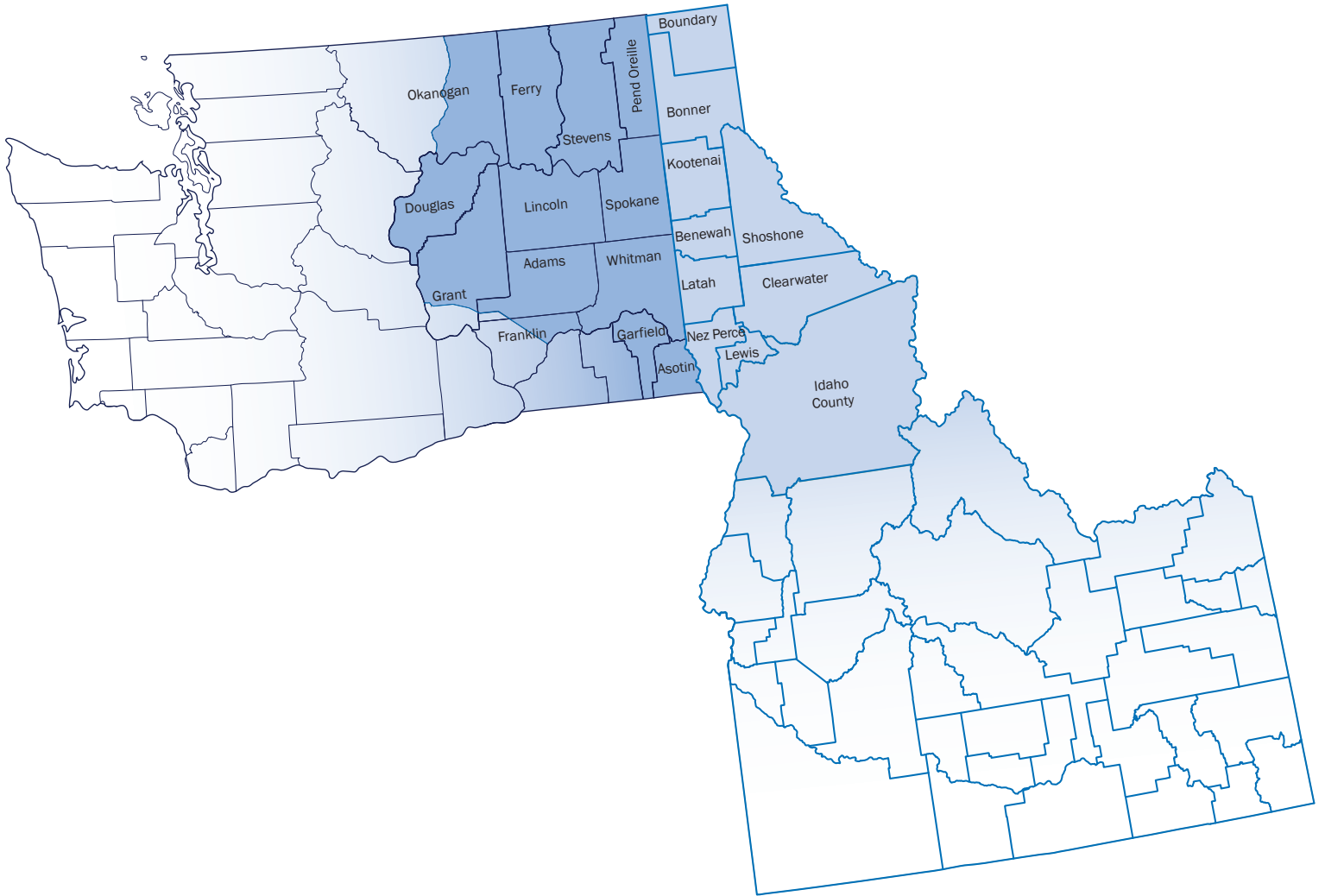


# Service Directory

## Summer 2021



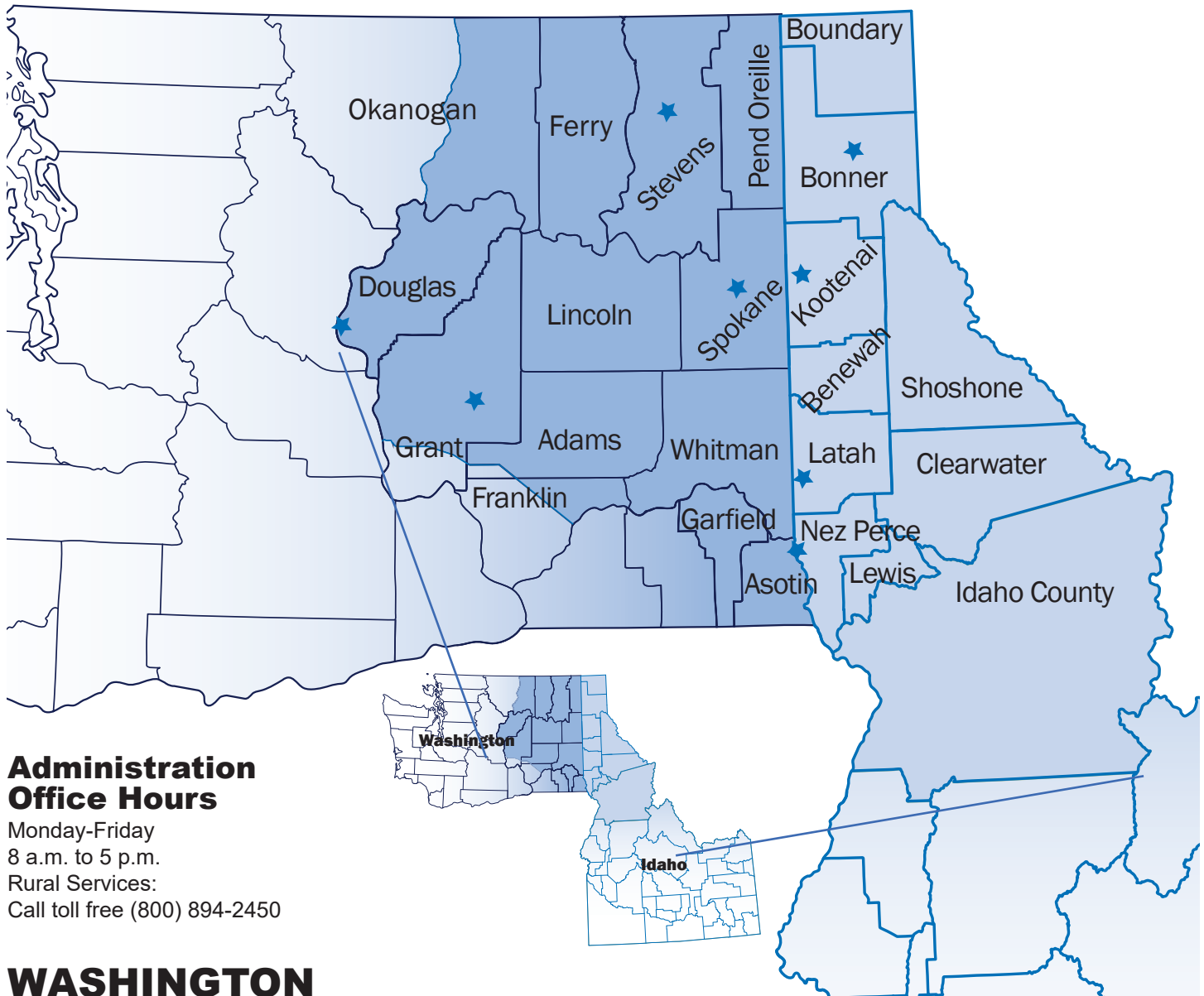
## Workforce & Family Services

# Goodwill<sup>®</sup>

Industries of the Inland Northwest

For information about services in each of our locations, please call the offices listed in this guide, or call our Workforce & Family Services Administrative Office at (509) 344-0163 or dial Telecommunications Relay 711. Services are also listed on our website at [DiscoverGoodwill.org](http://DiscoverGoodwill.org).

# Service Locations



## Administration Office Hours

Monday-Friday  
8 a.m. to 5 p.m.  
Rural Services:  
Call toll free (800) 894-2450

## WASHINGTON

### Spokane WFS

(Spokane County)  
130 E. Third Avenue  
Spokane, WA 99202  
Phone: (509) 462-0513  
Fax: (509) 444-4371

### Moses Lake WFS

(Grant County)  
789 N. Central Drive  
Moses Lake, WA 98837  
Phone: (509) 765-1769  
Fax: (509) 765-9164

### Colville

(Stevens County)  
153 S. Oak Street  
Colville, WA 99114  
Phone: (509) 684-2925  
Fax: (509) 684-8930

## IDAHO

### Post Falls WFS

(Kootenai County)  
4040 E. 16th Avenue  
Post Falls, ID 83854  
Phone: (208) 773-6196  
Fax: (208) 773-6829

### Lewiston WFS

(Nez Perce County)  
307 19th Street, Suite A3  
Lewiston, ID 83501  
Phone: (208) 743-8285  
Fax: (208) 746-7726

### Moscow WFS

(Latah County)  
201 Warbonnet Drive  
Moscow, ID 83843  
Phone: (208) 882-9977  
Fax: (208) 882-4373

### Ponderay WFS

(Bonner County)  
204 Larkspur Street  
Ponderay, ID 83852  
Phone: (208) 265-1984  
Fax: (208) 265-1983

# Our mission

Goodwill Industries of the Inland Northwest helps people build independence within the communities we serve.

# Our values

- We treat all people with dignity and respect.
- We continually strive to meet the highest ethical standards.
- Stewardship: we honor our heritage by being socially, financially, professionally, and environmentally responsible.
- We put people first and believe in the potential of individuals to make positive changes in their lives.
- We provide programs that are high quality, effective, and relevant to the changing needs of the communities we serve.
- We believe in our accountability to our constituents, each other, and ourselves.
- We pursue and celebrate diversity.
- We place a high priority on safety in all we do.
- We embrace innovation, continuous improvement, creativity, collaboration, and change.
- We continually seek to exceed the expectations of all of our stakeholders: donors, customers, participants, employees, volunteers, and community partners.

Goodwill Industries of the Inland Northwest maintains and promotes a policy of nondiscrimination and equal opportunity in all of our programs, activities, employment practices, and services.

# CARF Accreditation

CARF: The Rehabilitation Accreditation Commission, an international organization, has accredited the programs submitted for evaluation since 1974.



# Pre-Employment Services

## Career Readiness Training

Individuals with disabilities or disadvantages learn how to prepare for work. Training includes writing cover letters and résumés, filling out job applications, and developing interview skills. Participants may receive help getting a driver's license or food worker card. Career readiness services are available at Spokane, Moses Lake, Post Falls, Coeur d'Alene, Ponderay, Moscow, and Lewiston offices.

## Community-Based Assessment and Training

Participants are placed in jobs in the community. Goodwill staff help them learn their job duties and monitor their progress. Goodwill staff evaluate their progress and skills to develop employment planning for the future. Community-based assessment and training services are available at Spokane, Moses Lake, Post Falls, Coeur d'Alene, Ponderay, Moscow, and Lewiston.

## Digital Skills Training Classes

Computers are part of our daily life. We need to know how to use them at home and at work. Goodwill offers many classes to teach digital skills. Classes are offered in Spokane. Some classes are offered online.

Our classes include:

- Internet Basics
- Basic Computer Use
- Email Basics
- Windows 10
- Excel workshop
- PowerPoint workshop
- Microsoft Word workshop
- Online Applications
- Financial Literacy
- Life Skills
- Work Readiness program
- Responsible Renters course
- Additional skills as needed

Goodwill offers open Computer Lab time for job

searching, writing a résumé, and other needs. Contact us for our monthly calendar of classes.

## Facility-Based Assessment and Training

Participants are placed in jobs at Goodwill retail facilities. On-site assessment and training help Goodwill staff evaluate an individual's readiness to work and ability to perform tasks in one or more specific jobs. Facility-based assessment and training services are available in Spokane, Moses Lake, Colville, East Wenatchee, Post Falls, Coeur d'Alene, Ponderay, Moscow, and Lewiston.

## Skills Training (Classroom)

Varying by location, Goodwill offers classroom-based skills training programs to prepare people for various types of work. Skills training programs may include:

- Computer applications
- Customer service
- Retail professionalism

Skills training (classroom) is available in Spokane, Moses Lake, and Post Falls.

## Work Adjustment/Hardening

Sometimes individuals with disabilities participate in work adjustment to prepare for entering the workforce. An example of work hardening would be a person with an injury performing tasks while staff monitor his or her ability and evaluate any limitations. Work adjustment/hardening services are available in Spokane, Moses Lake, Colville, Post Falls, Coeur d'Alene, Ponderay, Moscow, and Lewiston.

## Soft Skills Training

Participants learn how to set goals, develop a résumé, prepare for job interviews, select the right clothes for work, and manage personal issues such as child care, transportation, stress management, and more. Soft skills training is available

*(Continued next page)*

in Spokane, Moses Lake, Post Falls, Ponderay, Moscow, and Lewiston.

## **Work Experience/School Transition**

Young people with disabilities may be able to

participate in job experiences that will help them make the transition from school to work. Work experience/school transition services are available in Spokane, Moses Lake, Post Falls, Ponderay, Moscow, and Lewiston.

# **Employment Services**

## **Career and Resource Center**

The Career and Resource Center provides information, access to resources, and referrals to other community resources. The Career and Resource Center serves as a WorkSource Spokane Connection site. It is open to the public five days a week and offers customers access to all WorkSource online resources. Staff can assist customers with self-directed job searches, résumé preparation, and online job applications. In partnership with the Spokane Area Workforce Development Council, WorkSource is an equal opportunity partnership of organizations that provide employment and training services. Auxiliary aids and services are available upon request to persons with disabilities. Services are available in Spokane.

## **Group Supported Employment**

Goodwill job coaches and individuals with disabilities work together on job tasks. The job coach studies their tasks, trains them on their duties, and provides retraining and other support as needed. Group supported employment services are available in Moses Lake.

## **Individual Supported Employment**

Individuals with disabilities work at sites in the community, supported by job coaches as needed. Supports may include help navigating the workplace, communicating and problem solving with supervisors and coworkers, understanding paychecks, and developing a workflow. The community protection program is available in Washington through individual supported

employment services. The Individual Supported Employment program is available in Spokane, Moses Lake, Post Falls, Coeur d'Alene, Ponderay, Moscow, Clarkston, and Lewiston.

## **Job Coaching and Retention Services**

Once a program participant has been employed, a Goodwill job coach may work side-by-side with them to learn and master job duties. Participants discover how to maintain employment by learning to work well with others and meet workplace expectations. Job coaching and retention services are available in Spokane, Moses Lake, Newport, East Wenatchee, Post Falls, Coeur d'Alene, Ponderay, Moscow, Pullman and Lewiston.

## **Job Placement Services**

Staff help participants find appropriate job openings, prepare a résumé, practice interview skills, and complete applications. Staff may contact employers to find appropriate job openings. Staff may also participate in the interviewing process, as needed. Sometimes staff assist with on-the-job training. Job placement services are available in Spokane, Moses Lake, Colville, Newport, East Wenatchee, Post Falls, Coeur d'Alene, Ponderay, Moscow, and Lewiston.

## **Job Search Assistance**

Goodwill staff help participants explore different kinds of jobs and locate job openings that

*(Continued next page)*



are possible good matches. Participants learn to use various resources, which may include the Internet. Job search assistance is available in Spokane, Moses Lake, Newport, East Wenatchee, Post Falls, Coeur d'Alene, Ponderay, Moscow, and Lewiston.

### **Next Generation Zone**

Goodwill participates in the Next Generation Zone as a partner in the Spokane Workforce Consortium. The Next Generation Zone combines education, career skills training, and community and employment resources for young adults ages 16 to 24, with wrap-around support that inspires and motivates young adults to pursue their success. The Next Generation Zone

is an equal opportunity employer/program, in partnership with the Spokane Workforce Council. Auxiliary aids and services are available upon request to individuals with disabilities. Washington Relay 711.

### **Vocational Counseling**

Goodwill staff help participants as they set realistic career goals and identify steps to reach their goals. Together, they identify and overcome potential barriers to successful employment, such as family or transportation issues. Vocational counseling is available in Spokane, Moses Lake, Post Falls, Ponderay, Moscow, and Lewiston.

## **Specialized Programs**

### **Basic Food Employment and Training (BFET)**

Goodwill is a Basic Food Employment and Training (BFET) provider. The Basic Food Employment and Training program provides training and education with a goal of helping Basic Food (SNAP) clients attain a living wage career. Services are available in Spokane and Moses Lake.

### **Community Inclusion Services**

Community Inclusion Services provide participants with opportunities to engage in community-based activities. These activities support socialization, education, recreation, and personal development for the purpose of building and strengthening relationships with others in their local community. These services are offered in Clarkston and Lewiston.

### **Foundational Community Supports (FCS)**

The Foundational Community Supports program provides support to people who want to find housing or employment. Individuals must

qualify for Medicaid to be eligible for services. These services include on-the-job coaching, help filling out job applications, support in finding a place to live, and more. Services are currently available in Spokane County.

### **Google IT Support Professional Certificate**

The Google IT Support Professional Certificate is designed to equip individuals with the skills to launch a career as an IT support professional. Staff help prepare individuals for the changing digital workforce in this six-course curriculum. This is an online, self-paced course with support from our digital skills instructor based out of our Spokane office.

### **Housing and Essential Needs (HEN)**

The Housing and Essential Needs (HEN) program helps people in Spokane County who are homeless, or at risk of becoming homeless, and have a disability.

Individuals are referred by DSHS to be eligible for HEN. When people are referred to the HEN program, they receive an assessment

and are placed on a wait list. Individuals who are assessed as highly vulnerable are given highest priority for service and funding.

The program can help in the form of case management, limited rental assistance, housing deposits, application fees, and utility payments. This may be provided once an individual is enrolled, and if program staff determine such assistance is needed.

Eligible individuals may also receive essential household needs such as cleaning supplies, hygiene products, other household items, and transportation assistance in the form of bus passes or gasoline vouchers.

The Housing and Essential Needs program is funded by the Washington State Department of Commerce through a grant by the City of Spokane.

### **Independent Living Services**

Goodwill provides services to individuals with disabilities, helping them gain independence. Individuals receiving Independent Living Services are referred by and funded by Washington's Division of Vocational Rehabilitation. Goodwill staff assess participant needs, such as mastering household tasks, taking care of basic expenses, and using public transportation. Staff then develop a personalized plan to guide their growth to independent living. Staff evaluate their living situation to make sure it is safe and accessible or may facilitate the individual moving to another home. Independent Living Services are available in Spokane, Moses Lake, Colville, East Wenatchee, Pullman, and Clarkston.

### **Representative Payee Services**

Individuals who are receiving government assistance, such as Social Security or Temporary Assistance to Needy Families, may also receive help from Goodwill in managing their monthly finances. Goodwill is authorized by federal and state agencies to receive the checks and, in turn, make payments to property managers, utilities, etc. Some participants are private parties. The payee staff is skilled at developing budgets and negotiating payment

schedules. Representative Payee Services are offered throughout our entire service area out of our Spokane, Moses Lake, Coeur d'Alene, and Lewiston offices.

### **Senior Community Service Employment Program (SCSEP)**

Goodwill offers free job placement services for individuals 55 and older who are unemployed and have limited income. This program helps mature workers get back into the workforce and provides employers access to a frequently overlooked pool of talent. Participants gain experience and skills they need to stay active, supplement their income, and contribute to their communities. The workforce gains highly motivated, reliable workers with useful skills and valuable life experience. This program is supported through a joint grant between EasterSeals-Goodwill Northern Rocky Mountain, Inc. and Goodwill. SCSEP is available in Benewah, Boundary, Bonner, Latah, Clearwater, Idaho, Kootenai, Lewis, Nez Perce, and Shoshone counties.

### **Supportive Services for Veteran Families (SSVF)**

Supportive Services for Veteran Families (SSVF) is a rapid rehousing and homelessness prevention program for eligible veterans who are struggling to obtain and sustain permanent housing. SSVF helps veterans and veteran families find and secure stable housing and equips them for financial stability. Veterans work with a team of case managers and housing specialists to create a housing stability plan. The SSVF staff help veterans and their families achieve goals toward independence and stability. SSVF also provides health care navigators to help veterans and their families overcome barriers to health care access. SSVF serves 12 counties in Washington and Idaho, including Spokane, Stevens, Lincoln, Ferry, Pend Oreille, Whitman, Kootenai, Shoshone, Benewah, Boundary, Bonner, and Latah. For help, call (509) 828-2449 or email [housingveterans@giin.org](mailto:housingveterans@giin.org).

## Services Availability Grid

	Spokane Spokane Valley	Moses Lake	Colville	Newport	East Wenatchee	Post Falls	Coeur d'Alene	Ponderay	Moscow Pullman	Lewiston Clarkston
<b>PRE-EMPLOYMENT SERVICES</b>										
Career readiness training	X	X				X	X	X	X	X
Community-based assessment and training	X	X				X	X	X	X	X
Digital skills training classes	X									
Facility-based assessment and training	X	X	X		X	X	X	X	X	X
Skills training (classroom)	X	X				X				
Soft skills training	X	X				X	X	X	X	X
Work adjustment/hardening	X	X	X			X	X	X	X	X
Work experience/school transition	X	X				X	X	X	X	X
<b>EMPLOYMENT SERVICES</b>										
Career and Resource Center	X									
Group supported employment		X								
Individual supported employment	X	X				X	X	X	X	X
Job coaching and retention services	X	X		X	X	X	X	X	X	X
Job placement services	X	X	X	X	X	X	X	X	X	X
Job search assistance	X	X		X	X	X	X	X	X	X
Next Generation Zone	X									
Vocational counseling	X	X				X	X	X	X	X
<b>SPECIALIZED PROGRAMS/FAMILY SERVICES</b>										
Basic Food Employment and Training (BFET)	X	X								
Community Inclusion Services										X
Foundational Community Supports (FCS)	X									
Google IT Support Professional Certificate	X									
Housing and Essential Needs (HEN)	X									
Independent Living Services	X	X	X		X				X	
Representative Payee Services	X	X					X			X
Senior Community Service Employment Program (SCSEP) (Services available in north Idaho.)						X	X	X	X	X
Supportive Services for Veteran Families (SSVF) (Services available in the following counties: Spokane, Stevens, Lincoln, Ferry, Pend Oreille, Whitman, Kootenai, Shoshone, Benewah, Boundary, Bonner, and Latah.)	X		X			X	X	X		



Goodwill Industries of the Inland Northwest is a 501(c)3 nonprofit organization.

Goodwill Industries of the Inland Northwest helps people build independence within the communities we serve.

130 East Third Ave. Spokane, WA 99202 | (509) 838-4246 | Fax (509) 444-4371 | Telecommunications Relay 711 | [DiscoverGoodwill.org](https://www.DiscoverGoodwill.org)