

**SERVICE PROGRAMS • ACCREDITATIONS AND LICENSES**

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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 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.

- *Employee Development Services*
- *Community Employment Services*

*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, [careers@goodwillnwc.org](mailto:careers@goodwillnwc.org)

**Delivery of Services**

Ability Services are provided by appointment and offered Monday through Friday from 8 a.m. to 5 p.m. Response to inquiries is within 24 business hours. Appointments can be in-person or via communication technology such as phone, text, facetime, zoom, MS Teams and video conferences. Ongoing service delivery is offered and modified as needed 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

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agencies, other community agencies, or by self-referral to the program. Based on service recommendations, additional vocational services may be recommended, including comprehensive vocational evaluation, 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 job development, 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, [careers@goodwillnwc.org](mailto:careers@goodwillnwc.org)

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

Goodwill Workforce Development Center Iredell County  
124 Fourth Crescent Place, Statesville, NC 28625  
704-576-6649, [careers@goodwillnwc.org](mailto:careers@goodwillnwc.org)

*Delivery of Services*

Community Employment Services are offered Monday through Friday from 8 a.m. to 5 p.m. Response to inquiries is within 24 business hours. Alternative days and times are offered when appropriate to provide support for participants and for the employers. Team members offer service delivery in person as well as by communication technology to include phone, live chats, facetime, text, zoom, MS Teams and video conferences. Services are offered to meet the individual needs of the participant on an on-going basis.

*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. Depending on the program location, 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-



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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 Services*

### *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, [careers@goodwillnwc.org](mailto:careers@goodwillnwc.org)

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

### Delivery of Services

Community Integration Services are provided Monday through Friday from 8 a.m. to 4 p.m. (Some hours of service may change based on individual need and transportation services). Response to inquiries is within 24 business hours. As needed, team members may offer service delivery in person as well as by communication technology to include phone, live chats, facetime, text, zoom, MS Teams and video conferences to participants and family members. Services are 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.

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Mission Advancement Credentials

Every Workforce Development Center has team 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 Mission Advancement team members have attended initial training at on-boarding and receive training throughout the year in areas of mission implementation, health and safety, technology, topics in human resources and career development activities.

