

### Community Service Program Overview for Referral Agencies

Goodwill Industries of Tennessee, Inc.'s Community Service Program provides access to a professional retail learning environment in which participants complete court-ordered community service hours while building workforce-related skills. Participant experiences are focused on supporting Goodwill's mission as a dynamic social enterprise to provide employment services to those in need and to strengthen community infrastructure.

**Eligibility:** Community Service Program participants must be at least 16 years of age, adjudicated, and recommended for community service. Individuals referred to the program must not have violent offenses. Individuals with charges of assault/battery, child abuse, domestic abuse, murder, rape, sexual violence offense, or a charge with the aggravated designation are not eligible for community service placement with Goodwill.

**Accountability:** All Community Service Program participants are brand ambassadors for Goodwill. While completing required service hours through the Program, or any other community based or service-learning programs administered by Goodwill, participants must follow all policies and procedures of Goodwill Industries of Tennessee, Inc. This includes Goodwill's [Code of Ethics and Accountability](#).

Goodwill's Volunteer Services Coordinator is responsible for the timely dissemination of accurate policy and procedural information to internal and external stakeholders. This ensures an efficient intake and approval process for individuals seeking to perform community service with Goodwill. Team Leads are responsible for in-store supervision of community service participants. As such, Team Leads can remove a participant from the retail store premises for any and all violations of Goodwill policies and procedures.

Disciplinary actions and participant appeals are reviewed by Goodwill's Director of Human Capital and follow established guidelines set by Human Resources. Referral agency contacts are notified of all incidents.

#### Program Check List:

- ✓ Representative of the referral agency emails documentation to the Volunteer Services Coordinator of the participant's required community service with confirmation of the participant's non-violent charges.
- ✓ Direct requests from participants must include official court papers, probation/case manager referral, attorney letter, or email from the agency representative's official account.
- ✓ The Volunteer Services Coordinator reviews the documentation, approves the participant, and assigns the participant online training.

- ✓ Online training includes a Workforce Development Services Client Data Survey and learning modules that must be completed before performing any service hours. Required learning modules are Goodwill 101, Attitude in the Workplace, Basic Customer Service, Self-Presentation in the Workplace, and Workplace Safety. Additional modules may be assigned to reinforce a participant's workplace skills.
- ✓ It is the participant's responsibility to confirm use of the required learning modules to meet community service hour requirements. Approval is at the discretion of the referral agency.
- ✓ Participants receive an email with their training access link and password and an attached copy of the *Community Service Program Participant Guidelines (Retail)* agreement form. The participant must review, sign, and email the form along with a copy of a valid photo ID to the Volunteer Services Coordinator prior to performing any service hours.
- ✓ Upon participant completion of online training, the retail store's Team Lead is notified and coordinates a schedule with the participant to perform the required service hours. The Team Lead provides in-store supervision of the participant.
- ✓ The Team Lead determines participant capacity at the retail store and the availability of community service placements for the time period. A participant can request reassignment to a store with open placements.
- ✓ Store duties may include but are not limited to accepting and processing donations; cleaning the facility; grading and hanging textiles; pulling, straightening, and stocking items on the sales floor, or running carts of processed items to the sales floor for display.
- ✓ Participants who self-disclose emotional, physical, or learning disabilities and who request reasonable accommodations to complete assigned duties are referred to Workforce Development Services before those duties and/or service hours are performed.
- ✓ Official time sheets are kept on store premises. Participants are responsible for logging accurate dates, times, service hours, and for signing and retaining copies of monthly time sheets for their personal records.
- ✓ Team Leads review, sign, and submit monthly time sheets to the Volunteer Services Coordinator who verifies the service hours, processes the time sheets, and updates each participant's community service record for accurate reporting to the participant and the referral agency upon request.

**Contact Information:** Please direct all referrals, questions, or emails regarding the Community Service Program to the following Goodwill contact:

**Greg Walters**, Volunteer Services Coordinator  
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