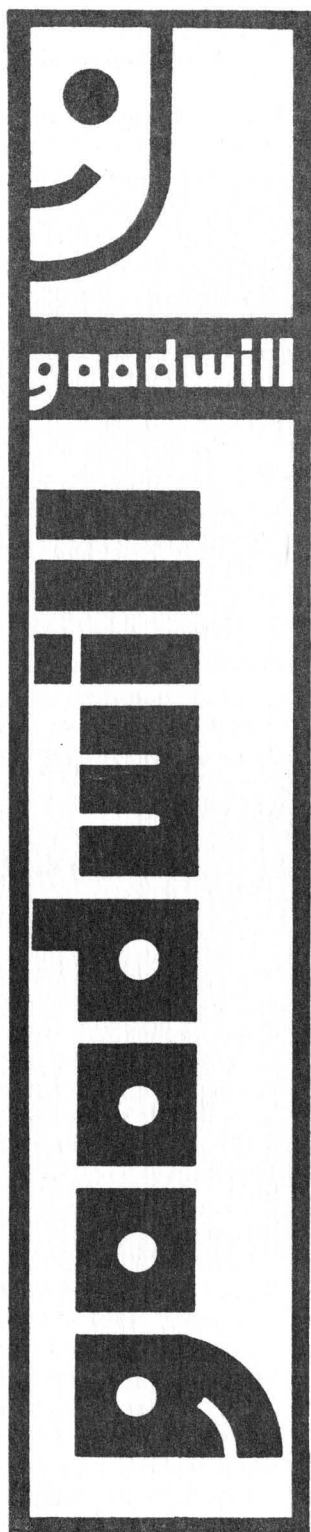


Goodwill-
A People
Building
Business



Goodwill--A People Building Business

The Youngstown Area Goodwill Rehabilitation Center is in the business of training handicapped individuals to achieve their highest degree of economic and personal independence. Goodwill is a catalyst which helps rehabilitate these people by training them for jobs suitable to their capabilities.

Goodwill's center is an autonomous, non-profit, community-oriented rehabilitation facility, designed to enable the area's handicapped to overcome their disabilities and increase their confidence, mobility and pride.

Opportunities provided by the vocational services department of Goodwill include:

- 1) defining vocational interests, potentials and skills
- 2) improving inadequate work skills, work habits and work behaviors
- 3) modifying or adjusting inadequate physical tolerance for work
- 4) developing job-seeking skills
- 5) cultivating adequate skills for daily living

All services focus on the goal of sheltered employment or placement in competitive industry.

Goodwill evaluates, trains and employs physically disabled and mentally handicapped people in Mahoning, Trumbull and Columbiana Counties in Ohio and Mercer and Lawrence Counties in Pennsylvania.

Rehabilitation Programs

In its commitment to rehabilitation, Goodwill offers the following programs:

- *Work Evaluation--a diagnostic tool designed to assess vocational interests, abilities and worker characteristics
- *Work Adjustment--a treatment and training program designed to facilitate the development of positive worker characteristics, behaviors and attitudes necessary for employment.
- *Job Search Techniques--a program to help participants develop skills for job hunting including effective job interviewing behavior, preparation of resumes and correct completion of employment applications
- *Work Activities--a program designed to train the educatable mentally retarded adult who needs extensive and graduated vocational education as well as learning in daily living skills
- *Sheltered Employment--a sheltered workshop (under the certification of the Federal Labor and Wage and Hour Regulations) for those not ready for competitive employment
- *Work Studies--a cooperative education program with Youngstown City Schools designed to develop work skills for handicapped adolescents

*Projects With Industry--a training program which places clients in a competitive work setting, combining on-the-job training and improvement in work habits

*Placement Service--a service which helps job-ready Goodwill clients to find employment

Agencies Referring Clients to Goodwill

Youngstown Area Goodwill maintains a strong working relationship with the following referral agencies:

Bureau of Vocational Rehabilitation
Bureau of Services of the Visually Impaired
The Mahoning County Training Agency (J.T.P.A.)
Youngstown Employment and Training Corporation (J.T.P.A.)
Mahoning County Juvenile Court System
Trumbull County Welfare
The Mahoning County Mental Health Board
The Trumbull County Mental Health Board
The Ohio Department of Mental Retardation and Development Disabilities

In 1983, the local Goodwill provided rehabilitation programs to 737 clients with handicaps of the following nature:

- 1) Mental Retardation
- 2) Emotionally Disturbed
- 3) Socially Disadvantaged
- 4) Visual Impairment
- 5) Physical Impairment
- 6) Hearing Impairment
- 7) Orthopedic Disorder
- 8) Internal Medical Disorder

Outside Contract Services

Through its partnership with local industry under Goodwill's industrial contracts division, businesses increase production and save money while providing work for the rehabilitation of the area's handicapped.

Among services utilized by local businesses are:

- *Wiping Cloths--sanitized and available in 11 varieties of cotton blends
- *Upholstery--wide fabric selection, pick up and delivery service
- *For Industry--drill press operations, reclaiming parts, degreasing of parts, assembly, inspection, packing, sewing, spray painting, furniture stripping, light welding, laundry (uniforms, etc.)
- *For Business--collating, stapling, labeling, addressing, stuffing, folding, sorting, bulk mailing

For more information about these services, contact the contract services director at 759-7921.

Contributed Goods Help People

Through your donations of usable goods, hundreds of area disabled citizens received vocational training and became productive wage earners, not tax users.

At Goodwill's 10 Attended Collection Centers located in prime areas of Mahoning, Trumbull, Columbiana and Mercer Counties, our attendants assist in unloading donations and issue tax deductible receipts.

Centers are open Monday through Saturday from 10:30 a.m. to 5 p.m.

For donations too large to carry to the Centers, such as large appliances and furniture, Goodwill's home pickup service is available by calling 759-7941.

All contributed goods received at the facility are processed by the handicapped for sale in Goodwill's five outlet stores. Revenue resulting from the sale of this refurbished merchandise is the means by which Goodwill paid over \$1 million in wages to the handicapped and disabled people it employed at the rehabilitation facility in 1983.

From Used Goods Dealers To Retail Merchandisers

Primary support for Goodwill Industries comes from the sale of refurbished contributed goods which are sold in retail outlets. To better serve Goodwill's supportive customers, more sophisticated retail merchandising methods are utilized such as revolving inventory and imaginative marketing and promotion techniques.

Customers from all walks of life and all economic groups support Goodwill through their patronage at the five outlet stores located at:

Youngstown, Ohio, 2747 Belmont Avenue
Warren, Ohio, 2077 Elm Road Plaza NE
Sharon, Pa., 2485 Hickory Plaza
East Liverpool, Ohio, 621 St. Clair Avenue
Salem, Ohio, 187 S. Broadway

Volunteers at Goodwill

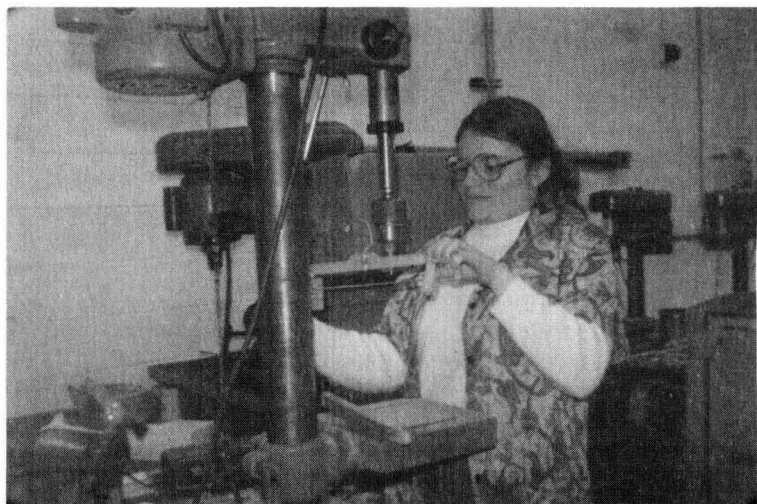
Goodwill's active Volunteer Guild is always open to new members. Business meetings are held at 10 a.m. on the second Tuesday of each month at the Belmont Avenue headquarters.

Tours and Speaking Engagements

The community relations department at Goodwill welcomes tours of the facility. Speakers are available to interested area organizations. For information, please call 759-7921.

Help disabled people in your community by:

Donating usable goods



Making a financial contribution



Serving as a volunteer

Your support helps provide the services needed by disabled people.

You are a vital part of
Goodwill Industries

TRUSTEES

Daniel Lewis, President
Joel H. Beeghly, Vice President
Robert W. Jones, Secretary
Steven J. Hewitt, Treasurer
Babette F. Burdman
Raymond Carter
Dr. Gabriel E. DeCicco
Geraldine A. Dicola
Dr. Eugene Eminhizer
Thomas Fleming
Jack Glinn
Charles D. Howe

Robert S. Kloss
James Lewis
George Lockwood
William G. Lyden Jr.
Nathan Monus
Joseph Nohra
Donald L. Peterson
Earle D. Stevenson
Allan Strouss
Marilyn Sweeney
George S. Warren III
Ralph Beard

ADVISORY

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Elinor Eckles
Bishop Benedict Franzetta
Robert S. Fulton
C. Clark Hammitt
David R. Jones

Donald McGowan
The Rev. George Neiman
Leonard A. Olson
LaVerne Phillips
Edmund J. Salata
Clarence R. Smith
Warren P. Williamson III
John R. Willson
Nan Yeager



SEVERAL TIMES I HAVE REPORTED TO YOU ABOUT ETHNICS WHO "MADE IT", WHO WERE SUCCESSFUL, PROVIDING EMPLOYMENT FOR MANY YOUNGSTOWNERS, AND CONTRIBUTING ALSO TO THE CULTURAL LIFE OF THE CITY. TODAY I WANT TO GIVE YOU A GLIMPSE AT THE OTHER SIDE OF THE COIN, SO TO SPEAK, THE CONTINUOUSLY STRUGGLING IMMIGRANT.

A PHONE CALL FROM GOODWILL PROMPTED ME TO VISIT THEM. I HAD A PLEASANT TIME WITH THEIR PUBLIC RELATIONS DIRECTOR, MELISSA PIERCE, WHO, TO MY DELIGHT, HAS A SENSE FOR HISTORY. AFTER LOOKING THROUGH SEVERAL OLD LEDGERS, I ASKED THE YSU HISTORY DEPARTMENT TO TAKE A LOOK AT THEM. THERE ARE ALSO ^{INTERESTING} BEAUTIFUL OLD PHOTOGRAPHS, SHOWING THE PLIGHT OF THE IMMIGRANTS, SEEKING HELP IN THEIR DESPAIR. I ARRANGED ~~WITH OUR HISTORY DEPARTMENT~~ TO HAVE A DISPLAY OF THESE PHOTOGRAPHS IN THE REFERENCE ROOM OF MAAG LIBRARY IN JANUARY.

FOR OUR ARMS LIBRARY I PHOTOCOPIED FOUR ANNUAL REPORTS THAT GIVE US SOME INSIGHT IN THE PROGRAMS.

ALTHOUGH CURRENTLY THE GOODWILL INDUSTRIES ARE DEALING MOSTLY WITH MENTALLY AND/OR PHYSICALLY HANDICAPPED PEOPLE, IN THE "OLDEN DAYS" THEIR MAIN PURPOSE WAS TO ASSIST THE IMMIGRANT. FOUNDED IN 1893 AS A GOSPEL MISSION IT WAS CALLED CHRIST MISSION, BUT QUICKLY EXPANDED TO A "HELPING PEOPLE" MISSION. FOR INSTANCE, IN 1917 THE MISSION HAD A DAY NURSERY FOR THE CHILDREN OF 135 WORKING IMMIGRANT WOMEN WHOSE HUSBANDS WERE EITHER DEAD OR TOO ILL TO WORK.

THERE WAS A LIBRARY, AND 1913 A NIGHT SCHOOL WAS ESTABLISHED AND THE ENROLLMENT, 1916, LISTS 427 MEN FROM ITALY, AUSTRIA, RUSSIA, ROMANIA, HUNGARY, SPAIN, POLAND, SYRIA, TURKEY, ETC. NOT ONLY ENGLISH WAS TAUGHT,

BUT ALSO HISTORY, LITERATURE, CURRENT EVENTS, CIVICS, AND CITIZENSHIP. AND, OF COURSE, ON THURSDAYS: THE BIBLE.

THE MISSION ALSO PROVIDED SHOWERS, 5¢ PER BATH. DON'T FORGET, I'M TALKING ~~ABOUT~~ ^{ABOUT} 1917!! INSTRUCTION WAS PROVIDED FOR VOCATIONAL SUBJECTS, TOOLMAKING, COOKING, AND SEWING. ACCORDING TO THE PHOTOGRAPHS I SAW, IN THE EARLY YEARS OF THE CENTURY MANY NEWLY ARRIVED IMMIGRANTS LIVED IN SLUM ENVIRONMENTS. SO THE MISSION PROVIDED SUMMER CAMPS FOR CHILDREN, AS WELL AS GYMNASTICS AND SWIMMING. AND, ABOVE ALL, GOOD CITIZENSHIP WAS STRESSED, THE "WE" (NOT ME) FELLING WAS INSTILLED.

THE 1929 REPORT LISTS AMONG MANY OTHER SERVICES A CAMP FOR TUBERCULAR CHILDREN. THE RECLAMATION DEPARTMENT WITH THEIR STORE STARTED IN 1925.

THE LAST REPORT I COULD LAY MY HANDS ON IS FOR 1945. IT GIVES A CERTAIN OUTLINE OF 52 YEARS OF SERVICE, 1893-1945. THE BOARD OF DIRECTORS LISTS FAMOUS YOUNGSTOWN NAMES, E.G., JUDGE FORD'S WIFE, JUDGE MAIDEN, POLLOCKS, RUSSELLS, RAYENS, ETC. I NOTICED THAT AN EMPLOYMENT AGENCY WAS ADDED, A FARM, AND THERE WERE FOUR STORES, AT THAT TIME.

I'M SORRY THAT SO MUCH OF THE MISSION'S HISTORICAL ACCOUNT WAS THROWN AWAY OR LOST, BECAUSE IT IS PART OF YOUNGSTOWN'S HISTORY, AND PARTICULARLY INTERESTING TO MY COMMITTEE.

S.

A
goodwill
For
You

1893 = 1983

Welcome to
Youngstown Area
Goodwill Industries

Goodwill/An Overview

The major emphasis of Youngstown Area Goodwill's Rehabilitation Center is to assist mentally, physically, and emotionally handicapped individuals and the socially and economically disadvantaged to achieve their highest degree of economic and personal independence.

Goodwill is a non-profit, community oriented rehabilitation facility, providing services and work orientation to the area's handicapped.

The rehabilitation and vocational problems that are served by the Vocational Services Department of Goodwill include: (1) undefined vocational interests, potentials and skills; (2) inadequate work skills, work habits and work behaviors; (3) inadequate physical tolerance for work; (4) inadequate job-seeking skills; and (5) lack of adequate skills for daily living.

Goodwill services, employs and provides vocational training for the handicapped in Mahoning, Trumbull and Columbiana Counties in Ohio, and Mercer County in Pennsylvania.

The Belmont Avenue facility houses the Rehabilitation Center, Sheltered Workshop, Chapel, Warehouse, Administrative Offices, Dormitory and main Sales outlet.

Rehabilitative Programs Offered

In its rehabilitative efforts, Goodwill offers programs in: **WORK EVALUATION**, which acts as an assessment tool for vocational training; **WORK ADJUSTMENT**, a treatment and training program designed to develop good work habits; **JOB SEARCH TECHNIQUES**, a program designed to introduce clients to the techniques of job interview preparation, resumes, and proper handling of employment applications; **WORK ACTIVITIES**, a program designed to serve the educatable mentally retarded adult, who requires more extensive and graduated vocational services as well as daily living skills; **SHELTERED EMPLOYMENT**, a sheltered workshop (under the certification of the Federal Labor, Wage, & Hour Regulations) for those not ready for competitive employment; **WORK STUDIES**, an educational program in cooperation with the Youngstown City Schools, designed to develop work skills for handicapped adolescents; and **PROJECTS WITH INDUSTRY**, an innovative program designed to place clients in a real work setting, combining on-the-job training and work adjustment.

Goodwill also employs a Placement Specialist, responsible for helping to find employment for job-ready clients.

Tours and Speaking Engagements

The Community Relations Department at Goodwill gladly welcomes tours of the facility on an individual or group basis.

Speakers are also available to interested area organizations. For date availability, please call 759-7921.

Agencies Referring Clients To Goodwill

Youngstown Area Goodwill has a strong working relationship with the following referral agencies:

Bureau of Vocational Rehabilitation
Bureau of Services for the Visually Impaired
The Mahoning County Employment & Training Agency
The Trumbull County Employment & Training Agency
Youngstown Employment and Training Corporation
The Mahoning County Mental Health Board
The Trumbull County Mental Health Board
The Ohio Department of Mental Retardation & Development Disabilities (Youngstown Office)

Year end statistics for 1981 indicated that Goodwill serviced 643 clients over the 12 month period, with handicaps of the following nature receiving rehabilitative efforts from the facility:

Visual Impairment
Hearing Impairment
Emotional
Social
Mental Retardation
Orthopedic
Internal Medical Disorders
Physical Impairment

Outside Contract Services

Goodwill offers a variety of contract services to business and community members. Goodwill houses an Upholstery Department that is open to the public and also serves as a training facility for the handicapped. Outside industrial contract services are also available to the private and public business sectors through Goodwill's Work Activities Center and Sheltered Workshop. More information on these services can be obtained by contacting the Contract Services Director at 759-7921.

Volunteerism at Goodwill

Goodwill has an active VOLUNTEER GUILD that is always on the lookout for new members. Meetings of the Guild are held at 10:00 a.m. on the second Tuesday of each month at the Belmont Avenue headquarters.

Customers From All Walks Of Life Support Goodwill

The Youngstown Goodwill facility now ranks 48th in revenue regarding reclamation of contributed goods, when compared to the other 170 Goodwill facilities across the United States and Canada.

Customers from all walks of life and all economic groups support Goodwill through purchases in the five outlet stores located in the following areas:

YOUNGSTOWN, OHIO
2747 Belmont Avenue
WARREN, OHIO
2230 Elm Road, NE
SHARON, PA.
2485 Hickory Plaza
EAST LIVERPOOL, OHIO
621 St. Clair Avenue
SALEM, OHIO
187 S. Broadway



NINETY YEARS - 1893-1983

- 1893...Christ Mission Settlement founded by W. J. Price at 408 E. Federal Street.
- 1902...Christ Mission Kindergarten chartered in Youngstown, the same year National Goodwill founded by Dr. Edgar J. Helms.
- 1905...Relocated to 306 E. Federal Street.
- 1908...Moved to 403 E. Boardman into a three-story building. The lot was donated by H.B. Wick. Services included nursery, kindergarten, public laundry and showers, manual training shops, classrooms, sewing room, international library and kitchen.
- 1917...The Reverend Ray Hagstrom joined Christ Mission...total assets were \$8,000... when Reverend Hagstrom retired 35 years later, assets had exceeded one million dollars.
- 1924...Reverend Hagstrom first met Dr. Helms, founder of Goodwill Industries and the Goodwill Rehabilitation Program for the handicapped.
- 1925...Inception of Christ Mission Goodwill Industries, non-denominational, non-profit, self-supporting and operating financially independent of Christ Mission Settlement.
- 1928...Dedicated new building at 330 E. Boardman.
- 1959...Henry "Pete" Johnson established Goodwill Industries Vocational Rehabilitation Center and ended all settlement activities.
- 1970...Dedication of Christ Mission Goodwill Industries Rehabilitation Center at 2747 Belmont Avenue.
- 1975...Name changed from Christ Mission Goodwill Rehabilitation Center to Youngstown Area Goodwill Industry.
- 1983...Ninety years of Community Service.

Youngstown Area Goodwill Industries.

DIRECTORS

Daniel Lewis - *Pres.*
Joel H. Beeghly - *V. Pres.*
Robert Fulton - *Sec'y.*
Steven J. Hewitt - *Treas.*

Thomas C. Boucherle
Raymond G. Carter
Gabriel E. DeCicco
Geraldine A. DeCola
Dr. Eugene Eminhizer
Jack Glinn
C. Des Howe
Robert W. Jones
Robert S. Kloss
James Lewis
George Lockwood
William G. Lyden Jr.
Nathan Monus
Donald Peterson
Edmund S. Salata
Clarence R. Smith
Earle D. Stevenson
Mrs. Marilyn Sweeney
George S. Warren III
William Zammer

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Bishop B. C. Franzetta
C. Clark Hammitt
David R. Jones
Mrs. Frances Kollar
Donald McGowan
Rev. George Neiman
Leonard A. Olson
Warren Williamson III
John R. Willson
Nan Yeager

EXECUTIVE DIRECTOR

Michael W. McBride

ADMINISTRATIVE STAFF

Gerald R. Bemis	Director of Physical Facilities and Contract Services
James D. Feth	Director of Contributed Goods
Dorothy L. Nespeca	Director of Rehabilitation
Susan L. Taracuk-Ort	Director of Finance
J. Robert Wilcox	Director of Community Relations and Development



2747 Belmont Avenue
Youngstown, Ohio 44505
(216) 759-7921



THE **goodwill** UPDATE

Goodwill's Transportation Fleet Grows in Efficiency, Economy

Rising transportation costs and equipment repairs plague many businesses and Goodwill is no exception. But, through the generous gifts of several area foundations, new equipment was purchased which will enable Goodwill's transportation department to become more cost-effective and its contributed goods operations, more efficient.

Two old Goodwill trucks were replaced by two new Mack trucks with a fair market value of \$26,460 each. The trucks were obtained through a lease agreement. Other equipment purchased with the \$60,500 of collected monies included 54 wire and wood buggies for \$15,000 and truck bodies, lift gates, a used trailer and used 1975 GMC truck for \$19,000.

In recent years, Goodwill has replaced its collection boxes with attended collection trailers which have improved the quality of donations service and handling while creating additional jobs.

With the new equipment in place, Goodwill's transportation department will save money on fuel and repairs and help contributed goods to operate more smoothly and economically.

"The new transportation equipment will allow us to operate more efficiently," said Michael McBride, executive director. "With the added storage capacity of the new baskets, there will be less handling of materials which translates into more efficiency and quality control for contributed goods."

Foundations which made these improvements possible were:

- Beecher Foundation
- Leon A. Beeghly Fund
- Bucheit Foundation
- Commercial Shearing Foundation
- Crandall Foundation

Lester F. Donnel Memorial Fund
John D. Finnegan Foundation
G. F. Business Equipment Foundation

William Kilcawley Foundation
Walter and Carolyn Watson Trust
Raymond J. Wean Foundation
Youngstown Foundation



Goodwill truck drivers are shown standing beside the new trucks which will increase efficiency in the Goodwill contributed goods department. The trucks and other transportation equipment were purchased through donations from area foundations.

ORSC Grant for \$114,000 to Create Eight Jobs at Goodwill Industries

A \$114,000 Ohio Rehabilitation Services Commission grant was awarded to Youngstown Area Goodwill Industries, creating eight jobs in the janitorial and laundry departments.

Under the first part of the grant, Goodwill received a contract to begin janitorial maintenance work at an Ohio Department of Transportation roadside rest stop on Interstate Route 76 between Youngstown and Akron.

The money will be used to pay four new competitive employees and to buy lawn and garden equipment, a garden tractor, snow blower and janitorial equipment.

"Goodwill will perform yard maintenance and janitorial service at the

roadside rest," said Michael W. McBride, executive director. "We hope to begin within 30 days."

The other portion of grant monies will be used to purchase laundry equipment which will enable Goodwill to become a full-service commercial laundry.

"We will be capable of washing, drying, pressing, folding and packing linen for various commercial enterprises in the community," said McBride. "That should create a minimum of four sheltered employment job slots."

Anticipated starting time for the laundry project is within 90 days.

National Goodwill CEO Gives Address

Youngstown Goodwill's 60th Anniversary Banquet Celebrates Rich History, Anticipates Future

Sixty years of history and services to the handicapped community were celebrated by friends and employees of Youngstown Area Goodwill Industries at the agency's annual awards dinner at Mr. Anthony's in Boardman.

In honor of the local agency's 60th anniversary as a Goodwill Industries, Admiral David M. Cooney, president and chief executive officer of Goodwill Industries of America, Inc., was guest speaker.

During his address, Cooney highlighted Goodwill's international efforts as the world's largest network of privately operated, vocational rehabilitation workshops and major employer of disabled people.

Need for Goodwill services continues to grow. Cooney indicated that during the next 15 years, Goodwill's workload will increase as the number of developmentally disabled people will jump from 15 to 20 percent of the population.

In celebration of Youngstown Goodwill's 60th year, a historical display provided those at the banquet with an overview of the agency's growth. Now operating in a five-

county area, Youngstown Goodwill was the first Goodwill to establish the wiping cloth industry and the first Goodwill to manage HUD residences for the handicapped and elderly.

Awards Laud Employees, Supporters

Goodwill supporters, volunteers and clients were honored for their service.

Helen Verina, who works in the Goodwill upholstery department, was named employee of the year. Helen Onder, who directs the Work Activity Center, was chosen as supervisor of the year.

Hilda Harder was named volunteer of the year and all of Goodwill's Volunteer Guild members were honored for their work.

Receiving certificates of appreciation for exceptional work performance were Betty Sheeley, Bonnie Thomas, Millie Hollaway, Tony Jacobs, Virginia Veatch, Jim Irwin, Florence Werner, Richard Werner, Nancy Frazier and Steven Glus.

Others honored were:

- J. C. Penney, Eastwood Mall, employer of the year.

- Z & L Lumber Co., contributor of the year.

- U. S. Can, industry of the year.

- Liberty Township Fire Department, Wendy's Food Systems, Inc., Youngstown Junior League, Attorney John Boyd and Kenneth Draghi of Automated Data Systems, all for special service to Goodwill.

- Buick Youngstown and Mike Rice, Youngstown State University basketball coach, special appreciation.

- Ooops-a-daisy, new project of the year.

- Ode Aduma, WKBN-TV, journalist of the year.

- Allan Strouss, new board member of the year.

- Joel Beeghly, Steven Hewitt, Attorney Robert Fulton, dedicated service by a board member.

- Daniel Lewis, president's award for service.

- Faull and Son, Strouss, Simco Management, Austintown K-Mart, and Boat House Restaurant, cooperative businesses.

Johnny Kay of WFMJ acted as master of ceremonies and Bishop Benedict C. Franzetta offered the invocation and benediction.

EMPLOYEE PROFILEHelen Verina

Goodwill's 1984 Employee of the Year has overcome a visual handicap, learned a new trade, re-entered the job market after 20 years and been hired as a competitive employee, all within two years.

When Helen Verina came to Goodwill in 1982, she was a recent widow who hadn't worked since her position as a soda fountain and candy stand manager in a discount store over 20 years ago.

After undergoing a cataract operation in 1968, Helen lost the sight in her left eye. She had surgery to repair a retina detachment in her right eye in 1976. Her sight improved in that eye enough so that when Helen came to

Goodwill, she chose to learn the craft of upholstery as her new trade.

Although she had no prior experience in sewing, Helen learned to be adept at using tools and complete any variety of reupholstery job from start to finish. She grew proficient at her craft so that a year after she came to Goodwill, she was producing competitive level quality and quantity of work and was hired as a full-time employee of Goodwill.

"It's wonderful working here. Where else could I get a job and learn so much? You learn something here every day," said Helen. "It really changed my life just coming to work."

Around the Goodwill plant, Helen



Helen Verina

is known for her friendly demeanor and easy smile. Besides being honored as Goodwill's 1984 Employee of the Year, Helen was recognized as Employee of the Month in June.

Goodwill Sheltered Employment . . . Self-Help Opportunity for the Handicapped

Employees in Goodwill's Sheltered Employment Workshop benefit from a unique opportunity. Sheltered Employment enables an individual to work when their handicap limits their ability to maintain competitive employment. Workers are paid fair wages for the work they produce.

Besides giving these people the chance to work, the program provides continuing vocational guidance from professional rehabilitation staff.

The personal lives of these disabled workers are also enriched through training in living skills. By preparing for the responsibilities of independent living, these people will be able to enjoy the rewards of being self-sufficient.

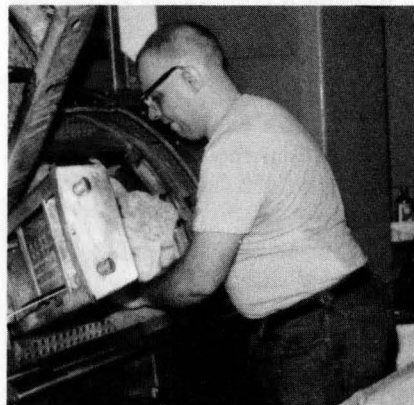
Another benefit is job search techniques training in preparation for acquiring competitive employment.

Long-term rehabilitation programs are few and far between. But, Goodwill's Sheltered Employment provides employment and adjustment opportunities for people who need long-term or even permanent placement in this program.

Although Sheltered employees are paid for the work they produce, program services are unfunded.

SELF-HELP Campaign

To solve this problem, Goodwill's board of trustees has embarked on a Sheltered Employment Sponsorship Campaign with a goal of \$50,000. This is the amount necessary to keep



David Brooks is a Goodwill Sheltered Employee in the laundry department, soon to expand through an Ohio Rehabilitation Services Commission grant (see page 1).

FALL QUARTER IS BUSY . . .

(Continued From Page 4)

valued over \$2,200 including textile hangers, a computer screen, classroom tables, upholstery foam cutter and a paint stripper circulating tank.

Now, the Guild is in the process of planning a Christmas party for Goodwill clients.

rehabilitation services for the 40-60 sheltered employees working at Goodwill and the money it takes to give them the opportunity to fulfill their goal of becoming tax payers instead of tax users.

All tax-deductible contributions to Goodwill's Sheltered Employment program are an investment in the most valuable of all community resources — people.

Contribution checks can be made payable to Youngstown Area Goodwill Industries.

Thanks for Giving

November is the traditional Thanks for Giving Month, observed by Goodwill Industries around the world.

In 1984, your local Goodwill has much to be thankful for — successes made possible by a generous public.

The year began with a fire in the Belmont facility which destroyed Goodwill's spring inventory. This setback was followed in the spring by a successful School Bundle Day when area families increased campaign donations by nearly 17 percent.

In the summer months, Goodwill expanded into Lawrence County by opening a new retail outlet in New Castle. That community has proved to be very supportive as well.

Because of that support, more than 525 clients have been served in the first ten months of 1984.

To all of these concerned and giving individuals, thank you for helping our business work so people can.



HELP THE HANDICAPPED HELP THEMSELVES

Youngstown Area Goodwill Industries
2747 Belmont Avenue
Youngstown, Ohio 44505

I/We support the Youngstown Area Goodwill Industries and enclose a gift in support of the training and employment of disabled workers at Goodwill Industries.

\$ _____ () \$250 () \$100 () \$50 () \$25 () \$10

In appreciation of your donation, we will send you a Wendy's Christmas bonus book (value \$5) with every donation of \$10 or more.*



*While supply lasts.

Fall Quarter Is Busy, Profitable For Goodwill's Volunteer Guild

Autumn is traditionally a busy season for Goodwill's Volunteer Guild and the third quarter of 1984 was no exception.

The Guild's fall book sale grossed over \$5,800 in three and a half days, topping the 1983 fall effort by nearly \$1,400.

In October, the Guild sponsored its 16th annual Dolly Derby. A generous public dressed over 200 dolls for the sale, making the 1984 doll dressing contest the biggest in recent years. During the two and a half day sale, a total of over \$3,500 was realized.

Adding to the interest of this year's event were special exhibitors whose displays on Thursday delighted many doll aficionados. Among exhibitors were Clarence Magnuson, a Canfield craftsman who displayed intricate doll room miniatures; John Axe, a local doll expert and author of many books on dolls; Evelyn Taracuk, who showed her international doll collection; Madelyn Thomas, who displayed her Victorian dollhouse. A drawing was held for a dollhouse refurbished by Bill Ensign of Canfield in a Williamsburg theme. Doll appraisals were featured during Friday's sale hours.

Also in the third quarter, the Guild approved the purchase of equipment

(Continued On Page 3)



Participating in the grand opening ribbon cutting ceremony at Goodwill's New Castle store were city officials, Goodwill board members and store management. As soon as the ribbon was cut, a crowd of nearly 100 customers flocked into the store, eager to take a look at the town's retail newcomer.

New Castle Community Welcomes Goodwill Store

By the time the ribbon was cut at Goodwill's new store opening in New Castle, Pa., nearly 100 eager customers were crowded at the entrance waiting for the doors to open for business.

Since the September 6 store opening, business has been thriving and the New Castle community has responded warmly to the Goodwill retail outlet.

Store manager Terrie Mochtyak has been pleased with the amount of traffic and number of new customers who have patronized the store since it opened.

A public transportation system, thriving downtown business community and nearby residential areas all add to the foot traffic of the store.

"New Castle itself is a nice town," said Mochtyak. "We've had a lot of good comments about the quality of our merchandise from the public."

The store opening is the first step for Goodwill in serving the Lawrence County community. Attended Collection Centers and vocational rehabilitation services are being planned for the future.

Youngstown Area Goodwill Industries



2747 Belmont Avenue
Youngstown, Ohio
44505

(216) 759-7921

Address Correction Requested

Non-Profit
Organization
U. S. Postage
Paid
Youngstown, Ohio
Permit No. 738

Published quarterly for friends and members of Youngstown Area Goodwill Industries. Goodwill provides comprehensive rehabilitation services to enhance the lives of handicapped persons.

Accredited by the Commission on Accreditation of Rehabilitation Facilities

408 E. Federal 1833

HISTORICAL FILE, GOODWILL INDUSTRIES 1904-1970

Kindergarten 1902 -

1904

Jan. 23, flood photos
2 girls in gym clothes
horse and buggy picture
girls smoking

330 E. Boardman building erected

360 " " 1905

Edman 1908

330 E. Colman 1912

Syrian family
Miss Noll and girls
McCurdys yard

1913

Jumping and giant stride
Pretty Baby contest, photo and clippings

1914

Family group Christ Mission Settlement

1915

Mothers suffer Christ Mission

1916

Coccivallin Family

*Rag Hagstoom
Superintendent* 1917

Christ Mission Building
Old Salvation Army Industrial House, E. Boardman
Garbage Hole
Kindergarten Christ Mission Settlement
Sewing class (2 photos)
Cooking class
Saturday P.M. sewing school
Thanksgiving banquet for night school (men)

918

Epidemic photos and clippings
Teachers of Christ Mission Lake Milton
International Literary Society and Night school orchestra
International Literary Society Lake Milton
Street boys Christ Mission
Wading pool Christ Mission
Playground Christ Mission
Woodworking shop Christ Mission
Group of girls and nursery mothers/children at McKays Farm
Mothers picnic at nursery fresh air camp
Corner club room
clean-up Kurtz alley

1919

War garden 3 photos
Literary Society 4th of July 6 photos
New Bedford Fresh air camp 14 photos
Lake Milton summer picnic 4 photos
Mrs. Agnes Thompson
Grounds back of Christ Mission
Home of a T.B. man
Former house of prostitution across from playground
Louise pease
Garage on North play ground
Garbage photos 3
The result of a clean-up
Day nursery Mothers Christmas Party 3 photos
Boys party Christ Mission
Mens Night School Christ Mission
International Literary Society 2 photos
Boys Gymnasium class

- 1919 cont. Ready for service 3 boys serving
Manual training at Christ Mission bird houses
Sewing in Daily Vocation Bible School
Children of Kindergarten
Basketball at North Playground 3 photos
- 1920 Kindergarten Christmas party 5 photos
Lake Milton Literary Society picnic 6 pictures
Volly ball team 5 photos
Gypsy men Hungarian band 6 photos
Sophie and the cow
Simon and Sheeley boys
Tony Laprocine
Miss Thomas
Going to Fresh air camp 5 photos
Growth in gardens at Moyer House
Playground 5 photos
Boys ball team 3 photos
Pool 6 photos
Nursery mothers and children
Daily Vocational Bible School sewing class
Mohammedans from India 3 photos
Groups of boys
Clean-up alleys and garbage 8 photos
- 1921 Kindergarten at Idora Park 12 photos
Playground baby swings
Boys/girls games 7 photos
Kids in Douds alley
Baby welfare
Enroute for fresh air camp
Christ Mission annex 3 photos
Views of city and garbage 9 photos
Football team
Annual Thanksgiving dinner for night school
Night school men
- 1922 Emergency milk depot at settlement 4000 gal. distributed to needy families
Boy scouts 2 photos
Kindergarten
Kindergarten Christmas presents
Thanksgiving supper night school
Girls gym class
Library hour annex
House of foreigners
Open sewers 3 photos
- 1923 Summer camp 3 photos
Nutrition class'
rear of original Christ Mission Building
photos of children 2
Our trucks
- 1924 Fresh air camp 13 photos of sick children and how they gained weight
- 1925 Night school

Christ mission
industrial
Industries

↓
Telephonation Service operating separately from C. M. Settlement

1926 Furniture repair shop 3 men employeed
Camp
Camp garden
Interior second building man woodcutting

1927 Camp 3 photos
Neighborhood views

1928 Main building Settlement Goodwill Industries
Christ Mission Camp building a log cabin

1929 Fresh air camp 14 photos
Board of Directors
Reclamation Service repair dept.
Garden 2 photos

1930 Camp 34 photos
All star Youngstown team

1931 Camp 5 photos

Haselton Settlement
Camp photos

1948 Building swimming pool

1950 Upholstery, cutters at work

1951 Christmas party

1952 Ray Hagstrom party - *testimonial dinner*

1955 Christmas party

1959

1960 Store photos

Present day photos of employees at plant

Films and slides

Negatives

Old newsletters 1927-1962

Trustees Monthly Minutes 1950-1956

Newspaper files 1959, 1960-1964

Rotrgravures

Minutes Books 1914-1921
1921-1938

Booklet CHRIST MISSION SETTLEMENT 1945 (2 copies)

330 E.
Edman.
new Bldg. dedicated
3+4 photos added

Ended
Settlement
activities

2747 Belmont 1970
name change
to Y.A.G.I. 1975

Services Manual

Youngstown Area

Goodwill

Rehabilitation Center

2747 Belmont Avenue • Youngstown, Ohio 44505

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An Equal Opportunity Employer

Goodwill does not discriminate on the basis of age,
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REVISED 1984



REHABILITATION

Rehabilitation, broadly defined, is the restoration to as normal life as possible of the person with a physical, mental or emotional disability. The objective of any rehabilitation program is to educate the person with a residual handicap to function maximally within the limits imposed by that handicap. In rehabilitation, the emphasis is on the whole individual, encompassing physical, psychological, educational, vocational and social needs. It is always the positive aspects of a client's potential which are stressed. The attitude of those who work in the rehabilitation field is not that an individual cannot perform various life activities because of a particular disability, but instead, that there is a great deal which they can do despite the handicap.

INTRODUCTION TO YOUNGSTOWN AREA GOODWILL REHABILITATION CENTER

Youngstown Area Goodwill Industries is a Vocational Rehabilitation Center. Services include: Sheltered Employment, Vocational Evaluation, Work Adjustment, Occupational Skill Training, Projects With Industry, Placement, Temporary Residence, and other vocational services to handicapped individuals. Our organization has been providing a variety of community services to the Youngstown Area for over 90 years. We became affiliated with the International Goodwill Industries movement in 1924. Goodwill Industries was founded in 1902 and has nearly 200 autonomous units in the United States alone.

Youngstown Area Goodwill Industries is certified by Goodwill Industries of America and accredited by the Commission on Accreditation of Rehabilitation Facilities (C.A.R.F.). It is a non-profit corporation under the administrative control of the Executive Director and a volunteer Board of Trustees.

The primary mission of Youngstown Area Goodwill Industries is to provide programs and services that will expedite and enhance the efforts of handicapped individuals to become employable, independent, contributing members of the community.

VOCATIONAL REHABILITATION DEPARTMENT SERVICES

The various Vocational Rehabilitation services to be outlined on the following pages are provided in some cases at no charge, and in others on a fee-for-service or contract basis to the referring agencies involved. Goodwill Industries accepts referrals from numerous community agencies including the Bureau of Vocational Rehabilitation, Bureau of Services for the Visually Impaired, Veteran's Administration, Trumbull and Mahoning County JTPA, Independent Rehab agencies, Mental Health programs, and several others.

Although the specific purposes and procedures of the various programs differ significantly, the factor common to all programs is the realistic work setting as provided through job stations in the Goodwill workshop production departments, offices, and stores as well as in local businesses which participate in these programs.



Criteria of Acceptance For All Programs

Specific criteria of acceptance for individual programs are provided under the description of each; however, the following criteria must be met for entry into all programs and services:

- 1) Age 16 or above (under 18 must have work permit prior to starting day).
- 2) Expressed desire to work/participate in program.
- 3) Intelligence Quotient (I.Q.) above 50.
- 4) Ability to care for own hygiene and normal body functions.
- 5) Ability to ambulate without assistance from another individual.
- 6) Free of communicable disease or other medical factors which may effect the health and well-being of others (verified by a medical report, not more than 1 year old).
- 7) Psychological report, indicating client's readiness for vocational planning and programming (general emotional status, no overt psychosis, etc.).



VOCATIONAL EVALUATION

Most clients have their initial contact with Goodwill Industries through the Vocational Evaluation program. Vocational Evaluation can be a valuable assessment tool with any client for whom vocational planning is incomplete or uncertain after the initial psychological and medical diagnostics are completed. The purpose of Vocational Evaluation is to assist the client in making career choices and plans that will lead to the achievement of appropriate vocational goals. This is accomplished by accurately developing an individual Evaluation Plan and assessing the client's work skills, behaviors, and interests in a realistic work situation.

The Vocational evaluation program is usually 1-4 weeks in length, depending upon the individual's needs. Special arrangements can be made with the Coordinator of Vocational Evaluation for evaluation in specific work areas such as clerical, sales or others. During this time the client participates in a variety of activities. The first week is usually spent in the "Vocational Evaluation Unit" where work sampling, achievement tests, vocational interest testing, and vocational exploration take place. Various evaluation tools are used. These include Jewish Employment and Vocational Services Work Sample System (JEVS), Singer Work Evaluation System, Comprehensive Occupational Assessment & Training System (C.O.A.T.S.), and the Ohio Career Information System. Numerous paper/pencil tests and inventories are utilized as well. Vocational information is provided through a series of resources and individual and group activities.



Schedule For Work Sample Evaluation

Day 1

Morning:
(8:00 - 12:00) Orientation, forms, tour, vocational inventory (vocational interest, educational goals, previous training, etc.), OCIS expedient questionnaires, paper/pencil reviews.

Afternoon:
(12:45 - 2:15) Begin aptitude and achievement testing.

(2:15 - 2:30) Closing group.

Day 2

Morning:
(8:00 - 12:00) Finish aptitude and achievement testing, begin work samples, paper/pencil assessments, diagnostic interviews and I.V.E. plans.

Afternoon:
(12:45 - 2:30) Work samples, paper/pencil tests, diagnostic interviews, and I.V.E. plans.

Day 3

Morning:
(8:00 - 12:00) Interest test group, finish interviews, work samples, paper/pencil tests.

Afternoon:
(12:45 - 2:30) Incorporate interest test results, test performance to date, OCIS (job, trade school, college exploration).

Day 4

Morning:
(8:00 - 12:00) Finish OCIS, work samples, paper/pencil tests, career library.

Afternoon:
(12:45 - 2:30) Work samples, paper/pencil tests, motivational group.

Day 5

Morning:
(8:00 - 12:00) Finish work samples and paper/pencil tests, dexterity tests.

Afternoon:
(12:45 - 2:30) Review test scores individually, tie in why/why not vocational interests were considered feasible or not. How interest test scores relate to their actual test scores. Give print outs from OCIS to clients after reviewed with them, exit client.

I. Diagnostic Interviews

During the Diagnostic Interviews, the Vocational Evaluator and the client will discuss the client's disability, limitations, past work experience, and vocational goals in order that the Evaluation Plan may be completed.

II. Vocational Exploration

During the Vocational Exploration sessions, materials such as literature and films are presented to the group which explain areas and careers in which they may be interested. These materials are not only viewed but a discussion is held afterwards concerning what was observed. Other materials utilized in the Vocational Exploration sessions will be: 1) Ohio Career Information System; 2) Job Box; 3) Occupational Library; 4) Occupational Outlook and Handbook and Occupational Handbook Quarterly; 5) Selected Video Tapes; 6) Classified section of the newspaper; 7) Computer access to job availability, training, and requirements.

III. Closing Group

During this half hour at the end of the day, the clients will be encouraged to discuss how they feel about the program, their likes and dislikes, and what they are learning about themselves. It is also a time when the Vocational Evaluator will give the clients some insight into what they will be doing on the following days.

Some Vocational Evaluation clients spend their final week in "Situational Assessment". During this part of the Evaluation process the client works in two or three job stations in the various production departments, store, contracts, or offices at Goodwill Industries. This part of the program yields valuable data about the client's skills and abilities in a realistic work setting.

From the information gained and exchanged by the Evaluator and client during work sample portion and the Situational Assessment or job tryout portion of Vocational Evaluation, career choices are made and a plan is arrived at that outlines specific vocational goals and the training or other steps necessary to achieve such goal(s).

Process

1. Referral by telephone to Coordinator of Vocational Evaluation (tentative starting date given).
2. Goodwill's Evaluation Department receives referral information packet from referring counselor (two weeks before tentative start date).
3. Pre-admission staffings by Evaluation Department staff.
4. Tour and intake scheduled with client.
5. Tour and intake completed with client. Starting time confirmed with client and counselor by Evaluation staff.
6. Goodwill receives authorization for services.
7. Services begin.

Objectives

The objectives of Vocational Evaluation which are monitored by the Goodwill Industries Program Evaluation System include:

1. Maximize acceptance of (positive) vocational recommendations by client and counselor.
2. Maximize acceptance of recommendations for community services by client and counselor.

Reporting

At the completion of Vocational Evaluation an exit staffing is held to discuss performance, limitations, vocational goals, and future programming. A report is submitted to the referring counselor. This final report includes statements of the client's attendance, punctuality, work behavior, assets and limitations to employment, and any other significant observations. It concludes with specific recommendations for feasible vocational goal(s) and a detailed outline, when appropriate, for the specific steps as seen necessary for the achievement of such vocational goal(s).



WORK ADJUSTMENT

Work Adjustment is a treatment/training program for persons who do not possess the skills and behaviors essential for success in the competitive job market or in certain training programs, but who appear capable of developing these in a relatively short period of time (usually 4-24 weeks). It is best defined as a learning process which takes place in an individualized and structured work setting where the individual becomes aware of and practices proper work habits and behaviors, and develops the physical and emotional tolerances for work. Emphasis is placed on these factors as well as productivity and quality of work.

Each client in the Work Adjustment program is assigned a Program Manager who works closely with that client to develop a realistic step by step Adjustment plan. The Program Manager carefully monitors, the client's performance, provides feedback and vocational counseling, works closely with the client to review and revise the Adjustment plan as necessary, and coordinates auxiliary services as necessary.

Instruction is provided as needed in the skills of daily living such as money management, independent travel, grooming and hygiene, nutrition, budgeting, etc.

The length of the Work Adjustment program is tailored to the individual's needs as determined by Vocational Evaluation or other diagnostic procedures.

Process

1. Referral by telephone to Coordinator of Work Adjustment (tentative starting date given).
2. Goodwill Work Adjustment department receives referral packet.
3. Pre-admission staffing.
4. Tour and intake interview scheduled with client.
5. Tour and intake interview completed with client. Start date confirmed with client and counselor by Work Adjustment staff.
6. Goodwill receives authorization for services.
7. Work Adjustment program begins.

Objectives

The objectives of Work Adjustment that are measured monthly by the Goodwill Industries Program Evaluation System include:

1. Obtain full-time competitive employment or On-the-Job Training within 90 days of termination of the client's program.
2. Obtain less than full-time competitive employment with 90 days of the client's program.
3. Obtain sheltered employment within 90 days of termination of the client's program.
4. Obtain skill training within 90 days of termination of the client's program.
5. Maximize achievement level of Living Skills goals by all clients in program.
6. Obtain community services for those not in Objectives #1-#4 above.
7. Maximize earnings for those in Objectives #1-#3 who obtain income.

Reporting

Written monthly progress reports are provided by the Program Manager. Verbal reporting also takes place as necessary. A final termination report is submitted to the referring counselor within two weeks of the client's termination date. This report includes a summary of the client's performance on various work stations, an overview of progress achieved, and accounts of significant events. It concludes with recommendations for specific appropriate vocational goals and an outline of steps (if any) necessary for achievement of these.

Additional Criteria of Acceptance Specific to Work Adjustment

1. Referral information that includes report(s) from diagnostic procedures indicating the appropriateness of Work Adjustment services.





**G.R.O.W.
GOODWILL (RE)HABILITATION
AND
OCCUPATIONAL WORKSHOP**

This program is certified by the Department of Labor as a Work Activity Center. As such, G.R.O.W. provides vocational and other therapeutic services to clients whose level of productivity is below 50% of competitive industry standards.

The two main components of this program are:

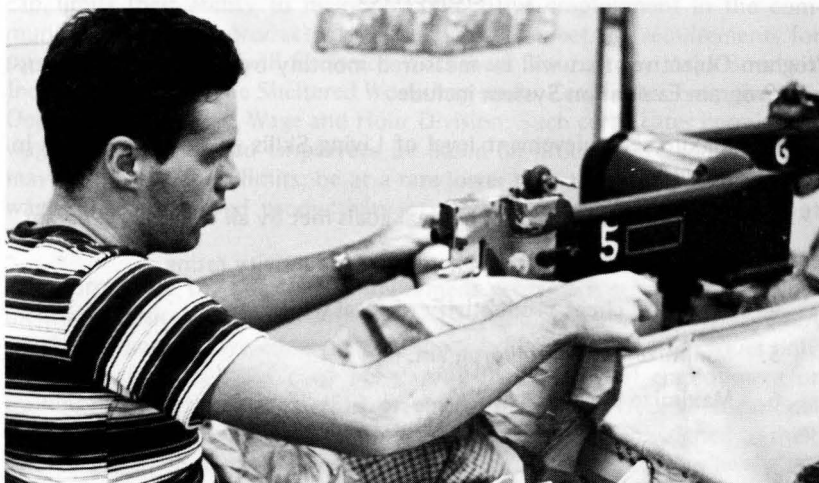
1. Work Activities permit remuneration for work performance. It affords a treatment setting in which proper work habits and behavior can be learned and in which physical and emotional tolerance for work will be developed.
2. Individualized instruction of Daily Living Skills and Socialization Activities.

Although no time limitations are set on length of participation, the program goal is to secure higher level programming within 24 months after entering the program. In compliance with Department of Labor requirements, any client who achieves and maintains or exceeds a productivity level of 50% of the non-handicapped standard for a three-month period will leave the G.R.O.W. program and be referred to an appropriate higher level program such as Work Adjustment or Sheltered Employment.

Each client is assigned a Program Manager who works closely with that client to develop a realistic step-by-step treatment plan that will result in the achievement of an appropriate vocational goal and the acquisition of the skills needed for independent living. The Program Manager carefully monitors the client's performance, provides feedback and vocational counseling, works closely with the client to review and revise the treatment plan, and coordinates auxiliary services as necessary.

Instructors provide instruction in daily living skills. A floor supervisor coordinates work activities to best suit each client's individual needs. The instructors work with a maximum class size of three clients per instructor thus allowing extensive individualization. The classes provide practical experience for the clients which carries over into daily life more easily than academic material. Instruction is given in the use of public transportation, use of the telephone, telling time, washing and ironing clothes, use of public eating places, coin identification, change transactions, purchasing, budgeting, use of financial institutions, grooming and hygiene, job readiness, and more.

G.R.O.W. is a Title XX program that is currently funded under a contract with the Trumbull County Welfare Department and Mahoning and Trumbull County Boards of Mental Health.



Referral Procedure

Referrals for the G.R.O.W. program will be accepted by the Program Coordinator. New clients are required to tour the facility prior to the starting date and referral information must be available for review by the Rehabilitation Staff at least two weeks prior to the starting date. Referral information is to include at the minimum: Referral sheet with referral questions, psychological report, and medical report with limitations noted. Social and work history are also beneficial.

Criteria of Acceptance Specific to G.R.O.W.

1. Documentation that I.Q. is in the range of 50 to approximately 75 (this criterion is somewhat flexible with exceptions possible based on other individual characteristics or factors relative to overall level of functioning).
2. May have a secondary mental health diagnosis.
3. Meeting eligibility requirements as established by County Welfare Departments under Title XX.

Objectives

Program Objectives that will be measured monthly by the Goodwill Industries Program Evaluation System include:

1. Maximize achievement level of Living Skills goals by all clients in program.
2. Maximize number of individual goals met by all clients in program.
3. Maximize transfers to higher level productivity rating.
4. Maximize client productivity of total workshop.*
5. Minimize time in the program.
6. Maximize positive exits.



SHELTERED EMPLOYMENT

Individuals can be considered for Sheltered Employment when their handicap limits their ability to maintain competitive employment in the community, but whose productivity is adequate to meet the requirements for positions in the Goodwill Sheltered Workshop. Youngstown Area Goodwill Industries operates the Sheltered Workshop under Certificates from the U.S. Department of Labor, Wage and Hour Division. Such certificates permit that wages for handicapped employees be based on productivity and therefore may within specified limits, be at a rate lower than the prevailing minimum wage. Wage rates and productivity of workers are therefore evaluated at least semi-annually.

The purpose of the Sheltered Employment program is to provide employment and services related to employment to handicapped adults who are not capable of competitive employment. Sheltered Employment continues only until the client is capable of progressing to higher level employment or training. Throughout the period of employment, they receive vocational planning and counseling services from the Program Manager assigned to their case. When these workers have attained competitive productivity levels, the Placement Specialist assists in job seeking.

Referral Procedure

Contact Sheltered Employment Program Coordinator for details.

Additional Criteria of Acceptance Specific to Sheltered Employment

1. Demonstrated capacity to meet minimum Sheltered Employment productivity standards.
2. The existence of a job opening in the Sheltered Workshop that is appropriate for the client.

Objectives

The objectives of Sheltered Employment that are monitored monthly by the Goodwill Industries Program Evaluation System include:

1. Obtain competitive employment or On-the-Job Training.
2. Obtain skills training.
3. Maximize earnings for sheltered employees.
4. Minimize time in the program for those in Objectives #1-#2.

WORK STUDY PROGRAM

The Work Study Program is a cooperative program between Youngstown Area Goodwill Industries and the Youngstown Public Schools. The purpose of the program is to assist severely handicapped high school students in becoming more aware of the working world, its standards, and requirements. The class meets at Goodwill during the morning hours and at Rayen High School during the afternoons.

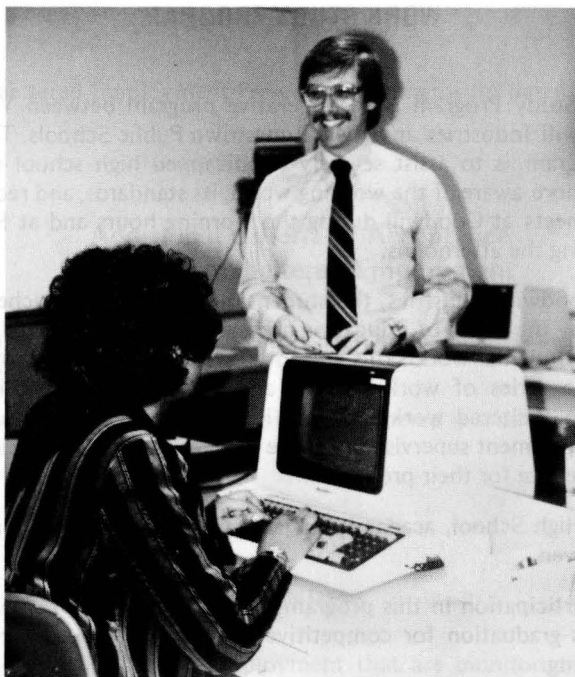
While at Goodwill Industries, the students are taught by a teacher and aides employed by the Board of Education and supervised by Goodwill Industries' personnel. Students' work skills and interests are assessed through the completion of a series of work samples and vocational interest inventories. Exposure to sheltered work situation is provided with performance monitored by department supervisors and the teacher. Students are paid a learning rate or piece rate for their production.

At Rayen High School, academic subjects are taught and individual therapy programs given.

Through participation in this program, handicapped students will be better prepared at graduation for competitive or sheltered employment or vocational training.

Referral Procedure

Referrals are accepted through the Youngstown Public School System only.



PROJECTS WITH INDUSTRY

Projects With Industry (P.W.I.) is a rehabilitation training program that is conducted in a competitive work setting. Its purpose is to provide clients with the opportunity to display and improve work habits and behaviors through practical work experience. It develops a successful work history with references for the client and permits the client to earn an income. Clients participate in the program for up to ten weeks.

The counselor provided by Goodwill Industries for the program acts as a buffer between the management of the host employers and the rehabilitation clients. The counselor does not supplant any of the employer's normal personnel functions. All clients are oriented and trained as any new entry level worker would be. The counselor receives information concerning client work performance from the employer and uses this information in the form of performance feedback to help clients improve their level of productivity. Vocational counseling is provided as appropriate to the participating clients.

Process

1. Referral by telephone to the P.W.I. counselor.
2. P.W.I. counselor receives referral packet.
3. Pre-admission staffing (if necessary).
4. Intake interview scheduled with client.
5. Intake interview completed and start date established.
6. Goodwill Industries receives necessary authorization(s).
7. Client starts program.

Objectives

The objectives of P.W.I. that are monitored monthly by the Goodwill Industries Program Evaluation System include:

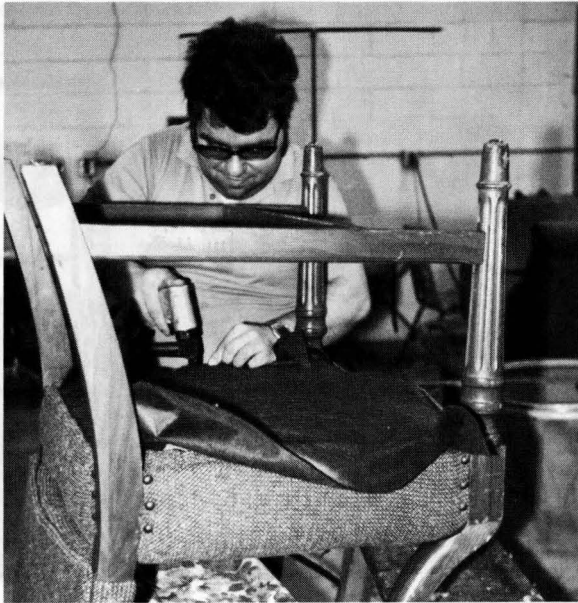
1. Obtain full-time competitive employment or On-the-Job Training within 90 days.
2. Obtain part-time competitive employment within 90 days.
3. Obtain community services for those not in Objectives #1-#2 above.
4. Maximize wages for those achieving Objectives #1-#2.
5. Minimize time in program for those in Objectives #1-#2.
6. Maximize number of clients served.

Additional Criteria of Acceptance

In most cases, a Vocational Evaluation is recommended to determine appropriateness for the positions available; however, if existing records are substantial enough to permit this determination, this requirement can be waived.

Reporting

Written monthly progress reports are provided by the P.W.I. counselor. Verbal reporting also takes place as necessary. A final termination report is submitted to the referring counselor within two weeks of the clients's termination date. This report includes a summary of the client's performance on his/her work station(s), an overview of progress achieved and accounts of significant events. It concludes with recommendations for the appropriate vocational goal and any other services that may be necessary.

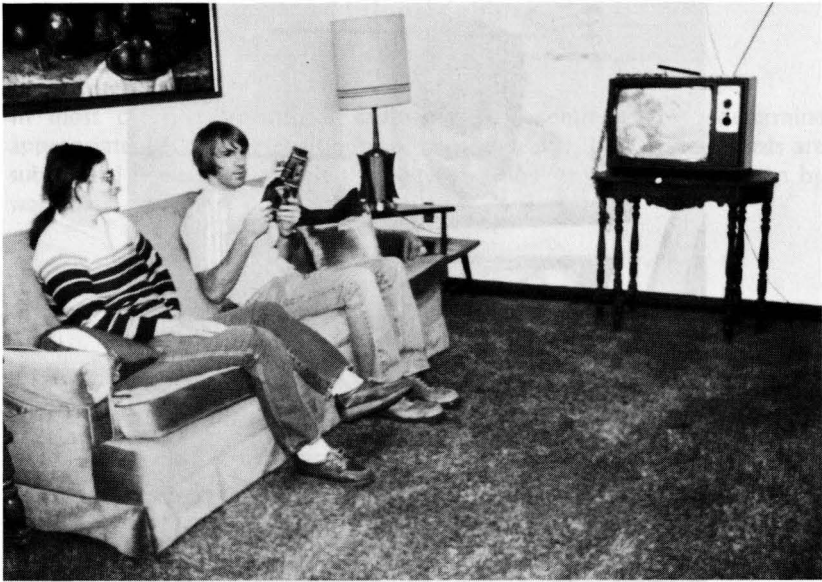


RESIDENCE SERVICE

The purpose of the Residence Service is to provide living-in facilities for clients participating in any Goodwill Rehabilitation Center program. Rooms are available for a three-day week (Monday morning through Friday after noon). Supervisors in the residential area are available to assist clients in the residential area.

OCCUPATIONAL SKILL TRAINING

Upholstery and Janitorial Skill Training are available to qualified clients. Information such as fees, entrance criteria, and curricula will be provided upon request. Contact the Director of Rehabilitation or Coordinator of Work Adjustment for details.



RESIDENCE SERVICE

The purpose of the Residence Service is to provide living-in facilities for clients participating in any Goodwill Rehabilitation Center programs. Rooms are available for a five-day week (Monday morning through Friday afternoon). Supervision is provided while the clients are in the residence area by a resident supervisor in the dormitory area.

The residence is divided into two sections: Rooms, bath and toilet facilities for four female clients; and rooms, bath and toilet facilities for eight male clients in the other section. Two common lounges for both male and female clients are located within the dormitory where television, games, and other recreational equipment are located. Residents are provided with meals. The cafeteria serves as an additional recreational area in the evening.

Linens, towels and washcloths are provided to residents; clients should supply their own clothing and incidentals.

Additional Criteria of Acceptance Specific to Residence Service

1. Acceptance into other vocational rehabilitation program.
2. Client must be able to attend to his own needs such as bathing, toilet, and dressing.



PLACEMENT SERVICE

Placement Services are available to clients in any of the Rehabilitation programs who are deemed "job ready". The Placement Department works full-time seeking, developing, and securing employment for those clients who may have difficulty securing employment independently.

The Placement Specialist also serves as a resource to the rest of the Rehabilitation Staff by conveying current employment information such as status of the local job market, current requirements of various types of employment, and providing feedback regarding the performance of clients previously "placed" in competitive jobs.



**ACCREDITED BY THE
COMMISSION ON ACCREDITATION
OF REHABILITATION FACILITIES**