

Goodwill Industries of Northwest North Carolina, Inc. is CARF accredited and works under a philosophy of continual improvement of service quality and delivery. These programs and services include Ability Services which include Community integration, comprehensive vocational evaluation, employee development services, and community employment services. These services are programs are described in more detail below.

Goodwill is also licensed by the NC Division of Health Service Regulation for the provision of day habilitation services.

### Goodwill's Mission

We create opportunities for people to enhance their lives through training, workforce development services and collaboration with other community organizations.

### Goodwill's Vision

We will be satisfied only when every person in northwest North Carolina has the opportunity to participate fully in all aspects of a productive life.

## Ability Services Program Overview

Ability Services provides assistance including job placement strategies to persons with disabilities. The services are individualized and include comprehensive vocational evaluation, employee development skills, and community employment services.

### Program Description and Expectations: Comprehensive Vocational Evaluation

Comprehensive Vocational Evaluation includes vocational assessments, interest inventories, career coaching, and identification of career goals and training needs on an individual basis. It is expected that individuals completing comprehensive vocational evaluation will exit this phase with an individual vocational evaluation assessment report to help guide their next program steps either within Goodwill or through other referral sources.

#### *Service Locations*

Forsyth County Workforce Development Center  
2701 University Parkway  
Winston-Salem, NC 27105  
336-724-3621  
Monique Wagner: [mwagner@goodwillnwc.org](mailto:mwagner@goodwillnwc.org)

#### Days/Hours/Frequency of Service

Comprehensive Vocational Evaluation Services are provided by appointment and offered Monday through Friday from 8:00 a.m. to 5:00 p.m. The service is offered on an ongoing basis to meet individual needs.

#### Populations Served and Referral Process

Comprehensive Vocational Evaluation Services are provided for individuals with disabilities that enter the Ability Services Program. Individuals may participate in the service based on a referral from the NC Division of Vocational

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## ACCREDITATIONS & LICENSES

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Rehabilitation, Veteran partnership agencies, other community agencies, or by self-referral to the program. There are no fees to the participants in these services.

### Program Description and Expectations: Community Employment Services

Community Employment Services are also provided under the umbrella of Abilities Services. It is designed to help individuals move into competitive employment in their communities. It provides the connection to employment opportunities and continued support after job replacement. The continued support is provided to help individuals retain employment and build skills after employment. In some situations, a job coach may be provided to temporarily assist a participant on the job. It is expected that individuals in this program will learn the skills to obtain and maintain employment.

#### *Service Locations*

Forsyth County Workforce Development Center  
2701 University Parkway  
Winston-Salem, NC 27105  
336-724-3621  
Monique Wagner: [mwagner@goodwillnwc.org](mailto:mwagner@goodwillnwc.org)

Catawba County Workforce Development Center  
413 Thornburg Drive  
Conover, NC 28613  
828-465-0371  
Sharine Sample: [ssample@goodwillnwc.org](mailto:ssample@goodwillnwc.org)

Iredell County Workforce Development Center  
124 Fourth Crescent Place  
Statesville, NC 28625  
704-873-5005  
Shon White: [swhite@goodwillnwc.org](mailto:swhite@goodwillnwc.org)

### Days/Hours/Frequency of Service

Community Employment Services are offered Monday through Friday from 8:00 a.m. to 5:00 p.m. However, other times and weekend hours may be offered to provide support for employers and participants upon job placement. The service is offered on an on-going basis to meet individual needs.

### Populations Served and Referral Process

Community Employment Services are provided for individuals with disabilities that enter the Ability Services Program. Individuals may participate in the service based on a referral from the NC Division of Vocational Rehabilitation, Veteran partnership agencies, other community agencies, or by self-referral to the program. There are no fees to the participants in these services.

## Community Integration Overview

Community Integration is offered as a day habilitation program to meet the individual's needs of adults with developmental disabilities. This service is licensed through the Department of Health and Human Services.

### Program Description and Expectations: Community Integration Services

Community Integration is a day habilitation program service model. Based on individual choice, participants are involved in vocational experience, independent living skills training, arts and recreation, compensatory education, and community outings and events. It is expected that individuals in this program will achieve their individual choices and goals in these areas.

#### *Service Locations*

Asheville Workforce Development Center  
1616 Patton Avenue  
Asheville, NC 28806  
828- 298-9023  
Matt Suttles: [msuttles@goodwillnwc.org](mailto:msuttles@goodwillnwc.org)

Catawba County Workforce Development Center  
413 Thornburg Drive  
Conover, NC 28613  
828-465-0371  
Lucy Her: [lher@goodwillnwc.org](mailto:lher@goodwillnwc.org)

### Days/Hours/Frequency of Service

Community Integration Services are provided Monday through Friday from 8:00 a.m. to 4:00 p.m. (Some hours of service may change based on individual need and transportation services). The service is offered on an ongoing basis to meet individual needs.

### Populations Served and Referral Process

Community Integration Services are provided for adults with developmental disabilities that are referred through local mental health community partner providers. Individuals in this program are connected to an ADVP or CAP slot through the referral system. There are no fees to the participants in these services.

## WFD Staff Credentials

Every Workforce Development Center has staff members who are trained in the following:

- First Aid/CPR, CPI (Crisis Prevention and Intervention), AED (Automated External Defibrillator), Career Development Facilitator certification, and Fire Suppression.
- Specialty training for Conover and Asheville WFD Centers include MH Core Competencies and Medication Monitoring.

All WFD staff members have attended On-Boarding and 6 Steps (Case Management and Career Coaching).