

Goodwill Industries of Northwest North Carolina, Inc. is CARF accredited and works under a philosophy of continual improvement of service quality and delivery. Select quality programs and services are provided under Ability Services to include comprehensive vocational evaluation, employee development services, community employment services and community integration programs. Goodwill is also licensed by the NC Division of Health Service Regulation for the provision of day habilitation services. These services and programs are described in more detail below.

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 Programs

Select Ability Services programs provide assistance in job readiness and placement strategies to persons with barriers to employment. These programs are outlined below.

- Comprehensive Vocational Evaluation
- Employee Development Services
- Community Employment Services

Comprehensive Vocational Evaluation, Description and Expectations:

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.

Employee Development Services, Description and Expectations:

Employee Development services are individualized services and/or supports that assist persons seeking employment to develop or reestablish skills, attitudes, personal and professional characteristics in order to achieve positive employment outcomes. It is expected that individuals completing this phase will enter into Job Development to help guide their job seeking activities either within Goodwill or through other referral sources.

Service Location

Goodwill Workforce Development Center Forsyth County
2701 University Parkway, Winston-Salem, NC 27105



336-724-3621, mwagner@goodwillnwc.org

Days/Hours/Frequency of Service

Ability Services are provided by appointment and offered Monday through Friday from 8:00 a.m. to 5:00 p.m. Ongoing services are offered to meet individual needs.

Populations Served and Referral Process

Ability Services are provided for individuals with disabilities and barriers to employment. 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. Based on service recommendations, additional vocational services may be recommended, including job readiness training, skills training, work experiences and job development. There are no fees to the participants for these services.

Community Employment Services, Program Description and Expectations:

Community Employment Services are also provided under the umbrella of Abilities Services. This program is designed to help individuals move into competitive employment in their communities. Services provide connection to employment opportunities and continued support after job placement. 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

Goodwill Workforce Development Center Forsyth County
2701 University Parkway, Winston-Salem, NC 27105
336-724-3621, mwagner@goodwillnwc.org

Goodwill Workforce Development Center Catawba County
413 Thornburg Drive, Conover, NC 28613
828-465-0371, ssample@goodwillnwc.org

Goodwill Workforce Development Center Iredell County
124 Fourth Crescent Place, Statesville, NC 28625
704-576-6649, jjoines@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. Services are offered on an on-going basis to meet individual needs.

Populations Served and Referral Process

Community Employment Services are provided for individuals with disabilities and barriers to employment that enter the Ability Services Program either from Vocational Evaluation, Employee Development or directly. 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.

Ability Services Programs

Select Ability Services programs provide assistance in optimizing personal, social, and vocational competency to persons with disabilities so they can participate and live successfully in their community. Community integration services are offered as a day habilitation program and is licensed through the Department of Health and Human Services.

- Community Integration Program

Community Integration Services, Program Description and Expectations

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. Transition into services provided by other community partners would be considered under the following criteria: excessive absenteeism, decreased acuity, diminished return of service benefit to the participant, or desire to change services would trigger transition planning between all stakeholders to insure clinical best practice and continuity of care.

Service Locations

Goodwill Workforce Development Center
1616 Patton Avenue, Asheville, NC 28806
828- 298-9023, msuttles@goodwillnwc.org

Goodwill Workforce Development Center Catawba County
413 Thornburg Drive, Conover, NC 28613
828-465-0371, 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 training 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)

