



# Overview *of Programs*



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## How to Register

If you are interested in participating in any of Goodwill's programs, the first step is to register. You may register by:

- Scheduling an appointment Monday – Thursday from 8 am to 3 pm. Appointments are made by calling 410-837-1800 x120, x 128 or x209.
- Visit during open intake every Friday from 8 am to 11 am.

During registration, we will sit down with you one-on-one and get to know more about you as a person. We will ask you questions like:

- Do you have previous work experience?
- Are you better with people or with numbers?
- Are you able to transport yourself to work?

From there, together we will determine the best path for you to gain employment including any necessary Training Programs or other services.

### **Please bring the following with you:**

One of the following:

- Valid state or federally issued ID card
- Valid driver's license
- Valid passport

AND

One of the following:

- A social security card
- Birth Certificate

Please bring a resume if you have one.

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## Training Programs



### About the Programs

Goodwill offers a wide range of training programs designed to help individuals find employment, improve their skill set or change career paths. Training programs are individually tailored so each person is able to achieve their career goals.

### The following programs are offered:

#### **Buena Alianza**

Goodwill's bilingual case management, job readiness and placement assistance services designed for the Latino population.

#### **Clerical & Computer Training**

Assists individuals in gaining basic, intermediate and advanced computer literacy in the Microsoft Office Suite, data entry and keyboarding.

#### **Custodial Skills Training**

Classroom instruction and hands on training are combined to give participants the skills needed to enter the custodial and maintenance fields. Referral required from the MD Division of Rehabilitative Services.

#### **Emerge Initiative**

Links participants with appropriate skills training opportunities in order to increase technical skills, employability and meet the demand of varying job opportunities. These opportunities include training and apprenticeship programs in areas like web/graphic design, cybersecurity, C.N.A, coding and programming, carpentry and more.

#### **Family Stability Program**

In partnership with the United Way, Goodwill offers workforce development and case management services to participants in the Family Stability Program with the goal of preventing family homelessness and reducing student mobility in Baltimore County.

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# Training Programs Continued

## **GED Preparation**

Goodwill offers GED preparation classes in partnership with Baltimore City Community College.

## **Job Readiness Training at Goodwill HQ (Baltimore City)**

Designed to assist participants in developing their basic job skills in order to find employment. Areas of focus include customer service, job search, conflict resolution and job retention.

## **Job Readiness Training at Satellite Locations**

Participants receive job readiness training, case management, and job placement services at community based organizations. Programming is currently available at:

- Enoch Pratt Library- Edmonson, Northwood and Waverly Branch locations
- Baltimore County Library- Essex, North Point, Randallstown and Woodlawn Branch locations
- Paul's Place- 1118 Ward Street, Baltimore, MD 21230
- Clay Pots- 1635 W Pratt Street, Baltimore, MD 21223

## **SEETTS**

### **(Supporting Ex-Offenders in Employment, Training & Transitional Services)**

Provides transitional and support services along with readiness workshops to inmates within the Baltimore Pre-Release Unit (BPRU) in Baltimore City, the Maryland Correctional Institute for Women (MCIW) and the community based individual.



## Employment Stability Services

### **About Employment Stability Services**

Employment Stability Services are designed to improve the quality of life for individuals in Goodwill programs. The goal is to help resolve the economic and social barriers that ultimately lead people to obtaining and maintaining employment.

Services include counseling, crisis intervention and referrals to community resources to address personal barriers including physical and mental health, substance abuse, housing, finances, legal situations and educational/vocational issues.

### **The following services are offered:**

#### **Case Management**

Goodwill has a Case Management Team that will assist participants with referrals and linkage to supportive services, in an effort to eliminate barriers to employment and assist with economic goal obtainment.

#### **The Transitional Work Program**

Provides on-the-job training opportunities to individuals with minimal or no work experience upon completion of job readiness training. Participants receive hands-on experience at Goodwill's retail and administrative locations that will help them transition into the competitive work environment.

#### **Job Club**

Conducted daily to guide individuals in securing and retaining employment. Using facilitation, peer engagement and guest speakers, Job Club addresses employment related concerns such as employer expectations, job satisfaction, performance and conduct.

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## Career Services



### About Career Services

A major part of Goodwill's mission is to contribute to Maryland's economic development by providing a trained workforce to businesses, aiding in the growth and retention of public and private industries. Goodwill provides job opportunities at retail stores,

maintains cleaning contracts at various federal and state buildings and currently works with over 400 employers in the Baltimore metropolitan region, providing a skilled, reliable workforce for permanent and temporary jobs.

### Placement Assistance offers:

- Resume refinement
- Tailored job leads
- Mock interviewing
- Information and pre-screening for hiring events and job fairs

### Retention Services include:

- Immediate follow up for individuals obtaining employment
- One-on-one job coaching assistance
- Access to Employment Stability Services such as case management
- On-site and off-site job coaching

### Positions Available

Individuals are placed into many positions, including: data entry, clerical, warehouse, industrial, retail, hospitality, healthcare, customer service, construction, assembly, manufacturing and custodial/cleaning.



## Goodwill Staffing Services (GSS)

### **About Goodwill Staffing Services**

Goodwill Staffing Services (GSS) offers solutions and a prepared workforce for employers' efforts in recruiting, selecting, training

and retaining a quality, reliable workforce. Twenty-four hour customer service and dedicated account managers ensure a seamless transition for employees and employers. Goodwill Staffing Services is MBE/DBE certified.

### **Services**

GSS offers a full range of services for temporary, temp-to-perm and permanent placement. This includes recruitment, pre-screening, background checks, interviewing and testing. There are no fees for permanent placement. Competitive rates for temporary placement are offered and payroll and benefits management is included for all temporary employees. Additionally, each individual's job skills are guaranteed and if an employer is not satisfied with a temporary placement within the first 8 hours of an assignment, there is no charge.

### **Industries Served**

Goodwill Staffing Services provides personnel for the following industries: Clerical, Warehouse, Industrial, Retail, Food Services, Administrative, Assembly, Manufacturing and Custodial Services.





## STEP

### **About the Program**

STEP has been a pioneer in the supported employment movement for people with mental health disabilities who are also economically disadvantaged. At STEP, experienced Rehabilitation and Employment Specialists assist clients in learning the tasks necessary for successful job performance.

## Services Offered

### **Human Services/Customer Service Training (HST/CST)**

Trains individuals with behavioral health disabilities to work in the human services field. Human Services/Customer Service Training provides a comprehensive curriculum that builds skills in counseling, advocacy, human relations, case management and customer service.

### **Supported Employment**

Helps individuals with persistent mental health disabilities gain employment in the competitive labor force. Skills addressed include application assistance, job development, networking, interviewing, resume writing and on-the-job coaching and support.

### **Psychiatric Rehabilitation**

Assists individuals with mental health disabilities in developing, enhancing and maintaining psychiatric stability, social skills, independent living skills and access to resources in order to live successful independent lives.

## STEP Locations

### **Baltimore City:**

32 South Street  
Baltimore, MD 21202  
410-625-1877

### **Harford County:**

c/o Goodwill Retail Store  
711 A Bel Air Road  
Bel Air, MD 21014  
410 879-4010

### **Carroll County:**

257 East Main Street  
Westminster, MD 21157  
410-848-7793



## Lower Shore Career Center

### **About the Center**

The Lower Shore Career Center, based in Salisbury, MD, provides job readiness, skills training, job placement assistance and career counseling to residents of the Eastern Shore. The Lower Shore Career Center develops partnerships with local agencies, such as the Department of Rehabilitation and the Department of Social Services in an effort to assist individuals in finding employment.

## Skills Training Programs

### **Clerical & Computer**

Includes instructional training in Microsoft Office, keyboarding and data entry. The Center also provides assistance with business etiquette and job search techniques.

### **Quick Books**

When completed, the clients' knowledge will have expanded to the accounting principles of day to day operations including account receivables and payables, payroll functions, inventory and scheduling.

### **Customer Service & Cashier Training**

Prepares individuals for competitive employment in retail, banking and the administrative field.

## Project ReConnect

Project ReConnect assists individuals as they re-integrate into society and the workforce.

### **Job Preparedness**

Workshops dedicated to eliminating barriers and creating a smooth transition for those with a criminal background.

### **Placement Assistance**

Assists graduating participants in identifying job openings and provides coaching, mock interviews and social service support.



# Waverly Early Head Start Center of Goodwill

## About the Program

Waverly Early Head Start Center of Goodwill is a federally funded program for pregnant women and children birth to 36 months.

The center provides comprehensive individualized early education experiences to enhance children's social, emotional, physical and cognitive development. Pre-natal support and education are also provided. The program strives to enable parents to be the best caregivers and teachers for their children, as well as assist parents with meeting their own goals.

It is our purpose to provide high quality services to children/families to empower them to meet their full potential. We promote school readiness and maintain partnerships with parents and the community. Some of the services the center offers include:

## Services

Each family has access to health, education, employment, housing and mental health information. Children and parents attend the center together and families are eligible for any of the following services:

For Children:

- ▶ Safe environment
- ▶ Quality early education
- ▶ Qualified teachers
- ▶ Healthy meals
- ▶ Enhanced cognitive, social and emotional development

For Parents:

- ▶ Enrollment opportunities for pregnant women
- ▶ GED and Pre-Ged courses
- ▶ Literacy and financial planning workshops
- ▶ Parenting/Nurturing courses
- ▶ Nutrition/Health workshops
- ▶ Employment readiness training
- ▶ Resources for job placement



## **Mission Statement**

*Goodwill Industries of the Chesapeake, Inc. prepares people to secure and retain employment and build successful independent lives.*

