



**GOODWILL OF THE HEARTLAND**  
**Mission Services**

Services Manual

# SERVICES MANUAL

The mission of Goodwill is to help people reach their full potential through education, training, and the power of work. To achieve this purpose, Goodwill provides a variety of assessment, training, employment, and support services. Services are designed to enhance independence, skills and self-sufficiency of those receiving services.

## Purpose Statement and Guiding Principles

**Mission:** We help people reach their full potential through education, training, and the power of work.

**Purpose:** To equip the individuals we serve with the skills needed to thrive.

### Our Impact:

- Provide industry-based credential training to help people get qualifications needed for high paying jobs
- Assist businesses to meet their workforce needs
- Build daily living skills to help people be independent in their communities and homes
- Assist team members to reach their goals and dreams
- Respond to community needs
- Assist people to obtain good jobs that match their skills and interests
- Help the public gain computer and job skills

### Our Guiding Principles:

- **Customer-Centric** – We are a customer-centric team that strives for excellence in all interactions.
- **Diversity** – We respect, value and foster the diversity of our team members, customers, participants, and communities.
- **Trust** – We build and uphold public trust of our community partners by providing the highest quality service. We uphold the trust of our program participants by maintaining confidentiality and respecting choice.
- **Opportunities** – We believe that all individuals should have the opportunity to thrive. Services are driven by the program participant.
- **Skill Development** – We inspire a culture that engages, empowers and values personal and professional development. We are committed to providing a trained and engaged team to work with our program participants.

## COMPREHENSIVE APPROACH

We recognize that it is difficult to help our participants be successful when one part of their lives is out of balance; as such, we work closely with our participants to identify and address as many of their needs as possible, referring for additional services as necessary.

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## **ACCESSIBILITY**

Goodwill of the Heartland is committed to ensuring full accessibility to all areas and functions of the organization, as well as to promoting equal access to all aspects of the community and its activities.

## **HUMAN RIGHTS**

The Goodwill *Participant Rights Committee* is charged with ensuring that the human rights of all participants are promoted and protected. The Goodwill *Participant Rights Committee*, composed of selected staff members and persons receiving services, is responsible for ensuring that any restrictions placed upon the rights of persons receiving services are used sparingly and evaluated regularly. This committee reviews and approves/amends/rejects service plans that contain restrictive procedures ensuring that full rights are restored as soon as possible.

## **CONFIDENTIALITY**

In all exchanges of information between Goodwill and other agencies and individuals, confidentiality of information about participants is maintained in accordance with HIPAA.

## **INPUT OF AND PARTICIPATION BY PEOPLE RECEIVING SERVICES**

It is the policy of Goodwill of the Heartland to actively solicit input from persons receiving services. Input received is used to improve services and enhance our strategic planning process.

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

Informal Meetings. These routinely occur among the person receiving services, the counselor and the direct support staff. Relevant information is communicated to the appropriate management team member for action.

Interdisciplinary Team Meetings. Team meetings occur on an annual basis, at minimum, and involve the person receiving services, the counselor, direct service staff, funding personnel, family members and other service personnel, if appropriate. Relevant input is communicated to the appropriate management team member for action.

Continuous Improvement System. Persons receiving services may give counselors, or any staff member suggestions or concerns and staff will submit it using the Continuous Improvement system. Suggestions are referred to the Senior Leadership Team or appropriate department head for consideration.

Satisfaction Surveys of Persons Receiving Services. Twice a year, persons receiving services are asked to complete a brief anonymous survey that queries their level of satisfaction with their services and the organization. The results of these surveys are reviewed by the Vice President and then communicated to the Board, staff and persons receiving services in the annual report. An anonymous satisfaction survey is also mailed annually to the home of guardians and emailed to our funders. Results are analyzed and distributed in the Annual Report.

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## **GOODWILL SERVICES**

**Goodwill of the Heartland offers the following menu of services:**

- Employment Services
- Veterans Services
- Supported Community Living Services
- Day Habilitation Services

## **INDIVIDUALS RECEIVING SERVICES**

Goodwill provides services to individuals who express need and desire for services and meet the entrance requirements for the program. A funding source is not required but will be accessed when available. When funding is utilized, the funder is responsible for determining eligibility based on their requirements.

## **GOODWILL ELIGIBILITY REQUIREMENTS**

- 16 years of age or older (exceptions will be made on a case-by-case basis by the Vice President for Mission Services)
- Documentation of a disability or a disadvantaging condition, as required by funding source
- Availability of services and supports that match the individual's preferences, strengths and needs.
- Not harmful to self or others.
- Capable of or can arrange transportation for in person services.
- Capable of, or can arrange, physical care during services.
- Participation at full potential.

## **REFERRAL PROCEDURE**

1. If referred by IVRS, IME or a managed care agency, completed referral information must be provided. Necessary referral information includes:
  - a. A completed "Request for Services" form.
  - b. Signed documentation of disability (psychiatric, physical, neurological, etc.), when available.
2. A psychological report, social history, prior evaluation summary, when appropriate. A funding agreement between the sponsoring agency and Goodwill Individuals may receive services without a referral source. In this case, we will meet with each individual to assess their needs and identify funding that they may be eligible for.
3. An Introductory meeting with the participant, funder and other person(s) identified by the participant will be scheduled by Goodwill to learn more about the participant's service interests.

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Decision on admission will be made at this meeting or as soon thereafter as possible; this decision is made by the appropriate Program Director or a designate.

A start date will be determined if the individual is accepted into services. In some cases, there may be a waiting list and the individual will need to wait until the next available opening.

## **WAITING LIST GUIDELINES**

Each of Goodwill's locations and 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 their position on the waiting list would dictate if:

- They are at imminent risk of institutionalization or incarceration.
- They are in dire financial need.
- They are 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).
- They are at risk of severe mental or physical deterioration due to lack of access to meaningful or productive activities.
- They are scheduled to begin or currently participates in residential programming which requires day programming.
- They are transitioning from school to work.
- They have an urgent need, determined by needing a greater number of service hours (SCL).
- Other emergency situations that may arise (e.g., transition from institutionalization to community living).

If an appropriate slot 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 program earlier than the position on the waiting list would indicate.

## **Transfer Criteria**

### Between Services:

If an individual meets the requested service's admission criteria, the person served, or the program manager 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.

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### Between Service Regions:

A transfer between Service Regions is not subject to waiting list procedures. If the individual meets the requested program's admission criteria, the person served should be admitted at the next available opening after the person's date of availability.

### **FUNDER RESPONSIBILITIES**

- To prepare the participant for referral and determine eligibility.
- 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 provide funding authorizations in a timely manner when used
- To promptly process claims for payment.

### **RESPONSIBILITIES OF GOODWILL PERSONNEL**

- An early decision on acceptance or nonacceptance 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 effectively serve the individual.
- Participation in team meetings
- Provision of appropriate, high-quality services that allow the individual to reach their highest level of independence.
- Provide recommendations and referral for other services needed by the participant
- Provision of clear, comprehensive, accurate and timely documentation for services

### **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.

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- Service documentation and/or progress notes are designed to keep sponsoring agencies informed of participant progress.
- The final report for each service is designed to give a summary of the participant's Goodwill programming.

## **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.

## **SERVICES DESCRIPTIONS**

### **A. EMPLOYMENT SERVICES**

1. Entrance Criteria:
  - a. Meet agency admission criteria.

2. Services:

A thorough assessment p will be utilized to identify the strengths and needs of the participant so that an effective plan for services and staffing may be developed for successful outcomes. A variety of methods may be utilized to assess interest, skills, and support needs. Discovery, career planning and job exploration will be utilized to identify career goals and training needs. Job shadows, informational interviews and on the job training may be used to learn more about jobs and identify support needs. Individuals who lack career fundamentals, core digital skills or occupational specific skills will be assisted to develop these skills. Examples of Career Fundamentals include basic education, financial management, job readiness training and soft skills.

Goodwill offers multiple occupational skills trainings to support specific career paths that are high need in our communities. These trainings are virtual and offered on a schedule updated on our website [www.certifiedforsuccess.com](http://www.certifiedforsuccess.com). Some trainings have educational or digital skills prerequisites that are outlined in Appendix A.

Participants will be assisted to find employment that meets their needs. We will provide the level of assistance each participant needs and may include customized employment, internships and earn and learn opportunities. Assistance with job application, interviews, arranging transportation, and job coaching are provided as necessary. Wrap around supports to help the participant be successful on the job are identified and provided or developed.

Job retention services are provided to assist the individual to be successful in their current job and to obtain career advancement, if desired. Regular assessment and follow up will be provided to address employment, training and support needs for one year after placement.

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Professional services are scheduled primarily during business hours; however, job coaching will occur as needed per the participant's work schedule.

3. Exit Criteria:
  - a. Participant Drops Out
  - b. Not able to meet participant needs

## **B. Veterans Services**

This grant funded program (DOL and V.A.) offers an array of services designed to assist the homeless veteran to obtain and maintain competitive employment.

1. Entrance Criteria:
  - a. Meet agency admission criteria.
  - b. Meet the grant's definition of homeless.
  - c. Meet the discharge status as defined by the grants.

2. Services:

Services offered include assessment, case management, counseling, classroom training, internships at Goodwill's retail stores (work adjustment) and employment services

Employment services 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:
  - a. Competitive Placement - Veteran receives competitive job opportunity and maintains employment for 90 days.
  - b. Veteran Drops Out - No criteria, however, counselor should try to determine reason for drop out
  - c. Not feasible for Service.
    - Veteran can no longer meet admission criteria.
    - Evidence exists of lack of cooperation or motivation to actively participate in the service.
    - Veteran is in need of other services (external or internal) before they are able to benefit from service

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## **D. SUPPORTED COMMUNITY LIVING SERVICES**

Supported Community Living services at Goodwill provide assistance to individuals with disabilities and disadvantaging conditions in their communities to maximize and maintain individual independence and self-direction through support of residential strengths, needs and interests.

### **1. Entrance Criteria:**

- a. Meet agency admission criteria
- b. The participant must be able to function in a community setting without 24-hour supervision.

### **2. Services:**

The Supported Community Living Specialist assists with all aspects of skill development. These services include meal planning and preparation, household chore planning and completion, emergency numbers, emergency planning, weekly or monthly planning and scheduling, transportation, grocery shopping, other shopping, recreational and socialization activities, budgeting, and assistance with paying bills, advocacy and services coordination. For persons with chronic mental illness, Supported Community Living services may focus on activities that promote symptom management and adjustment to the disability. Services are provided on days and times negotiated with the participant.

At the beginning of the service, we provide an assessment to determine areas the individual needs assistance.

### **3. Exit Criteria:**

- a. The individual is able to independently integrate into a community living setting
- b. Failure to meet program admission criteria
- c. Participant choice
- d. Lack of funding

## **E. DAY HABILITATION SERVICES**

### **1. Entrance Criteria:**

- a. Meet agency admission criteria

### **2. Services:**

The program provides training regarding communication and socialization skills, academics, community skills, recreational and leisure skills for persons who may have significant barriers to independence. Training occurs at sites in the community and on-site at our centers. Training occurs one-to-one and in small groups. Staff will use an accessible van, minivan or their own vehicle to transport small groups of participants to community resources and outings. Services occur weekdays between 9-2pm.

Skills training may include the following:

- Communication activities
- Leisure and recreation activities

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- Cultural activities
- Development of work attitudes and behaviors
- Volunteer opportunities
- Educational activities
- Development of living skills
- Health and wellness promotion
- Orientation to space and destination training
- Utilization of public transportation

Staff develops individualized weekly schedules of activities tailored to the person's expressed preferences and interests.

3. Exit Criteria:

- a. Referral to Other Programs
- b. Participant Drops out
- c. Not feasible for Program
- d. Lack of funding
- e. Individual achieves goals and no longer requires the service

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## Appendix A

OST	AGE	HOST BUSINESS REQUIREMENTS	PREREQUISITE COURSE(S)	DIGITAL SKILLS	MATH	READING
Certified Custodial Technician	Some partner businesses require trainees to be age 18.	Some require criminal and child and dependent adult abuse background checks for trainees. Some have immunization requirements.			6 <sup>th</sup> Grade level	6 <sup>th</sup> Grade level
Community Living Professional	Some partner businesses require trainees to be age 18.	Require criminal and child and dependent adult abuse background checks for trainees				6 <sup>th</sup> Grade level
Customer Service & Sales	Some partner businesses require trainees to be age 18.	Require no theft convictions within past 5 years			6 <sup>th</sup> Grade level	6 <sup>th</sup> Grade level
Essential Computer Skills						
Google IT Support Professional				Pass Northstar Assessments: Basic Computer, Internet Basics, Using Email, Windows OS, Word. Type 25 wpm	9 <sup>th</sup> Grade level	9 <sup>th</sup> Grade level
Hospitality Guest Service Gold						6 <sup>th</sup> Grade level
Hospitality Food Service Careers	Some partner businesses require trainees to be age 18.		Hospitality Guest Service Gold		6 <sup>th</sup> Grade level	6 <sup>th</sup> Grade level
Hospitality Front Desk Representative	Some partner businesses require trainees to be age 18.		Hospitality Guest Service Gold		6 <sup>th</sup> Grade level	6 <sup>th</sup> Grade level
Hospitality Guest Room Attendant			Hospitality Guest Service Gold			6 <sup>th</sup> Grade level
Hospitality Maintenance Technician	Some partner businesses require trainees to be age 18.		Hospitality Guest Service Gold		6 <sup>th</sup> Grade level	6 <sup>th</sup> Grade level
Light Manufacturing Training						
ServSafe Food Handler						
ServSafe Food Protection Manager					6 <sup>th</sup> Grade level	6 <sup>th</sup> Grade level

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## Goodwill of the Heartland Service Locations

### **Burlington Service Center**

165 W. Burlington Ave.  
Burlington, IA 52601

### **Cedar Rapids Center**

1441 Blairs Ferry Rd. NE  
Cedar Rapids, IA 52402

### **Cedar Rapids Day Habilitation**

5303 N. Park Place  
Cedar Rapids, IA 52402

### **Clinton Service Center & Helms Career Center**

1015 N. 13<sup>th</sup> Ave.  
Clinton, IA 52732

### **Iowa City Center**

1410 S. 1<sup>st</sup> Ave.  
Iowa City, IA 52240

### **Iowa City Day Habilitation**

1470 S. 1<sup>st</sup> Ave  
Iowa City, IA 52240

### **Helms Career Center**

4805 22<sup>nd</sup> Ave.  
Moline, IL 61265

### **Muscatine Employment Services**

427 Lake Park Blvd.  
Muscatine, IA 52761

### **Helms Career Center**

2001 Cedar Plaza Dr.  
Muscatine, IA 52761

### **Quad Cities Center**

805 W. 35<sup>th</sup> St.  
Davenport, IA 52806

Call toll free: 866-466-7369 for all office and store locations

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