

### Community Service Program Overview for Referral Agencies

Goodwill Industries of Tennesse Area, 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 Tennesse Area, 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 and Supervisors are responsible for supervision of community service participants at their Goodwill locations. As such, Team Leads and Supervisors can remove a participant from the location premises for any and all violations of Goodwill policies and procedures.

Disciplinary actions and participant appeals are reviewed by Goodwill's Vice President of People Operations 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 requirements. Approval is at the discretion of the referral agency and/or court.
- ✓ Participants receive an email with their training access link, password, and instructions on how to digitally sign the *Community Service Program Participant Acknowledgment and Agreement Form*. The participant must review, digitally sign, and submit 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 and submission of required documents, the Goodwill Team Lead or Supervisor is notified and coordinates a schedule with the participant to perform the required service hours. The Team Lead or Supervisor provides on-site supervision of the participant.
- ✓ The Goodwill Team Lead or Supervisor determines participant capacity at the location and the availability of community service placements for the time period. A participant can request reassignment to a Goodwill location with open placements.
- ✓ Participant duties may vary by location and may include but are not limited to accepting and processing donations; cleaning the facility; grading and hanging textiles; pulling, straightening, and stocking items; or running carts of processed items for display or transport.
- ✓ Program participants who self-disclose emotional, cognitive, developmental, health, mental, or physical performance limitations and who request reasonable accommodations to complete assigned duties will be referred to Workforce Development Services by the Goodwill Team Lead or Supervisor before those duties and/or service hours are performed. Appropriate supporting documentation must be provided by the program participant upon request by Workforce Development Services.
- ✓ Official Goodwill time sheets are kept on the Goodwill location 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.
- ✓ Goodwill Team Leads or Supervisors review, sign, and submit monthly time sheets to the Volunteer Services Coordinator who verifies the service hours, corrects any clock-hour miscalculations, processes the time sheets, and updates each participant's community service record for accurate reporting to the participant and the referral agency upon request.
- ✓ Participants who complete their community service obligation through Goodwill receive an email request to complete the online *Community Service Participant Evaluation of Program*. Team Leads, Supervisors, and referral agency representatives are asked to complete end-of-year online evaluations of the program. Responses remain anonymous.

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

**Greg Walters**

Volunteer Services Coordinator

Office Hours: 10:00 a.m. - 4:00 p.m.  
Tuesdays and Thursdays

423-426-3922 mobile  
[gwalters@goodwilltnva.org](mailto:gwalters@goodwilltnva.org)  
[volunteerservices@goodwilltnva.org](mailto:volunteerservices@goodwilltnva.org)

**Community Service Program Webpage:**

[www.goodwilltnva.org/community-service-program](http://www.goodwilltnva.org/community-service-program)

**Corporate Address:**

Goodwill Industries of Tennesse, Inc.  
2017 Brookside Lane  
Kingsport, TN 37660  
423-245-0600

**Goodwill Industries of Tennesse Area, Inc. Website:**

[www.goodwilltnva.org](http://www.goodwilltnva.org)

**Volunteer Services Webpage:**

[www.goodwilltnva.org/volunteer-services](http://www.goodwilltnva.org/volunteer-services)

The Volunteer Services webpage is linked on the Mission tab at [www.goodwilltnva.org](http://www.goodwilltnva.org), as well.