

MISSION

HELPING PEOPLE AND FAMILIES
IN OUR COMMUNITY ACHIEVE A
BETTER LIFE THROUGH WORK AND
INDEPENDENCE.

VISION

GOODWILL – MAKING A
DIFFERENCE FOR INDIVIDUALS,
FAMILIES, AND OUR COMMUNITIES.

VALUES

RESPECT. WE WILL TREAT ALL
PEOPLE WITH DIGNITY AND
RESPECT. **STEWARDSHIP.** WE
HONOR OUR HERITAGE BY BEING
SOCIAL, FINANCIALLY, AND
ENVIRONMENTALLY RESPONSIBLE.
ETHICS. WE STRIVE TO MEET THE
HIGHEST ETHICAL STANDARDS.
LEARNING. WE CHALLENGE EACH
OTHER TO STRIVE FOR EXCELLENCE
AND TO CONTINUALLY LEARN.
INNOVATION. WE EMBRACE
CONTINUOUS IMPROVEMENT,
BOLD CREATIVITY, AND CHANGE.



Helping people and families in our
community achieve a better life through
work and independence.

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Specific programs accredited by



ISO 9001:2000 Certified, Western Division



GOODWILL INDUSTRIES OF THE VALLEYS



BUILDING A BETTER COMMUNITY

Goodwill's adult programs help people with disabilities and socioeconomic disadvantages achieve the pride, dignity, and self-respect that real work provides.

A hand up, not a hand out

Since Goodwill was established in Boston by Reverend Edgar J. Helms in 1902, the philosophy has been "a hand up, not a hand out"; helping people help themselves. Goodwill provides a broad-range of training and employment opportunities to assist adults in overcoming barriers to employment so they may achieve a level of independence to participate more fully in life.

Goodwill's programs for adults focus on meeting individual needs and ensuring that program participants progress to reach their full potential. Supported by a team of dedicated, professional staff, individuals are regularly assessed and measured to ensure successful and desired outcomes.

Programs for adults with disabilities

■ **Medicaid Waiver Services** – Goodwill's Medicaid Waiver programs provide pre-vocational services for individuals with severe intellectual, emotional, and physical disabilities. These programs encourage independence through self-care skills, goal setting, and community integration activities. Specific programs offered are Adult Development Learning Services (ADLS), Specialized Day Services (SDS), Day Support Services, and Pre-vocational Services, all of which enable program participants to receive services in their community rather than in an institution.



■ **Organizational Employment** – These programs focus on developing and maintaining work skills and habits so that individuals with disabilities will be successful in a work environment. Through Employee Development/Work Adjustment Training individuals develop or redevelop job skills to achieve positive employment outcomes. Extended Employment Services provide paid and unpaid work activities at a Goodwill work center or in an integrated community setting with Goodwill supervision. The goal is to improve productivity, wages, and competitive work skills.

■ **Employment & Training** – Individuals with disabilities and other barriers to employment that are looking for community based work opportunities benefit from Community Based Work Adjustment, Supported Employment, TANF Welfare to Work, and the Business Opportunity Centers. Each program provides case management and support for both the employee and community employer.

Programs for adults with disadvantages

■ **Workforce Investment Act (WIA)** programs focus on the needs of employers for skilled, quality workers while also meeting the training, education, and employment needs of the individuals. WIA Title I programs for Adults and Dislocated Workers (job lost due to company closing or lay off), provide core services to all adults through the Workforce Centers. These services include job search, career counseling, labor market statistics, unemployment insurance information, and basic skills and interest assessments. Intensive services, such as comprehensive assessments, case management and training services, are provided to income eligible adults.

What community partners are saying about Goodwill:

■ "Goodwill operates the contract for Adults and Dislocated Workers for the board. We have been very pleased with Goodwill, their focus on service delivery, and outcomes that are above expectations."

- Doloris Vest, President
Western Virginia Workforce Development Board

■ "I love Goodwill. I am able to be comfortable and work with a lot of great people. If it wasn't for Goodwill I wouldn't be earning a paycheck. I plan to stay at Goodwill until I retire."

- Wayne Reagor,
Program Participant