

Goodwill Industries of Ventura & Santa Barbara Counties

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Participant Handbook For Department of Rehabilitation Employment Services

Ventura County Offices:
130 Lombard St, Oxnard, CA 93030; (805) 981-0130

Santa Barbara County Offices:
302 West Carrillo St, Santa Barbara, CA 93101; (805) 845-3926
1009 North H St, Lompoc, CA 93436; (805) 736-6700
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Peter Marcus, President/CEO

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Welcome to Goodwill Industries of Ventura & Santa Barbara Counties. The organization and the staff are committed to helping you reach your training and employment goals. In order to assist you in your vocational and personal growth, we encourage you to express your needs, opinions, and concerns to us.

MISSION STATEMENT

Goodwill Industries of Ventura and Santa Barbara Counties serves the community by helping people increase their economic independence through training, education, and employment.

VISION STATEMENT

We envision a world where people with disabilities and other barriers to employment have the opportunity to reach their highest economic potential. We believe that every individual has value and that by recognizing that value, we can help them find their place in the community. In order to make this belief a reality, Goodwill will strive to position itself as the recognized provider of vocational services. We will continue to work toward an enlightened understanding and acceptance of people with barriers to employment in our community.

VALUES

- We believe in the inherent value of work; work has greater value than charity.
- We believe that every individual has the right to be treated with dignity and respect.
- We value an environment that encourages the people we serve to reach their highest potential.
- We value social, financial, and environmental stewardship.

STAFF QUALIFICATIONS

- **President/CEO** is responsible for all daily operations, including the programs provided through Mission services. The CEO holds an MBA and is also a CPA.
- **Sr. Director of Mission Services** is responsible for all Mission programs. The director has over 30 years experience in program management and Mission services administration. A minimum of a 4 year degree is required for this position.
- **Employment Services Coordinators** have at least a 4 year degree and experience working with individuals with employment barriers.
- All Mission staff receive periodic training in industry standards and follow a Staff Code of Ethics.

CARF ACCREDITATION

CARF International is an independent, not-for-profit agency promoting quality, value, and optimal outcomes of services through a consultative process that centers on enhancing the lives of the people receiving services. Goodwill Industries of Ventura and Santa Barbara Counties maintains the highest level of CARF accreditation (a three-year accreditation) in the following areas:

- Employment Skills Training Services
- Community Employment Services: Job Development
- Community Employment Services: Employment Supports
- Governance

GENERAL ENTRY/TRANSITION/EXIT CRITERIA

Entry

- At least 18 years old
- Have the necessary documentation to complete an I-9 form
- No pending or open legal cases which may result in jail time or open warrants for arrest
- Must be compliant with prescribed medication regimen
- Childcare arranged prior to referral for services

- Ability to arrange for or provide transportation
- Be ambulatory or non-ambulatory mobile
- Able to care for personal needs with limited accommodation
- Able to benefit from participation in services
- Maintain sobriety

Transition

- You may be co-enrolled into multiple programs within Goodwill and have the choice of participating concurrently or consecutively.

Exit

- Successful completion of retention
- Voluntary closure
- As instructed by the DOR Counselor
- Relocation out of the service area
- Violation of the attendance policy
- Medical reasons
- School schedule conflict
- Rude, insulting, and/or aggressive comments from the participant directed towards staff, other participants, and/or other populations
- Failure to make improvements in program participation despite intervention efforts from the Employment Services Coordinator and DOR Counselor
- Violence or threats from the participant (immediate exit from the program)

Persons deemed ineligible for services are informed by the Employment Services Coordinator of the reasons, given information about possible alternative resources and services, and their referral source is informed in writing.

SERVICES

You will be assigned a Employment Services Coordinator who will work with you and guide you through your program. There are a number of programs at Goodwill that encourage vocational and personal growth, including:

- **Employment Services**
 - **Intake:** An Individual Service Plan (ISP) will be developed and intake paperwork completed to identify goals and a plan for services.
 - **Employment Preparation:** Services include master application development, resume preparation, identifying skills and barriers, and interview practice.
 - **Job Development and Placement:** An ISP Addendum (the Individual Placement Plan/IPP) will be developed at the start of job development services. Job leads are developed through cold-calling, online resources, in-person visits with employers, and networking. Assistance is provided in completing applications and sending out the Participant's resume to job leads.
 - **Retention:** Follow-up is provided with Participants (and employer if authorized by the Participant) for the first 90 days of employment to assist with overcoming any barriers which may impact job retention.
 - **Short-Term Supports (Job Coaching):** If significant barriers or training needs are identified after job placement, job coaching services can be authorized and provided to the Participant on a short-term basis during the first 90 days of employment.
- **Occupational Skills Training**
 - ServSafe Food Handler's Card through the National Restaurant Association

- Customer Service and Sales Certification through the National Retail Federation
- Microsoft Office Programs
- QuickBooks Desktop/Online

PROGRAM PLANNING/LENGTH OF SERVICE

You will be meeting on a regular basis with a Employment Services Coordinator to review your progress and any problems or concerns that you may have. In particular, you will be working with the staff to develop an Individual Service Plan that will address your needs and goals to help you achieve your vocational goals. Staffing conferences will be held regularly and can be requested by the Department of Rehabilitation Counselor, Goodwill staff, or program participants. You will be expected to participate in these conferences (and others as necessary). At these staffing conferences, your program plan and progress will be discussed. You will have an opportunity to provide staff with input regarding your training.

Participant cases will be reviewed at three month intervals. After three months of service, an internal case review will be held between the Employment Services Coordinator and supervisor. The Employment Services Coordinator will meet with the Participant and the IPP will be reviewed and updated if needed or necessary. After six months of service, a case conference with the DOR Counselor will be held with the Participant and Employment Services Coordinator. The IPP will be reviewed and updated if needed or necessary. After nine months of service, an internal case review will be held between the Employment Services Coordinator and supervisor. After 12 months of service, the case will be closed with Goodwill services and referred back to Department of Rehabilitation.

The maximum length of employment services provided to a Participant will be one year from the intake/ISP date. If a Participant’s case is closed after one year of employment services, the Participant cannot be re-referred for employment services for a minimum of six months. Re-referred Participants will be assessed for program admittance on a case-by-case basis and participation in vocational activities such as volunteering, employment, training or education, or other vocational activities will be considered. The maximum length a Participant can be on hold status is three months. If a Participant will need to continue to be on a hold status longer than three months, the case with Goodwill Industries will be closed and the Participant can be re-referred for services at a later date. If more than one year has passed since the original intake when the consumer is re-referred, the Participant must be referred for complete employment services including intake, employment preparation, and job development/placement.

FINANCIAL INFORMATION

You will not be charged for the services and/or training that you receive while you are at Goodwill Industries. Department of Rehabilitation will be paying for your program services, so it is very important that you attend each day and work on the goals and objectives that you and your Employment Services Coordinator have developed. Department of Rehabilitation may have additional requirements that must be met or they can require you to repay unearned benefits.

GENERAL INFORMATION

- 1) Goodwill offices are open for services Monday-Thursday from 8:00am to 4:30pm, and on Friday from 8:00am to 11:00am in the Oxnard location and Monday-Friday from 8:00am to 4:30pm in our Santa Barbara County offices.
- 2) Goodwill offices are closed on the following holidays:

a. New Year’s Day	e. Thanksgiving Day
b. Memorial Day	f. Friday after Thanksgiving
c. Fourth of July	g. Christmas Day
d. Labor Day	

- 3) Eating is permitted only in designated areas of the office as instructed by your Employment Services Coordinator, typically a break room and/or patio area. No food is permitted in any other part of the building. Beverages that are covered and in a spill-proof container are permitted in designated areas.
- 4) Use or possession of drugs (including marijuana) or alcohol is not permitted on Goodwill property, and will result in immediate termination of the program.
- 5) You are absolutely prohibited from using, possessing, selling, or purchasing weapons or dangerous materials at any time on Goodwill property (including in your vehicle parked on Goodwill property or in a bag, briefcase, or purse you bring into Goodwill facilities). Violation of this policy will result in immediate termination of the program.
- 6) Cell phone use during appointments or occupational skills training is prohibited unless permission is granted by the Employment Services Coordinator.
- 7) Personal visitors and/or personal telephone calls are not permitted during appointments or occupational skills training.
- 8) Safety is of primary importance at all times. Do not run in or around the office or warehouse areas, and do not enter unauthorized areas of Goodwill property. You are required to sign in/out in a visitor's log at the reception area. Wearing sunglasses, headphones, and earbuds is not permitted inside the building (reasonable accommodations will be made as requested and evaluated on a case-by-case basis). There will be periodic Emergency Drills, including fire, earthquake, and medical emergency. Your Employment Services Coordinator will instruct you on all procedures. You are expected to participate in these drills and follow any directions given to you.
- 9) Parking is available in designated areas as instructed by the Employment Services Coordinator.
- 10) Goodwill staff members are not permitted to receive gifts or purchase goods or services from program participants.

SERVICE DELIVERY OPTIONS

Goodwill Industries of Ventura and Santa Barbara Counties offers a variety of ways that program participants can receive employment and training services.

The options and definitions are listed below:

1. In-person appointments only: You will meet with a Goodwill staff member in scheduled face-to-face appointments.
2. Combination of in-person and virtual appointments: You will meet with a Goodwill staff member in scheduled face-to-face appointments and in virtual scheduled appointments utilizing phone, email, and/or Zoom. You will receive training on use of technology. A schedule of in-person and virtual appointments will be coordinated between you and your Goodwill representative.
3. Virtual appointments only: You will meet with a Goodwill staff member for scheduled virtual appointments utilizing phone, email, and/or Zoom. You will receive training on use of technology. You will have in-person appointments with your Goodwill representative as requested or needed by either you or Goodwill.

I understand that I can change my service delivery option at any time for any reason. I understand that my choice of service delivery will not affect the quality of services provided. I understand that when I have in-person appointments that it is expected that Goodwill staff and I will follow all health and safety procedures set in place by Goodwill. I will continue to follow the attendance policy for all appointments, either in-person or virtual. I understand that if I need to change the service delivery method for an appointment in which another method was scheduled, I will notify Goodwill at least one day prior to the appointment time so my representative can arrange a new method. If a new method is not available, the representative will inform me and give me options that are available. If I cannot attend the appointment with the new options, the appointment will be rescheduled.

DRESS CODE

We expect you to report to appointments and/or occupational skills training in clothing that is suitable to your position and your working environment. Clothing should be neat, clean, in good taste, and should not constitute a safety hazard. In general, you are expected to use good judgment and to groom yourself in accordance with accepted industry standards.

The following apparel is considered to be inappropriate in all departments and not to be permitted:

1. Torn, ripped, or distressed jeans or pants;
2. Shoes with anything more than a 2 inch heel, or open toe/heel shoes of any kind. (Exceptions to the rule will be permitted if medical certification confirming the existence of a related health condition is provided to the Director of Human Resources);
3. Shorts, or skirts more than 2 inches above the knee or without hosiery, or bike shorts;
4. Revealing blouses or dresses (such as low-cut, off-the-shoulder, exposed midriff, or sheer), undershirts or tank tops, logo or slogan shirts or tee-shirts (except small design logos in the upper corner of the chest);
5. Slippers, sandals, flip-flops or other footwear designed for the pool or beach;
6. Leggings as pants.
7. Tasteless or inappropriate apparel, such as clothing which is too tight, transparent, offensive, revealing or sloppy;
8. Visible piercings other than 18 gauge earrings.

MEDICATION POLICY

Goodwill Industries of Ventura and Santa Barbara Counties does not handle, store, or dispense any medication of any kind to program participants or employees. This includes over-the-counter or non-prescription medication. Goodwill does provide necessary first aid supplies, including bandages, eye wash, antibacterial cream, etc.

SMOKING POLICY

We do not permit smoking or the use of tobacco, including unregulated nicotine devices such as e-cigarettes, anywhere inside the facility or within 20 feet of any entrance to the building. You may not chew or spit tobacco on Goodwill premises. You may not discard cigarettes, tobacco, or related materials on Goodwill premises, except in designated receptacles. This rule applies to all Goodwill employees, Participants, students, and visitors.

ATTENDANCE POLICY

No more than three missed appointments are allowed during Goodwill services. A missed appointment is defined as:

1. Arriving to an appointment 15 or more minutes late; you will not be seen by a Employment Services Coordinator and your appointment will be rescheduled.
2. Calling out to an appointment after the scheduled appointment time.
3. Not calling out to an appointment and not showing up to the appointment.

After your first missed appointment, you will receive a verbal warning, be informed about the attendance policy, and your DOR Counselor will be informed. After the second missed appointment, you will receive another verbal warning, be informed again about the attendance policy and that case closure occurs after a third missed appointment, and your DOR Counselor will be informed. After the third missed appointment, your case will be closed. If your case is closed due to violating the attendance policy, you can be re-referred for services after a minimum of three months.

CLIENT RIGHTS

All program participants at Goodwill Industries of Ventura and Santa Barbara Counties are guaranteed the following rights:

1. I have the right to be treated with dignity and respect, regardless of my actual or perceived race, religious beliefs, color, sex, pregnancy, childbirth, age, national origin, ancestry, sexual orientation, gender identification and expression, physical or mental disability, medical condition, genetic characteristics, family care, marital status, political affiliation or belief, status as military, a veteran or qualified disabled veteran, citizenship and/or lawfully admitted immigrant, or any or classification protected by law.
2. I have the right to freedom from abuse, financial or other exploitation, retaliation, humiliation, and neglect.
3. I have the right to participate in the decision-making process about my program.
4. I have the right not to be filmed or taped unless I give written authorization.
5. I have the right to choose and change my service delivery method.
6. I have the right to privacy and my records and information are confidential.
7. Information about me and my program will not be released without my consent unless the law specifically allows for it.
8. I have the right to request a review of my records with my Employment Services Coordinator at any time by appointment, and the right to receive copies of all forms I sign.
9. I have the right to access and/or referral to an advocacy support service, legal entities for appropriate representation, and self-help support services.
10. I have the right to make a complaint if I feel my rights have been violated without fear of reprisal or retaliation.

CLIENT COMMITMENT

1. I agree to actively participate in services and work to meet the goals outlined in my Individual Service Plan(s).
2. I will conduct myself in an honest and respectful manner and treat others with respect.
3. I agree to use Goodwill services and its resources for employment-related services only.
4. I am aware that services are provided on an as-needed basis, according to funding resources available.
5. I agree to adhere to the attendance policy and understand that violation of the attendance policy could result in discontinuation of services.

Access to Records: You have the right to review any of your records generated by Goodwill Industries at reasonable times and at reasonable intervals. Please request an appointment with the Employment Services Coordinator. They will review your file with you and provide copies of any Goodwill reports or forms upon request. Any documents generated by outside agencies must be requested from the source. If you need assistance, Goodwill staff will help you make the request.

NON-DISCRIMINATION/EQUAL OPPORTUNITY POLICY

Goodwill Industries of Ventura & Santa Barbara Counties is committed to providing equal opportunities, which includes employment and program services. Employment and opportunities for program services are open to citizens and nationals of the United States, lawfully admitted refugees, parolees, and other individuals authorized by the Attorney General to work in the United States. All aspects of the program will be administered in compliance with:

- Titles VI and VII of the 1964 Civil Rights Act;
- Age Discrimination Act of 1975, as amended;

- Sections 503 and 504 of the Rehabilitation Act of 1973, as amended;
- The Americans with Disabilities Act of 1990; and

Individuals have the right to file a complaint without fear of retaliation or reprisal. Goodwill Industries will not allow any individual to be intimidated, threatened, coerced or experience discrimination because of filing a complaint, furnishing information, assisting with, or participating (in any manner) in an investigation, compliance review, hearing or any other activity related to employment or the delivery of any program service. No individual will be disqualified from regular employment, excluded from participation in any program, denied the benefits, subjected to discrimination, or denied employment in connection with any program offered because of actual or perceived race, religious beliefs, color, sex, pregnancy, childbirth, age, national origin, ancestry, sexual orientation, gender identification and expression, physical or mental disability, medical condition, genetic characteristics, family care, marital status, political affiliation or belief, status as military, a veteran or qualified disabled veteran, citizenship and/or lawfully admitted immigrant, or any or classification protected by law.

Any individual, who feels that he/she has been treated unfairly, may follow the Grievance and Appeals procedures.

GRIEVANCE/COMPLAINT AND APPEALS PROCEDURES

If you have a grievance or complaint, it is important that we respond to your concerns. You have the right to make a complaint if you feel your rights have been violated without fear of reprisal or retaliation. The complaint procedure is as follows:

1. Submit a formal complaint. A formal complaint is defined as a written summary of your complaint.
2. Once you have completed the summary, make an appointment to discuss the situation and details as they relate to you with your Employment Services Coordinator and their direct supervisor. You will receive a copy of the complaint. Goodwill will work with you to try and resolve the issue. A written follow up will be provided to you within three (3) business days. If after receiving the written follow up, you are still dissatisfied, you should make an appointment to meet with the Sr. Director of Mission Services.
3. A copy of the original complaint and the follow up response should be provided to the Sr. Director of Mission Services. The Sr. Director of Mission Services will meet with you and other individuals involved. The Sr. Director of Mission Services will render a written decision concerning the issue within five (5) business days.
4. If the problem is not resolved, or you are dissatisfied with the decision, let the Sr. Director of Mission Services know and he/she will help you make an appointment with the President/CEO. Following the meeting, the President/CEO will make the final decision within ten (10) business days. You will be notified of the decision in writing.
5. If the problem is still not resolved, or you are dissatisfied with the decision, let the President/CEO know and he/she will help you make an appointment with the Chair of the Board of Directors. Following the meeting, the Chair of the Board of Directors will make a final decision within 15 business days and you will be notified of the decision in writing.

The following organization are also available to file complaints or seek advocacy or guidance:

<p>Civil Rights Center U.S. Department of Labor Room N-4123 200 Constitution Avenue, NW Washington, DC 20210 Voice: (202) 693-6500 Fax: (202) 693-6505 Federal Relay Service: TTY/TDD: (800) 877-8339 Video Relay: (877) 709-5797 or myfedvrs.tv Email: CRCExternalComplaints@dol.gov Website: https://www.dol.gov/agencies/oasam/civil-rights-center/external/how-to-file-complaint</p>	<p>U.S. Equal Employment Opportunity Commission Los Angeles District Office Roybal Federal Building 255 East Temple Street, 4th Floor Los Angeles, CA 90012 Voice: (800) 669-4000 Fax: (213) 894-1118 TTY: (800) 669-6820 Video Phone: (844) 234-5122 Website for Public Portal: https://egov.eeoc.gov/eas/</p>
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ACKNOWLEDGMENT

I have read and understand the above Goodwill Industries program requirements as set forth in the “Participant Handbook”. Participants who fail to follow the program requirements stated in this handbook may jeopardize their place in the program and program services can be terminated.

I agree to abide by all rules, policies and procedures as set forth above.