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!!