



## Volunteer Services

### Community Service Program Overview for Referral Agencies

Goodwill Industries of Tennessee 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 current or adjudicated charges of assault/battery, child abuse, domestic abuse, murder, rape, sexual violence offense, or a charge with the aggravated designation **due to violence or use of a weapon of any kind** 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 Area, Inc. This includes Goodwill's [Code of Ethics and Accountability](#).

Goodwill's Community Service Program 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 and recommend dismissal from the program 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 Community Service Program Coordinator of the participant's required community service with confirmation of the participant's non-violent charges.
- ✓ Direct requests from participants must be vetted by official court papers, probation/case manager referral, attorney letter, or email from the agency representative's official account.

- ✓ The Community Service Program Coordinator reviews the documentation, approves the participant, and assigns the participant online training.
- ✓ Online training includes a Client Services 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 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 Community Service Program Coordinator prior to performing any service hours.
- ✓ **Participants must complete online training within 30 days of assignment. If they have a court deadline within that 30-day period, online training must be completed immediately.**
- ✓ Upon participant completion of online training and submission of required documents, the Goodwill Team Lead or Supervisor receives a copy of the on-site approval email with photo ID and signed *Community Service Program Participant Acknowledgement and Agreement Form*. The Team Lead or Supervisor provides on-site supervision of the participant.
- ✓ **Participants must start on-site service within 90 days of successful completion of the online training and submission of the agreement form and photo ID. If they have a court deadline within that 90-day period, then they will need to start on-site service immediately.**
- ✓ Participants are required to perform a minimum of one hour of service each time they are on-site **but must not perform more than 40 hours of service during any one week**. The Goodwill Team Lead or Supervisor determines time and participant capacity at the location and the availability of community service placements for the time period.
- ✓ **All community service hours must be completed at the location initially assigned and requests to change locations must be made to the Community Service Program Coordinator and approved by the referral agency.**
- ✓ 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 Client 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 Client Services.

- ✓ Participants are responsible for clocking in and out (with photo capture) on the Time Clock Wizard application for their shifts with a unique PIN assigned by the Community Service Program Coordinator. Log-in is only accessible on a secure, mounted tablet provided at their assigned service location.
- ✓ Participants are required to clock out and back in for a 30-minute lunch break if scheduled for 6 or more hours of service in one shift. Time records will be checked by the Community Service Program Coordinator and will be adjusted to reflect a .5 deduction.
- ✓ The Goodwill Team Lead or Supervisor is authorized to sign agency-branded daily timesheets required by the referral agency. A copy of the form or of any documentation signed for a participant must be forwarded to the Community Service Program Coordinator. Time Clock Wizard time records are considered official Goodwill of Tenneva documents and will be submitted to referral agencies or courts as official verifications of earned hours.
- ✓ Participants will not be allowed to perform on-site service until their PIN is assigned by the Community Service Program Coordinator. If participants forget their PINs, they will not be allowed to perform on-site service until they contact the Coordinator and obtain their PIN.
- ✓ The Community Service Program Coordinator verifies the service hours, corrects any clock-hour miscalculations, processes the Time Clock Wizard time records, and updates each participant's community service record for accurate reporting to the participant and the referral agency upon request.
- ✓ If a verification of completed community service hours is required for an upcoming court appearance, a request must be made to the Community Service Program Coordinator no later than two (2) working days prior to the court appearance.
- ✓ If a community service participant had on-site approval prior to 2024 but has been deactivated, the participant will not be allowed to perform on-site community service hours until they contact the Community Service Program Coordinator, are added to the Time Clock Wizard system, and a PIN is assigned.
- ✓ If a community service participant is approved in 2024 and does not complete online training within 30 days or sooner of being assigned or does not start on-site service within 90 days or sooner of completing online training, the participant will be deactivated and must contact the Community Service Program Coordinator to reactivate and obtain a PIN for Time Clock Wizard.
- ✓ Professionalism while on any Goodwill-controlled property is mandatory. No inappropriate conduct or language will be tolerated. The appearance standard for community service participants is the same as for all retail employees and volunteers and can be found on the Goodwill of Tenneva website. The following actions will result in immediate dismissal from Goodwill of Tenneva's Community Service Program. They include, but are not limited to:
  - Reporting to the location to which the participant is assigned under the influence of drugs or alcohol.
  - Stealing or diverting donated items and/or Goodwill of Tenneva property.
  - Engaging in violent, disrespectful, or harassing behaviors to individuals on-site.
  - Continued failure to clock in and clock out during times of service.
- ✓ Participants who complete their community service obligation through Goodwill receive an email request to complete the online *Community Service Participant Evaluation of Program*.

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

**Kelly Cisney, JD**

Community Service Program Coordinator

Office Hours: 10:00 a.m. - 4:00 p.m.

Tuesdays and Thursdays

423-900-3209 office cell

[kcisney@goodwilltnva.org](mailto:kcisney@goodwilltnva.org)

[csp@goodwilltnva.org](mailto:csp@goodwilltnva.org)

**Corporate Address:**

Goodwill Industries of Tenneva, Inc.

2745 East Stone Drive

Kingsport, TN 37660

423-245-0600

**Community Service Program Webpage:**

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

**Goodwill Industries of Tenneva 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.