

Goodwill Columbus

WFD Best Practices

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Top 3 Best Practices

- PERSON CENTERED SERVICE DELIVERY MODEL
- CAREER PATHWAYS/INDUSTRY-RECOGNIZED CREDENTIALS
- RAISING THE BAR

PERSON CENTERED SERVICE DELIVERY MODEL

Program Model Key Points



- All participants get some version of all of services.
- Continuing cycle focusing on advancement and long-term engagement.
- Provided by a combination of Case Managers, Career Consultants and Career Facilitators.

PERSON CENTERED SERVICE DELIVERY MODEL

How to Enroll in Program?

- Walk-ins or people calling for general WFD information who are not currently in programming go through our Front Door.
- WFD services only for fully enrolled participants.
- Front Door is manned by our Case Managers (614-583-0250 unless another contact is given for your project)
 - Monday-Thursday 8am-4:00pm, Friday 8am-12pm
- Initial Assessment completed to determine what is needed by individual and if we are best suited to provide needed services.
- If yes, Program Interview scheduled. If no, referred to more appropriate community services.

PERSON CENTERED SERVICE DELIVERY MODEL

Staff Teamed as Experts for the Following Populations

- Developmentally Disabled
- Other Disabled
- Unstably Housed
- Adult- Unemployed/Underemployed
- Youth/Young Adults

* Common characteristics of all populations include criminal background, low education, little work experience, mental health and/or substance abuse issues and many others.

CAREER PATHWAYS/INDUSTRY-RECOGNIZED CREDENTIALS

2015-2016 Focus

- Business Services, Insurance & IT
- Retail & Hospitality/Lodging
- Healthcare
 - Personal Care
 - Information Management Technology

CAREER PATHWAYS/INDUSTRY-RECOGNIZED CREDENTIALS

Associated Credentials

- Digital Literacy
- Microsoft Office Specialist-Excel
- Microsoft Office Specialist-Word
- Microsoft Office Specialist
 - PowerPoint
- Microsoft Office Specialist-Access
- Microsoft Office Specialist
 - SharePoint
- Microsoft Office Specialist-Office
- Microsoft Technology Associate
- Internet & Computing Core Certification
- Certified Guest Services Professional
- Certified Front Desk Rep
- Certified Maintenance Employee
- Certified Kitchen Cook
- Certified Restaurant Server
- Certified Guest Room Attendant
- Commercial Driver's License
- Occupational Safety & Health
- STNA
- Phlebotomy
- Medical Terminology

RAISING THE BAR

Increased Expectations

- Requirement to agree to full program model versus services a la cart.
- Career Boot Camp increased to 60 hours from 15 hours with strict attendance policy.
- Extensive/6-8 hour upskilling curriculums with many practice exams ensuring prepared for credential exams.
- High standards during transitional work

RAISING THE BAR

Results

- Increased, long-term engagement by enrolled participants which leads to our ability to assist them with advancement to higher paying positions.
- 85% Career Boot Camp successful completion, 100% if they make it to day 2.
- Increased self-esteem and motivation in achievement of credential.
- Increased job offers by transitional work employers, often prior to completion of transitional work.

Thank You!!