

# Need Help?

Discover our *free* support services in this directory.

**Goodwill®**  
Industries of the Inland Northwest



**Together, we create opportunities that  
change lives and strengthen communities.**

Winter 2025

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- Housing and Essential Needs (Spokane County)
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- SSVF (Kootenai, Shoshone, Benewah, Boundary, Bonner, and Latah counties)
- Representative Payee Services
- Idaho employment programs at Goodwill

# I need help getting a job.

## Career and Resource Center

If you need help and don't know where to start, come to the Career and Resource Center.

### Goodwill® staff can help you:

- Search for a job
- Research online
- Connect to resources
- Learn how to use a computer
- Create a resume
- Apply for jobs online
- Practice interviewing

Online computer and training courses are offered by Goodwill and WorkSource Spokane. Staff in our Career and Resource Center may be available to assist you with these self-paced, online courses.

To view these courses, please visit our website: [discovergoodwill.org/computer-workshops/](http://discovergoodwill.org/computer-workshops/)

Goodwill also offers Google Certifications and the Career and Resource Center staff may also be available to assist you with these self-paced courses. Please read about these on page 7.

The Career and Resource Center is a WorkSource Spokane Connection site. Communication services for individuals that are deaf, deaf-blind, hard of hearing and/or speech impaired are available upon request, using Washington Relay Services 711.

### Who can get this help?

Anyone can get help from the Career and Resource Center.

For more information on class times and availability, call +1 (509) 321-3346.

### Where is this available?

It is on the second floor of Goodwill's Administration and WFS Office, which is located at 130 East Third Avenue, Spokane, WA 99202.

### How do I get this help?

Call or walk in during business hours: Monday through Friday, 10 AM to 3 PM



## For people who are 16 to 24 years old: Next Generation Zone

Goodwill is a partner in Next Generation Zone, serving at-risk young adults ages 16 to 24. Next Generation Zone provides employment training, work experience, job placement, GED services and other services.

### Who can get this help?

People who are age 16 to 24.

### Where is this available?

Spokane.

### Hours

**Career Services:** Monday to Friday, 9 AM to 4:30 PM

**Education Services:** Monday to Thursday, 9 AM to 4:30 PM; Friday, 9 AM to 12 PM

### How do I get this help?

**Visit:** Next Generation Zone at 901 East 2nd Avenue, Suite 100, Spokane, WA 99202

**Call:** 1 (509) 340-7800

**Website:** <https://nextgenzone.org/contact-us>

# Goodwill Employment Programs

DVR/DDA/IDVR and Medicaid refer people to Goodwill for help with keeping a job. Depending on which program you qualify for, we may be able to help in many ways.

## Washington Employment Programs

### DVR, DDA, and Medicaid Supported Employment

*DDA = Developmental Disabilities Administration  
DVR = Department of Vocational Rehabilitation*

We can help you:

- Get pre-job skills, training, and work experience
- Find and keep a job and get help on the job
- Get Independent Living Services
- Transition from school to work (ages 18 - 21 only)
- Create a video resume to show what you can do
- Practice for interviews and improve your work skills
- Go through trainings, certifications, or classes to achieve your job goal

### Pre-Job Skills and Training (DVR)

Goodwill places people for assessment and training at our Goodwill retail facilities in eastern Washington. You will work for a short time at one of our Goodwill facilities while our assessment staff evaluate your readiness to work and ability to perform basic tasks in one or more specific jobs inside Goodwill.

### Find a Job and Keep a Job (DVR/DDA)

Goodwill staff can help you explore different kinds of jobs and find job openings that may be good matches for you. Then we can help you make a résumé, practice interview skills, and complete job applications. Staff may go to interviews with you as needed.

Sometimes staff help with pre-job training to help you master job skills and processes, learn how to problem-solve, and develop other skills that will help you do well and keep your job.

### Get Help on the job (DVR, DDA, and Medicaid Supported Employment)

Sometimes people need a little extra support when they are learning a job. Goodwill's supported employment program helps you be successful at your job in the community

Participants in supported employment programs work at different companies in the community. A Goodwill job coach may work beside you while you learn and become confident in your job duties. The goal is to help you keep your job by learning to work well with others and meet work expectations

#### Support may include help with:

- Learning the tasks that need to get done in a shift
- Learning about the new workplace
- Communicating with your coworkers
- Problem solving with supervisors and co-workers
- Understanding your paychecks

#### Who can get this help?

People who qualify for DVR, DDA, or Medicaid are eligible for this help from Goodwill.

#### Where is this available?

- Spokane, WA
- Moses Lake, WA
- Pullman, WA
- Clarkston, WA

#### How do I get this help?

Ask your DVR or DDA counselor for a referral to Goodwill.

## Pre-ETs (Washington and Idaho)

Pre-ETs is a job readiness and work-based learning program for students with disabilities. The purpose of the program is to help students connect with real life work and potentially a long-term job. Goodwill staff help the student find a work site to do a temporary job. Then, Goodwill staff provide job coaching at the temporary job. These jobs may turn into permanent jobs.

### Who can get this help?

**In Idaho:** Students with a disability ages 15-21 who want to work.

**In Washington:** Students with a disability ages 15-22 who want to work.

### Where is this available?

- Ponderay, ID
- Post Falls, ID
- Moscow, ID
- Lewiston, ID
- Coeur d'Alene, ID
- Spokane, WA

### How do I get this help?

For Idaho residents, contact your local Idaho Vocational Rehabilitation office.

For Washington residents, contact the Division of Vocational Rehabilitation through DSHS.

## Idaho Employment Programs

### IDVR and Medicaid Supported Employment

#### Trial Work Experience (IDVR)

In Idaho, Goodwill offers training evaluations at varied locations out in the community. These evaluations are a hand-on assessment where our staff discovers what skills you have and helps you build upon them.

#### Get Help on the Job (IDVR and Medicaid Supported Employment)

Sometimes people need a little extra support when they are learning a job. Goodwill's supported employment programs help you be successful at your job in the community.

Participants in these programs work at different companies in the community. A Goodwill job coach may work beside you while you learn and become confident in your job duties. The goal is to help you keep your job by learning to work well with others and meet work expectations.

Support may include help with:

- Learning the tasks that need to get done in a shift
- Learning about the new workplace
- Communicating with your coworkers
- Problem solving with supervisors and co-workers
- Understanding your paychecks

### Who can get this help?

People who qualify for IDVR or Medicaid are eligible for this help from Goodwill.

### Where is this available?

- Ponderay
- Post Falls
- Coeur d'Alene
- Moscow
- Lewiston

### How do I get this help?

**IDVR:** Ask your IDVR counselor for a referral to Goodwill.

**Medicaid Supported Employment:** Go to the Department of Health and Welfare (DHW) for a referral to Goodwill.

## Foundational Community Supports (FCS)

Foundational Community Supports (FCS) helps people with complex needs find stable housing and employment. People who participate in this program must qualify for Medicaid.

### FCS staff can help with:

- Housing and job searches.
- Connecting you to property managers and employers in the community.
- Teaching you tools to help you be more successful at work.
- Help you be housed independently

### Who can get this help?

People that are Medicaid eligible and have a diagnosed health need or are homeless with a disability. Health needs include mental health care or substance abuse care.

### Where is this available?

Spokane, Stevens, Grant, Asotin, and Whitman counties

### How do I get this help?

**Spokane County:** Call +1 (509) 838-4246

**Stevens County:** Call +1 (509) 684-2925

**Grant County:** Call +1 (509) 765-1769

**Asotin and Whitman Counties:**

Call +1 (208) 743-8285

# I need training to find a better job.

Goodwill offers these training programs to help you develop good skills for today's workforce. Some programs are provided online. Others occur in a classroom setting.

## Online Learning at Your Own Pace

Goodwill Industries International has partnered with several different agencies and companies to make job skill training and career development programs available online.

### Who can get this help? Where is this available?

Anyone.

Online.

### How do I get this help?

Visit <https://bit.ly/3bFMOPu> to access a variety of training services available free of charge through Goodwill Industries International. Or come into the Career Resource Center for help finding this training online.

# Google Digital Career Accelerator

Are you ready to get a better job and advance your career? Google.org and Goodwill have teamed up to provide scholarships to popular certificate programs you can take online. Scholarships are available to qualified applicants. Contact us to find out if you qualify. Choose one of the following Google certificates, then contact Goodwill for the next steps.

Call (509) 838-4246 or email  
[digitalskillsgw@giin.org](mailto:digitalskillsgw@giin.org) for more information.

## Google UX Design Certificate

The Google UX Design Professional Certificate helps you prepare to be a user experience designer, user interface designer, and visual designer. Skills include developing personas, user stories, and user journey maps, conducting usability studies, creating prototypes, and testing and iterating on designs. The program includes hands-on projects, peer reviews, and discussion forums.

## Google Digital Marketing and E-Commerce Certificate

The fully online program teaches you the skills you need for an entry-level job in digital marketing or e-commerce, with no experience required. You'll learn the popular tools and platforms, such as Canva, Constant Contact, Hootsuite, HubSpot, Mailchimp, Shopify, Twitter, Google Ads, and Google Analytics. This certificate is endorsed by the American Association of Advertising Agencies (4A's) and the American Advertising Federation (AAF).

## Google AI (Artificial Intelligence) Essentials Certificate

Learn from experts at Google and get essential AI skills to boost your productivity with Google AI Essentials, zero experience required. Google AI Essentials is a self-paced course designed to help people across roles and industries get essential AI skills to boost their productivity. The course is taught by AI experts at Google who are working to make technology helpful for everyone. With Google AI Essentials, you'll learn how to use generative AI to help speed up daily tasks, make more informed decisions, and develop new ideas and content.

## Google Project Management Certificate

The Google Project Management Professional Certificate is for people who want to plan, organize, and run projects. This includes such jobs as a project manager, program manager, scrum master, and project analyst. Skills include estimating time and budget, managing stakeholders, and identifying and managing risks.

## Google Cybersecurity Certificate

Learn the foundations of cybersecurity and get the job-ready skills you need to kick-start your career in a fast-growing field. This certificate can prepare you for a career as a cybersecurity analyst with a professional cybersecurity certificate from Google. Learn job-ready skills that are in demand, like how to identify and mitigate common risks, threats, and vulnerabilities.

## Google Data Analytics Certificate

The Google Data Analytics Certificate provides training for those who want to process and analyze data to help make business decisions. It focuses on skills for entry-level roles, such as associate data analyst, junior data scientist, data technician, and marketing analyst. Course content includes using data to solve problems and data storytelling with visualizations. Participants use spreadsheets, SQL, and Tableau.

## Google IT Support Professional Certificate

Learn the foundations of IT networking and operating systems. This certificate can prepare you for jobs as a database administrator, systems analyst, and help desk technician. This introductory-level IT certificate is designed for those with no relevant experience. Topics include troubleshooting, system administration, and security.

## Google IT Automation with Python Certificate

The Google IT Automation with Python Professional Certificate is essentially an advanced level to the Google IT support certificate. It's made for people who are already familiar with basic IT concepts. The course deals with topics such as Python programming, IT automation, and setting up your developer environment.

# I need housing assistance.

Many people in our community are struggling to keep a roof over their heads. Goodwill's housing programs are available in some of our communities.

## Housing and Essential Needs (HEN)

The HEN program of Spokane County offers eligible residents services such as rental assistance, security deposits, move-in costs, and essential needs. HEN also offers case management to help people gain and/or maintain stable housing.

### HEN services may include:

- Case management
- Limited rent and utility assistance
- Move-in costs
- Personal health/hygiene items and household cleaning supplies
- Transportation assistance

### People who may qualify

- Are homeless or about to become homeless
- Are qualified for the Aged, Blind and Disabled (ABD) program

### Where is this available?

Spokane County

### How do I get this help?

1. If you qualify for ABD (Aged, Blind and Disabled program), DSHS will refer you to programs you are eligible for and HEN may be one of them.
  - Contact DSHS at +1 (877) 501-2233 to find out if you are eligible.
  - If you are already receiving SSI or SSDI, you will not qualify for HEN.
2. Come to our office at 130 East Third Avenue. for our Goodwill Housing and Employment walk-in hours, or call the Housing & Employment Resource Line
  - Walk-in hours are first-come, first-served from 8 AM to 11 AM, Monday through Thursday
  - Resource Line: (509) 462-0518

### How do I get essential household needs?

Essential needs are given out at our Spokane office (130 East Third Avenue) on the following days and times:

- Tuesday 1:00 PM to 4:00 PM
- Wednesday 1:00 PM to 4:00 PM
- Friday 8:30 AM to 11:30 AM

## Foundational Community Supports (FCS)

Foundational Community Supports (FCS) helps people with complex needs find stable housing and employment. People who participate in this program must qualify for Medicaid. FCS staff can help with housing and job searches. They can help you connect with property managers and employers in the community. They can teach you tools to help you be more successful at work. They can help you be housed independently and more.

### Who can get this help?

People that are Medicaid eligible and have a diagnosed health need or are homeless with a disability. Health needs include mental health care or substance abuse care.

### Where is this available?

Spokane, Stevens, Grant, Asotin, and Whitman counties

### How do I get this help?

**Spokane County:** Call +1 (509) 838-4246

**Stevens County:** Call +1 (509) 684-2925

**Grant County:** Call +1 (509) 765-1769

**Asotin and Whitman**

**Counties:** Call +1 (208) 743-8285

# I am a Veteran.

## Supportive Services for Veteran Families (SSVF)

SSVF helps veterans who are homeless or at risk of becoming homeless. SSVF has helped hundreds of people who have served in the US military find and keep a safe place to live.

### SSVF may be able to help with:

- Deposits and rental application fees
- Rent
- Housing searches
- Connecting to income benefits and/or other community resources to sustain stable housing
- Navigating healthcare system to fully access benefits and address medical needs
- Increasing financial literacy skills for long-term stability

### People who may qualify to get this help:

Must:

- Have served at least one day of active service in the US Military
- OR have served in the US Military or US reserves and were federally activated.
- Be homeless.
- Have an eviction notice, pay or vacate or termination of lease.
- Be living on a limited income.

### Where is this available?

Spokane, Stevens, Ferry, Whitman, Lincoln, and Pend Oreille counties in Washington.

Kootenai, Shoshone, Benewah, Boundary, Bonner, and Latah counties in Idaho.

### How do I get this help?

Call: +1 (509) 828-2449

**Walk-in:** Our offices are open Monday through Friday, from 8 AM to 12 PM, or 1 PM to 4 PM, located at 505 East Third Avenue, Spokane, WA



# I need help with life skills.

Goodwill provides services to people with disabilities. These services help them gain the skills and tools to live independently.

## Independent Living Services

Goodwill can help with:

- Mastering household tasks
- Learning how to take care of basic expenses
- Learning to use public transportation.

Our staff make a personalized plan to help you grow to live independently and ensure the living situation is safe and accessible. You must be referred to the program by a partner agency.

### Who can get this help?

People who qualify for DVR services.

### Where is this available?

Spokane and Moses Lake.

### How do I get this help?

Ask your DVR counselor for a referral to get help from Goodwill.



# I need help managing my finances.

## Finance Management/Representative Payee Services

Goodwill can help anyone manage their monthly finances as a Payee. Most of our clients are getting government assistance such as Social Security or Temporary Assistance to Needy Families (TANF) manage their monthly finances. Goodwill is authorized by federal and state agencies to receive the checks and then make payments to landlords, utilities, etc.

Goodwill's payee staff are skilled at building budgets for participants and negotiating payment schedules with creditors. Representative Payee Services are offered throughout our 23 county service area in eastern Washington and north Idaho. These services are provided through our offices in Spokane, Moses Lake, and Lewiston.

### Who can get this help?

Anyone.

### Where is this available?

Our offices are located in Spokane, Coeur d'Alene, Moses Lake, and Lewiston, but we can serve anyone who lives in these counties:

**Washington:** Okanogan, Ferry, Stevens, Pend Oreille, Douglas, Grant, Lincoln, Adams, Franklin, Whitman, Garfield, Asotin, Spokane.

**Idaho:** Boundary, Bonner, Kootenai, Benewah, Latah, Shoshone, Clearwater, Nez Perce, Lewis County, Idaho County.

### How do I get this help?

Call one of these offices:

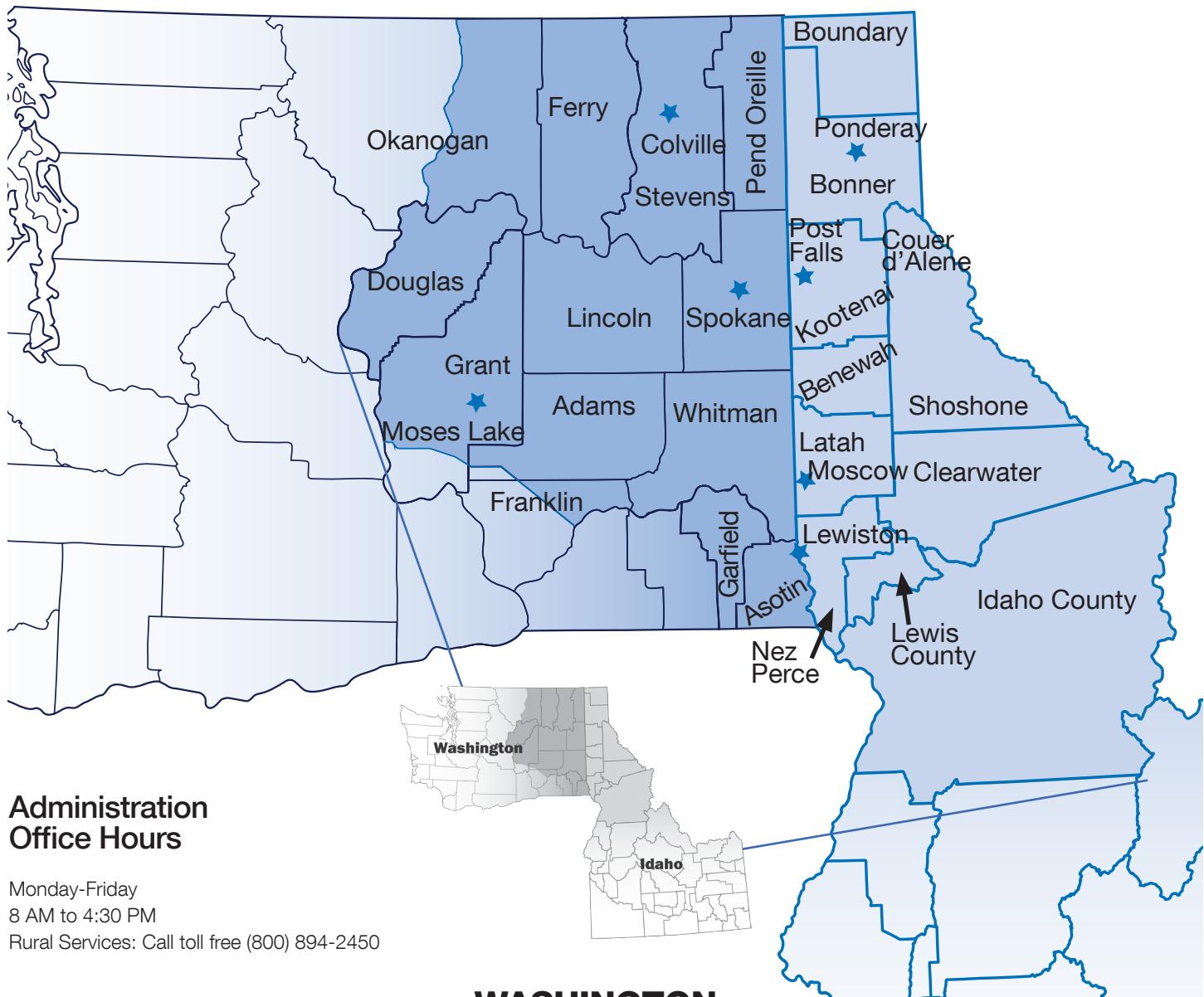
**Spokane/Couer D'Alene:** (509) 232-1120

**Lewiston:** (208) 743-8285 ext. 1

**Moses Lake:** (509) 765-1769 ext. 3



# Workforce & Family Services (WFS) Locations Map



## WASHINGTON

### Spokane WFS

(Spokane County)  
130 E. Third Avenue  
Spokane, WA 99202  
Phone: +1 (509) 838-4246  
Fax: +1 (509) 444-4371

### Supportive Services for Veteran Families

505 E. Third Avenue  
Spokane, WA 99202  
Phone: +1 (509) 838-4246  
Fax: +1 (509) 319-3575

### Moses Lake WFS

(Grant County)  
789 N. Central Drive  
Moses Lake, WA 98837  
Phone: +1 (509) 765-1769  
Fax: +1 (509) 765-9164

### Colville WFS

(Stevens County)  
557 S. Main Street  
Colville, WA 99114  
Phone: +1 (509) 684-6162

## IDAHO

### Ponderay WFS

(Bonner County)  
204 Larkspur Street  
Ponderay, ID 83852  
Phone: +1 (208) 265-1984  
Fax: +1 (208) 265-1983

### Post Falls WFS

(Kootenai County)  
4040 E. 16th Avenue  
Post Falls, ID 83854  
Phone: +1 (208) 773-6196  
Fax: +1 (208) 773-6829

### Lewiston WFS

(Nez Perce County)  
307 19th Street, Suite A3  
Lewiston, ID 83501  
Phone: +1 (208) 743-8285  
Fax: +1 (208) 746-7726

### Couer d'Alene WFS

(Kootenai County)  
1212 N 4th Street  
Couer d'Alene, ID 83814  
Phone: +1 (208) 765-4520

### Moscow WFS

(Latah County)  
201 Warbonnet Drive  
Moscow, ID 83843  
Phone: +1 (208) 882-9977  
Fax: +1 (208) 882-4373