GOODWILL INDUSTRIES of Northeast Texas, Inc.

Mission Services Department

Handbook for Services

Welcome

Welcome to Goodwill Industries of Northeast Texas, Inc. This handbook has been prepared to help you understand your rights and your responsibilities in addition to services and programs offered. If you have any questions, please contact a member of the Mission Services Team using the information on the business card given to you at the initial meeting.

Purpose Statement

We are committed to enriching the lives of individuals with disabilities or disadvantages. Through skills training, hands-on experience, and opportunities for creative expression, we help people discover their potential, build confidence, improve quality of life, and thrive in inclusive environments.

Mission Statement

Our mission is to improve the quality of life for people with disabilities or disadvantages. This is accomplished through training programs, placement in competitive employment and opportunities for creative expression.

Our Core Values

- People
- Integrity
- Stewardship
- Empowerment
- Recognition
- Spirit
- Teamwork
- Open Communication
- Continuous Improvement

Population Served

The following criteria apply to persons served:

- Individual has a mental health, physical health, intellectual, developmental, emotional, or vocational disability, the person is economically or otherwise disadvantaged; or is a child or senior citizen.
- Able to care for own personal needs.
- 16 years of age or older-GoodwillWorks / ArtWorks 2+ years
- Ambulatory or mobile non-ambulatory.
- Substance use disorder in remission.
- Possess functional communication skills.

- Impairment or conduct is not dangerous to self or others.
- Self-medication. Goodwill Staff are not responsible for storing, handling, administering, or disposing of medication.

Cost of Services

There is no charge for participation in Goodwill Mission Services Programs. GoodwillWorks programs include Employee Development Services (EDS) and Contract Services. Employee Development Services is a paid temporary position on the Goodwill payroll. WorkQuest contract services are paid, temporary assignments on the Goodwill payroll provided through a contract with the State of Texas. ArtWorks services are offered free of charge. All Mission Services Programs are supported by Goodwill of Northeast Texas, Inc.'s Donated Retail Goods Department.

Delivery of Services

All services described are provided by Goodwill staff and no services are subcontracted.

Mission Services Team

The Missions Services Team is comprised of ethical and culturally versed staff who are **competent, trained, and supervised**, with training in: disability-related needs; communication supports; employment practices; safety procedures; participant rights & informed choice. The team received updated annual training to stay abreast of best practices in areas such as suicide prevention, dementia and other aging diseases, trauma informed care and positive behavioral interventions. Additional training is provided as relevant to each position and as they become available.

Participant Eligibility and Program Overview

Goodwill Mission Programs are designed to support individuals with a disability or disadvantage who are committed to engaging in scheduled activities and actively working toward their personal program goals. All Goodwill Mission Programs are provided directly by Goodwill Teammates. When an applicant is found ineligible for any program, the individual (and upon request the family/support system and/or referral source) is informed either by phone, email or in person as to the reason and provided recommendations for alternative services. The Goodwill Mission Services Team does not use seclusion or restraint in any program; however, any behavior threatened or observed that may be harmful or may cause serious property damage may result in temporary or permanent removal from a program. Goodwill does not provide medication monitoring or management in any program. Each program offered by Goodwill includes detailed information on: **Population Served, Entry Criteria, Referral and Acceptance Process, Program Costs, Expected Outcomes of Services, Service Availability and Potential Wait Times, Person-Centered Planning Practices, CARF Accreditation (when applicable), Program Relationship to the Criminal Justice System, and Participant Expectations**.

Participation Requirements

To ensure safety and success within Goodwill Mission Programs, participants must meet the following requirements:

Activities of Daily Living (ADLs)

Participants must be able to manage their own Activities of Daily Living (ADLs).

Individuals who require assistance must attend with a coach or guardian who can provide the needed support. Goodwill Mission Services does **not** provide medication management or monitoring in any program.

Guardianship and Minor Children

Participants who are minors or have a legally appointed guardian must be accompanied by their parent or guardian during program services unless an alternative arrangement has been approved by program staff.

Transportation

Participants are responsible for securing their own transportation to and from services. Goodwill does **not** provide transportation.

Behavioral Expectations

Goodwill is committed to maintaining a safe and productive environment.
Behavior that poses a threat to oneself or others or may impose threat of serious property damage will not be tolerated and may result in **temporary or permanent dismissal** from the program.

Program Engagement Expectations

- Attend orientation, training and services as scheduled
- Arrive on time and prepared
- Present positive, respectful attitude to staff and other participants
- Wear clothing appropriate for the activity or work setting
- Maintain good personal hygiene
- Participate actively in individualized service planning

Data Collection and Documentation Practices

Data is collected from multiple sources including but not limited to incidents, grievances, surveys and stakeholder input. Documentation is comprehensive and accurate, including training records, policies and procedures and service delivery. Data informs organizational planning, quality improvement and corrective action. Performance outcomes are measured and reviewed regarding job skills, goal attainment, participant participation and satisfaction. Staff competency and training are documented including orientation, ongoing training and competency assessments. Risk management and compliance systems are documented in risk management plans and corrective actions. Program services are documented in participants' electronic records within (3) days of service provision.

Goodwill Industries of Northeast Texas Inc. – Mission Services Department

2606 E. Lamar Street
Sherman, TX 75090
Phone 903.893.6500

General Office Hours are:
Monday through Friday 8:00
a.m. until 5:00 p.m.
Office is closed on major holidays.

ArtWorks
510 W. Main Street
Denison, TX 7502
Phone 903.415.6500
General Hours are:
Monday-Friday 9:00 a.m. – 6:00 p.m.
Saturdays 9:00 a.m. – 4:00 p.m.
Artworks is closed on Thanksgiving Day and Christmas Day

If staff are not available, please leave a phone message. Your call will be returned as soon as possible.

All meetings with Participants are held at a Goodwill facility or at another accessible location. Goodwill uses person centered planning. This involves working with you, your family, or other stakeholders to have input to meet your personal, program goals.

Frequency of meetings and length of time in a program varies depending upon the type of program/service. If there will be a delay in starting your services, you will be notified by phone, email or mail.

You are responsible for any cash or other possessions you might have with you.

You are responsible for storing, handling and taking your own medications if you might need the medications while in one of Goodwill's programs. **Goodwill does not store, handle, administer or dispose of prescription or over-the-counter medications.**

Goodwill offers services in person in Grayson County at either a Goodwill facility or other accessible location.

If the selected program has no openings, participants will be placed on a waiting list according to the date their application or referral was received, both the participant and referral source will be notified that there will be a delay in the start of their service. As program openings become available, participants will be taken off the list in the order listed and/or the participant's availability.

All scheduled group activities at ArtWorks require that the group sponsor be present and remain with the group throughout the scheduled time. Should any participants become aggressive, cause damage to property, or display threatening behaviors, the entire group may be asked to leave. Thereafter, either the individual participant or entire group may be removed from the monthly schedule depending on what resolution can be reached regarding inappropriate behaviors.

While our goal is to be as inclusive as possible, we also must maintain safety at all times.

Rights of Persons Served:

- To privacy and confidentiality of personal and health information, information will not be released without written consent except as required by law; and informed consent regarding release of information.
- To be treated at all times with dignity, respect, and courtesy; to remain free from abuse, neglect, financial or other exploitation, humiliation, retaliation, and any form of discrimination.
- To receive clear and understandable information regarding immediate, pending, and potential future service/support needs in sufficient time to facilitate persons served decision making and including risks when applicable.
- To access one's own record, consistent with law and clinical judgment regarding potential harm, and to request corrections or an explanation of the record as permitted.
- To informed consent to accept or refuse, express individual choice, and withdraw consent regarding: service delivery, release of information. Concurrent services, composition of the service delivery team and involvement in any research projects (if/when applicable).
- To access or be referred to legal entities for appropriate representation, self-help support groups and advocacy support services.
- To adherence to research guidelines and ethics when or if applicable to persons served.
- To prompt investigation and resolution of alleged infringement of rights through the company complaint policy, including filing and/or appealing a grievance, without fear of retaliation.
- To receive services that are person-centered and most appropriate to the individual's needs, strengths, abilities, preferences, culture, and desired outcomes.
- To be the primary decision-maker in developing, reviewing, and updating the Individual Service Plan (ISP), and to invite family, a legally authorized representative (LAR), or others of their choosing to participate.
- To all additional legal rights not outlined heretofore.
- To fair and lawful compensation for any real, productive work performed in accordance with applicable wage and labor regulations.
- To receive reasonable accommodations and accessible communication supports (e.g., language interpretation, alternative formats, and assistive technology) necessary to understand and participate in services.
- To a safe, clean, inclusive service environment that supports health, wellness, and freedom from discrimination.
- To be informed about fees and the source(s) of payment for services, including any financial responsibilities.
- To provide feedback about services without fear of retaliation.
- For persons with guardians/LARs: to have rights exercised on their behalf consistent with law while receiving support to exercise self-determination to the greatest extent possible.
- To be informed—at entry and annually thereafter—of these rights and how to contact program leadership and oversight entities.

Responsibilities of Persons Served:

While participating in any Goodwill Mission Services Program, you have the following responsibilities:

- To treat others with dignity and respect, including fellow participants, staff, volunteers, and visitors.
- To participate actively in your services and engage in person-centered planning to the best of your ability.
- To attend scheduled services regularly and arrive on time or notify staff in advance if you will be absent or late.
- To follow program guidelines, expectations, and safety procedures designed to protect you and others.
- To refrain from behavior that may result in significant property damage.
- To maintain appropriate behavior that does not threaten the safety or well-being of yourself or others.
- To wear appropriate clothing for program activities and maintain good personal hygiene.
- To respect the privacy and confidentiality of others participating in services.
- To provide accurate information needed to plan and deliver your services.
- To communicate your needs, preferences, concerns, or changes in your circumstances so staff can support you effectively.
- To use equipment, materials, and program spaces safely and responsibly.
- To manage your own personal medication and health needs, or ensure support is present if required, as Goodwill does not provide medication management.
- To provide your own transportation to and from services or arrange for a transportation provider.
- To follow any legal requirements or conditions set by outside agencies, when applicable.
- To participate respectfully in the complaint or grievance process if you choose to use it.

Complaint Procedure

All Goodwill Mission Services Department participants will follow the Complaint Process outlined in the Goodwill Employee Handbook when needed.

For detailed information on the Complaint Procedure, please refer to the Goodwill Employee Handbook. You are free to ask a staff member, at any time, to review the Complaint Procedure inside the Employee Handbook. A copy of the Complaint Procedure will be provided to you at your request.

Grievance Procedure

All Goodwill Mission Services Department participants will follow the Grievance Procedure for Employee outlined in the Goodwill Employee Handbook when needed.

For detailed information on the Grievance Procedure for Employee, please refer to the Goodwill Employee Handbook. You are free to ask a staff member, at any time, to review the Grievance Procedure for Employee inside the Employee Handbook. A copy of the Grievance Procedure for Employee will be provided to you at your request.

Use of Artificial Intelligence (AI)

At times we may use tools called artificial intelligence (AI) to help improve our programs and services. For example, we may use AI to:

- help organize and proofread notes and records
- find helpful information
- look for patterns in data

AI helps our team, but a person — not a computer — always makes the final decision about your services. If we use AI in a way that affects your services, we will tell you in writing. We will also explain how you can ask questions. We will tell you how to ask for options that do not use AI, if those options are available.

Disclosure statement
We use a tool called Microsoft Copilot. It is a type of artificial intelligence (AI) that helps our team with tasks like organizing and proofreading notes and records. We may also use AI to find relevant information or exercises to support curriculum instruction.
We only use Microsoft Copilot. We do not use any other AI tools unless they have been approved by Human Resources. We may use Copilot when we talk with you about your services, like your goals or plans. Copilot helps us remember what was said. A person — not a computer — reviews the notes and makes all final decisions about your services. We will tell you when Copilot is being used and when it stops. We will also explain how you can ask questions or get help. You can ask to have your meeting without Copilot.

Mission Services Department Orientation to the Programs

SAFETY - YOUR SAFETY and the safety of others are everyone's concern. We ask that you always work carefully and follow posted safety regulations. At any job site you will be instructed as to that employer's specific rules. We will make sure that you always know how to respond in case of fire, tornado, other severe weather, or other emergency situations.

In order to ensure proper **INFECTION CONTROL,** you should never try to assist an injured co-worker or customer. Instead, you should report any injury/accident **IMMEDIATELY** to staff. If you are injured, no matter how small, report it to your supervisor or other staff member.

FIRE SAFETY ROUTES will be reviewed with you so that in the event of a fire at your location you will know how to exit quickly and safely, as well as where to gather once outside the danger zone.

Goodwill staff will discuss with you where you will go in the event of a **TORNADO OR OTHER SEVERE WEATHER**. Once at the designated area follow any additional instructions.

All Goodwill facilities are **SMOKE FREE.** If you smoke, you will need to use the outside-designated smoking area. At any location other than a Goodwill facility, you will follow the posted smoking policy.

NON-DISCRIMINATION - EVERYONE has the right to be treated with **DIGNITY AND RESPECT.** There will be no name calling, taunting, meanness, obnoxious teasing, or malicious comments.

EVERYONE has the right to be free from **UNWANTED SEXUAL ATTENTION.** This includes touching, brushing closely by someone when there is adequate room to move without making contact or fondling your body in front of another person. It also includes exposure of your body or staring at yourself or another person in an indecent manner. No comments, statements about another's body, sexual orientation, habits, lewd remarks, or lewd suggestions will be tolerated. There is never an excuse for this type of behavior in a work, education, or training setting. Treat everyone with dignity and respect. If you believe you have been or are being sexually harassed in any manner, report all accusations to the Senior Director of Mission Services or Human Resources immediately. Sexual harassment will be dealt with as quickly as possible.

PERSONAL GROOMING/ HYGIENE/ DRESS The Goodwill staff person you are working with will discuss appropriate dress for your program. Cleanliness and good personal hygiene are expected from everyone.

PERSONAL PHONE CALLS Only emergency telephone calls should be made or received during program hours. Personal calls should be made during breaks. You should always follow any outside employer's guidelines.

PARTICIPANT / GOODWILL RESPONSIBILITIES – PARTICIPANT ATTENDANCE- Your effort is essential to the success of the program you are entering. We expect and require you to be present when scheduled to work and/ or attend class or meetings. You are also expected to report on time. You should try to be at all appointments, but if you are going to be late or absent, call the Mission Services Department or ArtWorks as soon as possible, at least one hour before your scheduled time. If you are continually late or absent to appointments or to the work site, appropriate disciplinary action will be taken up to and including program termination. Groups who are continually

late or no-show scheduled group activities at ArtWorks without notice may be removed from the group schedule.

CLOSING/CANCELLATIONS If we find it necessary to cancel a meeting or service, staff will notify you. If you are unsure whether your scheduled work hours, meeting, or group activity has been cancelled due to weather or other emergency conditions, please call the Mission Services Department or ArtWorks. If you are scheduled to work off campus, please call your employer for instructions after calling the Missions Services Department.

DISCIPLINARY- DISCIPLINARY MEASURES - While participating in a Goodwill program, you are required to abide by certain rules and regulations, which are established to protect you and others from injury or other threats to your well-being, and to promote harmonious and efficient working conditions. During orientation, we have discussed some safety guidelines and other areas of concern. The safety guidelines are for your protection. The areas of concern are for assisting you to be successful with your goals. Mission Services and/or ArtWorks staff will attempt to help you identify problems and to improve your performance and behavior should the need arise. If problems persist, and attempts to resolve them are not successful, you may be suspended and/or terminated from your paid, temporary position or ArtWorks program.

THE FOLLOWING CAN BE GROUNDS FOR IMMEDIATE TERMINATION OF YOUR GOODWILL PROGRAM:

- Stealing from others or Goodwill, and/or removal of another person's or Goodwill's property without permission.
- Falsification of records or misrepresentation of essential information.
- Possession and/or use of alcohol, drugs, or controlled substances while enrolled in a Mission Services Department program or while on Goodwill property.
- Destruction, abuse, or misuse of Goodwill property or the property of another.
- Conducting oneself in such a manner as to endanger life or property.
- Possession of any weapon on Goodwill property.
- Failure or refusal to follow instructions.
- Threatening harm to another or participating in physical violence.
- Using profane or abusive language.
- Harassment of another employee, including but not limited to, verbal or physical conduct, with regard to or on the basis of race, color, religion, sex, gender, gender identity, sexual orientation, age, national origin, ancestry, citizenship, political affiliation or belief, military or veteran status, genetic information, non-disqualifying disability, or other legally protected

status.

- Falsification or tampering with one's own or another's time clock.

- Failure to report to the immediate supervisor any accident or critical incident in which you are involved.

PROGRAMS

Program Descriptions

The following are brief descriptions of programs and services provided. All services described are provided by Goodwill staff and no services are subcontracted. If you would like additional information, please ask one of our staff.

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Employee Development Services (CARF Accredited) – A program offering paid, temporary work experiences that help individuals with disabilities or disadvantages build workplace skills. **Participants gain real-world experience while developing strong, positive work habits for long-term career success**.

- **Population Served-** 16 years or older with a disability or disadvantage.
- **Entry Criteria-**completed application and interview with Mission Services Leadership to determine eligibility. Active substance use disorder or violent behaviors are exclusionary criteria from the program.
- **Referral and Acceptance Process-**community agency or self-referrals accepted. Director of GoodwillWorks will determine acceptance based on program requirements and availability. Acceptance into the program is based upon eligibility criteria as well as participant's functional need for employee development services and ability to benefit from the program. Active substance use disorder or violent behaviors are exclusionary criteria from the program.
- **Program Costs-**no cost, paid, part-time, temporary employment.
- **Expected Outcomes of Services-** competitive employment; increased work hours or wages; job seeking and keeping skills development; and/or exposure to availability of variety of jobs. Participants must have a goal of entering the workforce to participate.
- **Service Availability and Potential Wait Times-** These services are provided at Goodwill locations in Grayson County and are offered M-F from 8 a.m. – 5 p.m. GoodwillWorks is a 3–4-month program (based upon individual needs and preferences) and has a limited number of slots available. Enrollment is open, however, there may be a waiting list as determined by the number of current participants versus the number of Mission Services Teammates available to provide individualized and person-centered services.
- **Person-Centered Planning Practices-**Collaboration in Individualized Service Planning and informed choice- clear, understandable information about available program options, supports and potential outcomes to allow voluntary, self-directed decisions that align with personal goals. Legal guardians or other stakeholders may be involved in person centered planning at participant's request.
- **Program Relationship to the Criminal Justice System-**Referrals are accepted from local Probation and Parole Departments. There are no formal agreements with the local criminal justice system.

- **Participant Expectations**, including:
  - Engagement in individualized service planning
  - Desire to participate in the program
  - Engagement in and best efforts put forth on each assigned task
  - Regular attendance and punctuality
  - Appropriate clothing for scheduled work or program activities
  - Good personal hygiene
  - Request for any supports needed to successfully complete program
  - Appropriate behavior and positive contribution to workplace culture

  ArtWorks – **A creative, hands-on studio and gallery where community members can come together to foster an inclusive community of creativity**. The program offers ongoing, group sessions in art, music, exercise, and multi-ball activities in addition to open studio time for individuals wanting to create artwork in an inclusive, vibrant space. Participants are encouraged to wear old clothing or aprons, as paint and other art materials may cause damage. Goodwill is not responsible for any clothing that becomes damaged. Parents must accompany minors, and legal guardians must attend with the participants they represent unless other arrangements have been approved by program staff.

- **Population Served-** children, senior citizens, teenagers, Veterans or individuals with a disability or disadvantage.

- **Entry Criteria-**completed application. Active substance use disorder or violent behaviors are exclusionary criteria from the program.

- **Referral and Acceptance Process-**community agency or self-referrals accepted. ArtWorks Manager will determine acceptance based on program requirements and availability.

- **Program Costs-**no cost for program services, all services are funded through Goodwill Donated Goods Retail. After-hours events are available at varying rates depending on the activity. Please refer to the ArtWorks Menu of Services for additional information.

- **Expected Outcomes of Services-** Increased quality of life; building community; enhancing talents or skills; increased socialization; creating microbusiness through gallery sales; creative expression and/or inclusiveness in the art community.

- **Service Availability and Potential Wait Times-** ArtWorks is located at 510 W. Main Street, Denison, TX 75020. ArtWorks hours are M-F 9 a.m. – 6 p.m. and Sat 9 a.m. – 4 p.m. Wait times may occur when multiple groups request the same day or time for recurring sessions. Wait times for gallery display and sale may occur due to limited space and scheduled exhibit changes.

- **Person-Centered Planning Practices-**ArtWorks does not use Individualized Service Plans; however, participants choices and needs are considered during each service activity. Participants are provided with informed choice-clear, understandable information about available program options, supports and potential outcomes to allow voluntary, self-directed decisions that align with personal goals. Legal guardians or parents of minors are required to attend with their individual when applicable.

- **Program Relationship to the Criminal Justice System-**Referrals are accepted and encouraged from local Adult and Juvenile Probation and Parole Departments. There are no formal agreements with local criminal justice agencies.

How Will I Be Paid During the Employee Development Services program or WorkQuest contract

The Employee Development Services program takes place in a Goodwill facility or another worksite in the community. This is a paid, temporary work experience, but **does not include** a guaranteed permanent position with Goodwill or a community employer following completion of the program. When you are participating in either the Employee Development Services program or WorkQuest contract the following apply:

- You must fill out a Federal Income Tax Withholding Form (Form W-4). If you expect to have **no tax liability** for the year, exemption may be claimed on the federal form. Medicare and F.I.C.A. taxes will be withheld as required.

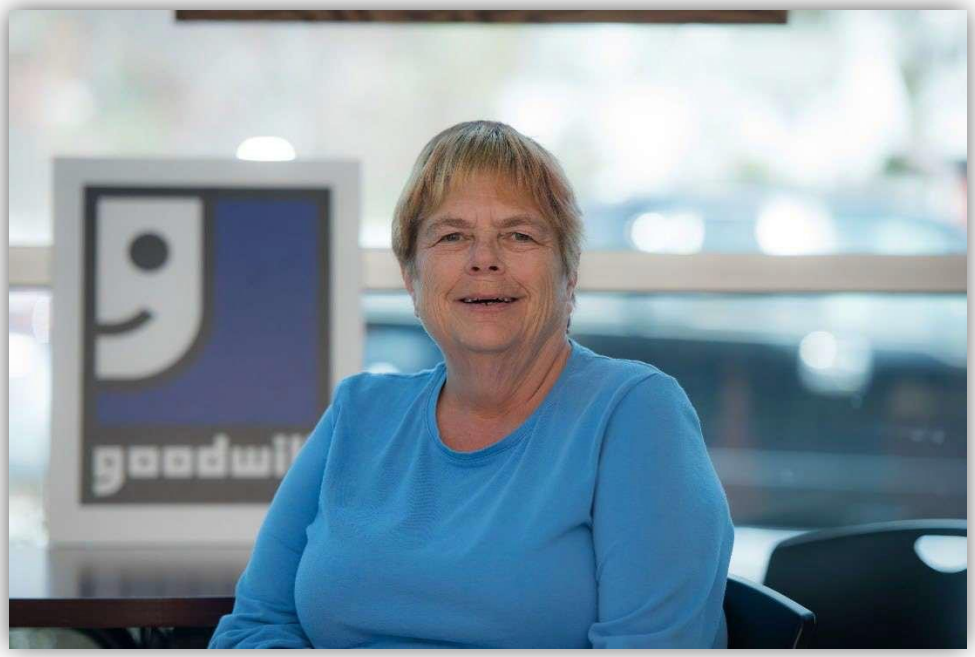
- Worker's compensation: Goodwill contributes to Worker's Compensation. If you are hurt on the job while being paid by Goodwill, treatment for the injury may be paid by the Texas Bureau of Worker's Compensation, pending the details of the accident and its report.

- No other benefits apply to your being paid via Goodwill for your participation in the Employee Development Services program or WorkQuest Contract. The community employment sites where you may work during your time in the program have no obligations to you.

Goodwill Industries of Northeast Texas, Inc. requires that you receive your pay through either direct deposit or having your wages placed on a debit card. These options will be explained to you in more detail before the start of your program. Goodwill pays every other week. The dates of your pay will also be given to you once your work schedule is finalized.

NOTE: Only when you are participating in the Employee Development Services program or WorkQuest contract will you be paid by Goodwill Industries of Northeast Texas, Inc.

Re-Entry After Employment Loss or Completion of Program



Upon completion of the Employee Development Services Program, you may have obtained competitive employment in the community. Your GoodwillWorks Team will follow your employment for a minimum of 90 days to ensure you are successful in your new job.

In the event that your community employment is not maintained for at least 90 days, you may be eligible for re-entry into our program.

You should contact the GoodwillWorks Department to express your desire to re-enter the program.