



MISSION SERVICES



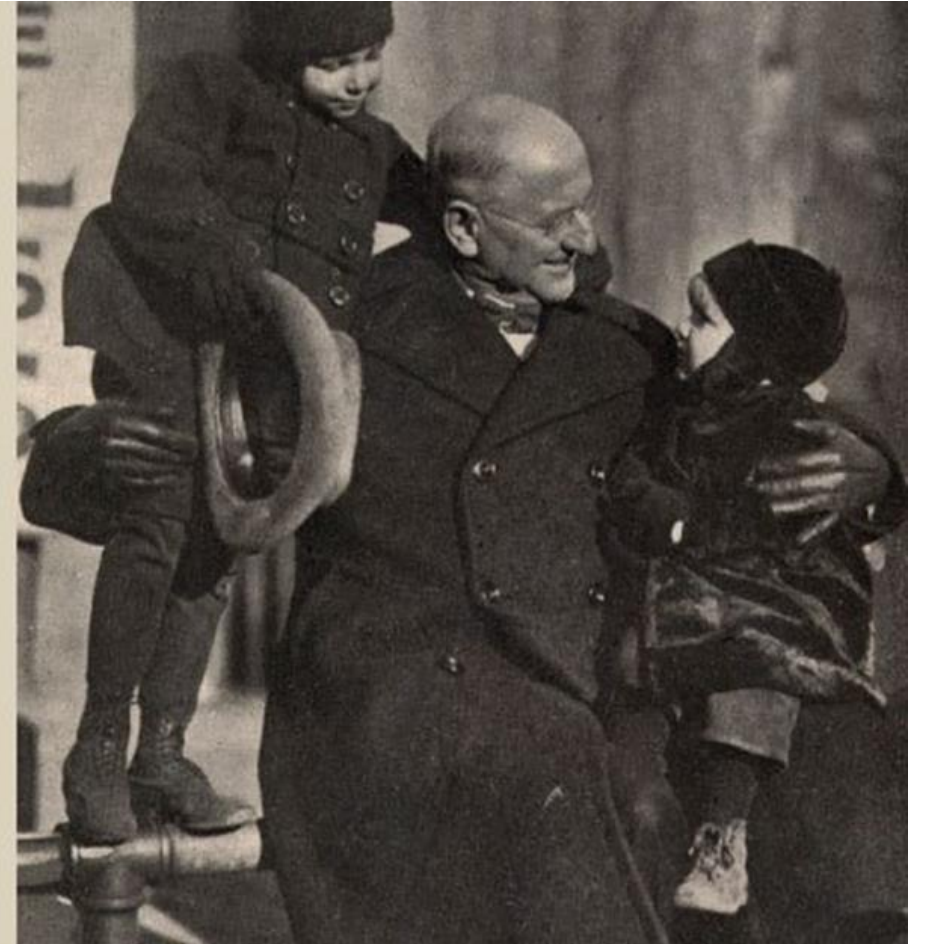
Sarah Hutchison-Chee, MSW
Vice President of Mission Services
Goodwill SWMI

**IMPROVING THE COMMUNITY BY PROVIDING EMPLOYMENT,
EDUCATION, TRAINING & SUPPORT SERVICES TAILORED TO
INDIVIDUAL NEEDS**



“Friends of Goodwill, be dissatisfied with your work until every person in your community has an opportunity to develop to their fullest usefulness and enjoy a maximum of abundant living.”

Rev. Edgar J. Helms, 1941



GOODWILL HAS worldwide IMPACT

155 Goodwill Organizations in 12 countries



In 2022 we:

- Helped 128,000+ people get jobs
- Diverted 4.1 billion pounds of usable goods from landfills
- Served over 2.1+ million people



JOB

DONATE
Every Triad Goodwill success story begins with a donation. When you donate, you change lives, right here in our community.

WORK
Triad Goodwill works with hundreds of community partners to help people achieve employment success.

SHOP
We resell donated items in our Triad Goodwill stores, providing an affordable shopping experience.

TRAIN
Proceeds from the sale of donated items support Triad Goodwill's FREE career development services in our five-county territory.

RECYCLE
We recycle unpurchased items and electronics, diverting millions of pounds of waste from local landfills each year.

Goodwill IMPACT

CYCLE

Donating & Shopping is good for **People AND the Planet**

Your donation changes lives!



HOW A PAIR OF DONATED JEANS TRANSFORMS LIVES

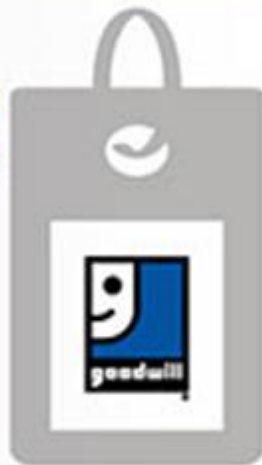
1

Jeans hang unworn in a closet for years.



2

They are donated to Goodwill® and sorted for sale in store.



3

A customer purchases the jeans and wears them with pride.



4

Funds are invested in job training, placement and other programs, creating stable families and communities.





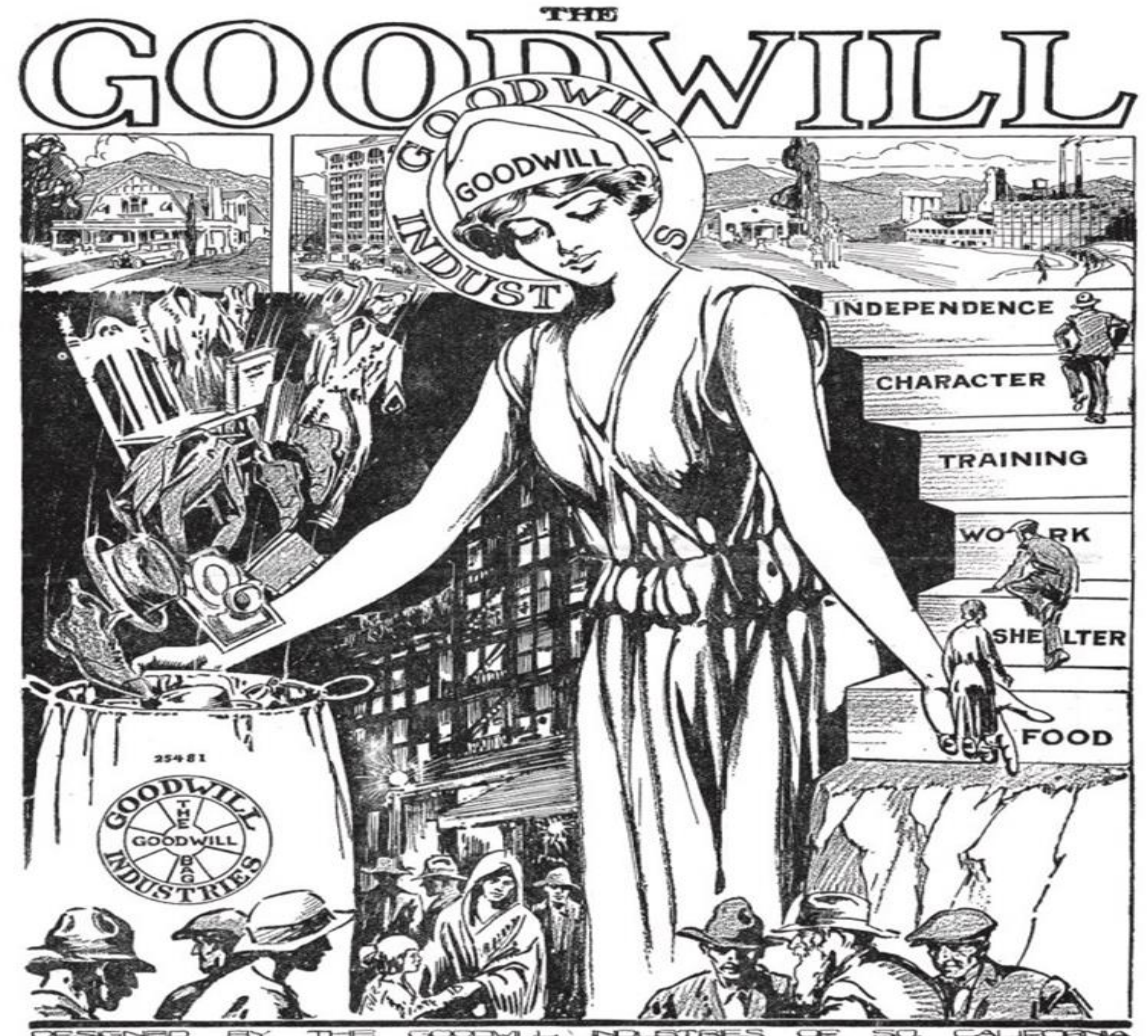
THE BUSINESS OF CHANGING LIVES

GWSWMI Founded in 1956

- 1956: 14 team members, 1 retail store & a skills development workshop
- 2023: 300 team members, 10 retail stores, contract manufacturing, custodial services & strong support infrastructure

MILWAUKEE EDITION

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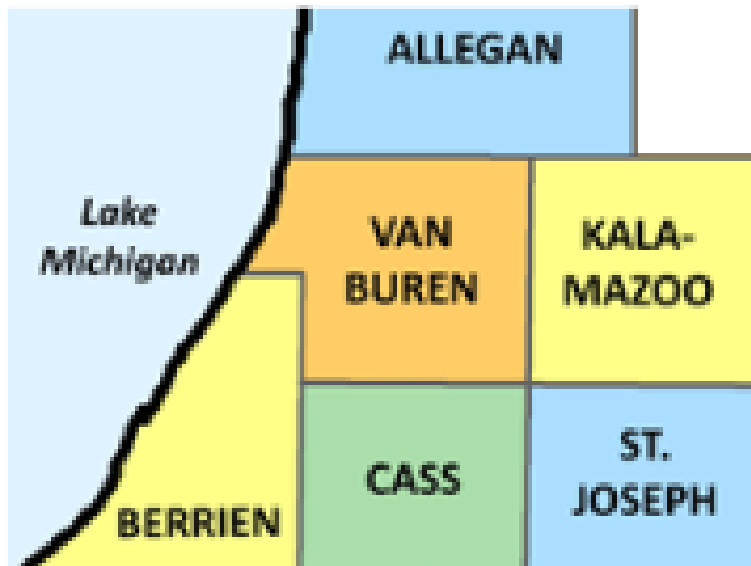


NOT CHARITY, BUT A CHANCE!



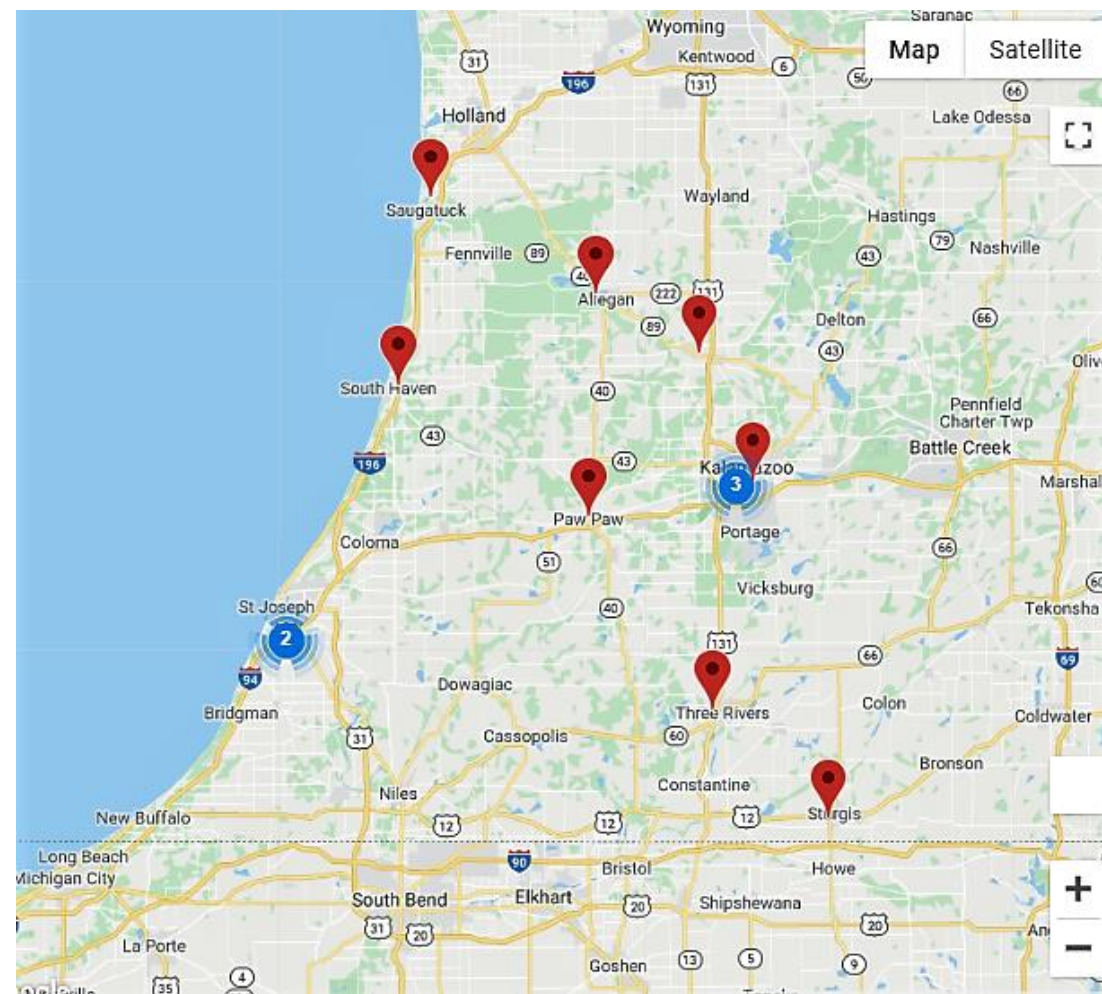
THE BUSINESS OF CHANGING LIVES

GWSWMI Founded in 1956



Our Locations:

- Allegan
- Alcott (Kzoo)
- Benton Harbor
- Milham (Portage)
- Plainwell/Otsego
- South Haven
- Stevensville
- Sturgis
- Three Rivers
- West Main (Kzoo)



work teams



CUSTODIAL
SERVICES



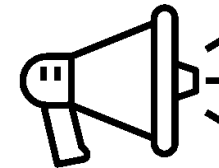
FINANCE



HUMAN
RESOURCES



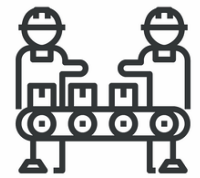
INFORMATION TECHNOLOGY
MISSION SERVICES



MARKETING



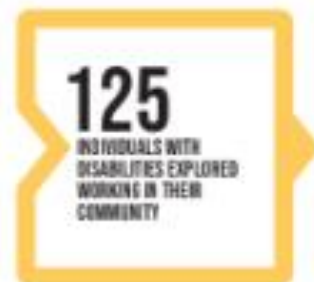
RETAIL



SUPPLY CHAIN
SOLUTIONS

People We Helped. Programs We Deployed. Services We Provided.
Waste We Reduced. And More.

OUR 2022 IMPACT



WITH OUR INCREASED FOCUS ON SUSTAINABILITY IN 2023, WE ARE TRENDING TOWARDS A 35% REDUCTION IN WASTE OVER 2022. THAT IS

102 TONS
LESS WASTE GOING INTO MICHIGAN LANDFILLS

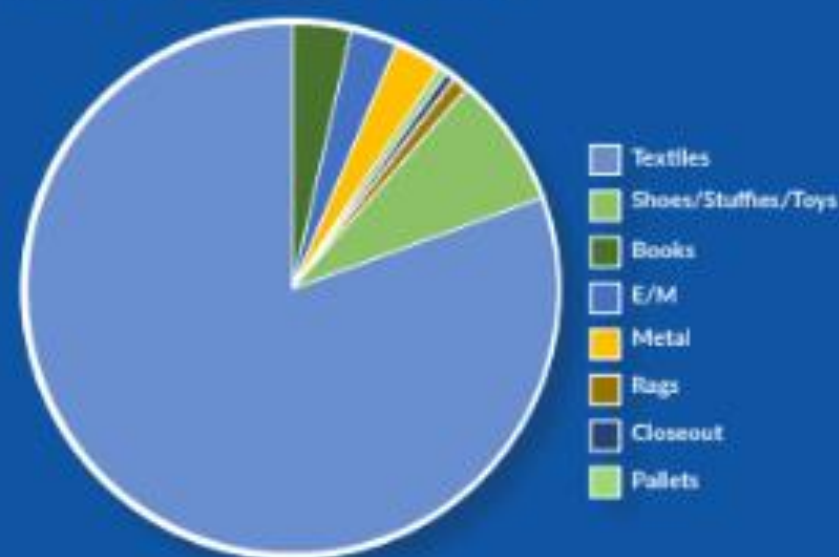


Building on Our Value of Environmental Stewardship: Our Continued Commitment to Recycling, Waste Management and Sustainability

At Goodwill Industries of Southwestern Michigan, we value the environment around us. Where we live, work, and play are the places and spaces that ignite our passion and commitment for protecting the world we live within. Our mission is to reduce textile waste in landfills and provide ongoing education about the environmental consequences of textile disposal.

With our increased focus on sustainability in 2023 and through improved contributions and grant donations, we are working hard to continuously improve the volume of materials recycled through our waste streams. We are fortunate to have partner businesses who are also committed to protecting our planet. We thank them for their commitment.

Recycling Waste Streams



Goodwill Industries of Southwestern Michigan Sustainability Partners

Ace Iron and Metal

Art Sewell Rags

Best Way

Blue Vase Marketplace
LLC

Boroughs Corporation

Cash Sales

City Recyclers

Clausing Industrial

Elmo Technologies

Fluid Process Equipment

Humphrey Products

Integrity Fiber

Interkal Inc

International Trading Solutions

Kamps

Kay Manufacturing

Mulder Waterproofing

Fluid Process Equipment

Padnos

Perceptive Industries

River Valley Paper

Schupan

UNIFAB

Kalamazoo Metal Recyclers

Great Lakes

Rusty Baldwin



Goodwill Industries Southwestern Michigan

Vision Statement

We envision transformed lives through Education and Work Skills Development, Leading to wage earnings mobility through greater opportunities of employment.

- We will work to ensure a clear understanding of the work Goodwill is in the community to do...*
- Build an ecosystem of for profit and non-profit support to ensure transitional opportunities for our participants...*
- Effectively use GII Opportunity Accelerator as a tool to assist participants in their search for a brighter future...*

Goodwill Industries Southwestern Michigan

- ***Our Mission***

To improve the community by providing employment, education, training and support services tailored to individual needs.

- ***Our Values***

We place a high value on the People that surround us. Focusing on these values allows all of us to thrive and achieve greater things together as a community!

- ***PEOPLE***-It's why we do what we do!
- ***COLLABORATION***-Working together to achieve our mission.
- ***SUCCESS***-Meeting the goals we set for ourselves.
- ***POSITIVITY***-We can change the world one life at a time.

MISSION SERVICES TEAM

OUR MISSION: To improve the community by providing employment, education, training and support services tailored to individual needs.

- ADULT EDUCATION
- FINANCIAL COACHING
- LIFE GUIDES
- NAVIGATION SERVICES
- OPPORTUNITY ACCELERATOR
- FAMILY STABILIZATION FOR EDUCATION SUCCESS (SIEMER PROGRAM)
- VOCATIONAL REHABILITATION

Goodwill Industries SWMI Mission Services

Our Services

VISION: We envision transformed lives through Education and Work Skills Development, Leading to wage earnings mobility through greater opportunities of employment.

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Life Guides

Adult Education

Financial Coaching

Navigation Services

Siemer

Voc Rehab

Our Strategy: External Programs & Partnerships

Life Guides (Kalamazoo & Allegan Counties)

Two generational programming—Families achieve stability to foster success of their children; youth create life plans to drive toward career success

Adult Education (All Counties)

Students gain grade level improvements moving toward GED attainment; Little Scholars aligns “two-gen” developmentally appropriate programming for students’ children

Financial Coaching (All Counties)

Families meet financial goals through increased employment, public benefits & financial planning; credit scores, savings & assets grow

Get Help/Navigation Services (All Counties)

Get Help line provides mini-case management to meet resource needs; team members get help with basic needs/obstacles to employment

Siemer Program (Kalamazoo County)

Families focus on employment & education to increase household stability to foster the success of their children; children meet educational milestones; “two-gen” programming

Vocational Rehabilitation (All Counties)

People with disabilities explore work skills to find jobs and increase career success

“Making Goodwill Known” Leading with our Mission at the forefront of all we do. We will work to ensure a clear understanding of the work Goodwill is in the community to do...

Goodwill Industries SWMI Mission Services

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Opportunity Accelerator

Adult Education

Financial Coaching

Navigation Services

Our Strategy: Internal Programs for Team Members

Opportunity Accelerator

- *Earn & Learn*—Team members earn wages doing hands-on work & learning in the classroom
- *Industry driven*—Employers inform curriculum & strategy
- *Manufacturing Specialist Certificate*—Team members graduate with their MSC and begin working at a community partner employer
- *Living Wages*—Participants earn living wages through promotion & continued skill development

Adult Education

- *Students gain grade level improvements moving toward GED attainment*
- *Little Scholars aligns “two-gen” developmentally appropriate programming for students’ children*
- *Digital literacy*
- *Department leaders work with Adult Ed staff to modify schedules and coordinate work & learning*

Financial Coaching

- *Families meet financial goals through increased employment, public benefits & financial planning*
- *credit scores, savings & assets grow*
- *“lunch & learns” teach ‘bite-size’ financial techniques*
- *Staff work with department leaders to schedule appointments around work*

Get Help/Navigation Services

- *Get Help line provides mini-case management to meet resource needs*
- *team members get help with basic needs/obstacles to employment*
- *Help with housing, childcare, transportation, food and much more*
- *Help provided as often as needed*
- *Staff work with department leaders to schedule services around work*

“Making Goodwill Known” Leading with our Mission at the forefront of all we do. We will work to ensure a clear understanding of the work Goodwill is in the community to do...



Thank you for your inquiry into the Vocational Rehabilitation Services offered by
**Goodwill Industries of
 Southwestern Michigan!**

Goodwill Industries of Southwestern Michigan is a nonprofit organization whose mission is to improve the community by providing employment, education, training and support services tailored to individual needs. We serve the areas of Kalamazoo, Allegan, Berrien, Van Buren, St. Joseph, and Cass counties with Vocational Rehabilitation Services including Vocational Evaluations, Job Placement/Follow Along, Job Shadowing, Work Experiences and pre-ETS services. Our headquarters in Kalamazoo houses our custodial services division, a manufacturing area and administrative offices, and commercial processing division all of which serve as assessment and work experience opportunities; our retail stores throughout Southwest Michigan provide front and back of the house retail environments that can be used for assessment and work experience opportunities as well.

Goodwill practices continuous improvement throughout our organization. All our divisions are committed to providing the best possible services in the most effective and efficient ways possible. The attached includes referral guidelines, policies, procedures and detailed program information for our Vocational Rehabilitation Programs.

Direct inquiries into any of our programs to Sarah Hutchison-Chee, Vice President of Mission Services (269) 382-0490 extension 245 (shutchison-chee@goodwillswmi.org).

Submit referrals via our secure encrypted referral form found at <https://www.cognitofrms.com/GoodwillIndustriesOfSouthwesternMichigan1/GoodwillSWMIReferral>.

Full Vocational Rehabilitation team contact information is on page 4 of this document. Additional information about all our programs at www.goodwillswmi.org.

We look forward to working with you!



Vocational Rehabilitation

New in 2023-2024:

- School based Pre-ETS services
- Pre-ETS curriculum
- Summer work experiences
- Expanding across southwest Michigan
- On the Job Evaluations (OJE)
- Situational Assessment

Goodwill Industries of Southwestern Michigan Vocational Rehabilitation
 2023 Programs & Fee Schedule for Allegan, Berrien, Cass, Kalamazoo, St. Joseph & Van Buren counties

Service	Fee	Description
Vocational Evaluation	\$75.08/hour 8-10 hours recommended	A comprehensive assessment customized to specific questions from the referring counselor & customer served. Utilizes hands-on, computer based & paper & pencil assessments to help answer these questions as well as identify a participant's vocational strengths, interests & potential obstacles to employment. Report includes specific vocational recommendations specific to the geographic county of the participant using current Labor Market information & real-time job postings. Potential Results of Services: Participant gains knowledge about their vocational interests, strengths & potential obstacles to employment for use in vocational planning; gains knowledge about potential vocational goals aligned with opportunities in their local area.
Situational Assessment	\$69/week \$14.89/hour for participant wages **	Hands-on assessment within a specific work environment to determine a participant's abilities in that field. Helpful in determining work readiness skills and employability limitations; may include a few paper and pencil assessments if appropriate to further assess vocational fit in a specific field.
Job shadowing	\$75.08/hour 5 hours recommended	Community based experience at a competitive, integrated employer where a customer may follow and closely observe someone engaged in work they are considering/interested in. Potential Results of Services: Participant gains knowledge of the actual day to day tasks & responsibilities of a job they are interested in.
Job Readiness Training	\$62.45/hour 5 hours recommended	Training addressing essential characteristics and behavior for competitive integrated employment success. Includes discussion of personal characteristics and habits, use of technology in job acquisition, social media and soft skills, including teamwork, problem solving, conflict resolution and decision-making. Potential Results of Services: Participant gains knowledge of characteristics & behavior necessary for success in competitive employment.
Job Placement Assistance services	\$67.97/hour 10-30 hours recommended	Job search assistance to obtain community integrated competitive employment. Includes resume development, employer contacts, job search assistance and interview preparation/coaching. Potential Results of Services: Participant obtains competitive integrated community employment.
Job Placement Follow-Up	\$50.40/hour 10 hours recommended	Post-placement employer and customer support to assist with maintaining employment for the first 90 days on the job. Potential Results of Services: Participant retains community employment.



Adult Education

Education is paramount to improving someone's life. We know this at Goodwill Industries of Southwestern Michigan, that's why we go the extra mile to help adult learners obtain the necessary education to pass their GED exam. Wondering what "going the extra mile" means?



You Pay \$0

Food (Breakfast, Lunch, and Dinner are provided), learning materials, practice tests, and the final tests are free. Our concern is you passing your GED test and improving your life!



Open Enrollment

Sign up any time, and with a non-traditional class schedule you can attend class when you have time! We're here to help you succeed! No need to sacrifice family time to get your GED!



Life services

Get help with your resume, interview strategies, utility assistance, getting an I.D., housing, and legal document assistance. We offer help with everything you need to succeed!

Kym Hollars

Adult Education & Training Manager
(269) 382-0490 x287

khollars@goodwillswmi.org

A life changing education is one phone call away.





A PROGRAM OF
GOODWILL INDUSTRIES OF SOUTHWESTERN MICHIGAN

TAKE CARE OF YOUR MONEY

Work one-on-one with a financial coach to reach your short and long-term financial goals!



FINANCIAL COACHING CAN HELP YOU:

- Create a spending and savings plan
- Learn how to reduce expenses
- Learn more about Loans, Credit Cards, and Checking/Saving Accounts
- Review Credit Report
- Work towards building/repairing credit
- Develop a plan for debts and collections
- File disputes on Credit Report
- File ID Theft/Fraud Claims
- Apply for forgiveness, forbearance, deferment, income-based repayment (IBR) on student loans
- Connect with community resources
- Improve income by working with an Employment Coach

OUR FINANCIAL COACH SERVES:

- Kalamazoo County Residents
- Goodwill Team Members (all sites)
- Members of the Adult Education, Life Guides & Siemer programs



SCAN WITH YOUR PHONE TO
MAKE AN APPOINTMENT TODAY!



FOR MORE INFORMATION CALL OR TEXT

KATHLEEN WINE, FINANCIAL COACHING CORDINATOR

Office Phone: 269-382-0490 Ext. 249

Cell: 269-225-5104

Email: Kwine@goodwillswmi.org
goodwillswmi.org





A PROGRAM OF

GOODWILL INDUSTRIES OF SOUTHWESTERN MICHIGAN

WE CAN HELP YOU:

- Find programs and resources to address your needs
- Complete application processes, including forms and paperwork
- Help evaluate and prioritize needs to create a step-by-step action plan
- Navigate state and federal programs, including MDHHS
- Get essential documentation like birth and death certificates, a Michigan ID, and a Social Security Card
- Obtain supportive services to meet your needs
- Action plan accountability
- Referrals to other programs



WE SERVE:

- Anyone in Allegan, Berrien, Cass, Kalamazoo, St. Joseph or Van Buren counties
- No income or other requirements
- All Goodwill team members

SCAN WITH YOUR PHONE
TO SIGN UP TODAY!



FOR MORE INFORMATION
CALL OR TEXT

Email: gethelp@goodwillswmi.org

Text: (269) 422-0327

goodwillswmi.org



NEED ASSISTANCE? GET HELP!

Voucher Program

- Clothing & household assistance
- Kalamazoo County Residents
- No income requirements
- Referral from community partner required
- Maximum 2 vouchers/person July 1-June 30
- Program opens the first Monday of the month at 9:00am, open until funds are spent

Refer here



Direct Financial Assistance

- Direct Financial Assistance for families to meet basic needs
 - Identification (i.e. driver's license, MI ID, school ID)
 - Household &/or Hygiene supplies up to \$40
 - Legal fines & fees—50% of what's owed, up to \$200
 - Storage Unit fees—Up to 2 months of payments

Refer here



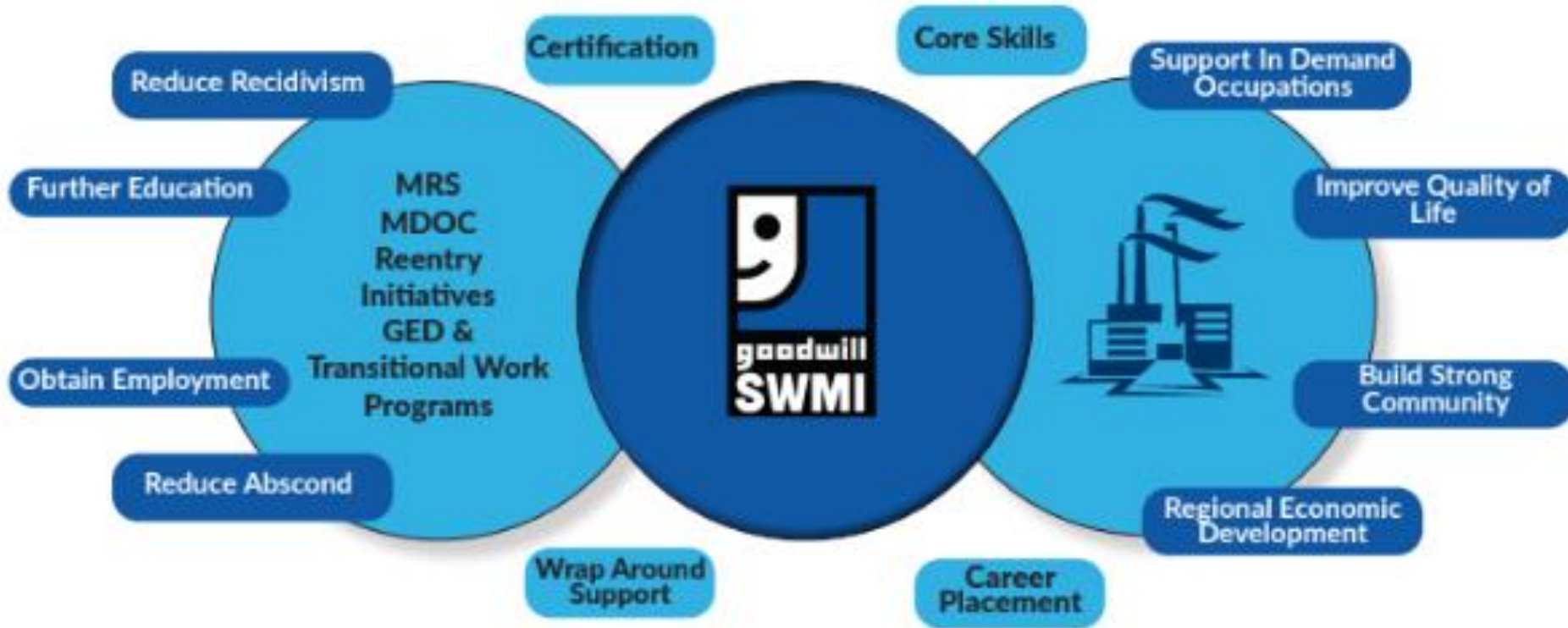


Opportunity
ACCELERATOR

The **Goodwill Opportunity Accelerator** is a framework for advancing equity and results in mission services

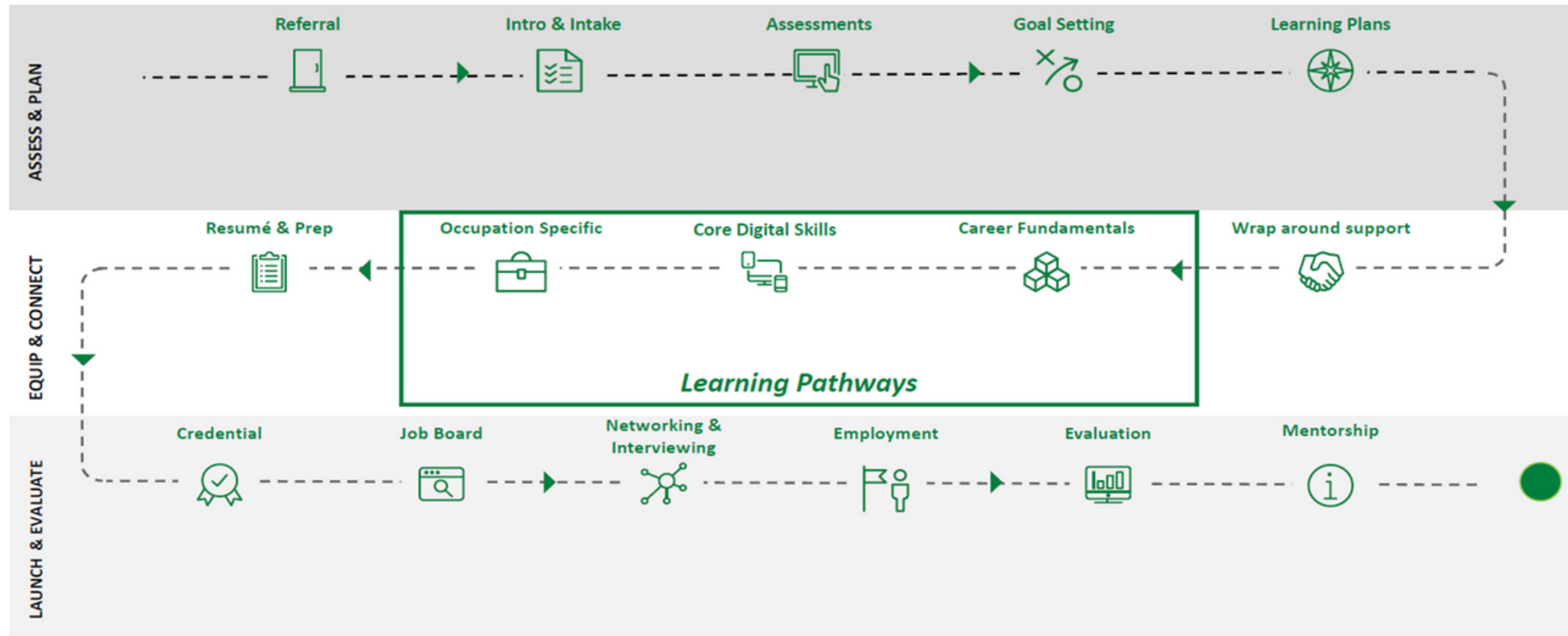


Goodwill Industries Ecosystem Development



Through comprehensive assessment, planning, and connection to resources, the Opportunity Accelerator takes a job seeker from where they are to where they aspire to be.

Framework of Opportunity Accelerator



Opportunity
ACCELERATOR

Key Process Components:

- 40 hours paid/week
36-38 working
2-4 classroom/coaching
- Standardized Curriculum
Employer Driven
On the Job Training
Classroom based
- Customized Support
- Individualized Roadmap
- Ongoing recruitment & support





THANK
YOU!