

Guide to

Career Pathway Programs & Community Services



GOODWILL

of the Olympics & Rainier Region

VISION

Our vision is that every person has the opportunity to learn, work, and thrive in all aspects of life.

MISSION

To achieve our vision, we are committed to dismantling racism and advancing equity, diversity, and inclusion so we can help people reach their fullest potential through education, job placement, and career pathway services.

We do our work with great gratitude for the community donations, purchases, and partnerships that make our mission possible.



Who We Are

For over one hundred years, Goodwill of the Olympics & Rainier Region has been helping people transform their lives through the power of work. Today, Goodwill offers free job training and placement services through its Work Opportunity Training Centers in Tacoma, Longview, and Union Gap and through its online Digital Work Opportunity Center (DWOC) available to everyone across our 15-county service area.

We offer training programs in multiple in-demand industries to prepare people for competitive jobs in today's economy. Our Career Readiness Education Development (CRED) program adds to that training by assisting with interpersonal development, resume preparation, interview techniques, and financial education and coaching. In addition, we provide support services tailored for the needs of particular segments of our population, such as military veterans, people with disabilities, youth, seniors, and others.

We work with local businesses and organizations that wish to make a significant investment in their community by helping people reach their fullest potential through education and job training.

Goodwill funds 90% of its operations and services through its thrift retail social enterprise. Donated goods are sold in its 35 retail locations throughout Western and South-Central Washington, and through online sales to fund its free job training programs. This last year, 92.9% of Goodwill expenses supported mission programs and services and its retail operations. Additional funding comes from public grants, and financial contributions from the community.

GOODWILL WORK OPPORTUNITY CENTERS

Milgard (MWOC)

714 S. 27th Street
Tacoma, WA
98409

Longview (LWOC)

1030 15th Avenue
Longview, WA
98362

Union Gap (UGWOC)

1907 S. 1st Street
Union Gap, WA
98903

Digital (DWOC) CareerHub@GoodwillWA.org

Career Pathway Readiness & Education

Our offerings are designed around the employment needs of the communities we serve. We work with local companies and community partners to provide class content and skills training that are relevant in today's competitive job market. Each student who successfully completes our programs will exit with the tools necessary to gain employment and launch a career.

CURRENT OFFERINGS

Career Readiness

Whether you're entering the workforce or seeking your next promotion, it is critical to have the right skills. Our Career Readiness offerings equip you with a variety of important skills including, basic digital skills, personal finances, good work habits, workplace communication, career preparation, and job placement.

CAREER READINESS EDUCATION & DEVELOPMENT (CRED)

Offered in partnership with Coordinated Care, this class is an intensive overview of everything you need to be effective as an employee and job seeker. When you complete CRED, you exit with all the necessary resources to be successful at your job—from basic budgeting and digital skills, to good customer service, teamwork, and collaboration skills. You'll also learn how to make effective career decisions and build a professional portfolio, with the goal of taking your next career step with confidence.

CRED is designed to help you achieve your career goals. As a student of this class, you will leave CRED with a certification acknowledging your completion of:

- Basic Math Review
- Basic Digital Skills Review
- Interpersonal Skills (Work Habits)
- Career Preparation & Placement
- Basic Financial Education Review

BASIC DIGITAL SKILLS

This class is made for those who are new to using computers or need a refresher to gain skills necessary to find a job, take

online training courses, or work towards a promotion. In this class, you will learn:

- Basic computer skills
- Internet basics
- Internet navigation tips
- Using email
- Using Microsoft Windows 10
- Introduction to Microsoft Word
- Information literacy
- Typing skills

This three-week class is offered monthly and is available at our campuses in Tacoma and Longview. It is also available for the military and veteran community at our Union Gap Work Opportunity Center.

66%
of our students
now earn \$20 or
more per hour

FINANCIAL EDUCATION

In partnership with the United Way of Pierce County's Center for Strong Families, Goodwill provides people with the skills necessary to build financial stability and self-sufficiency. On average, we help 220 people each year achieve their financial goals as they improve credit scores, pay off student loans, work towards owning a home, and plan for retirement.

This workshop series offers a safe space for you to get to know your money better and to develop a financial plan. Whether you're on your journey to find a fulfilling job, or you're just learning how to be responsible with your money, these workshops will give you the confidence needed to move forward on your path to financial independence and growth.

You can attend any or all of the free workshops covering the topics of:

- Financial basics
- Money management
- Savings and banking
- FICO credit history
- Money in the marketplace
- Protecting your Finances

Completing all six classes awards you with a certificate of course completion and a free financial coaching session.

YOUTH GED

Our Youth GED® program is designed for young adults between the ages of 16 and 24, providing online classroom education with testing scholarships and coordination. This program is an alternative pathway for students to pass their four-part GED test and plan their next career steps.

Goodwill's GED test prep program is free to all eligible participants in the Kelso, Longview, and Tacoma School Districts, and includes support services with career and financial counseling.



Introduction to Industry

Through our Introduction to Industry courses, you will gain the skills and credentials needed to qualify for jobs in high-demand industries. We work directly with local employers to ensure that the skills you learn are what they need. In addition, we seek to meet you where you are in life to better support you on your road to career success.

Each Introduction to Industry course features a set of core subjects that are relevant to the industry the student is entering. These are:

- **Interpersonal Skills, such as how to:**
 - Think for themselves and solve problems
 - Manage time
 - Learn how to take feedback and better themselves with it
 - Set an example as a leader
- **Math Basics**
- **Career Preparation & Placement, including how to:**
 - Dress for success
 - Build a professional profile online
 - Apply for jobs, including preparing resumes and cover letters
 - Interview well and land a job
- **Personal Finance**
- **Industry Overview**

IT FUNDAMENTALS

This course will prepare you for an entry-level job in the tech industry as a helpdesk or IT technician. You are introduced to the most relevant and common computer functions along with the how-to of managing and maintaining a computer. The IT Fundamentals course also teaches system and software applications concepts. Upon completion of the course, you earn an IT Fundamentals Certificate.

In the IT Fundamentals Industry course, you learn how to:

- Troubleshoot potential hardware/software problems
- Replace computer hardware
- Understand different operating systems, computer networks, and software applications
- Set up and configure a workstation

The Career Hub

The Career Hub offers you the resources, skills, and support you'll need to search and apply for jobs, better prepare for interviews, and more. In addition to our core workshops, we also offer rotating workshops with relevant topics based on the demands of the job market. Services are offered in-person and include one-to-one coaching at our Milgard Work Opportunity Center in Tacoma, with many offerings available online through our Digital Work Opportunity Center. Please visit www.goodwillwa.org/career-hub to see our current workshop offerings and to sign up for our Career Hub Newsletter.

CAREER READINESS WORKSHOPS

Our Career Readiness Workshops are interactive sessions that adapt to the demands of the job market, with the primary focus being on how to land a great job. For example, you can learn how to write an adaptive resume through using keywords that make your resume more likely to be accepted by a potential employer. Please visit our website listed above for more information on what's currently being offered.

ENGLISH AS A SECOND LANGUAGE (ESL)

If you are a resident immigrant who is 19 years or older, who does not speak English as your primary language, this offering is for you. This program, offered at Goodwill, requires you to be a student of Clover Park Technical College (CPTC) and focuses on the four language competencies: reading, writing, speaking, and listening.

Those on student or tourist visas are not eligible. If you are on a student visa, please contact CPTC admissions for more information.

For more information and admissions:
phone: **+1 253-589-5702**
email: transitionalstudies@cptc.edu



“Goodwill shows you where to start on a path and helps you when you need it along the way.”

Steven
Youth Internship participant
now **Electrical Technician**

The Career Hub continued

HIGH SCHOOL DIPLOMA (HS+)

In partnership with Clover Park Technical College (CPTC), Goodwill offers you the ability to earn your high school diploma. If you are an adult (18+), you can work with a CPTC instructor on an individualized plan to work toward and finish your diploma. The program combines current courses with prior learning, as well as personal and professional experiences.

Most students can complete this class within 3-6 months!

For more information and admissions:
phone: **+1 253-589-5702**
email: **transitionalstudies@cptc.edu**

JOB RESOURCE ROOM

The Job Resource Room at the Milgard Work Opportunity Center in Tacoma is a certified WorkSource Affiliate site and is open to the public for a variety of services.

Designed to aid you in your ongoing job search, the room is equipped with multiple computers, a printer, and a telephone. From this location, you can access valuable resources such as labor market and occupational information, career-job search tools, job search assistance, and access to job postings. Staff members are available to assist in job search activities.

WORK ESSENTIALS

Goodwill has partnered with Indeed, the #1 job site in the world, to provide easy, flexible workshops to help you get the most out of your job search, giving you the best chance to find employment and start your new career.

Our workshops will help you create a cover letter, resume, develop interview skills, and give you an interactive walkthrough of the Indeed + Goodwill partnership page, at partner.indeed.com/goodwill.

This platform offers a variety of benefits from tutorials to skill assessments that increase a candidate's Indeed profile strength.

You will learn how to:

- **Maximize your Indeed profile + job search**
- **Perform a skill assessment**
- **Create resume + cover letter**
- **Improve interview preparation + interviewing skills**
- **Flexible workshop scheduling**
- **Connect to additional career services and resources!**



Digital Work Opportunity Center

Through our Digital Work Opportunity Center, Goodwill offers you access to online Career Readiness Workshops and specialized training that is self-monitored and self-paced. Specialized content is offered in our Skillsoft E-learning platform selectively throughout the academic year. To stay current on our offerings, please visit www.goodwillwa.org/career-hub and sign up for our Career Hub Newsletter.

DWOC RESOURCES

Our student portal grants you access to some of our top valued online resources.

These include:

- Northstar Digital Literacy
- Goodwill Community Foundation's Curriculum Library
- Washington State Career Bridge
- Job related TED Talks
- Goodwill's Resume Guide

SKILLSOFT E-LEARNING

If you are looking to learn new skills or enhance current skills, Skillsoft E-Learning is an online accessible, self-monitored

and self-paced learning platform. It offers a variety of professional development and career related areas in more than 140 subjects, including Information Technology, Business Compliance, Accounting, and Finance.

CAREER READINESS WORKSHOPS

Our Career Readiness Workshops are online, live sessions that adapt to the demands of the job market, with the primary focus being on how to land a great job. For example, you can learn how to write an adaptive resume through using keywords that make your resume more likely to be accepted by a potential employer. Please visit our website listed above for more information on what's currently being offered.

Tools Available Online

VIRTUAL LEARNING LIBRARY

Our Virtual Learning Library offers a vetted compilation of learning resources and job readiness topics that job seekers can utilize to maintain their employment skills along with upskilling for greater job opportunities. Job seekers can work at their own pace and leverage resources as they see fit for their career goals.

This library was compiled by Goodwill's Disability Services subject matter experts who are trained in assisting a broad range of individuals with supported employment needs along with the needs of all levels of learners.

For more information:

email: library@goodwillwa.org

Community Programs & Services

Goodwill provides services tailored to meet the needs of specific populations. If you have a disability, are active-duty or retired military, or are a senior or youth, we offer free services to help you find a path forward and to thrive in all aspects of life.

CURRENT OFFERINGS

Disability Services

Goodwill's Disability Services program provides a wide range of employment support to over 250 participants a year. We recognize the ability, responsibility and the right of all people to lead self-determined lives. Our goal is to ensure the inclusion of persons with disabilities into competitive, integrated employment positions in the field of their choosing.

Each individual using this support service will receive:

- **Identification of their talents, strengths, and capabilities**
- **Job search and support to:**
 - Develop a resume
 - Find potential employers
 - Complete job applications
 - Interview practice and preparation
- **Job placement assistance and advocacy**
- **Job integration support—learning and mastering the essential job functions**
- **Job retention assistance**
- **Access to our Virtual Learning Library**

For more information:
phone: **253-573-6629**
email: **jamies@goodwillwa.org**

INDIVIDUAL & GROUP SUPPORTED EMPLOYMENT SERVICES

These services assist individuals with developmental disabilities in obtaining and maintaining employment. Participants are supported in achieving community employment that offers competitive wages, an integrated work environment, and the greatest opportunity for independence on the job. Support services are individualized to meet each person's needs on the job consistent with the participant's interest, skills, and employment goals.

A referral is required to participate in this program from any one of the following:

- Developmental Disabilities Administration
- Division of Vocational Rehabilitation
- Department of Services for the Blind
- School district personnel
- Those who are receiving: DDA Basic Plus or Community Protection Home and Community Based Service Waivers, or on Roads to Community Living

And the participant must be:

- 21+ and residing in Pierce or Cowlitz County
- Able to take care of one's own hygiene and personal needs
- Not be a danger to themselves or others
- Have a developmental disability

SCHOOL TO WORK

The School to Work Program is designed to help successfully transition students to securing paid employment prior to exiting school. Students enrolled in the program collaborate with their parent(s)/guardian, school district staff, Division of Vocational Rehabilitation (DVR) and the Developmental Disabilities Administration (DDA). The goal is to help the student find a good job before exiting the school district's transition program, thus making a seamless transition into the adult services system.

A student must meet one of the following criteria:

- Have an open case with Developmental Disabilities Administration
- Be enrolled and attending Pierce County high school
- Have applied and be eligible for services with the Division of Vocational Rehabilitation
- Be referred by school district personnel

The student must also have a developmental disability and:

- A high school student completing their last year in school and residing in Pierce County
- Able to take care of one's own hygiene and personal needs
- Not be a danger to themselves or others



“Once I found Goodwill, it was like my lifeline out in the ocean. It was like—finally someone could advocate for me who understood my needs”

Kim
Ticket to Work participant
now **Security Supervisor**

TICKET TO WORK

Ticket to Work is a free and voluntary program offered by Social Security that can help people age 18 through 64 receiving Social Security benefits (SSDI and/or SSI) and who are interested in returning to work or working for the first time.

Participants who are interested in working receive work incentives and support throughout the journey to financial independence.

Participants receive:

- Individualized career counseling, personalized work plan, and analysis of impact on medical benefits for returning to work
- Pre & post-employment services including resume and job search assistance, mock interviews, assistance with Social Security requests, and more

- Three to five years of support during program enrollment
- Potential waiver of medical review (CDR) by Social Security
- Work incentives for SSDI and SSI beneficiaries are built into the program to provide support for cash and medical benefits

To qualify, participants must be:

- Between the ages 18 and 64
- Currently receiving Social Security Disability Insurance (SSDI) and/or Supplemental Security Income (SSI)

For more information about Ticket to Work:
phone: **253-573-6796**
email: **T2W@goodwillwa.org**
or visit
www.choosework.ssa.gov

Military & Veteran Services

Military & Veteran Services offers active military personnel who are transitioning to civilian life, veterans of all service eras, and the families and caregivers of each, a full range of education, job training, and support services. Each year, we help an average of 1,500 transitioning military, military veterans, and their families move forward toward long-term financial stability.

MILITARY & VETERAN SERVICES

Goodwill's programs are free and can support you through the full cycle of determining your career path, gaining the skills you need to succeed, building your resume, connecting with employers, interviewing, and more.

Transitioning from military to civilian life or living as a veteran can be challenging. Our program and broad network of partners provide individualized, holistic plans to help each participant succeed. We seek to serve the needs of the whole family, as well as caregivers, with the goal of achieving job placement, retention, and long-term financial stability.

We serve current and transitioning military members, Gold Star families, veterans of all service eras and rank, military and veteran spouses, widows, and dependents under 25 living with a veteran or military sponsor. We offer programs and support at our three Work Opportunity Centers located in Tacoma, Union Gap (Yakima), Longview, Joint Base Lewis-McChord (JBLM), as well as online through our Digital Work Opportunity Center.

Program offerings:

- Connections with local service organizations and employers within your community
- Job leads and networking opportunities
- Support from a staff of veterans and military spouses
- No cost training opportunities, some leading to certifications
- One-on-one resume and cover letter assistance
- Digital upskilling
- Job interview preparations

For more information:

email: veteranservices@goodwillwa.org

BOOTS TO SHOES® MENTORSHIP PROGRAM

This program will pair you with trained civilian mentors who are dedicated to helping you to transition to civilian jobs and careers.

Boots to Shoes provides you with:

- Insight into the language of civilian professions
- Objective discussion of the veteran's goals
- Encouragement as the veteran develops a job search plan
- A sounding board and checkpoint for progress
- Appreciation for the veteran's service

For more information:

email: bootstoshoes@goodwillwa.org

Senior Community Service Employment Program (SCSEP)

Goodwill proudly participates in the Senior Community Service Employment Program (SCSEP), a national employment and training program funded by the U.S. Department of Labor.

SCSEP is the nation's oldest employment program for seniors. It helps low-income, unemployed individuals 55 and older find work, matching eligible older adults with part-time training assignments at non-profits or government agencies. Participants build skills and self-confidence,

while earning a modest income with a goal of transitioning seniors into non-subsidized employment plans to help each participant succeed. The plan serves the needs of the whole family as well as caregivers, so they can achieve job placement, retention, and long-term financial stability.

Individuals accepted into the program are assigned job training placements at Host Agencies in the community (usually a community based non-profit service organization) based on the individual's preference and employment goals developed from their IEP (Individual Employment Plan).

Participants enrolled in the program are eligible to enroll and complete the Career Readiness Education and Development (CRED) and/or other Goodwill programs as a partner with the local Workforce Development Councils.

Requirements are as follows:

- Must be 55 years or older
- Unemployed for at least six (6) months
- Have a total family income of less than 125 percent of the Federal Poverty Level

And must also meet one of the following:

- Have low employment prospects
- Are unable to find employment through the WIOA Workforce system
- Homeless or at risk of homelessness
- Veterans and qualified spouses
- Have limited English proficiency
- Have low literacy skills
- Have a developmental disability

For more information:

careerhub@goodwillwa.org

1,848
services offered to
veterans and their
families last year

Other Programs

NEXT - OUT OF SCHOOL YOUTH (WIOA)

This program focuses on at-risk young adults, ages 16-24, and helps them to complete their education, land a job, and build their career. Each year, we work with an average of 200 young adults to help them overcome barriers that may stand in their way on their journey to success. *This program is only offered in Cowlitz County out of our Longview Work Opportunity Center.*

For more information:

katiem@goodwillwa.org

LIFELAUNCH: GO

The LifeLaunch: Growth Opportunities (GO) training program is designed to prepare justice-involved young adults ages 18-24 for success in the workplace. The Department of Justice defines Justice-Involved Youth as those participating in court-ordered diversion programs, in detention, correctional, or other residential facilities, and/or are on probation due to a delinquency finding by juvenile court.

This program is made possible thanks to a grant awarded by the U.S. Department of Labor's Employment and Training Administration (ETA).

For more information:

grow@goodwillwa.org

WORKFIRST

Designed to transition people from Temporary Assistance for Needy Families (TANF) to financial stability and a rewarding career, the WorkFirst program provides skill assessments and on-the-job training, and increases the participant's professional skills and employability. Participants also receive guidance in developing vocational and educational goals, identifying and eliminating barriers to employment, and other support services to help them succeed. A referral from DSHS is required to participate in WorkFirst.

For more information:

cindyf@goodwillwa.org

Dedication to our Community and Employees

A Commitment to Becoming an Antiracist Organization

Goodwill of the Olympics and Rainier Region is committed to creating and sustaining a culture of equity, diversity and inclusion in our organization and across our communities. This begins with an immediate focus on becoming an antiracist organization that actively works to dismantle structural and institutional racism and condemns racist practices and behaviors in all forms.

With this aim in mind, we will advance and administer antiracist, equity-based policies and champion diversity and inclusion throughout our organization and the communities we serve. Our commitment is foundational to our ability to realize our vision alongside community partners and deliver our mission to all we serve.

We have instituted and strengthened a number of organizational policies and will continue to evaluate our policies and practices going forward. To help guide us on our journey in becoming an antiracist organization, we have developed a strategy map that provides an overview of how we will build antiracism work into the foundation of our organization and integrate strategies and actions throughout all aspects of our operations and service.

For more information, please visit:

<https://goodwillwa.org/becoming-antiracist-organization/>

An Employee Declaration

At Goodwill we are guided by our C.A.R.E.S. Values. They underpin everything we do. Our employees live these values every day in their service to customers, clients, students, program participants, and to each other as innovative teams focused on caring for our communities. We are proud to:

Champion Diversity

Act with Integrity & Gratitude

Respect Everyone

Educate & Serve with Compassion

Strive for Excellence

Certifications and Accreditations



Our Vocational School is licensed under Chapter 28C.10 RCW. Inquiries or complaints regarding this private vocational school may be made to the:

Workforce Training and Education Coordinating Board
128 Tenth Avenue SW, Box 43105
Olympia, Washington 98504
Telephone: 360-709-4600
Online at: wtb.wa.gov
Email: wtecb@wtb.wa.gov

Goodwill of the Olympics & Rainier Region is a WorkSource Connection site in Pierce County.

Contacts

For questions and general inquiries about our programs please visit: goodwillwa.org/our-offerings
or email: careerhub@goodwillwa.org

For more information about our programs and services, please visit our website at: goodwillwa.org

For press and media relations, please contact our marketing department at: pr@goodwillwa.org

Our ESL and High School+ programs are offered by



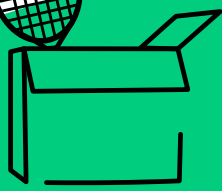
The Career Hub at the Milgard Work Opportunity Center in Tacoma is a certified WorkSource Connections site.

Goodwill® proudly participates in the Senior Community Service Employment Program (SCSEP), a national employment and training program funded by the U.S. Department of Labor.

A \$22,836,313 grant from the U.S. Department of Labor provided 90 percent of the funding for Goodwill's SCSEP programs in the program year 2023. Goodwill's provided the remaining 10 percent through in-kind contributions worth more than \$2,537,378.

See <http://www.goodwill.org/scsep/> for funding details. Goodwill of the Olympics & Rainier Region received a sub award of \$1,511,055 and is contributing in-kind contributions valued at \$175,623 to cover the remaining 10 percent of operational costs.

YOU DONATE AND SHOP



Pre-loved clothes and household goods are donated



Consumers shop in our stores—funding our job training programs

PEOPLE GET JOBS



People get jobs, build careers, and realize their full potential



We provide individualized job placement and support



People get job training and skills

WE TRAIN AND SUPPORT

Work Opportunity Center Offerings

Milgard WOC (Tacoma)

714 S. 27th Street
Tacoma, WA. 98409

CAREER READINESS & EDUCATION

Career Readiness

- Career Readiness Education & Development (CRED)
- Basic Digital Skills
- Financial Education
- Youth GED

Introduction to Industry

- IT Fundamentals

Career Hub

- Career Readiness Workshops
- English as a Second Language (ESL)
- High School Diploma (HS+)
- Job Resource Room
- Indeed Work Essentials
- Skillsoft E-Learning

COMMUNITY PROGRAMS & SERVICES

Disability Services

- Individual & Group Supported Employment Services
- School to Work
- Ticket to Work

Military & Veterans Services

- Boots to Shoes
- Boots to Shoes Mentorship Program

Seniors

- Senior Community Service Employment Program (SCSEP)

Youth

- Youth GED
- LifeLaunch: GO (for justice-involved youth)

Other

- WorkFirst

Longview WOC

1030 15th Avenue
Longview, WA. 98362

CAREER READINESS & EDUCATION

Career Readiness

- Youth GED
- Basic Digital Skills

COMMUNITY PROGRAMS & SERVICES

Youth

- NEXT - Out of School Youth (WIOA)

Disability Services

- Individual & Group Supported

Seniors

- Senior Community Service Employment Program (SCSEP)

Union Gap WOC

1907 S, 1st Street
Union Gap, WA. 98903

COMMUNITY PROGRAMS & SERVICES

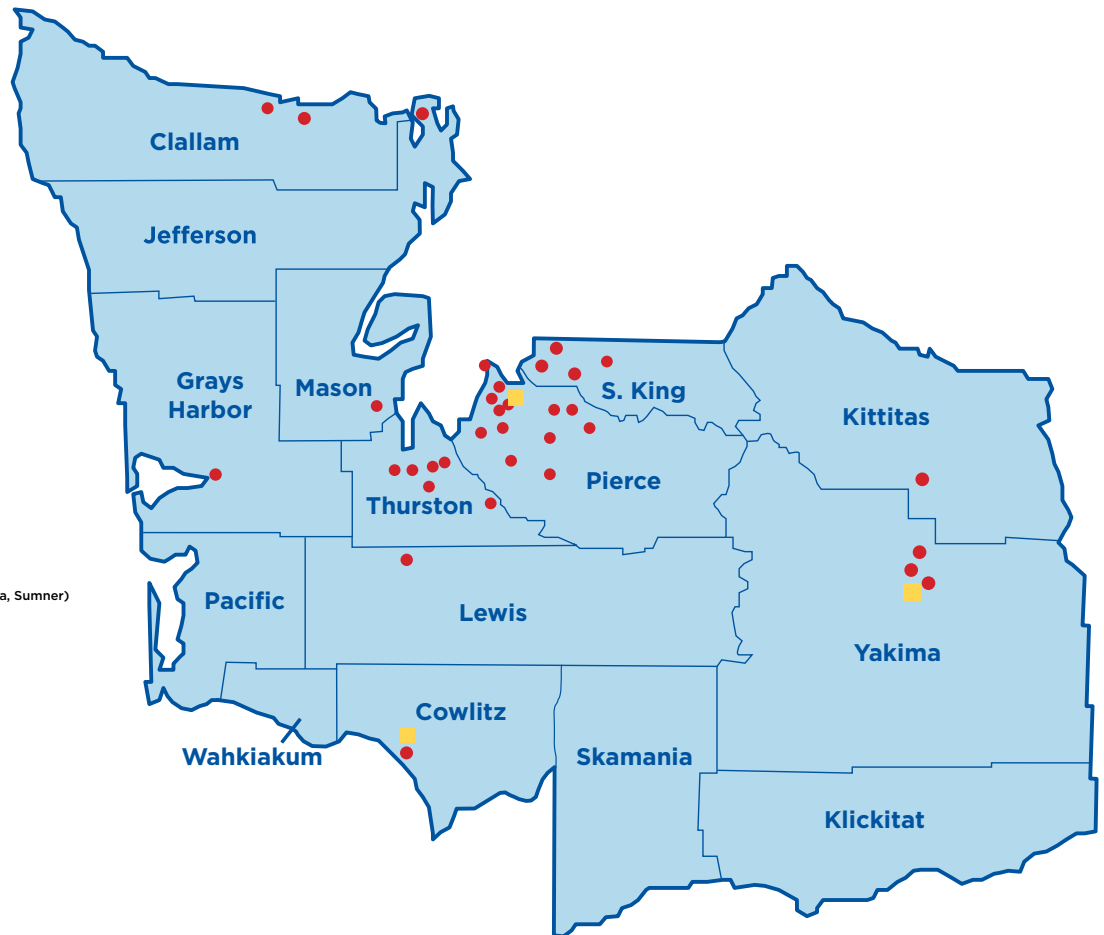
Military & Veterans Services

- Basic Digital Skills
for the Military & Veteran Community

- Boots to Shoes

Seniors

- Senior Community Service Employment Program (SCSEP)



Goodwill of the Olympics & Rainier Region

- 15 County Service Area
- 34 Retail Locations
 - 29 mainline stores
 - 3 *blue* boutique stores (Olympia, Tacoma, Sumner)
 - 2 outlet stores (Olympia, Tacoma)
- 1 Online Store
 - ShopGoodwill.com/goodwillwa
- 3 Work Opportunity Centers
 - Tacoma
 - Longview
 - Union Gap

- Retail Stores
- Work Opportunity Centers



714 S. 27th Street • Tacoma, WA 98409
253-573-6500