive, nonrestrictive procedures. Restrictive procedures and seclusion will not be used.

CONFIDENTIALITY

In all exchanges of information between Goodwill and other agencies and individuals, confidentiality of information about Participants is maintained in accordance with HIPAA. Explanations are given to Participants regarding the reasons for exchanging information of a personal nature and prior permission is obtained and documented.

INPUT OF AND PARTICIPATION BY PEOPLE RECEIVING SERVICES

It is the policy of Goodwill of Lorain County to actively solicit input from persons receiving services. This input is then utilized to create an environment that is designed around the needs of the persons receiving services and is responsive to their expectations. Input received is used to improve the current organizational environment and to enhance our strategic planning process.

Our system to collect and utilize input from persons receiving services contains the following elements:

Kick-off Meetings. These occur at the beginning of services among the person receiving services, the counselor and the instructor/supervisor or job coach. Relevant information is communicated to the appropriate management team member for action.

Interdisciplinary Staffing Meetings. These staffings occur based on counselor and participant availability after each service, and involve the person receiving services, the counselor, or Employment Specialist, funding personnel, family members and other service personnel, if appropriate. Participant satisfaction information is solicited at these meetings. Relevant input is communicated to the appropriate management team member for action.

Continuous Improvement System. Persons receiving services may give Employment Specialist, Job Coaches, any staff member suggestions or concerns and staff will submit it using the Continuous Improvement system. Participants can

also place suggestions anonymously into the suggestion box. Suggestions are referred to the Senior Leadership Team or appropriate department head for consideration.

Satisfaction Surveys of Persons Receiving Services. At staffings held at the end of services, persons receiving these services are asked to complete a brief survey that queries their level of satisfaction with their services and the organization. The results of these surveys are used to revise the Individual Service Plan, as appropriate, and are reviewed and summarized by the Director of Mission Services and then communicated to the President & CEO, Board, staff and persons receiving services in the annual report on the status of services.

GOODWILL SERVICES

Goodwill of Lorain County offers the following menu of services to participants referred by OOD:

- Assessment (Community Based Assessment, Career Exploration, Summer Youth Career Exploration and Work Experience).
- Center-based Employment Services (Work Adjustment, Job Seeking Skills Training).
- Community Employment Services (Job Development, Supported Employment, Job Coaching On-The-Job Supports).
- Formal Skills Training (Cash Register and Customer Service Training, Computer Assessment and Training, Clerical Training, Forklift Training.).

PARTICIPANT RECEIVING SERVICES

Goodwill serves individuals who experience a variety of disabling or disadvantaging conditions. All, however, have one thing in common - less than satisfactory performance in the areas of personal, social, emotional or vocational adjustment. They require assistance specifically designed to meet personal goals, build on strengths, and remove barriers to employment and/or other quality of life areas.

The following list is not all-inclusive but is representative of the types of individuals who would be appropriately referred to Goodwill. Individuals with needs or barriers in these areas:

- interpersonal/social skills
- self-concept
- appropriate goals or self-direction
- work habits
- marketable skills
- work history

- job seeking skills

GOODWILL ELIGIBILITY REQUIREMENTS

- A physical, emotional or mental disability, special needs or vocational disadvantages.
- Willingness to participate voluntarily
- Can articulate benefits derived from participation in services
- Minimum age is 14. If under 18, consent from a parent or guardian is required
- Meets additional admission criteria, if applicable, for specific training programs.
- Must be alcohol and drug free at the time of service
- Ability to arrange transportation to and from the Goodwill facility; Goodwill transportation available on a limited basis
- Mobility through the use of prosthetic or assistive devices, and ability to meet personal needs including feeding and toileting
- Ability to self-administer prescribed medication, as Goodwill staff cannot be responsible for administering medication
- The participant's behavior or disability will not create or contribute to unsafe conditions for the participant or others
- Properly medicated and monitored by a physician for control of psychiatric disorders.
- Written verification from a physician that any treatment for a chronic medical condition is stabilized and the condition can be maintained while the participant is in a Goodwill program
- A referral from an agency such as BVR, BSVI, BWC, DD, VA, school, DJFS, etc. is required

REFERRAL PROCEDURE

Referrals are sent to Goodwill of Lorain County by the referring agency such as Opportunities for Ohioans with Disabilities (OOD). Once the referrals are received they are assigned by the Director of Mission Services to the appropriate Employment Specialist.

Referral Steps:

1. Referral is received by Referring Agency
2. Employment Specialist contacts participant to schedule an introductory meeting called an Intake

3. Intake is completed with participant and interested parties present. Decision on admission will be made at this meeting or as soon thereafter as possible; this decision is made by the appropriate Employment Specialist or Director of Mission Services. If accepted, a starting date will be determined, if possible.

WAITING LIST GUIDELINES

Each of Goodwill's services maintains separate waiting lists. We use the "first come, first served" principle to determine order of entry into each of our services. However, presence of one or more of the following factors may influence the order of entry. An individual may be admitted to a service at an earlier date than his/her position on the waiting list would dictate if:

- She or he is at imminent risk of institutionalization or incarceration
- He or she is in dire financial need
- She or he is currently employed or becomes employed while on the waiting list and is at risk of losing the position. (If the person is admitted earlier than the position on the waiting list would indicate and loses the position, he or she returns to the previous spot on the waiting list)
- She or he is at risk of severe mental or physical deterioration due to lack of access to meaningful or productive activities
- She or he is transitioning from school to work

If an appropriate job with sufficient levels of support is available which we are unable to fill with current program participants or persons who hold a higher position on the waiting list, the individual may enter a vocational program earlier than the position on the waiting list would indicate. Conversely, if a job or training position which is consistent with the person's preferences, strengths, and needs is not available when the individual's name comes to the top of the waiting list, he or she must wait until the appropriate job or training position is available.

Transfer Criteria Between Services:

If an individual meets the requested service's admission criteria, the person served or the Employment Specialist may request a transfer to another of Goodwill's services. If the service that the individual wishes to enter has a waiting list, the waiting list criteria listed above are in effect. As soon as interest

in or appropriateness for another Goodwill service is identified, the counselor should make a referral in order to place the person's name on the waiting list.

RESPONSIBILITIES OF PURCHASERS OF SERVICES

- To prepare the Participant for referral
- To provide related background information and materials
- To maintain follow-up contact with the service and the Participant by personal visits, telephone and written contacts
- To respond to recommendations made by the service
- To provide counseling and other necessary supportive services for the individual and act as a resource person to the service when necessary
- To provide feedback on Participant outcome/results to Goodwill personnel to facilitate outcome measurement and follow up efforts
- To promptly process claims for payment

RESPONSIBILITIES OF GOODWILL PERSONNEL

- An early decision on acceptance or non-acceptance of the referral. Those referrals not accepted will be notified in writing with the reasons for non-acceptance, recommendations for other service options, and information about the appeals process
- Enrollment of the Participant in the shortest possible period of time
- Provision of information regarding Goodwill procedures, policies and capacity to work effectively with the individual
- Ready availability for consultation and participation in conferences
- Provision of appropriate, high quality services that allow the individual to reach his/her highest level of independence
- Provision of clear, comprehensive, accurate and timely reports on service results

REPORTS TO PURCHASING AGENCY

Requested reporting formats vary with the needs of the purchasing agency, some of which provide report forms for Goodwill's use. Nevertheless, certain standard procedures are followed. Among these are:

- Every effort is made to answer the specific questions raised by the referring agency. For this reason, it is important that the referring agency be as specific as possible about the reasons for referral to Goodwill
- Progress reports are designed to keep sponsoring agencies fully informed of Participant progress
- The final report for each service is designed to give a summary of the Participant's Goodwill programming

SERVICES DESCRIPTION

I. ASSESSMENT SERVICES

A. Community Based Assessment

Community Based Assessment is utilized to assess the participant's job readiness and/or to provide information on a participant's aptitudes, abilities, behaviors, and preferences to determine if a specific employment opportunity would be an appropriate match. Community Based Assessments shall be conducted in competitive and integrated settings. The outcome of the service is to assess the participant's job readiness and make recommendations for future services.

1. Entrance Criteria

- Meet agency admission criteria
- Participation involves the funder submitting a referral to Goodwill
- Participant has no insurmountable basic work habits deficiencies or major behavioral problems
- Participant expresses interest in or agrees to community-based employment
- Funding is secured

2. Services

Community Based Assessment includes the following component:

Work-Site Assessments. Work sites are developed in businesses that offer positions related to the individual's career goals found on their referral. At one or more work sites, the Job Coach thoroughly evaluates an individual's job performance, including the identification of any supports or accommodations needed for success in future employment. A final report is then submitted to the referring agency at the end of the service.

3. Exit Criteria

- The assessment questions are answered resulting in the development of an employment plan
- Participant demonstrates the ability to sustain employment without support
- Participant receives job opportunity
- Participant is in need of training in life areas other than vocational (external or internal) before he/she is able to benefit from service
- Participant's vocational needs are not being met by current service
- Participant drops out. No criteria, counselor should try to determine reason
- Participant can no longer meet eligibility criteria, or
 - Evidence exists of lack of cooperation or motivation to actively participate in the service, or inappropriate behavior that is offensive, dangerous or harmful to other
 - Evidence exists of the Participant's inability to benefit from the training service
- Lack of Funding

B. Career Exploration

Career Exploration assists participants in exploring specific employment options. Career Exploration involves the participant conducting informational interviews with individuals or employers who are actually performing the duties or hiring for the duties of the identified occupation. Participants are encouraged to ask questions about the job tasks, training required, salaries, hours, etc. in order to determine if the career is one that suits their interest. The outcome of the service is to identify and provide supporting data and documentation of viable employment options that the participant and VR Staff or VR Contractor may discuss as part of the vocational counseling process.

1. Entrance Criteria

- Meet agency admission criteria
- Participation involves the funder submitting a referral to Goodwill
- Participant has no insurmountable basic work habits deficiencies or major behavioral problems
- Participant expresses interest in or agrees to community-based employment
- Funding is secured

2. Services

Career Exploration includes the following components:

Career Planning: This component helps the individual to assess his/her capabilities, interests, and dreams while developing focused career goals. Often career planning includes meeting with non-traditional interdisciplinary team members based on participant invitation.

Job Exploration: During job exploration an individual gains detailed information about employment opportunities that meet his/her interests and capabilities and are available in the community. He/she may participate in tours of businesses, job shadowing, or informational interviews with employers.

3. Exit Criteria

- Participant demonstrates the ability to sustain employment without support
- Participant receives job opportunity
- Participant is in need of training in life areas other than vocational (external or internal) before he/she is able to benefit from service
- Participant's vocational needs are not being met by current service
- Participant drops out. No criteria, counselor should try to determine reason
- Participant can no longer meet eligibility criteria, or
 - Evidence exists of lack of cooperation or motivation to actively participate in the service, or inappropriate behavior that is offensive, dangerous or harmful to other
 - Evidence exists of the Participant's inability to benefit from the training service

- Lack of Funding

C. Summer Youth Career Exploration and Work Experience

Summer Youth Career Exploration and Work Experience are intended to be group based services utilized to teach students and youth with disabilities vocational skills and appropriate work behaviors. Summer Youth services may be provided on an individual 1:1 (one provider staff to one participant) basis to accommodate disability related needs or based on a specific employment goal as identified by the VR Counselor or VR Contractor.

1. Entrance Criteria

- Meet agency admission criteria
- Participation involves the funder submitting a referral to Goodwill
- Participant has no insurmountable basic work habits deficiencies or major behavioral problems
- Participant expresses interest in or agrees to community-based employment
- Funding is secured

2. Services

Summer Youth Career and Work Experience may include the following components:

Career Planning: This component helps the individual to assess his/her capabilities, interests, and dreams while developing focused career goals. Often career planning includes meeting with non-traditional interdisciplinary team members based on Participant invitation.

Job Exploration: During job exploration an individual gains detailed information about employment opportunities that meet his/her interests and capabilities and are available in the community. He/she may participate in tours of businesses, job shadowing, or informational interviews with employers.

Work-Site Assessments: Work sites are developed in businesses that offer positions related to the individual's career interests. At one or more work sites, the Employment Specialist thoroughly evaluates an individual's job performance, including the identification of any supports or accommodations needed for success in future employment.

3. Exit Criteria

- Participant receives job opportunity
- Participant is in need of training in life areas other than vocational (external or internal) before he/she is able to benefit from service
- Participant's vocational needs are not being met by current service
- Participant drops out. No criteria, counselor should try to determine reason
- Participant can no longer meet eligibility criteria, or

- o Evidence exists of lack of cooperation or motivation to actively participate in the service, or inappropriate behavior that is offensive, dangerous or harmful to other
- o Evidence exists of the Participant's inability to benefit from the training service
- Lack of Funding

II. CENTER-BASED SERVICES EMPLOYMENT SERVICE

Center-based Services includes two components that program participants may be referred to: Work Adjustment, and Job Seeking Skills Training.

A. Work Adjustment Training

Work Adjustment Training is a service designed to identify, modify, and improve unsatisfactory job-related attitudes, behaviors, and understandings and then maintain newly developed skills and behaviors. This service is typically referred after a Community Based Assessment has been done and determined on need.

1. Entrance Criteria

- Meet agency admission criteria
- Participation involves the funder submitting a referral to Goodwill
- The participant has no insurmountable basic work habits deficiencies or major behavioral problems
- Participant expresses interest in or agrees to community-based employment
- Funding is secured

2. Services

The goal for participants in this service is optimal vocational development. Technical skills training and competitive job placements will usually fail if trainees have not reached minimal levels of satisfactory performance in such basic work habits as punctuality, attendance, attitudes towards supervision, relationships with co-workers, knowledge of work practices, following directions, appearance, quality and quantity of production.

For this reason, great importance is given to the assessment of these attitudinal and behavioral characteristics. Unsatisfactory performance is identified and then modified by a program of goal setting, individual counseling and reinforcements.

3. Exit Criteria

- Participant demonstrates the ability to sustain employment without support
- Participant receives job opportunity
- Participant is in need of training in life areas other than vocational (external or internal) before he/she is able to benefit from service
- Participant's vocational needs are not being met by current service

- Participant drops out. No criteria, counselor should try to determine reason
- Participant can no longer meet eligibility criteria, or
 - Evidence exists of lack of cooperation or motivation to actively participate in the service, or inappropriate behavior that is offensive, dangerous or harmful to other
 - Evidence exists of the Participant's inability to benefit from the training service
- Lack of Funding

B. Job Seeking Skills Training

Job Seeking Skills Training is a component of Job Development; however, it may be provided outside of Job Development for participants who are preparing to conduct their own independent job search (e.g. not receiving Job Development).

1. Entrance Criteria

- Meet agency admission criteria
- Participation involves the funder submitting a referral to Goodwill
- The participant has no insurmountable basic work habits deficiencies or major behavioral problems
- Participant expresses interest in or agrees to community-based employment
- Funding is secured

2. Services

Job Seeking Skills Training prepares a participant to apply, interview, and secure a job. Service may be individualized or follow a standardized curriculum. An Employment Specialist will work with the participant to develop resumes and cover letters, teach the Consumer interviewing skills and assist in developing strategies to discuss potentially challenging issues such as legal history or need for accommodations. The participant will be involved in mock interviews and given feedback. The Employment Specialist will assist the participant in developing a script for employer contacts and learn how to fill out an application template. Recommendations will also be given on dress, grooming, and inter-personal skills.

3 Exit Criteria

- Participant demonstrates the ability to sustain employment without support
- Participant receives job opportunity
- Participant is in need of training in life areas other than vocational (external or internal) before he/she is able to benefit from service
- Participant's vocational needs are not being met by current service
- Participant drops out. No criteria, counselor should try to determine reason
- Participant can no longer meet eligibility criteria, or
 - Evidence exists of lack of cooperation or motivation to actively participate in the service, or inappropriate behavior that is offensive, dangerous or harmful to other

- o Evidence exists of the Participant's inability to benefit from the training service
- Lack of Funding

III. COMMUNITY EMPLOYMENT SERVICES

Employment Services are community-based services that provide job placement and follow-up services to persons with disabilities or disadvantaging conditions. "Community" is defined as locations other than Goodwill's centers and stores except when the person receiving services is hired as a Goodwill staff member. Services are provided by Employment Specialists.

A. Job Development

Job Development is utilized to prepare and assist participants to contact businesses, apply and interview with employers, and to secure employment. Job Development is broken down into 3 Tiers. Tier I (Job Seeking Skills Training & Planning), Tier II (Job Search Assistance) and Tier III (Retention). The outcome of the service is for the participant to obtain necessary supports to successfully obtain and maintain permanent employment.

1. Entrance Criteria

- Meet agency admission criteria
- Participation involves the funder submitting a referral to Goodwill
- The participant has no insurmountable basic work habits deficiencies or major behavioral problems
- Participant expresses interest in or agrees to community-based employment
- Funding is secured

2. Services

Services that are provided include job-seeking skills training (resume building, interviewing skills training, networking), job development, employer education, and short term follow up. A Job Coach is available to provide short-term training and support after a job is obtained.

3. Exit Criteria

- Participant demonstrates the ability to sustain employment without support
- Participant receives job opportunity or a Competitive Placement

- Participant is in need of training in life areas other than vocational (external or internal) before he/she is able to benefit from service
- Participant's vocational needs are not being met by current service
- Participant drops out. No criteria, counselor should try to determine reason
- Participant can no longer meet eligibility criteria, or
 - Evidence exists of lack of cooperation or motivation to actively participate in the service, or inappropriate behavior that is offensive, dangerous or harmful to other
 - Evidence exists of the Participant's inability to benefit from the training service
- Lack of Funding

B. Supported Employment

Supported employment services are intended to assist persons receiving services to choose, obtain and retain employment in the community or in their own business. This service is intended for the person who needs longer-term supports to retain employment and/or reach career goals.

1. Entrance Criteria

- Meet agency admission criteria
- Participation involves the funder submitting a referral to Goodwill
- The participant has no insurmountable basic work habits deficiencies or major behavioral problems
- Participant expresses interest in or agrees to community-based employment
- Funding is secured

2. Services

Personal goal setting and a review of vocational interests create a foundation for the provision of services. Participants have the opportunity to explore vocational interests through participation in job shadowing and interviewing, community-based assessment or jobs interest assessment on Ohio Means Jobs employment portal. Job seeking skills training is provided in individual or group settings.

Each individual who is interested in pursuing community-based employment has the opportunity to work with an Employment Specialist and a Job Coach. This team approach helps individuals to:

- Assess current preferences, strengths and needs
- Establish employment training and job placement goals
- Identify current barriers to finding and/or maintaining successful employment
- Develop strategies to eliminate or reduce barriers in the workplace
- Develop systems of support in the workplace and community

Goodwill Employment Specialists and Job Coaches assist clients with the process of finding community employment. At times, this may involve carving a specific job out of already existing job descriptions. An Employment Specialist and/or a Job Coach provide follow-up support services after placement.

For persons with chronic mental illness, supported employment may focus on work and activities that promote symptom management and adjustment to the disability. In addition, the staff attempts to dispel some of the myths surrounding disabilities and helps to educate and increase public awareness through community activities.

Follow-up services after competitive placement are provided by an Employment Specialist and/or a Job Coach. The Job Coach can remain with the participant for up to two weeks. After the allotted time, the participant will be referred to a permanent Job Coach via another provider. Goodwill Job Coaches may remain with a participant for an extended week until a permanent coach is assigned.

3. Exit Criteria

- Participant, employer, referring agency, and counselor are satisfied with current job performance and do not foresee the need for further support services,
- Participant demonstrates the ability to sustain employment without support
- Participant receives job opportunity
- Participant is in need of training in life areas other than vocational (external or internal) before he/she is able to benefit from service
- Participant's vocational needs are not being met by current training
- Participant drops out. No criteria, counselor should try to determine reason
- Participant can no longer meet eligibility criteria, or
 - Evidence exists of lack of cooperation or motivation to actively participate in the training service, or
 - Evidence exists of the Participant's inability to benefit from the training service
- Lack of Funding

C. Job Coaching On-The-Job Supports

Job Coaching On-The-Job Supports (OJS) (formerly known as Job Coaching and Job Retention) are utilized to provide assistance, such as, instruction to learn job tasks; to develop natural and peer supports; and adjusting to the work environment. On-The-Job Supports are also utilized to provide continued supports to the participant and/or employer after the participant has learned the job tasks and reached his/her expected level of independence to ensure stability of the placement and enhance retention. During the first month after job stabilization, at a minimum, the provider shall contact the participant and employer once per week; during the second month the contacts may decrease to bi-weekly; and during the third month, as needed. The outcome of the service is that the participant will be able to perform job tasks within the employer's accepted quality and quantity standards and that the participant will have successfully learned the job tasks and adjusted to the work environment.

1. Entrance Criteria

- Meet agency admission criteria
- Participation involves the funder submitting a referral to Goodwill

- The participant has no insurmountable basic work habits deficiencies or major behavioral problems
- Participant expresses interest in or agrees to community-based employment
- Funding is secured

2. Services

This service provides periodic contacts between the agency staff, Participant, and Employer after the Job Coach has exited to ensure that the job match remains successful. Frequency of contacts will decrease as time progresses. Contact with Participant may occur on or off the job site based upon the Participant's request.

3. Exit Criteria

- Participant completes 90 day retention period
- Participant quits employment
- Participant, employer, referring agency, and counselor are satisfied with current job performance and do not foresee the need for further support services,
- Participant demonstrates the ability to sustain employment without support
- Participant receives job opportunity
- Participant is in need of training in life areas other than vocational (external or internal) before he/she is able to benefit from service
- Participant's vocational needs are not being met by current training
- Participant drops out. No criteria, however, counselor should try to determine reason for drop out
- Participant can no longer meet eligibility criteria, or
 - Evidence exists of lack of cooperation or motivation to actively participate in the training service, or
 - Evidence exists of the Participant's inability to benefit from the training service
- Lack of Funding

INTERAGENCY RELATIONSHIPS

Consistent with our principle of treating the whole person with a comprehensive approach, referrals for additional services may be provided for Goodwill Participants through arrangements made with a variety of agencies. These services include other employment agencies, mental health centers, hospitals and medical centers, community colleges and universities, recreation services, residential programs and homeless shelters.

NOTES:

NOTES:



Missions Services
145 Keep Court
Elyria, OH 44035
PH: (440)244-3174 | FAX: (440)245-2670

www.gwlco.org