



GOODWILL

North Central Texas



OVERVIEW OF SERVICES



MISSION

The mission of Goodwill North Central Texas is to **CREATE** lives of independence and **BUILD** a stronger local community.

VISION

We envision a North Central Texas where every person has the opportunity for maximum independence and abundant living.

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Revised 3/2025

Terry Baker



Terry Baker embodies the spirit of “paying it forward.” Growing up in an environment plagued by drug abuse, Terry’s early life led him into criminal activities and incarceration by the age of 15. During one prison stint, Terry faced a difficult decision: visit his mother on her deathbed or attend her funeral. Choosing to see her one last time, he made a promise to turn his life around.

In 2019, Terry took a significant step toward change by enrolling in the North Texas Institute for Career Development’s (NTI) CDL Professional Truck Driver Course. After earning his Class-C license, he joined Goodwill’s Transportation team. His exceptional work ethic and warm personality quickly caught the attention of his classmates, instructors and Goodwill leadership, earning him the title of Goodwill North Central Texas’ Achiever of the Year in 2022.

But Terry’s journey didn’t stop there. He continued to forge ahead by becoming a CDL instructor at NTI, where he now inspires and motivates his students. His mission is to help others overcome their barriers to employment and pursue excellence. Through his work, Terry has found a supportive family among his students, colleagues and the wider community. This is his story.



 **WATCH NOW**

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



A proud partner of the AmericanJobCenter® network

Education & Employment (E²)

Goodwill North Central Texas has developed a new and innovative program for youth and young adults seeking to gain a GED while being offered paid work experience at the same time.

Services

E² will provide GED preparation courses taught by state-certified Fort Worth ISD and TCC District 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: 9 a.m. – 12 p.m. Classroom Learning,
1 p.m. – 4 p.m. Work Experience. 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 North Central Texas 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@goodwillnct.org



Ryan Osborn

A² Graduate

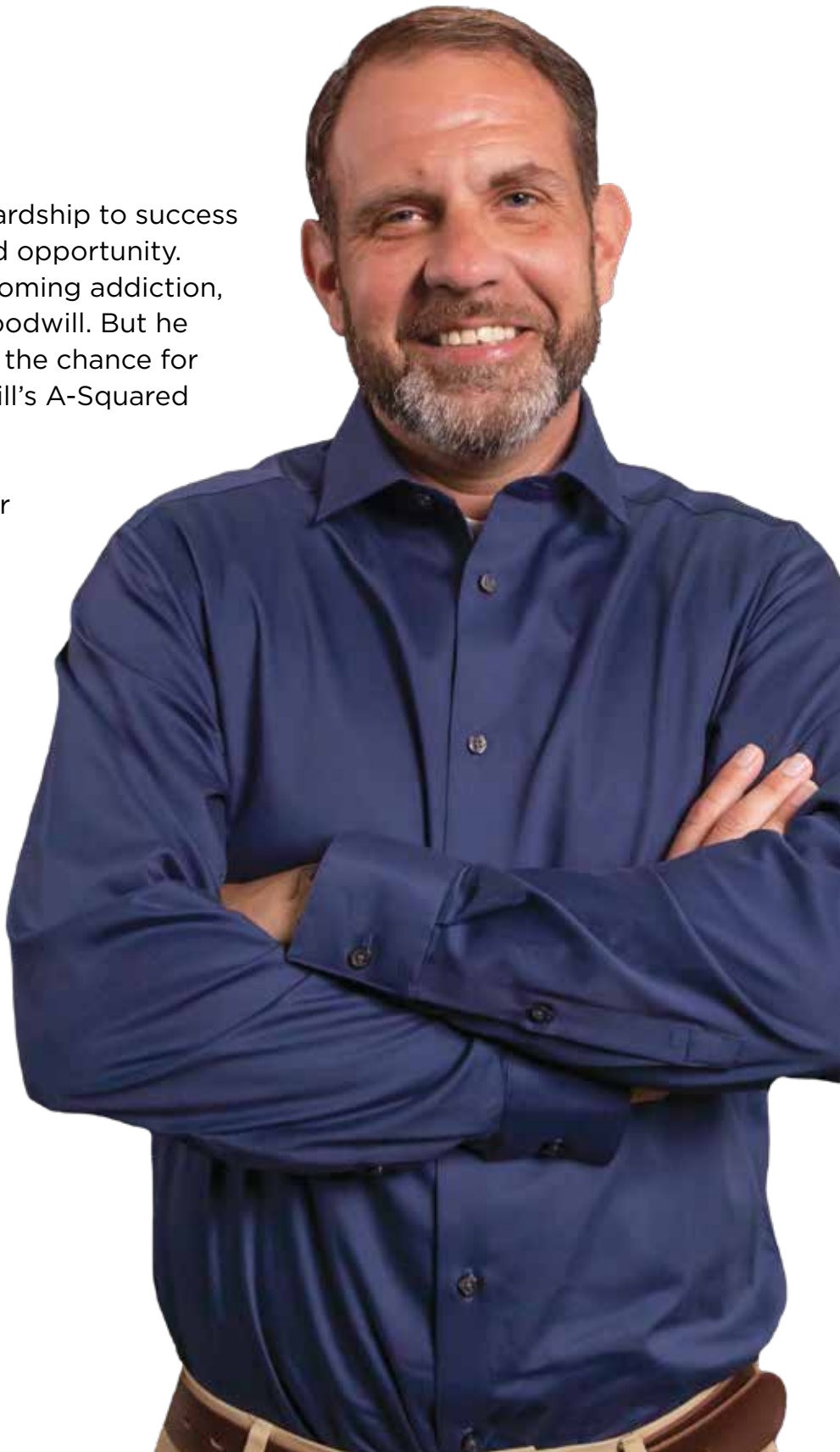
Ryan Osborn's journey from hardship to success is a testament to resilience and opportunity. After leaving prison and overcoming addiction, Ryan found employment at Goodwill. But he didn't stop there. Recognizing the chance for a fresh start, he joined Goodwill's A-Squared program and earned his GED.

Today, Ryan serves as manager of the Goodwill Outlet and Aftermarket Sales, a role that not only showcases his leadership abilities but also provides inspiration to others facing similar challenges.

Ryan's story serves as a powerful reminder that with support, perseverance and the right opportunities, anyone can overcome adversity and achieve their dreams.



 **WATCH NOW**



PROGRAMS



Adult GED Program (A²)

Goodwill North Central Texas offers an Adult GED program for Tarrant County residents, providing GED preparation courses taught by state-certified instructors. Participants may also qualify for a paid work experience opportunity that runs alongside their coursework.

Services

A² provides GED preparation courses taught by state-certified instructors, optional daily paid work experience program (must meet WIOA qualifications), individualized mentoring and coaching, life and job readiness courses and connections to further employment and education opportunities.

Program Schedule

Monday thru Friday: 9 a.m. – 12 p.m. Classroom Learning, 1 p.m. – 4 p.m. Optional Work Experience. Enrollment is ongoing

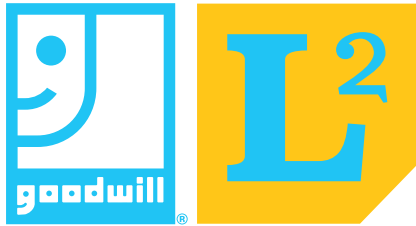
Eligibility

A² serves adults aged 25 and older in Tarrant, Johnson, Hood and Somervell County who are seeking to obtain their GED and gain valuable work experience. Enrollment is ongoing.

Expected Outcome

Through a comprehensive, person-centered approach, Goodwill North Central Texas supports adult learners in overcoming employment and education barriers, helping them gain self-sufficiency and long-term career success.

Contact: A2@goodwillnct.org



LANGUAGE & LEARNING



Language & Learning (L²)

Goodwill North Central Texas offers an intensive English language instruction program designed to help adults improve their communication skills for the workplace and everyday life. Courses are taught by ESL-certified instructors.

Services

L² provides English language instruction from ESL-certified teachers; opportunities to improve reading, writing, speaking, and listening skills; and support in connecting to employment and further education opportunities.

Program Schedule

Monday – Friday 8:30 a.m. – 3:30 p.m. Enrollment is ongoing

Eligibility

L² serves Tarrant, Johnson, Hood and Somervell county adults aged 18 and older who want to enhance their English language skills for personal and professional growth. Enrollment is ongoing.

Expected Outcome

By strengthening English proficiency, participants will gain confidence in their communication skills, opening doors to better employment, education, and community engagement opportunities.

Contact: L2@goodwillnct.org

Homeless Services Programs

Goodwill North Central Texas 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 North Central Texas 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 Homeless Program

This program provide services out of Goodwill’s Job Resource Centers. In addition to these permanent locations, Goodwill North Central Texas employs Mobile Recruitment/Job Placement Units that travel to, and service, those individuals isolated from public transportation.

Contact: bhodes@goodwillnct.org

Michele Herrera

Goodwill Works Program Participant

Michele Herrera had it all. A career, a home, a family, and a great life. Once chance encounter with a ghost from her past sent reeling down a terrible cycle of drug addiction and incarceration that caused her to lose everything. After losing custody of her two youngest children, Michele knew that she would need to achieve sobriety if she ever wanted to see them again. After several years and several arrests, that's what she did. After kicking her habit, Michele was broken and homeless, yet sober and determined. She was ready for a change.

While staying at the Presbyterian Night Shelter, Michele met with Goodwill staff at True Worth Place and began her new life by getting a job. Once she gained her confidence back, she began working on temporary work assignments for Goodwill Staffing Services (GSS), a full-service temporary staffing agency that helps remove barriers to employment.

After four years of working with various GSS employers, Michele found employment with the Texas Department of Transportation, where she is currently growing and thriving. Through the Power of Work, faith and support from her family, Michele believes she has been redeemed.



 **WATCH NOW**



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@goodwillnct.org





North Texas Institute for Career Development (NTI)

The North Texas Institute for Career Development (NTI) is Goodwill North Central Texas' 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: 208 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 CERTIFICATE OF TRAINING

Designed to provide student instruction 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.
- Instruction on seven types of forklifts, their fuel option and use.
- 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. – 12:00 p.m.

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

Contact: NTI@goodwillnct.org



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 & CODING

Students earn the CCA - Certified Coding Associate (CCA) credential which demonstrates coding competency across all settings, including hospitals and physician practices. Since 2002 the CCA designation has been a nationally recognized standard of achievement in the health information management (HIM) field. The certification could qualify graduates of the MBC program for career opportunities in medical office insurance, billing, and claims.

Length: 370 clock 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 person age 18 or older having a high school diploma from an accredited high school or the recognized equivalent (such as a GED certificate). Applicants must be U.S. citizens or nationals, or eligible noncitizens. A criminal background check will be conducted on all applicants. NTI is also an Ability-To-Benefit school that accepts Test of Adult Basic Education (TABE) and California Adult Education Accountability and Assessment (CASAS) scores. Score requirements vary by program.

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. If you have any questions about classes and course schedules, please call 817-332-7866 or email nti@goodwillnct.org.

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@goodwillnct.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@goodwillnct.org



A Second Chance.
Got it at Goodwill.



Opportunity Accelerator

Welcome to the Goodwill Opportunity Accelerator! Through the delivery of digital skills, job placement and career training services we empower individuals to achieve their job & career objective; build self-confidence and independence; achieve personal satisfaction and become productive members of society. The Opportunity Accelerator encompasses several programs including digital skills through the Goodwill Digital Career Accelerator, job placement through the Job Resource Center and credentials from the Goodwill Leadership Academy.

Contact: JRC@goodwillnct.org

Google AI Essentials

Google AI Essentials is a course tailored to equip individuals from various roles and industries with essential AI skills, enhancing their digital productivity. There are (5) modules included in the course: Introduction to AI, Maximizing Productivity with AI tools, Discover the Art of Prompt Engineering, Use AI Responsibly, and Stay Ahead of the AI Curve. The course is taught by AI experts at Google who aim to make technology accessible and beneficial for everyone. It can be completed in under 10 hours and requires no prior experience.

Once the learner completes the course, they'll earn a certificate from Google to share with their network and potential employers. By using AI as a helpful collaboration tool, they can set themselves up for success in today's dynamic workplace — and they don't even need programming skills to use it.

Schedule:

Flexible & Accessible Online. Can be completed in under 10 hours.

Eligibility:

Open to learners of all levels, requires no prior experience.

Expected Outcome:

Participants will develop AI literacy, improve efficiency using AI tools, and gain a recognized certificate to boost career opportunities.

Contact: digitalca@goodwillnct.org



IBM/Google Professional Certificate Program

IBM Skills Build is a free online learning platform designed to help individuals develop job-ready skills in technology and other in-demand fields. The digital badges and courses range from beginner to advanced levels. Enrollers are required to complete a digital badge before receiving a scholarship to complete a professional certificate in Google Coursera. The certifications learners may choose from are Intuit Academy Bookkeeping, Google Project Management, Google UX Design, Google Data Analytics, Google Digital Marketing, Google Digital IT Support, Google Cybersecurity, Google Cloud Fundamentals: Core Infrastructure, Google Cloud Cybersecurity, Google Cloud Cybersecurity, Google IT Automation with Python, Google Advanced Data Analytics, and Google Business Intelligence.

Complete the course and earn a professional certificate from Google! Plus, get a special link to create an online profile and showcase your credentials to prospective employers.

Schedule:

Flexible & Accessible Online

Eligibility:

Open to learners of all levels

Expected Outcome:

Graduates gain industry-recognized credentials, boosting job prospects with top employers like Google, Deloitte, Target, and Verizon.

Contact: digitalca@goodwillnct.org



DIGITAL CAREER ACCELERATOR

Grow with Google

Goodwill Digital Career Accelerator®

Get up to speed on job-ready digital skills in Goodwill North Central Texas' Digital Career Accelerator® - a state-of-the-art training facility designed with you in mind.

Services:

Training is **free** and instructors are available to help individuals learn basic computer skills, Internet, email and Windows OS, Microsoft Word, PowerPoint and Excel. Closed-captioned versions are available.*

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

Schedule:

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@goodwillnct.org



Goodwill North Central Texas 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 North Central Texas 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.GoodwillNorthCentralTexas.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

Contact: JRC@goodwillnct.org





Earn an industry recognized certification online in less than a year.

More than 60 certifications to choose from, which include but are not limited to:

Adobe Certified Associate (3 Vouchers Included)
Accounting with QuickBooks
Call Center Manager
Call Center Representative
Call Center Supervisor
Certified Administrative Professional with Microsoft Office Specialist 2019 (Vouchers Included)
Accounts Payable Specialist Certification with Microsoft Excel 2019 (Voucher Included)
Certified Administrative Professional (Vouchers included)
Certified Administrative Professional with Microsoft Office Master 2016 (Vouchers Included)
Certified Administrative Professional with Microsoft Office Master 2019 (Vouchers Included)
Certified Administrative Professional with Microsoft Office Specialist 2016 (Vouchers Included)
Certified Bookkeeper
Certified Bookkeeper with Microsoft Excel 2019 (Voucher Included)
Certified Credit Counselor (Exam Included)
Certified Credit Counselor and Certified Financial Health Counselor (Exam Included)
Certified Financial Health Counselor (Exam Included)
Certified Global Business Professional
Certified Green Supply Chain Professional
Certified Internal Auditor with Microsoft Excel 2019 (Voucher Included)
Certified Paralegal (Voucher Included)
Certified Risk Adjustment Coder (Voucher Included)
Hotel Management
Human Resources Professional
Human Resources Professional with Payroll Practice and Management
Lean Six Sigma Green Belt (Voucher Included)
Lean Six Sigma Yellow and Green Belt (Voucher Included)
Marketing Design Certificate
AutoCAD 2018 Certified User (Voucher Included)
AutoCAD 2018 with AutoCAD 3D 2018 (Voucher Included)
Autodesk Inventor (Voucher Included)
Autodesk Fusion 360 (Voucher Included)
Autodesk Revit Architecture (Voucher Included)
AWS System Operations Certification Bundle (Voucher Included)
Python Developer

list continued on next page



More than 60 certifications *continued*:

Video Game and Design Development
Java Programmer + Python Developer
HVAC/R Certified Technician (Voucher Included)
Programa de Certificado de Conocimiento Básico de HVACR NATE Core
Advanced Hospital Coding and CCS Prep (Voucher Included)
AFAA Group Fitness Instructor (Voucher Included)
Certified Clinical Medical Assistant (CCMA) + Certified Electronic Health Records Specialist (CEHRS) (Vouchers Included)
Certified Clinical Medical Assistant for the Experienced CMAA (Voucher Included)
Certified Medical Administrative Assistant with Medical Billing and Coding (Vouchers Included)
Certified Electronic Health Records Specialist (CEHRS)
Certified Electronic Health Records Specialist + Medical Terminology
Certified Health Unit Coordinator (Voucher Included)
Certified Inpatient Coder (Voucher Included)
Certified Medical Transcriptionist (Voucher Included)
Certified Outpatient Coder (Voucher Included)
Certified Physical Therapy Aide (Voucher Included)
Certified Professional Medical Auditor (Voucher Included)
Child Development Associate
Pharmacy Technician (Voucher Included)
Phlebotomy (GES 1045)
NASM Certified Personal Trainer and Exam Preparation (Voucher Included)
Certified Ethical Hacker (Voucher Included)
Certified Information Security Manager (Voucher Included)
Certified Information Security Auditor (Voucher Included)
COMP TIA Cloud + Certification Training (Voucher Included)
COMP TIA Linux+ (Voucher Included)
COMP TIA Project + (Voucher Included)
COMP TIA Security + Certification Training (Voucher Training)
Food Service Customer Service
Digital Game Artist Certificate
Retail Customer Service
Creating Mobile Apps HTML
Professional Bookkeeping with Quickbooks Online (Voucher Included)
Microsoft Office Suite

For more information or to enroll, visit www.GoodwillNorthCentralTexas.org/LeadershipAcademy

Contact: GWLA@goodwillnct.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 North Central Texas 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 North Central Texas 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.GoodwillNorthCentralTexas.org/BusinessServices** to submit your job opportunities.



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. The ability to self-pay (parent, caregiver, etc.) is also available. We are a licensed Individualized Skills and Socialization provider.

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
- Dementia Training
- 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@goodwillnct.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 North Central Texas' 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 (VetWorthy)

VetWorthy provides military veterans and their families with job development and skills training support. In addition, veterans are connected to other 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@goodwillnct.org





REHABILITATION SERVICES

All Rehabilitation services are referral based and require a fee for services. Interested applicants should contact Texas Workforce Solutions Vocational Rehabilitation Services for referral assistance.

Contact: RehabilitationServices@goodwillnct.org

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 15-22.

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.

Supported Employment

This program helps people with disabilities that need maximum and on-going support to find and maintain competitive employment. Our staff provides intensive services to these customers including job skills and interview training and support, as well as the continual support necessary for the customer to remain employed. Supported Employment expands the options available for individuals with disabilities and allows them to function independently in the community.

Direct Placement

Direct Placement provides job readiness training, job placement and job retention services for people with disabilities and barriers to employment. This program is targeted to customers that need minimal support to obtain and retain employment.

Services provided include:

- Assessments
 - Job placement
 - Job skills training
 - Retention follow up
-

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

Personal Social Adjustment Training (PSAT)

Personal and Social Adjustment Training (PSAT) is a four week training course specifically intended to teach skills related to acceptable work behaviors and to improve interpersonal skills that interfere with the customer's ability to obtain and maintain competitive integrated employment.

PSAT is a structured service intended to meet the needs of individuals and to address vocational impediments, not a paid training program. It is specifically designed to address work-related behaviors that inhibit the customer's abilities to successfully maintain employment, and can be used to reinforce behaviors and skills, which the customer failed to master in previous training/jobs.

After completion of all PSAT courses, customers will be eligible for enrollment to train in the WAT (Work Adjustment Training Program).

Personal adjustment, which can include:

- Self-evaluation
- Developing or restoring self-confidence
- Self-advocacy
- Disability management (if applicable)
- Motivation
- Personal health and hygiene
- Personal appearance and grooming

Social adjustment, which can include:

- Establishing basic etiquette
- Social relationships and/or interpersonal skills
- Conflict resolution and problem solving
- Time and schedule management
- Developing socially acceptable behaviors
- Effective communication
- Workplace interaction
- Acceptable work behaviors

Training Hours: Monday-Thursday, 8:30 a.m. - 2:00 p.m. (20 hours per week)





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.

Expected Outcome

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

Contact: RehabilitationServices@goodwillnct.org



Summer Earn & Learn

Services

In partnership with Texas Workforce Solutions Vocational Rehabilitation Services, and in collaboration with Workforce

Solutions for 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: RehabilitationServices@goodwillnct.org



Camp Independence

Services

Camp Independence is a summer camp for transitional students seeking educational and career assistance. 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.

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: RehabilitationServices@goodwillnct.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

- MHMR of Tarrant County (MHMR)
- Community Based Organizations
- School Districts
- Family Members
- Self-Referral

Program Fees

Program fees are reviewed at least annually. For S.T.A.R.S., contact the Vice President of Goodwill 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 2021, Goodwill North Central Texas 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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Helping People Help Themselves Through The Power Of Work

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