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ABSTRACT

The manual describes the vocational rehabilitation program and services for handicapped individuals that are provided by Goodwill Industries of North Central Pennsylvania, Inc., which services an eight-county outreach area. An introductory section provides general background information regarding program objectives, philosophy, and organizational structure. Goodwill's basic rehabilitation program consists of employment and training through repairing and reconditioning useable clothing and household articles and performing subcontract work. Each client participates in designing his/her own individualized rehabilitation plan. The manual focuses on the intake, evaluation, work adjustment, job readiness/placement, and sheltered employment aspects of the program and provides corresponding definitions and goals, objectives, flow charts, procedures, requirements, and personnel needs. Continuous, on-going evaluation and needs assessment are used to increase the facility's overall performance. A curriculum outline is included for the 11 skill training areas currently being offered: laundry, pressing, automatic shirt ironing; allocation and pricing of soft and hard goods; merchandising/sales; office clerical; shoe repair/orthopedic shoe repair; truck helper; maintenance/custodial; janitorial; appliance repair; machine tool operators; and electronic coil winding. Copies of various agency rehabilitation forms also are included. (EA)

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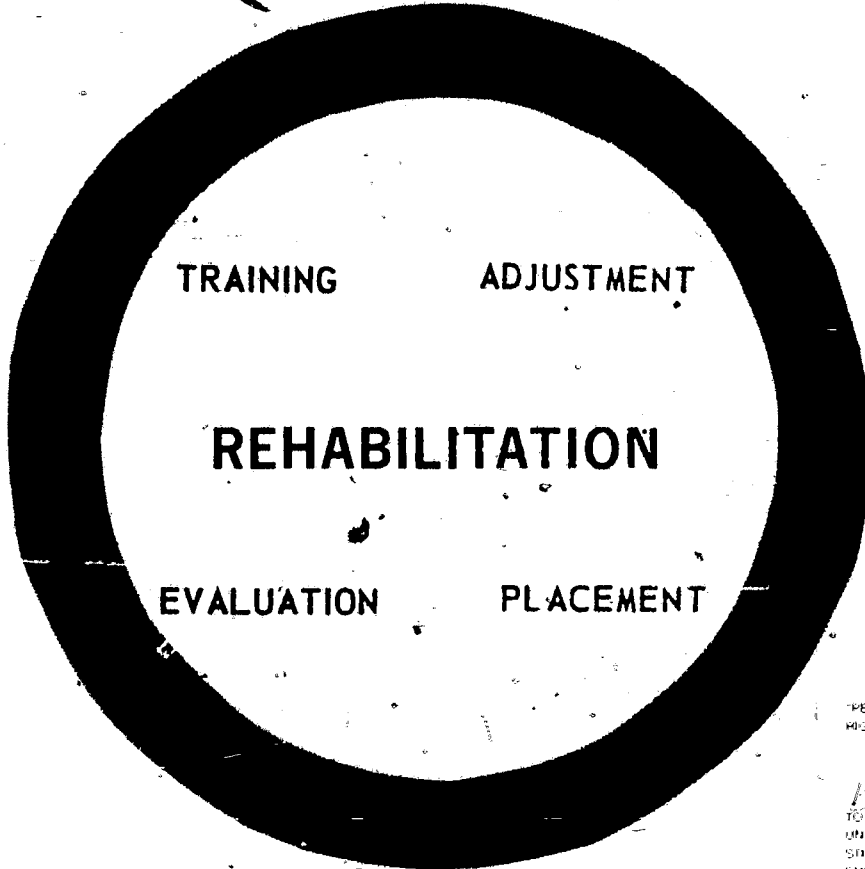
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VOCATIONAL REHABILITATION SERVICES

For Handicapped Individuals

U.S. DEPARTMENT OF HEALTH,
EDUCATION & WELFARE
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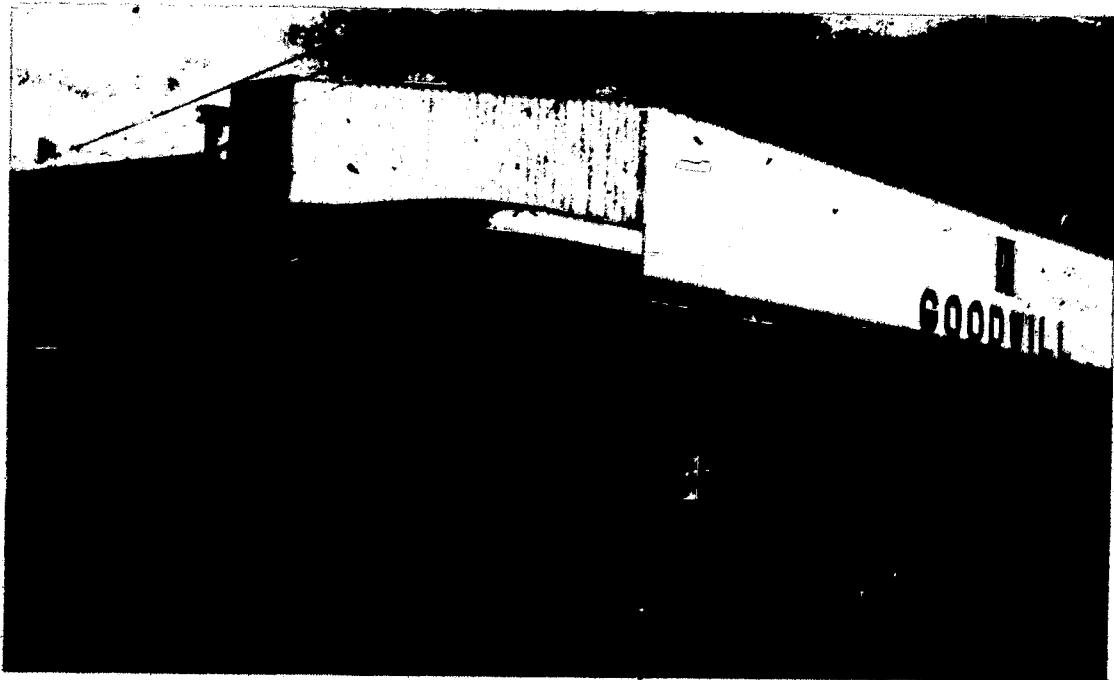
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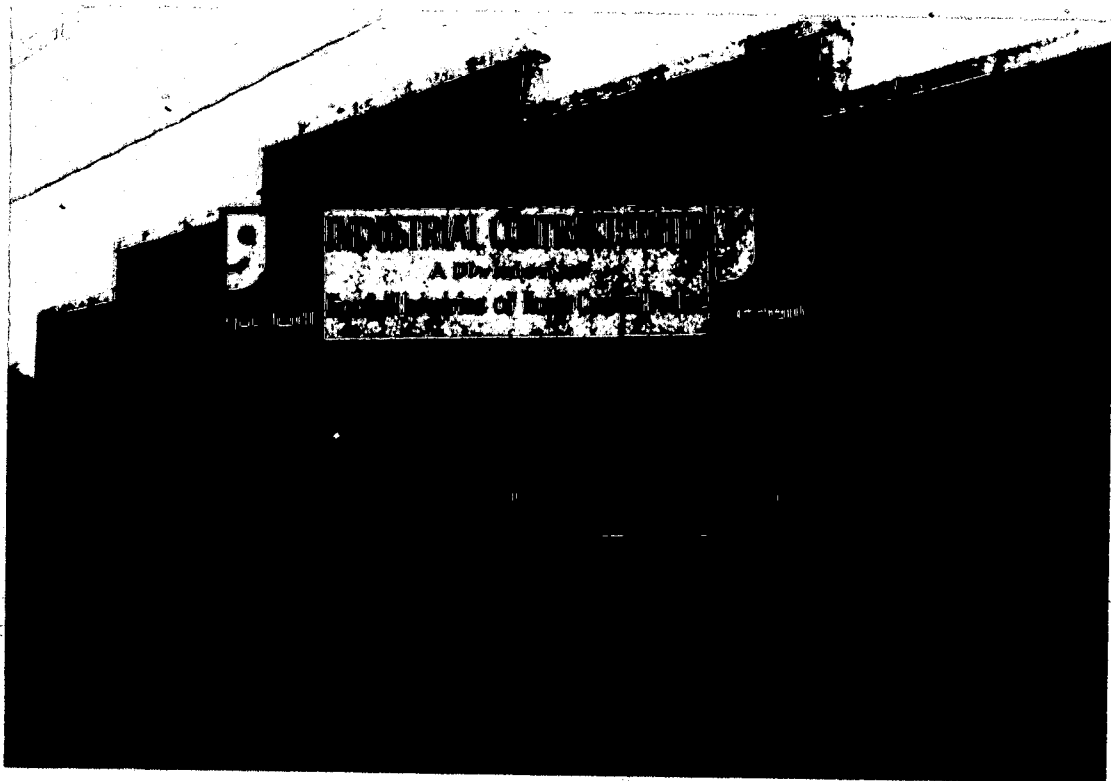
An Equal Opportunity Employer/Trainer/Facility

UNITED WAY AGENCY

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All programs administered by and services provided by Goodwill Industries of North-Central Pennsylvania, Inc., are rendered on a non dis-criminatory basis without regard to race, color, creed, or national origin in compliance with Title VI of the Civil Rights Act of 1964. All applicants for program participation and/or services have a right to appeal to the Social and Rehabilitation Service, Department of Health, Education, and Welfare, Washington, D.C.





GOODWILL

*Industries of North
Central Pennsylvania, Inc.*

24 W. WASHINGTON AVE.,

DUBOIS, PENNA. 15801

(814) 371-2821

We are pleased to provide you this copy of our MANUAL of VOCATIONAL REHABILITATION SERVICES, 1975 Revised Edition. It represents many hours of research, organization, planning, and editing by our Rehabilitation Department.

The Board of Directors and Administration of Goodwill Industries of North-Central Pennsylvania, Inc., feel that the manual describes, as accurately as possible, the services which our rehabilitation facilities provide, and as such, makes a major contribution to the client's need for continuity of care. Further, we feel that the manual describes to its staff, persons served, other agencies, and its public the services which it provides.

Goodwill Industries of North Central Pennsylvania, Inc., was started on October 11, 1966. It is one of the vocational rehabilitation facilities implemented in the Commonwealth through the Vocational Rehabilitation Act of 1965 and the state plan to provide rehabilitation training and workshop services where such services did not previously exist. Since our beginning, our commitment has continuously been and shall continuously remain:

TO AID INDIVIDUALS IN THEIR QUEST FOR A SATISFYING LIFE THROUGH
PROFESSIONAL REHABILITATION SERVICES--A HELPING HAND--A CHANCE--
TRAINING--A JOB--A LIFE REBUILT!!

We view this manual as a most worthwhile contribution to rehabilitation programming and rehabilitation services in the eight county outreach area served by Goodwill and in the Commonwealth of Pennsylvania and commend it to your use. It is copyrighted by Goodwill Industries of North-Central Pennsylvania, Inc.

Winfield R. McClure
Winfield R. McClure
President, Board of
Directors

E. B. Simpkins
E. B. Simpkins
Executive Director



Goodwill Industries provides employment, training and rehabilitation for handicapped persons. Serving the North Central Pennsylvania Counties of:

Cameron
Clinton

Center
Elk

Clarion
Forest

Clearfield
Jefferson

THE GOODWILL WAY

"NOT CHARITY . . . BUT A CHANCE"



Member of: Association of Rehabilitation Facilities
Pennsylvania Association of Rehabilitation Facilities
National Rehabilitation Association
Pennsylvania Rehabilitation Association
Vocational Evaluation and Work Adjustment Association

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No description of programs of comprehensive rehabilitation services, this extensive, could be accomplished without the help of a large number of people. Many have assisted the Rehabilitation Director over a period of years by encouragement, by suggestions for content, by even the contribution of a thought on some area of comment. Special thanks to Rod Burlingame, Rehabilitation Counselor; Ed Kelso, Vocational Evaluator; Valerie Flanders, Work Adjustment Counselor; and Gary Sherman Horn, Work Adjustment Counselor--all dedicated, well-trained, knowledgeable Goodwill Rehabilitation Department Staff--who spent many long hours in research, planning, organization, and construction of this tremendous task.

Gratitude is extended to Karen K. Kearney, Student Intern, Rehabilitation Department, Pennsylvania State University, for her interest and capable assistance in the final preparation.

Special thanks is due to Kitty Swartzlander, Kathryn Dickey, and Frances Cherban for their patient and rewarding assistance in typing the manuscript and the research for useful material.

Finally, it would be remiss to omit particular mention of E. B. Simpkins, Executive Director; Winfield R. McClure, President, Goodwill Industries Board of Directors; and the Rehabilitation Committee, Goodwill Industries Board of Directors, for their encouragement, help, and advice during the preparation of this Manual of Vocational Rehabilitation Services.

Barton G. Blakeslee
Barton G. Blakeslee, C.R.C.
Director, Rehabilitation & Program Development



DuBois, Pennsylvania
September, 1975

Robert Vanatt

Robert Vanatt, Chairman
Rehabilitation Committee
Board of Directors
Goodwill Industries

REHABILITATION COMMITTEE

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Rev. Charles A. Sibley
Isaac B. Witaker

"I have observed the process by which an individual grows and changes in a therapeutic relationship."

Carl R. Rogers - 1961

REHABILITATION is a comprehensive process encompassing a coordination of services planned to develop and/or restore disabled persons' physical, mental, social, vocational, and economic usefulness to the extent of their capability.

Rehabilitation is one of our most expanding fields of work. In every community there exists an ever-increasing need for rehabilitation. It is our society's duty and opportunity to serve these needs. The program of rehabilitation consists of the use of recognized medical and vocational services to meet the needs of the handicapped. It requires the aid of physicians, vocational rehabilitation counselors, psychologists, social workers, and many other disciplines involved in an idea about how to make a person whole.

Rehabilitation is not only concerned with the physical disability, but also with the social and emotional disturbance which generally accompanies the disability. It endeavors to place HOPE and FAITH in oneself. The rehabilitation program is one of GUIDANCE and UNDERSTANDING.

The forward movement of rehabilitation over the past twenty years has brought about essential and necessary changes with respect to the lives of handicapped and disabled Americans. Society's understanding and acceptance of those in need of restoration services has been intensified; the government's responsibility for providing help to its handicapped citizenry has increased significantly through extensive major legislation; a new helping profession--the rehabilitation profession--has developed and grown; and more comprehensive and supportive human services are now being delivered to an ever increasing number of persons with handicapping and disabling conditions.

Goodwill Industries of North-Central Pennsylvania, Inc., has been a vital part of this forward movement in rehabilitation. A direct result of our facilities' commitment--TO AID INDIVIDUALS IN THEIR QUEST FOR A PRODUCTIVE SATISFYING LIFE THROUGH PROFESSIONAL REHABILITATION SERVICES--has been the steady growth and expansion of our rehabilitation and social service programs over the past ten years to the point that, today, we have a complex human services delivery system, per accountability standards.

Rehabilitation programs are highly individual. As such, at Goodwill Industries of North-Central Pennsylvania, Inc., rehabilitation is a team effort. Each person's program is tailored to meet his/her needs. To achieve this, the rehabilitant MUST participate with the rehabilitation staff in establishing and evaluating his/her own program.

Thus, Goodwill Industries of North-Central Pennsylvania, Inc.'s, formula for a successful rehabilitation plan is accomplished through TEAM EFFORT and is based explicitly on MUTUAL RESPECT and TRUST.

Barton G. Blakeslee, C.R.C.
Director, Rehabilitation & Program
Development

0.2 GENERAL STATEMENT

Goodwill Industries of North-Central Pennsylvania, A United Way agency, is a Rehabilitation Facility which admits, trains, and refers handicapped persons without regard to race, color, or national origin. An Equal Opportunity Employer/Trainer/Facility, Goodwill Industries of North-Central Pennsylvania, Inc., is a non-profit rehabilitation facility serving the handicapped in the eight county rural areas of Clearfield, Jefferson, Clarion, Elk, Cameron, Forrest, Centre, and Clinton Counties, Pennsylvania. Under the direction and control of a volunteer Board of Directors composed of thirty-two area business and civic leaders, Goodwill Industries of North-Central Pennsylvania, Inc., provides comprehensive services to the visually, physically, mentally, emotionally, and socially handicapped, as well as to the developmentally disabled individuals.

Persons with the following types of disabilities are served by Goodwill Industries of North-Central Pennsylvania, Inc.

- Psychoneurotic and Emotional Disorders
- Psychotic Disorders
- Mental Retardation
- Cerebral Palsy
- Epilepsy
- Visual Impairments
- Hearing Impairments
- Alcoholism
- Drug Addiction
- Advanced Age
- Disadvantaging Conditions
- Orthopedic Deformities
- Functional Impairments
- Cardiac and Circulatory Conditions
- Character, Personality, and Behavior Disorders
- Neurologically Handicapping Conditions
- Other Disabling Medical Conditions

Goodwill Industries of North-Central Pennsylvania, Inc., is a rehabilitation agency that provides a work environment and work experience for evaluation, diagnostic, therapeutic, and employment purposes. Successful client rehabilitation depends upon the capacity of Goodwill's professional staff to provide various program elements to those handicapped clientele who experience difficulty in being absorbed in the area's competitive employment market. Goodwill relies upon other community rehabilitation resources for other specialized evaluative and supportive human services. In cooperation with the Pennsylvania Bureau of Vocational Rehabilitation; the Pennsylvania Office of the Visually and Physically Handicapped; the Bureau of Employment Security; the Veterans' Administration; the Mental Health/Mental Retardation Program; County Boards of Assistance; and other referral agencies and institutions. Goodwill Industries of North-Central Pennsylvania, Inc., provides the following comprehensive services for the area's handicapped:

- Place findings through public schools, hospitals, and other community agencies.
- Information and Referral Services
- Psychological, Social, and Vocational Evaluations
- Counseling to clients and their families
- Individual and Group Counseling
- Pre-Vocational and Vocational Adjustment Services
- Diagnostic Evaluation
- Personal Adjustment Training
- Work Adjustment Training

Special Sheltered Vocational Training in various fields
 Transitional and Extended Workshop Employment
 Work Evaluation and Situational Assessment
 Job Readiness and Job Placement Services
 On-the-Job Training through local and area business or industry
 Work Study/Work Experience for high school seniors
 Follow-up Service (Job Adjustment) for those trainees who have been placed in competitive employment.

Goodwill's basic rehabilitation program consists of employment and training through repairing and re-conditioning useable clothing and household articles and performing sub-contract work to produce income which helps defray operating costs.

Goodwill Industries of North-Central Pennsylvania, Inc., offers work opportunities and vocational training to handicapped individuals in their headquarters building at 24 West Washington Avenue, DuBois, Pennsylvania, in the following areas:

- Laundry
- Pressing
- Automatic Shirt Ironing Unit
- Allocation and Pricing of Soft and Hard Goods
- Truck Helper
- Material Handler
- Sorting
- Baling
- Merchandising and Sales Training in Stores
- Cashier in Store
- Custodial and Maintenance
- Secretarial/Office Clerical
- Shoe Repair and Orthopedic Shoe Repair
- Radio and T.V. Repair
- Small Appliance Repair

The Goodwill Industrial Contract Center, located at 511 Locust Street, DuBois, Pennsylvania, offers work opportunities and vocational training to handicapped individuals in the following areas:

- Assembly and Sub-Assembly
- Inspection and Sorting
- Coil-Winding
- Electronic Testing and Soldering
- Buffing
- Wood-working
- Gluing
- Drill Press and Lathe Work
- Contract Manufacturing
- Collating
- Packaging

Workers and Trainees in both the Goodwill headquarters building and the Goodwill Industrial Contract Center are encouraged and helped to find jobs in business and industry.

Basic to the design of the Goodwill Vocational Training Programs are the worker trait components as explained in Appendix-8 of the Dictionary of Occupational Titles, 1965, Vol. II, Occupational Classification, Third Edition, U.S. Dept. of Labor. Use of these worker components and their various levels established a rating scale most frequently used by the

0.2 employment agencies and personnel management. Goodwill Industries of North-Central Pennsylvania, Inc., feels that these worker trait components provides a common language as well as an acceptable standard by which to rate individuals on their work potentials and performance.

Goodwill Industries of North-Central Pennsylvania, Inc., also cooperates with prospective agencies in the registration of clients.

0.2.1 FEE SCHEDULE

Currently, Goodwill Industries of North-Central Pennsylvania, Inc., has the following fee schedule:

\$12.20 per day per client for those individuals in evaluation and vocational adjustment training.

\$9.00 per day per client for those individuals requiring extended, long-term services.

NOTE: Goodwill Industries of North-Central Pennsylvania, Inc., has also been greatly affected by spiraling operating costs brought about by inflation. As such, negotiations are presently underway with various state agencies for the purpose of seeking an appreciable increase in both of the above described daily rates.

Further information about the fee schedule of Goodwill Industries of North-Central Pennsylvania, Inc., can be obtained by writing or calling the Director, Rehabilitation & Program Development.

0.2.2 PROGRAM OBJECTIVES

An active and organized plan of action which is goal directed and implemented by appropriately trained professional personnel is necessary for effective program planning and regular assessment. As such, Goodwill Industries of North-Central Pennsylvania, Inc., has established the following short-term objectives and long-term objectives to meet the needs of the client:

SHORT-TERM OBJECTIVES

To provide assessment of work potential by use of the JEVS Work Sample System and situational techniques.

To prepare and place the handicapped in competitive employment through the development of work readiness, work adjustment, and competence in vocational skills.

To improve the developmentally disabled's basic potentials, social skills, functional independence, and other aspects of general social maturity via a program of therapeutic and work activities.

To provide for a holding operation or launching pad from which other services may be started.

LONG-TERM OBJECTIVES

To provide extended employment for the handicapped person whose productive output is below competitive standards.

0.2.2

To help those individuals in extended employment preserve their mental or physical health and enhance their social adjustment.

To assist handicapped persons in attaining the highest physical, intellectual, vocational, social, moral, and cultural usefulness of which they are capable.

0.2.3 PHILOSOPHY

The philosophical premises of Goodwill Industries of North-Central Pennsylvania, Inc., are such that they will not be questioned in a democratic society. Regardless of the race, creed, or color of the handicapped person, or the nature of the handicap he/she represents, Goodwill Industries will accept him/her as a human being, having intrinsic dignity and self-worth.

It is also Goodwill's belief that the individual should become, as far as possible, the decision maker during the rehabilitation process. The techniques utilized by the Goodwill rehabilitation staff will serve only as a tool for the handicapped person to make the best choice for himself or herself.

At Goodwill Industries of North-Central Pennsylvania, Inc., it is impressed upon each trainee that personal and social adjustments are the keys to a successful training program and a happy and productive life. Assisting the individual to develop habits of independent living, motivating the trainee towards wanting to learn and working and producing to his or her fullest abilities, are those kinds of things Goodwill Industries tries to accomplish.

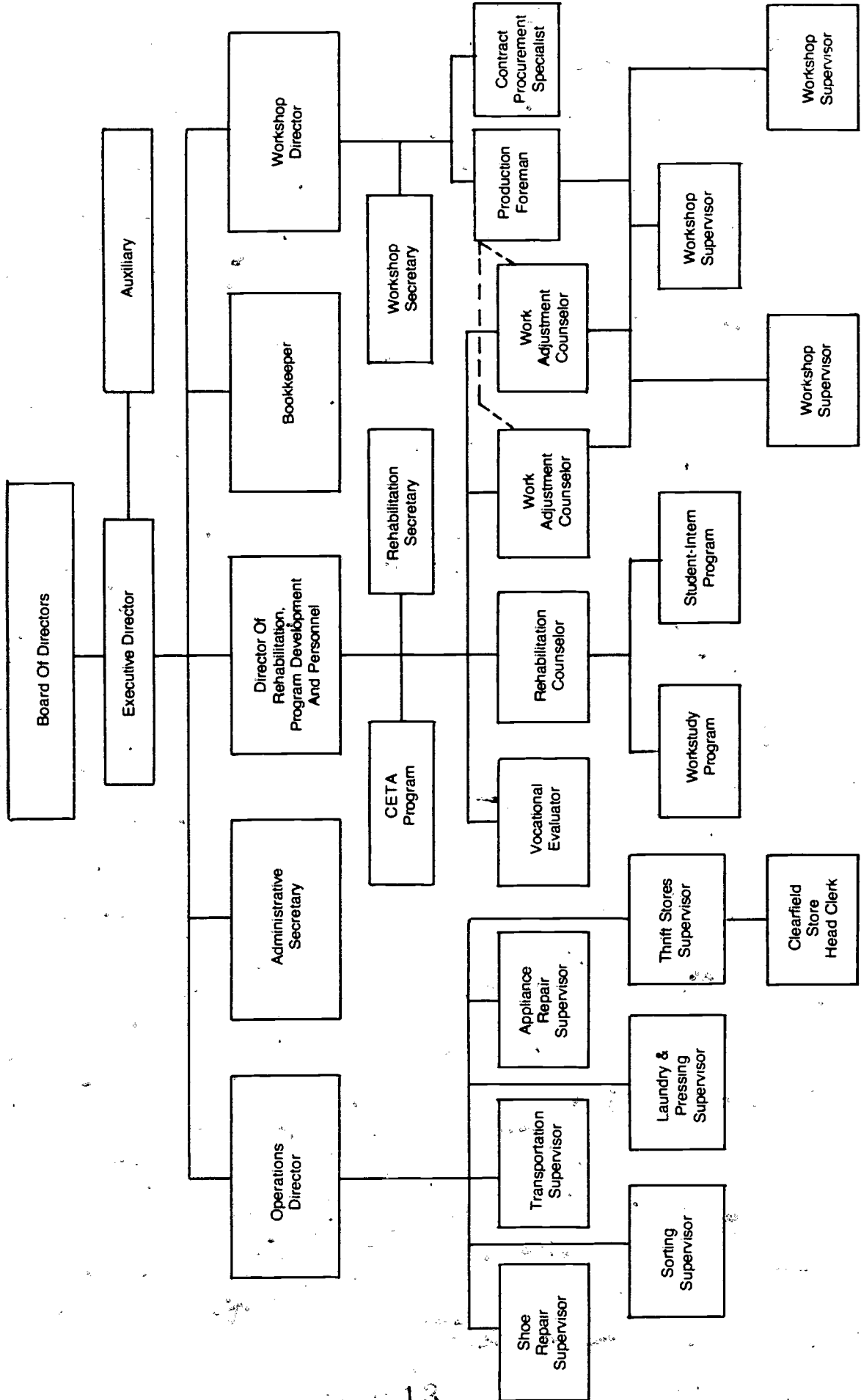
As such, the administration, management, staff, and employees of Goodwill Industries of North-Central Pennsylvania, Inc., believe the greatest service to be offered today's trainees is to provide them with those kinds of work/training tools and perspectives needed in this rapidly changing world. By devoting themselves to keeping abreast of the times, the Goodwill staff hope to inspire the trainees to acquire a strong direction towards good citizenship and successful employment.



ORGANIZATIONAL CHART

Goodwill Industries Of North Central Pennsylvania, Inc.

2.2



0.2.5 PERSONNEL

Successful client rehabilitation depends upon the capacity of a professional staff. Such a staff can individualize diagnostic approaches to clients, depending upon the use of both subjective and objective components in the program to meet the specific needs of the client. The key to the program, as a well developed clinical tool, rests with the ability of the staff to relate the various program elements to the psychological and work needs of the clients.

The staff of Goodwill Industries includes the following:

Executive Director ----- E. B. Simpkins, B.S., Ed.
Thirty-two years in Industrial Management, Supervision, and Quality Control.

Director, Rehabilitation and Program Development ----- Barton G. Blakeslee, B.A., M. Ed.
Licensed Psychologist, Certified Rehabilitation Counselor, and Certified Medical Rehabilitation Director.

Workshop Director ----- Jack C. Amilkavich, B.S., M. Ed.
Contract Procurement Specialist - G.I.A. Training.

Operations Director ----- Augustine J. Indre
Certified Orthopedic Shoe Adjustment and Correction Specialist,
Operations Director - G.I.A. Training.

Production Manager ----- David J. Gatewood
Associate Degree in Business
Seven years experience in Machine Set-Up and Operation,
Time Study and Methods Analysis.

Vocational Evaluator ----- Edward C. Kelso, B.A.
Evaluation and Work Adjustment Services - G.I.A. Training.

Rehabilitation Counselor ----- Rodney A. Burlingame, B.S.
Job Analysis, Placement, and Job Adjustment.

Work Adjustment Counselor ----- Victor N. Kosko, B.S., Coun. Ed.

Work Adjustment Counselor ----- Roger A. Brocious, B.S., Coun. Ed.

Accountant ----- William M. Sheesley, Assoc. Degree
Accounting and Business Administration.

Administrative Secretary ----- Frances M. Cherban
Nine years Administrative Office Services
Secretarial Training - Jeff. Tech.

Rehabilitation Secretary ----- Kathryn G. Dickey
Business College Secretarial Training and Secretarial Experience.

Workshop Secretary ----- Shirley L. Dixon
Two years Business College Secretarial Training
Three years secretarial experience.

O.2.5 Thrift Stores Supervisor ----- Joyce B. Ross
 Laundry and Pressing Supervisor ----- Sarah M. Surkala
 Transportation Supervisor ----- Gene R. Beckwith
 Workshop Supervisor, I.C.C. ----- Heraldine Bundy
 Workshop Supervisor, I.C.C. ----- Pauline Nazimiec, B.S.



Goodwill Rehabilitation Staff:
 seated--Barton Blakeslee, Rodney Burlingame
 standing--Victor Kosko, Edward Kelso, Roger Brocius

Payroll and Secretarial Staff:
 seated--Frances Cherban, Kathryn Dickey
 standing--Kitty Swartzlander, William Sheesley



I.C.C. Production Staff:
 seated--Heraldine Bundy, Pauline Nazimiec
 standing--Jack Amilkavich, Shirley Dixon,
 David Gatewood

Goodwill Production Staff:
 seated--Joyce Ross, Sarah Surkala
 standing--Eugene Beckwith, Augustine Indre

The following list of definitions of technical terms is offered as a guide only. Because of differences in usage among workshops, states, and various regions of the country, the definitions provided here will rarely exactly correspond to actual practice.

ACTIVITIES OF DAILY LIVING - A program most frequently offered the severely handicapped without previous work history or experience in independent living, including personal hygiene, routine household activities, and skills associated with community living and participation. Also includes the use of private or public transportation to travel between home and place of employment or other activities.

ADJUSTMENT - The compatibility of the personality to the range of available roles in the person's culture (See Vocational Adjustment for specific references).

ADVOCACY - "Taking a stand for." Persons who are handicapped, and particularly severely handicapped, individually and collectively need advocates, extending over lengthy periods of time from a wide variety of professions.

ADVOCATE - "Who pleads the cause of another," one "who defends or espouses any cause by argument."

AFFIRMATIVE ACTION - A management process that insures equal opportunity.

ASSESSMENT - See evaluation.

AUDIO-VISUAL MATERIALS - Material other than the printed page that is communicated through auditory and/or visual senses, such as T.V., recordings, films, or slides.

BEHAVIOR MODIFICATION - A program where the environmental conditions that maintain various behavior disorders are behavioral analyzed and, where specific undesirable response patterns are eliminated and desired response patterns strengthened by the systematic application of re-enforcement.

BVH- Refers to the Bureau of the Visually Handicapped.

BVR- Refers to the Bureau of Vocational Rehabilitation.

CASE HISTORY (CLIENT HISTORY, REHABILITANT HISTORY) - Collection of all available information--social, psychological, biographical, environmental, and vocational on clients or proposed clients. Case Histories are kept confidential and are filed in the Records Department.

CLIENT - See rehabilitant.

COMPETITIVE INDUSTRY - Regular employment in which the handicapped person must meet the same requirements for skills and production as the non-handicapped.

COMMUNITY LIVING ARRANGEMENTS - A program which provides a continuum of services for the purpose of enabling MR persons to live successfully in the main stream of society.

CYCLICAL UNEMPLOYMENT - This type of unemployment gets its name from the declines which occur in business during the recession phase of the business cycle. Business activity goes down in a recession cycle, the demand for workers decreases--cyclical unemployment goes up.

DEVELOPMENTAL DISABILITY - A disability attributable to mental retardation, cerebral palsy, epilepsy, autism, or a specific learning disability, or to any other condition closely related to mental retardation (or to require treatment similar to that required for mentally retarded persons) which disability originated before age 18, which has continued or is expected to continue indefinitely, and which constitutes a substantial handicap to the individual.

DIAGNOSTIC PSYCHO-SOCIAL EVALUATION - A program of assessment of individual capacity to adjust to the social demands of work; most often occurs in actual work situations or production tasks. Stress is upon individual's capacity to meet and respond appropriately to the social setting, including supervision and direction.

DISABILITY - A physical or mental impairment having an objective aspect usually discernable by a physician.

D.O.T. - Dictionary of Occupational Titles.

DYSLEXIA - Difficulty processing language symbols; partial ability (or inability) to decode printed symbols into thought; or to encode thought into printed or written symbols.

EMPLOYEE - A person employed by an agency and paid for his work by the agency, or through the agency, whose primary purpose is that of furthering the functions of the institution.

EVALUATION - A comprehensive process that systematically utilizes work, real or simulated, as the focal point for assessment and vocational exploration, for the purpose of assisting individuals toward optimal vocational development; it incorporates medical, cultural, and economic data in the attainment of this goal. Evaluation provides an in-depth determination of the individual's basic abilities and interests, quantifies and qualifies the person's vocational potentials diagnostically.

EVALUATION IN A VOCATIONAL TRAINING SETTING - An evaluation setting which has the following characteristics: (1) the person being evaluated is not paid, (2) an established vocational training program exists, (3) the service is primarily for the benefit of the person, (4) performance supervised and evaluated by the instructional staff in coordination with that training program. The person may be placed in a training setting in order to assess his ability to relate to the demands of the training environment, and to learn and retain specific content of the program. These training programs may be located either within the facility of the community, and may encompass observation and/or recommendation for adjustment, activities of daily living, remediation, vocational, or other established training programs.

EVALUATION UNIT - An organized setting staffed by specialists who systematically and comprehensively utilize work activities (real or simulated) as the focal point for assessment and vocational exploration. In addition, psychological testing, counseling, social summaries, occupational information, etc., are other evaluation tools used. It incorporates the medical, psychological, social, vocational, educational, cultural, and economic data for establishment and attainment of client goals.

EVALUEE - See rehabilitant.

EXTENDED EMPLOYMENT - Employment status of a client who has been in the workshop eighteen months or more in exceptional situations. Usually the possibility of regular employment outside of a sheltered environment is marginal. (Sometimes called terminal employment, but efforts are being made to use the label "extended.")

FAIR LABORS STANDARDS ACT - Code of Federal Regulations established by Congress to govern pay and working conditions.

FAMILY SERVICES AND CASEWORK - A service assisting the family of disabled individuals in adjusting to a client's disability and to the program of therapy, education, and vocational training being offered by the agency.

FEEDBACK - Information based on past performance which may be given to client or other interested parties and which may modify future performance.

FOLLOW-UP INFORMATION - Data collected after services are provided.

FUNCTIONAL INDEPENDANCE - The capacity to take care of one's own affairs to the extent that physical conditions and economic conditions permit. Satisfactory social goals are achieved when individuals are brought to functional independence, even if jobs are not available or because social norms require that the individual remain out of the labor force, as is the case for mothers with very small children. Such a social goal is also satisfied if individuals with severe physical or psychological handicaps are enabled to remain in their community, with or without work, through physical or psychological rehabilitation plus essential supportive services to complement that element of functional capacity which cannot be restored by medical science. Such a goal is contained in all current federal planning and requires only respect for functional capacity, separate from economic services. Functional independence may lead to economic independence and results in a socially healthy individual and reduces unnecessary and costly institutionalization.

GOAL DIRECTION - Development of goals for services to an individual and attendance to those goals during services within the program of the facility. The articulation of such goals, in writing, necessary to complete planning with the person.

GROUP COUNSELING (MULTIPLE) - The practice of counseling several individuals at one time, taking advantage of the group interaction.

HABILITATION - Establishment of fundamental capabilities, knowledges, experiences, and attitudes before, or along with, the usual rehabilitation procedures. Habilitation denotes the inspiration to achieve, the instigation of mature behavior, initiation into experiences and actions of more normal living, and help in coping with society.

HANDICAP - A barrier interposed between the individual and his ability to function satisfactorily in society, may be the outgrowth of the limitation imposed by a disability, usually a personal response. A handicap is not a disability.

HANDICAPPED INDIVIDUAL - Means any individual: who has a physical or mental disability; who has a substantial handicap to employment; and who is expected to benefit in terms of employability from the provision of vocational rehabilitation services. "Handicapped individual" also means any individual: who has a physical or mental disability; who has a substantial handicap to employment; and for whom an extended evaluation of rehabilitation potential is necessary for the purpose of determining whether he might benefit in terms of employability from the provision of vocational rehabilitation services. (Legal Definition)

HOMEBOUND PROGRAM (EMPLOYMENT) - An employment status for clients of a workshop, who, unable to leave their homes, receive contract or production work which they perform in their homes and for which they are paid.

HOMEMAKER TRAINING - Involves training of disabled persons in the skills and capacities needed to do the tasks required in caring for a home.

IMPAIRMENT - Any disease, deterioration, loss of function, birth defect, or accident which disables, handicaps, or keeps the individual from complete realization of expression as a normal person.

INDIVIDUAL REHABILITATION PLAN - A treatment plan of services designed specifically for an individual in the rehabilitation program for a given facility or program. It includes goal directions that are developed with the person and agreed to through a sign-off procedure. The plan allows for modification as services are rendered.

INDUSTRIAL STANDARDS - Actual worker requirements from industry based on the expectations of the employer.

INITIAL SCREENING - The process of reviewing all available pertinent data on referrals to determine the need for service and to establish a program plan.

INTAKE - Serves the purpose of selecting referrals of persons to Goodwill Industries for employment or for rehabilitation programming, dependent upon their needs. This is a screening and selection process as well as an information gathering process. The information accumulated allows the staff to better understand and serve the people accepted. The information also makes possible referral to other community resources those persons who cannot be served at Goodwill Industries.

EVALUATION UNIT - An organized setting staffed by specialists who systematically and comprehensively utilize work activities (real or simulated) as the focal point for assessment and vocational exploration. In addition, psychological testing, counseling, social summaries, occupational information, etc., are other evaluation tools used. It incorporates the medical, psychological, social, vocational, educational, cultural, and economic data for establishment and attainment of client goals.

EVALUEE - See rehabilitant.

EXTENDED EMPLOYMENT - Employment status of a client who has been in the workshop eighteen months or more in exceptional situations. Usually the possibility of regular employment outside of a sheltered environment is marginal. (Sometimes called terminal employment, but efforts are being made to use the label "extended.")

FAIR LABORS STANDARDS ACT - Code of Federal Regulations established by Congress to govern pay and working conditions.

FAMILY SERVICES AND CASEWORK - A service assisting the family of disabled individuals in adjusting to a client's disability and to the program of therapy, education, and vocational training being offered by the agency.

FEEDBACK - Information based on past performance which may be given to client or other interested parties and which may modify future performance.

FOLLOW-UP INFORMATION - Data collected after services are provided.

FUNCTIONAL INDEPENDANCE - The capacity to take care of one's own affairs to the extent that physical conditions and economic conditions permit. Satisfactory social goals are achieved when individuals are brought to functional independence, even if jobs are not available or because social norms require that the individual remain out of the labor force, as is the case for mothers with very small children. Such a social goal is also satisfied if individuals with severe physical or psychological handicaps are enabled to remain in their community, with or without work, through physical or psychological rehabilitation plus essential supportive services to complement that element of functional capacity which cannot be restored by medical science. Such a goal is contained in all current federal planning and requires only respect for functional capacity, separate from economic services. Functional independence may lead to economic independence and results in a socially healthy individual and reduces unnecessary and costly institutionalization.

GOAL DIRECTION - Development of goals for services to an individual and attendance to those goals during services within the program of the facility. The articulation of such goals, in writing, necessary to complete planning with the person.

GROUP COUNSELING (MULTIPLE) - The practice of counseling several individuals at one time, taking advantage of the group interaction.

HABILITATION - Establishment of fundamental capabilities, knowledges, experiences, and attitudes before, or along with, the usual rehabilitation procedures. Habilitation denotes the inspiration to achieve, the instigation of mature behavior, initiation into experiences and actions of more normal living, and help in coping with society.

HANDICAP - A barrier interposed between the individual and his ability to function satisfactorily in society, may be the outgrowth of the limitation imposed by a disability, usually a personal response. A handicap is not a disability.

HANDICAPPED INDIVIDUAL - Means any individual: who has a physical or mental disability; who has a substantial handicap to employment; and who is expected to benefit, in terms of employability from the provision of vocational rehabilitation services. "Handicapped individual" also means any individual: who has a physical or mental disability; who has a substantial handicap to employment; and for whom an extended evaluation of rehabilitation potential is necessary for the purpose of determining whether he might benefit in terms of employability from the provision of vocational rehabilitation services. (Legal Definition)

HOMEBOUND PROGRAM (EMPLOYMENT) - An employment status for clients of a workshop, who, unable to leave their homes, receive contract or production work which they perform in their homes and for which they are paid.

HOMEMAKER TRAINING - Involves training of disabled persons in the skills and capacities needed to do the tasks required in caring for a home.

IMPAIRMENT - Any disease, deterioration, loss of function, birth defect, or accident which disables, handicaps, or keeps the individual from complete realization of expression as a normal person.

INDIVIDUAL REHABILITATION PLAN - A treatment plan of services designed specifically for an individual in the rehabilitation program for a given facility or program. It includes goal directions that are developed with the person and agreed to through a sign-off procedure. The plan allows for modification as services are rendered.

INDUSTRIAL STANDARDS - Actual worker requirements from industry based on the expectations of the employer.

INITIAL SCREENING - The process of reviewing all available pertinent data on referrals to determine the need for service and to establish a program plan.

INTAKE - Serves the purpose of selecting referrals of persons to Goodwill Industries for employment or for rehabilitation programming, dependent upon their needs. This is a screening and selection process as well as an information gathering process. The information accumulated allows the staff to better understand and serve the people accepted. The information also makes possible referral to other community resources those persons who cannot be served at Goodwill Industries.

JOB ADJUSTMENT - See Vocational Adjustment.

JOB ANALYSIS - A detailed description of all tasks a worker must perform to do the job. States what the worker does, what he does it to, what he does it with, and the purpose of doing it. This is then related to worker functions and worker traits.

JOB CLUSTERS (WORK FAMILIES, JOB FAMILIES) - Groups of related occupations on the basis of similar job requirements, such as, specific duties of the job, materials worked with, equipment used, skill and knowledge, and the worker characteristics required.

JOB EXPLORATION - A process whereby an individual is exposed to information which increases his knowledge of the world of work.

JOB SAMPLES - Tasks that in their entirety are replicated directly from industry and include the equipment, tools, raw materials, exact procedures, and work standards of the job for the purpose of determining the individual's skills, potentials, and performance.

JOB TASK - An actual single work activity that is taken in its entirety without any changes directly from a specific occupation.

JOB TRYOUT - Contains at least the following characteristics: (1) wages are paid, (2) designed primarily for the employer's benefit, (3) the person is an employee, and (4) the setting is controlled by the employer. It is in actuality a "placement" used as an evaluation tool with the understanding that the person may not succeed, and will be helped further if he does not. The success or failure provides additional information to make specific employment decisions.

LEARNING DISABILITY - A disorder in one or more of the basic psychological processes involved in understanding or in using language, spoken or written, which disorder may manifest itself in imperfect ability to listen, think, speak, read, write, spell, or do mathematical calculations. Such disorders include such conditions as perceptual handicaps, brain injury, minimal brain dysfunction, dyslexia, and developmental aphasia.

MEDICAL EVALUATION AND DIAGNOSIS - A diagnostic service offered by a medical doctor which assesses the physical and mental condition of a client and which may further establish various limits of physical exertion or demands relative to his work and independent living. May include particular prescriptions for the control of chronic conditions.

MEDICAL MANAGEMENT - A service providing supervision of a prescribed regimen or drug therapy determined by a doctor; frequently such an activity is conducted by an individual with special training, particularly a registered nurse.

MH/MR - Refers to the mental health/mental retardation program.

MOBILITY INSTRUCTOR - A program offered visually impaired and blind clients which prepares them for independent travel in the community and at work and in the home.

MODELING - A process in which a person learns something or changes his subsequent behavior as a consequence of having observed another person (a model) perform that behavior.

MOTIVATION - The response which an individual makes to his environment which is not controlled by external stimuli or pressure. People are not motivated; they motivate themselves. The following terms are related to motivation even though no single word tells the story: appetite, attitude, desire, drive, disposition, impulse, incentive, urge, wish, etc. In essence, that within an individual which incites him to action. The loose usage sometimes speaks of motivating others. This is not the original meaning. We awaken needs, we offer challenges, we suggest goals. Then the individual is motivated to accept these.

MULTI-MEDIA MATERIALS - Material presented through more than one sensory input including printed, audio, or visual aids.

"NON-WORK" ACTIVITIES - Any activity not related specifically to job production, such as: counseling, evaluation, adjustment, etc.

NORMALIZATION - Utilization of means which are as culturally normative as possible, in order to establish and/or maintain personal behaviors and characteristics which are as culturally normative as possible.

NORMS - A standard of achievement as represented by the median or average achievement of a reference group; a way of behaving typical of a certain group.

OBSERVATION PROCEDURE - An organized method of recording what a person does for the purpose of documenting behavior.

OCCUPATION INFORMATION - Any information relevant to paid employment such as definitions, conditions of employment, and requirement.

OCCUPATIONAL THERAPY (OT) - A planned therapeutic program designed to produce self-providing functional activities that will restore, develop, or teach body function, usually prescribed or supervised by a medical doctor.

ON-THE-JOB EVALUATION - Contains at least three characteristics: (1) the person is not necessarily paid, (2) it is designed primarily for the person's benefit, (3) it will not necessarily result in employment, (4) the employer does not experience any immediate gains, (5) the person does not displace or fill vacant worker slots, and (6) the person's performance is supervised and evaluated by the employer and/or the evaluation staff. On-the-job or job site evaluation usually takes place in an actual job setting outside of the rehabilitation facility; however, it can also mean the use of actual jobs in various degrees of participation, the requirements necessary to do the specific job.

ON-THE-JOB TRAINING - A program of training through supervised performance on a particular job; normally occurs in production jobs and is primarily used for jobs which do not require formal job instruction off the job site.

PERSONAL ADJUSTMENT TRAINING (P.A.T.) - A program offered clients whose basic purpose is to aid the client in adjusting to the psychological and social demands of a work setting and to the routine demands of industrial situations; may alternately be termed Job Conditioning, Job Hardening, Work Adjustment.

PHYSICAL DEMANDS - Terms used in job descriptions to list the requirements which may be expected of the person involved in a particular job; balance, climb, crawl, kneel, turn, stoop, crouch, reach, lift, carry, throw, push, pull, handle, finger, feel, color vision, depth perception, and working speed.

PHYSICAL OR MENTAL DISABILITY - A physical or mental condition which materially limits, contributes to limiting, or, if not corrected, will probably result in limiting an individual's activities or functioning.

PHYSICAL THERAPY (PT) - A planned program generally supervised by a doctor or physical therapist whose basic purpose is to restore or develop vitality and body function.

PLACEMENT SERVICES - A service provided clients with the capacity to enter competitive employment; includes identifying appropriate jobs in the community, aiding and educating employers to accept disabled individuals as employees, and in aiding the client, particularly in the initial periods in adjusting to a new work environment; may include follow-up supervision of clients placed in employment over a considerable period of time.

PLACEMENT TRAINING - A planned program, usually brief, to prepare an individual for meeting the demands of employment interviews and screening. Program may be part of selective placement service.

PRE-VOCATIONAL ACTIVITIES - Exploration of work or vocational areas for activities of daily living evaluation related to employability, and elementary instruction in arithmetic, measurements, reading, spelling, etc., to prepare the individual for entrance into specific work evaluation and/or vocational training.

PRE-VOCATIONAL EVALUATION - An assessment or screening program whose purpose is to assess an individual's skills and abilities relative to independent community life; may focus on management of personal finances, use of public transportation, social adjustment, and public behavior. Emphasizes assessment of function more fundamental than vocational potential.

PROGNOSIS - Prediction of the duration, course, and outcome of a course, process, or activity prescribed for a client. May be medical, educational, or vocational. Infer that the individual making the prognosis is professionally qualified.

PROSTHESIS - An artificial device replacing a missing body part. Applies to dentures, artificial limbs, etc.

PSYCHIATRIC DIAGNOSIS AND EVALUATION - A diagnostic service generally performed by a psychiatrist or psycho-therapist to serve, to define, and to classify a client on the basis of his or her mental or emotional condition.

PSYCHOLOGICAL ASSESSMENT OR TESTING - A program aimed at testing and identifying the level or degree of psychomotor, intellectual, or emotional capacity; may also include systematic testing of personality, vocational preferences, and other individual attitudinal components. Vocational testing, for example, general aptitude batteries may be administered by other than a certified psychologist.

PSYCHOMETRIC INSTRUMENTS - Tools which measure correlative mental functioning purported to be important to specific job performance, utilizing abstracted tasks, usually paper and pencil.

REHABILITANT - A vocationally disadvantaged person receiving service from a rehabilitation agency in order to improve his performance in remunerative or nonremunerative work. These are persons handicapped because of an emotional, physical, or social disability and who need help to cope with the problems of assuming or re-assuming a work role.

REHABILITATION - The cultivation, restoration, and conservation of human resources. The process of re-establishing a person's capacity to participate in the activities of normal living such as communicating, working, social activities, and the expenditure of physical and mental energy. Used loosely, this term sometimes refers to activities for individuals who, from birth, have been deficient in physical or mental capacities. Strictly speaking, this latter is "habilitation."

REHABILITATION EVALUATION - The total assessment of the client's strengths and weaknesses to function from the medical/physical, psycho/social, and vocational/educational points of view.

REHABILITATION NURSING - Involves consciously relating nursing functions to the various rehabilitating therapies that the person is undergoing and attempts to enhance their effectiveness by understanding their goals and by promoting their continuing application.

REHABILITATION WORKSHOP - A controlled work environment and a work experience facilitating the rehabilitant's progress to a productive vocational status.

RSA (REHABILITATION SERVICES ADMINISTRATION) - The Rehabilitation Program of the Government at Federal level; part of the Department of Health, Education, and Welfare.

REFERRAL AGENCY - An agency or program of the community, state, or nation which sends a person for services.

SECONDARY INFORMATION - The body of facts about the person obtained from other specialists, persons, and agencies verbally or through such documents as psycho-metrics, terminal reports, medical reports, intake, and social service reports.

SEVERELY HANDICAPPED PERSON - A person whose disability requires multiple services over an extended period of time and results from amputation, blindness, cancer, cerebral palsy, cystic fibrosis, deafness, heart disease, hemiplegia, mental retardation, mental illness, multiple sclerosis, muscular dystrophy, neurological disorders (including stroke and epilepsy), paraplegia, quadriplegia, other spinal cord conditions, renal failure, respiratory or pulmonary dysfunction, and any other disability specified by the Secretary in regulations he shall prescribe. (Legal Definition)

SHELTERED WORKSHOP - A place where any manufacture or handiwork is carried on and which is operated for the primary purpose of providing gainful employment to the persons who cannot be readily absorbed in the competitive labor market.

SIGN-OFF - As used in rehabilitation planning, the signature of the person agreeing with the plan developed with him for his rehabilitation. Generally a signature indicating agreement to preceding statements.

SIMULATED JOB STATION - A work setting which has the following characteristics: (1) replication of ~~aspects~~ of a job (not limited to job tasks) or a work process, (2) not necessarily requiring payment to the person, (3) controlled by the evaluator, and (4) located within the evaluation facility.

SITUATIONAL TECHNIQUE - The use of a natural or lifelike situation to observe, assess, or modify the behavior of a rehabilitant. The rehabilitator may allow the flow of events to proceed naturally or to intervene to introduce problems or contrived events. Situational analysis studies people, places, and things affecting the rehabilitant's behavior in the situation.

SOCIAL CASEWORK - A service aimed at collecting and identifying the social circumstances affecting a client, including his relationship within his family, his community, and other private and public agencies.

SOCIOGENIC NEUROSIS - Can be defined as a neurotic condition attributed to exceptionally negatively weighted social stimuli (i.e., cultural deprivation, broken home, sub-poverty level existence). When the sociogenic neurosis is self-directed, it tends to display itself in symptoms of surrender, despair, self-defeat, etc. The general characteristics of this type of expression is to show little or no motivation for constructive effort. However, when the sociogenic neurosis is outer-directed, it is more typically characterized by aggression, anti-social or deviant behavior (resulting in police records), etc. The sociogenic neurotic may exist on welfare support or survive by outright exploitation of acquaintances, relatives, and others. This person sometimes seeks consolation for his condition by the use of drugs, alcohol, or other escape devices. Because of his social environment, this person may have either no or sporadic low-level employment history.

SOCIOGENIC RETARDATION - Can usually be defined as functional retardation because of social conditions. These socially or culturally acquired characteristics cause the individual to behave in ways as would seem to compare with other individuals whose limitations are directly attributable to low intelligence. The psychological interview may describe these characteristics. In addition, the sociogenically retarded individual may have difficulty in family relationships and may have poor health habits (i.e., poor dietary practices, carious teeth, lack of other medical care). Further, the sociogenically retarded may be found to have little or no employment history or an erratic employment record, and may be found residing in ghetto areas of larger cities, or in poor rural areas.

SPEECH AND HEARING SERVICES - A service offered those who have hearing loss or who are deaf, and/or functionally mute to develop an ability to communicate through speech and to comprehend spoken communication from others.

STAFFING - Usually a group meeting of persons concerned with the status of a person receiving services. A gathering of individuals able to explain the situation of a person in service. A synthesizing of such information into a report of the person's progress, needs, or plans.

STRUCTURAL UNEMPLOYMENT - This refers to long-term, deep-seated joblessness, due to a functional shift in an area, industry, or occupation. It is "stubborn and persistent unemployment resulting from the more massive changes" in our society. It will cover the unskilled, uneducated worker whose job has been shot out from under him. Under "structural" (or "cyclical") experts are now including unemployment due to the fact that our economy isn't growing fast enough to create all the jobs needed. The new stress here is on "not the loss of jobs, but the lack of new jobs."

STUDENT INTERN - A person in a learning process from a college or university who is productive for the agency and who is learning a work role.

SYNTHESIZING - The process by which information from all resources are combined into a meaningful whole to achieve new approaches and directions.

TRAINEE - See rehabilitant.

TRAINING ENVIRONMENT - The setting in which the emphasis is on the learning and acquisition of skills or competencies.

TRANSITIONAL EMPLOYMENT - An employment status of those clients who have been in the workshop less than 24 months during which payment is on the basis of his productive contribution; generally clients in this status are considered potentially placeable in competitive employment after a period of consolidation of skills acquired in earlier training and adjustment programs.

VOCATIONAL - Characteristics of or related to the work subculture. Vocational refers to the work or productive role characterizing an individual at a given period of time.

VOCATIONAL ADJUSTMENT (JOB ADJUSTMENT) - The compatibility of the work personality to the range of available work roles in the work subculture. Job adjustment, the more specific term, is defined as on-the-job work behavior and is measured by the relationship between the work personality and the work roles characterizing a specific position.

VOCATIONAL DEVELOPMENT - A series of changes beginning in early childhood and occurring throughout life which results in the formation and modification of the semi-autonomous work personality and the attributes and competencies necessary for functioning appropriately in a work or productive role.

VOCATIONAL EVALUATION (VOCATIONAL TESTING) - The process of assessing an individual's physical, mental, and emotional abilities, limitations, and tolerances in order to predict his current and future employment potential and adjustment. It is interdisciplinary and involves data from within and outside the total rehabilitation area. As such, vocational evaluation is considered to be a process including evaluation from educational, vocational, social, medical factors, etc.

VOCATIONAL GUIDANCE OR COUNSELING - A service generally offered periodically over a considerable time aimed at aiding the individual in making vocational choices and directing or developing the motivation of the clients towards a specific or general vocational status; generally conducted within the framework of an interview or guided discussion.

VOCATIONAL TRAINING (OR INSTRUCTION) - A service or formal program of specific planned educational sequences aimed at preparing an individual for performance of a specific job or cluster of jobs; may be termed Special Skills Instruction.

VOLUNTEER - Any person who participates in a program assisting others without receiving compensation in the form of hourly wages or salary.

WORK - Goal-directed activity toward socio-economic ends. In an industrial subculture, most persons are paid for working and are related occupationally to the provision of goods or services through employment or self-employment. Unpaid, volunteer activity is deemed productive work is the individual and society consider it socially useful.

WORK ACTIVITY CENTER - An organization or sub-unit of an organization in which productive work is incidental to the program of services offered clients; defined by 1966 revisions of the Minimum Wage Law.

WORK ADJUSTMENT - See vocational adjustment.

WORK EVALUATION - A program of assessment of work potential in either an actual or simulated work situation; may include performance of standardized job samples or work samples drawn from production; focuses on motor skills associated with various tasks and job groups and work capacity or persistence and speed. It is what the evaluator does, but may also utilize data from the sheltered workshop foreman, the trade instructor, or the job supervisor.

WORK EXPERIENCE - Work experience is generally reserved for clients who have had prior work experience or training, but need a temporary sheltered situation in which to "brush up" on previously learned skills and to prepare for re-entry into the competitive labor market.

WORK PERSONALITY - An integrated, semi-autonomous part of the total personality which functions as a constellation of work behavior, attitudes, and values manifested in typical work or achievement-demanding situations. It is defined operationally as the set of behavior patterns exhibited in a work situation or the manner in which an individual enacts a work role.

WORK ROLE - A comprehensive pattern of behavior and attitudes which is socially identified as an entity in a work situation and which is connected with an occupation, job, or task. The person who is working is expected to play the appropriate role for his type of work. The work role requires the ability to work, the ability to secure work, and the ability to adapt to work. The productive role, a broader term, includes unpaid activities.

WORK SAMPLES - Tasks consisting of the physical representations of replicas of the essential work-related factors and tools of an actual occupational operation obtained from industry for the purpose of evaluating a client's performance in relation to prevailing industrial standards that represent the essential factors of an occupation as it presently exists in a community with little consideration given to its universal adaptation.

WORK STUDY PROGRAM - A program conducted cooperatively by the public schools and the rehabilitation agencies for secondary school students. The general goal of this program is to create a unified academic, social, and pre-vocational curriculum focused on preparing pupils for successful community adjustment.

WORK THERAPY - Treatment using work experience to change the work personality, so that the rehabilitant can function appropriately in a normal work situation. Work therapy presupposes the ability to control the work environment and to modify the behavior of persons in that work setting in accordance with the needs of the rehabilitant.

WORKER - See employee.

WORKER TRAIT - A characteristic required to perform a function of an occupation and personal attributes such as interest or ability which may or may not have vocational implications.

WORKER TRAIT GROUPS - Worker traits common for a particular occupation or job family.

ZERO REJECT - A concept which provides in substance that every individual, regardless of age or disabling condition, has a place in the rehabilitation pattern.



INDIVIDUAL REHABILITATION PLANNING

At Goodwill Industries each client, regardless of what phase of the program he/she is participating in, has had a personalized plan designed specifically to help him/her meet his/her particular needs for services. The plan must be formalized in writing and ensures client participation through the use of sign-off procedures and client's inclusion into the planning process. Inherent in this planning process are such questions as:

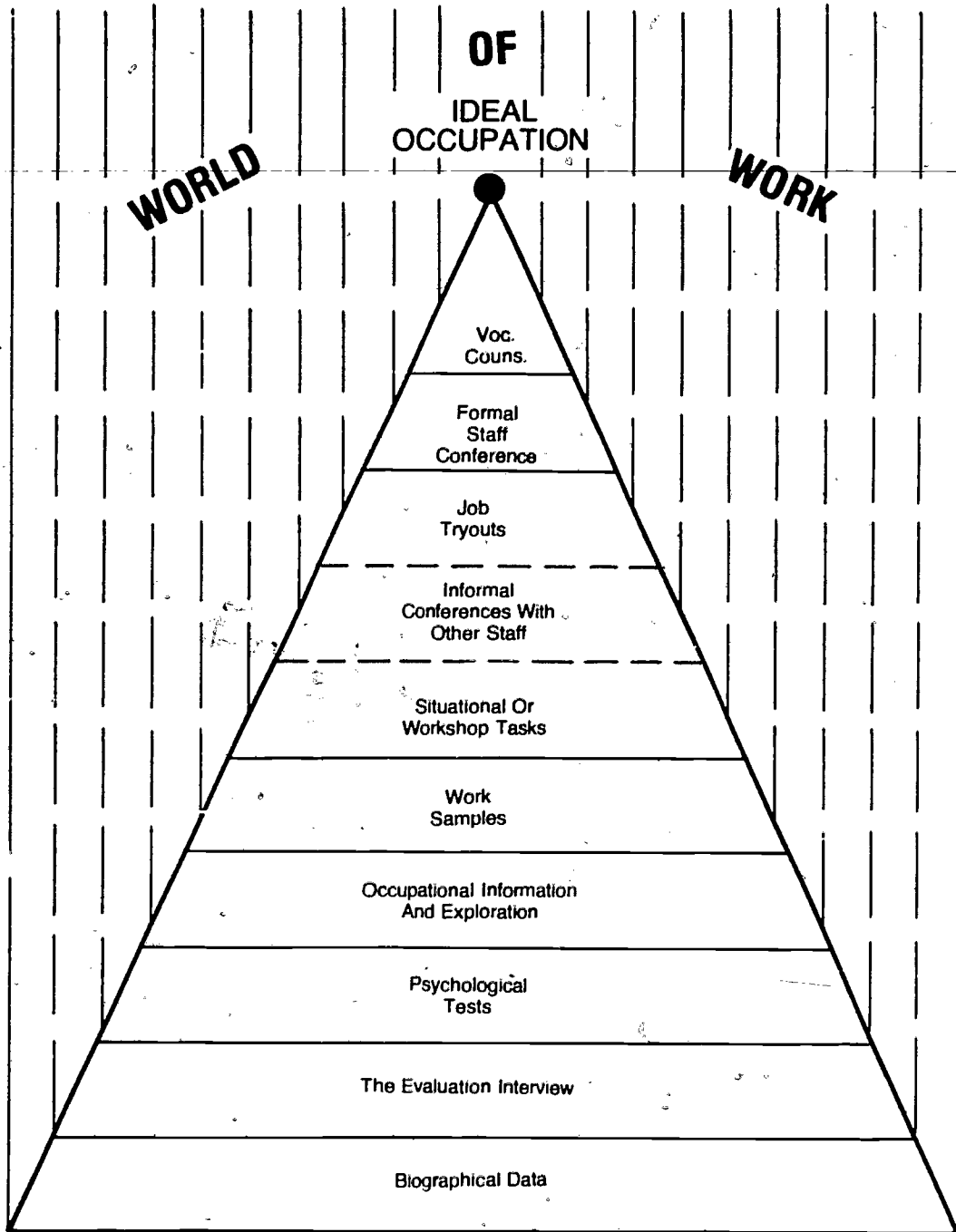
- a. To what extent is the client prepared for employment?
- b. What job situations could he/she deal with presently?
- c. What ones could he/she deal with in the future? and What services could help him/her prepare for them?
- d. What is his/her overall optimal functioning level?

At Goodwill Industries, the plan exists and is modified and changed as needed throughout the client's program. It is developed in a rough form by the screening committee accepting the client into the program and is modified through the intake process. By the end of an individual's evaluation period, a more formal and comprehensive plan can be drawn up for the client. This is then used as a basis for the methods of services which will be provided during the individual's work adjustment and job readiness phases of the program. Goals and procedures used to attain them will be spelled out in a concrete, understandable manner. The plan includes, but is not limited to:

- a. Long-range employment goals and intermediate rehabilitation objectives.
- b. Presenting problems and services to be provided to deal with them.
- c. Responsibilities of the client and those administering the services.
- d. The means by which revisions of the plan can be made.
- e. Basis on which the client will be determined to have become rehabilitated.



MODEL FOR VOCATIONAL EVALUATION



Nadolsky, Julian M. - Establishment of a basis for the Development of a Simulation Training Program for Vocational Evaluators. VOCATIONAL EVALUATION AND WORK ADJUSTMENT BULLETIN. Vol. 8, No. 2, June 1975, 31-33.

1.0 Intake: Definition and Goals

The Intake Process at Goodwill Industries is designed to provide a procedure for the selection of persons referred to Goodwill for employment and/or rehabilitation programming. It is a selection and information gathering process designed to allow the staff to better understand and serve those accepted into the rehabilitation program.

The goals of the Intake Process are to determine how Goodwill Industries can best serve its clients and to allow for a smooth and orderly transition for those clients into the program.

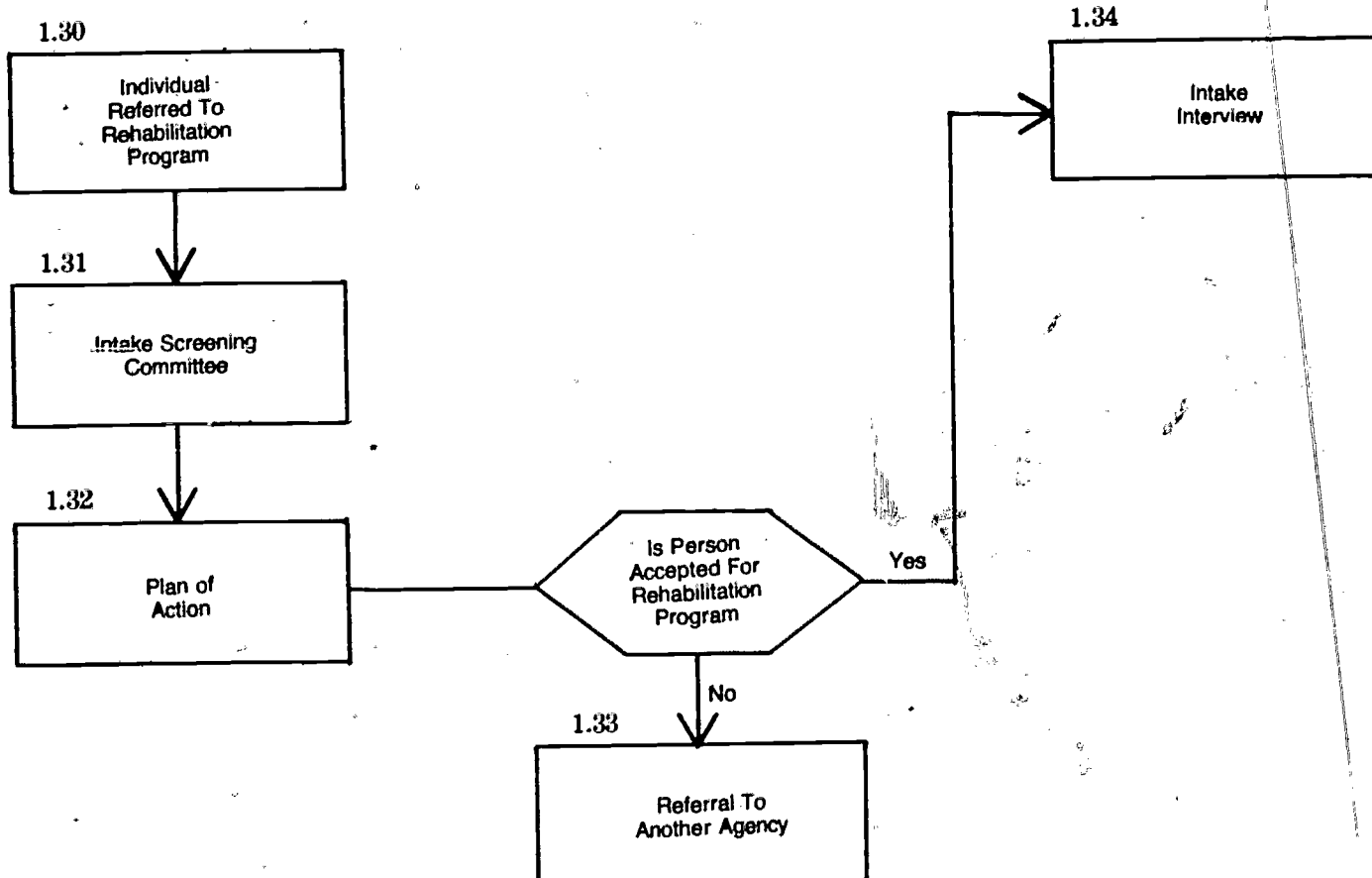
1.1 Intake: Basic Criteria (who is served)

Criteria for eligibility in the Goodwill Rehabilitation Program includes:

- a. Presence of a handicapping condition or significant barrier to employment.
- b. Absence of a severe medical problem or emotional disturbance.
- c. Ability to provide for basic self-care.
- d. Potential for progression and growth in the program and the presence of a reasonable expectation that such growth could take place.

1.2 Intake: Chart

1.2



1.3 Intake: Procedure (Chart Explained)

The first step for every client's entrance into the program is the initial intake process.

It begins when the counselor or caseworker sends to Goodwill Industries the required referral form (Form R-56), which supplies basic background information on the client as well as a brief summary of the initial plans and objectives which the counselor envisions as part of the individual's program.

- 1.3.1 When the referral form is received, the rehabilitation staff meets under the leadership of the Rehabilitation Director.
- 1.3.2 The main purpose of the committee is to determine whether the client is accepted into the program or not. If accepted, a general Plan of Action is developed (the general components of the plan as developed are outlined in Section 1.4, Intake Requirements).
- 1.3.3 If the individual is not accepted into the program, referral to other services is then instituted.
- 1.3.4 The client beginning the Goodwill program arrives on the date specified by the intake committee. If possible, an orientation or tour is recommended for the client on a date prior to that on which he enters the program.

At this point, the client begins the final phase of the intake process as well as the opening phase of evaluation, the Intake Interview. It is designed to collect basic background data which can best be obtained from the client and which is required for the case file, supplementing data already collected. It also ensures that all necessary forms are signed by the client. Because the hypothesis which results from the interview is an integral part of evaluation, this is discussed in Section 2.3, Evaluation Procedure.

1.4 Intake: Requirements

- a. The agency referral form (Form R-56) must be received from the sponsoring agency for each client referred.
- b. The screening committee consisting of the members of the rehabilitation staff and under the leadership of the Rehabilitation Director must be convened to staff each prospective client. Its duties are:
 1. Determine whether the individual is accepted into the program.
 2. Establish what services seem to be indicated for the client.
 3. Determine a date suitable for the client's entrance into the program.
- c. A screening committee report detailing determinations of the committee is prepared by the Rehabilitation Counselor. One copy goes to the sponsoring agency and one to the case files.
- d. Intake Interview is conducted by the Vocational Evaluator, and he ensures that all necessary forms are signed by the client.

1.4

Information obtained, both from the sponsoring agency and the client, consists of:

1. Basic data such as name, address, date of birth.
2. Background on the client's education, what schools attended, what educational level attained.
3. Marital data and/or basic information on the client's family.
4. Client's financial status, (i.e., what is the source of support).
5. Employment history.
6. Information on the extent and nature of client's disability and work limitations, if any.
7. Past testing results.



Client Intake Screening Committee



Intake Interview

2.0 Evaluation: Definition and Goals

The purpose of the evaluation process at Goodwill Industries is to determine the specific assets and limitations of each client as an individual. This is accomplished by systematically utilizing work, either real or simulated, as a focal point for assessment and vocational exploration. This involves the gathering, analyzing, and interpreting of significant data (vocational, social, and psychological).

Tools used in the evaluation process are the intake interview, biographical data, psychological and other tests, work samples, and situational assessment.

The chief goals of evaluation are to use the findings gained from the tools mentioned above, to develop appropriate vocational objectives with and for the client, and to recommend the services which will best contribute to his or her vocational rehabilitation.

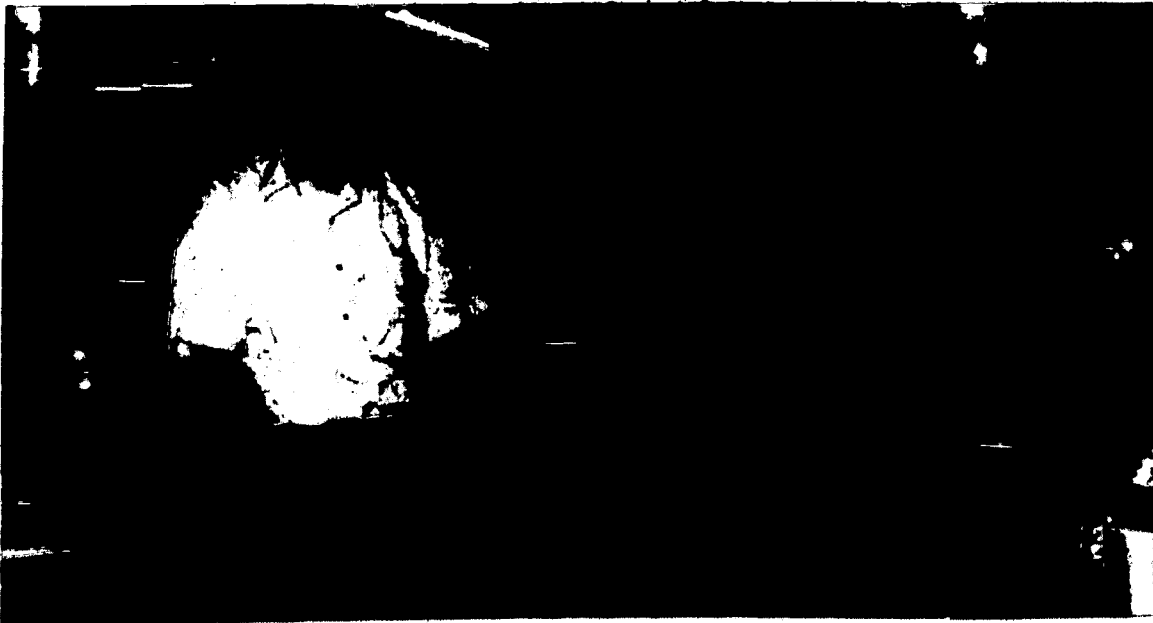
2.1 Evaluation: Objectives

The objectives of the evaluation program are to gather information on as many facets of the individual's life as possible and to assess the individual's abilities, aptitudes, capabilities, and interests which include such behavioral characteristics as:

- a. Individual's reaction to frustration and pressure.
- b. Level of work tolerance.
- c. Cooperativeness with supervisors and co-workers.
- d. Reactions to praise and criticism.
- e. Level of distractability.

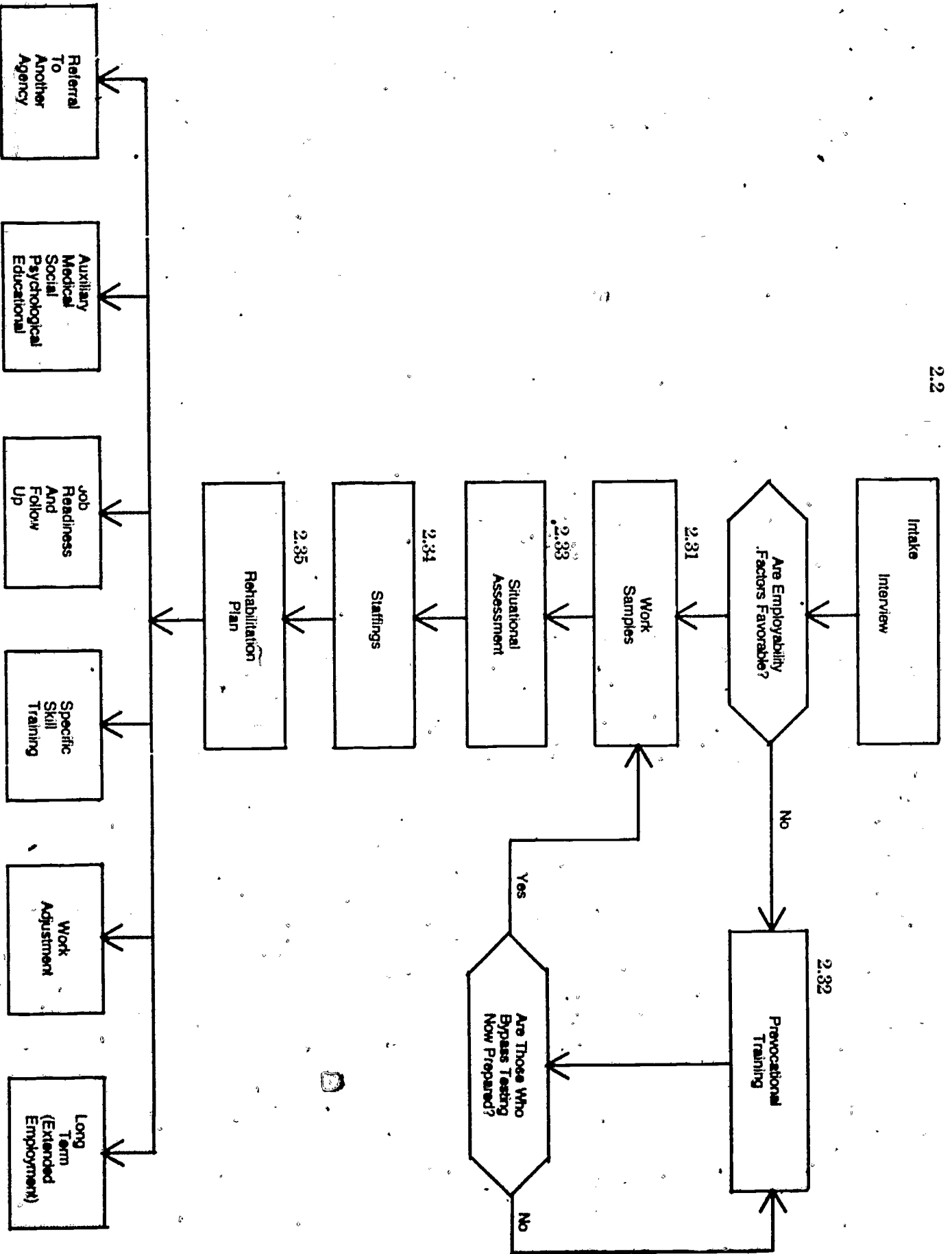
Also included are specific work characteristics such as:

- a. Manual and Finger dexterity.
- b. Motor coordination as well as eye-hand-foot and eye-hand-finger coordination.
- c. Counting and numerical ability.
- d. Discrimination of color, size, space, and forms.
- e. Following instructions (verbal, written, and diagrams).



EVALUATION FLOW CHART

2.2



2.3 Evaluation: Procedure

As described in the intake process, the intake interview also serves as a first step in the evaluation process. The interview coupled with data already obtained and the deliberations and initial determinations of the screening committee combine to form a rough hypothesis about the client entering evaluation. This basically consists of asking and attempting to answer the question, "Are the client's employability factors such as work personality, work habits, and work methods generally favorable?"

2.3.1 If a client is referred for evaluation services and his employability factors are favorable, he will begin his period of evaluation in work sampling and testing. Components are (contingent upon client's previous testing):

- a. JEVS Work Samples
- b. Manipulative and Dexterity Testing
- c. Interest Testing
- d. Aptitude Testing (what types, contingent on work samples, result)
- e. Intelligence Testing
- f. Personality and Psychological Testing
(Projective psychological evaluation will be carried out by the staff psychologist when deemed appropriate.)

2.3.2 If, however, a client's employability factors appear to be unfavorable or major barriers to employment are indicated, the client would begin evaluation in the Pre-Vocational Unit. Here, evaluation, combined with adjustment techniques, are designed to assess and correct unfavorable factors. Components of this unit are:

- a. Work Activities which may be related to production jobs, but which are not strictly production oriented.
- b. Small group sessions which would cover such topics as grooming, budgeting, and general community orientation.
- c. Work Adjustment techniques to improve work related behaviors.

When the employability factors have shown favorable improvement, then the client would begin the Work Sample Process (2.3.1).

2.3.3 When a client completes the period of work sampling and testing, he enters situational assessment. Here the worker would be placed on actual job stations at the Goodwill Store Building or the Contract Center. (Placement here depends upon the interests of the client as well as demonstrated aptitudes.)

2.3.4 Staffings

- a. Two to three week period of assessment in which the evaluator and supervisor or supervisors work together in assessing client performance.
- b. Mini staff meetings to include the Work Adjustment Counselor, Rehabilitation Counselor, and Evaluator which will finalize vocational objectives and determine a rehabilitation plan, both with concurrence of the client.
- c. A full staff meeting under the leadership of the Rehabilitation Director will be held to review and concur or revise the rehabilitation plan of action.

2.3.5 The Plan of Action may point to:

- a. Auxiliary Services
- b. Referral to Work Adjustment
- c. Special Skill Training
- d. Job Readiness and Placement
- e. Sheltered Employment
- f. Referral to another agency
- g. Combination of several services

2.4 Evaluation: Requirements

- a. Formulation of a rough hypothesis is used to determine whether client enters work sampling or the pre-vocational unit. This determination is made by the Vocational Evaluator and the Rehabilitation Director.
- b. Issuance and interpretation of tests by the Evaluator and/or Staff Psychologist.
- c. Short two-week report sent to the counselor following work samples or for clients in the pre-vocational unit which state the general indications and outlook for the client at that point.
- d. Determination by the Evaluator that a pre-vocational client is prepared for work samples.
- e. Manning of the pre-vocational unit by supervisors and evaluation and adjustment personnel.
- f. Meetings including the entire rehabilitation staff as well as mini meetings concerning the client, consisting of Evaluator, Work Adjustment Counselor, and Rehabilitation Counselor.
- g. Rating of client in situational assessment by supervisors and evaluator.
- h. Final evaluation report, in three sections, prepared by the Evaluator to include:
 1. Summary of testing
 2. Work Sample results
 3. Situational Assessment summary
 4. Rehabilitation Plan

2.5 Evaluation: Personnel

2.5.1 VOCATIONAL EVALUATOR

Purpose of the Position: To provide a program of vocational and work evaluation utilizing simulated work samples and actual work to evaluate those handicapped clientele limited in intelligence, education, culturally deprived, physically handicapped, or developmentally disabled and who lack adequate work experience.

Supervision Received and Exercised: Works under and in collaboration with the Director of Rehabilitation and Program Development. Exercises general supervision over clients undergoing evaluation. Coordinates efforts in various ways with the Work Adjustment Counselors, Rehabilitation Counselor, and production personnel.

Education and Experience: Bachelor of Science or Arts degree in Psychology, Sociology, Human Development, Rehabilitation Counselor Education, or a related field with specialized training in vocational evaluation gained through participation in one or more short-term institutes on the topic. One or more years of experience in workshop settings or one to three years working with

- 2.5.1 disabled or disadvantaged individuals in education or similar area is desirable. Should also have at least 12 semester hours of college level courses in the behavioral or social sciences.

Special Skills and Knowledges:

- a. Knowledge of the rehabilitation process.
- b. Ability to evaluate skills, training ability, attitudes, work habits, and personality strengths and weaknesses of disabled persons in a work setting.
- c. Knowledge of disabilities and handicaps and their implications with regard to work.
- d. Understanding the world of work as well as the personality.
- e. Ability to analyze jobs into their various components.
- f. Ability to collect, analyze, and synthesize data into a meaningful report format.

Duties and Responsibilities:

- a. Performs intake on all clients entering the rehabilitation program and reviews the data obtained as well as past test results.
- b. Determines the best evaluation plan for the client.
- c. Under the supervision of the Rehabilitation Director, evaluates clients on simulated work samples, and actual work tasks, and makes all observations pertinent to the evaluation.
- d. Prepares reports based on the data and channels them to the Rehabilitation Director.
- e. Keeps abreast of literature in the field as well as changes in area industry (for this coordinates efforts with Rehabilitation Counselor).

Standards for Measuring Performance:

- a. Quantity and Quality of work performed.
- b. Effectiveness in meeting deadlines and response to directions and instructions given.
- c. Adequacy and accuracy of reports as well as effective oral communication.
- d. The manner in which conduct reflects high standards of morals and integrity.
- e. Effectiveness in judging personal characteristics and abilities of clients.

2.5.2 EVALUATION ASSISTANT

Purpose of the Position: To assist the evaluator in observing client performance, aiding in the administration of work samples and tests, and performing certain technical duties as assigned by the evaluator.

Qualifications: Some knowledge of the behavioral sciences is desirable and/or familiarity with the field of counseling and social casework. Essential personal attributes are stability, discretion, sensitivity, patience, and a cheerful disposition.

Duties and Responsibilities: Organizing materials and arranging settings related to work stations. Observations of client performance and reactions to work samples and simulated or actual work as well as prompt and accurate recording of observations under the supervision of the evaluator.

On-the-Job Supervision: Each assistant is closely supervised by members of the Rehabilitation staff and follows guidelines as set by the Rehabilitation Director.

2.5.3 STAFF PSYCHOLOGIST

Purpose of the Position: To provide a trained professional person on the rehabilitation staff who can perform more comprehensive and technical evaluations of clients' capacities, interests, and behaviors. This is generally carried out through the use of projective evaluation techniques. The staff psychologist also may provide more in-depth psychological counseling, particularly to those individuals whose problems often extend beyond the work-related difficulties which lie within the purview of the Work Adjustment or Rehabilitation Counselor.

Supervision Received and Exercised: Works under the general supervision of the Executive Director and works closely with the Rehabilitation Director. General supervision and guidance is exercised in working with the Vocational Evaluator and Evaluation Assistant.

Education: Licensure in the discipline of psychology, Masters Degree in Psychology, and is eligible for, or a member of, the appropriate division of the American Psychological Association.

Experience: Three to five years experience in the field, particularly with experience in working with physically and mentally handicapped persons, to include testing and counseling.

Special Skills and Knowledge: Must have a pleasing personality, be a good listener, and able to inspire and invite confidences. Must be able to express himself well, both verbally and in writing, must accept responsibility for the psychological counseling program and the recording and evaluating of results.

Duties and Responsibilities:

- a. Administers pre-program and in-program tests of intelligence, specific aptitudes, scholastic achievements, interests, and personality. Trains others in testing and work sample techniques and monitors the administration and results of such tests.
- b. Participates in case conference, as a professional consultant.
- c. May administer and interpret screening tests for staff and supervisory applicants.
- d. Attends conferences, seminars, and meetings of professional societies and related groups.

Standards for Measuring Performance:

- a. Adequacy and effectiveness of his counseling as evidenced by the progress of workers in finding a solution to their adjustment problems.
- b. The adequacy and accuracy of reports and records.
- c. His effectiveness in communications with others, both orally or written.
- d. The manner in which his conduct reflects high standards of morals and integrity.
- e. The effectiveness of the testing program as evidenced by the progress of workers whose placement was dictated by his testing results.
- f. The confidence placed in his work by Goodwill clients and workers, as evidence by their willingness to take advantage of and benefit from his counseling.

Work Adjustment: Definition and Goals

Work Adjustment is the development and treatment of the work personality, bringing an individual to his optimum level of vocational functioning and development through counseling, work experiences, and behavior modification techniques.

The goal of work adjustment is to assist the individual in developing self-confidence, self-control, work tolerances and capacities, the ability to manage interpersonal relationships, and an overall understanding of the world of work. The development of these factors will enable the person to function effectively in the work situation.

3.1 Work Adjustment: Objectives

Objectives of adjustment services include the development of:

- a. Physical tolerances such as sitting and standing
- b. Work attitudes
- c. Interpersonal skills with supervisor and co-workers
- d. Work habits such as attendance and punctuality
- e. Appropriate grooming and dress
- f. Communication skills
- g. Awareness of work rules and regulations
- h. Orientation to competitive employment practices
- i. Production skills (quantity and quality of work)



WORK ADJUSTMENT FLOW CHART

Individual
Enters
System

Plan

Develop
Plan

Has Plan
Been
Developed?

Yes

3.30

Initial Process

Review of Case
Material

Assign Individual
To Counselor

Initial Interview
With Case Manager

Review Plan

3.31

Review
Behavioral
Objectives

Select Specific
Behavioral
Objectives

Determine
Performance
Criteria

Review Auxiliary
Medical Services
Or Other Treatment
Objectives

3.33

Implementation of
Services

Work Adjustment
Individual Counseling
Group Counseling
Behavior Modification
Work Experiences

Discussion Groups
Social Skills

3.32

Evaluate Plan

Select New
Objectives

Determine
Criteria

Yes

Is the Plan
Successful?

No

Adjust
Plan

Review Plan With The
Review Person

3.3 Work Adjustment: Procedure

Procedures for Work Adjustment - These are included in the total Program Evaluation Reports from each division.

Initial Process - At the end of the evaluation period, a Rehabilitation Treatment Plan is developed by the Vocational Evaluator with input from the Rehabilitation Counselor and Work Adjustment Counselor. A review of this plan is made by the Work Adjustment Counselor, the floor supervisor, and the worker himself. The worker should understand and agree to his plan of rehabilitation. The Vocational Evaluator has the responsibility for the formulation of the Rehabilitation Treatment Plan. The Work Adjustment Counselor has the responsibility for reviewing the plan with the worker, modifying it, and controlling the plan to its completion. The floor supervisor works under the direction of the Work Adjustment Counselor.

- 3.3.1 Review Plan - As stated in the Evaluation Procedures, a plan is developed by the Evaluator with specific behavioral objectives and performance criteria. The plan also includes procedures for bringing about the required changes in behavior. At this point, the Case Manager reviews the plan to see to the fact that any and all auxiliary medical services or other treatment objectives are being carried out and records the progress of the client in the individual's Case Log.

Continuous observations of client behaviors are made by the floor supervisors and recorded on a behavior identification form. This form is completed during the first month of the Work Adjustment Process while the client is placed in situational assessment. Thereafter, the behavior identification form is completed once per three-month period. From these observations, a Progress Report is formulated by the Work Adjustment Counselor and is submitted to the various sponsoring agencies and is signed and approved by the Rehabilitation Director.

- 3.3.2 Evaluation of Plan - During the Work Adjustment Process, the above-mentioned monthly Progress Report is developed and modified as to best identify the specific progress of the Rehabilitation Treatment Plan. The Report includes the following information:

- a. Extent to which the plan has been initiated.
- b. Progress toward meeting behavioral objectives.
- c. Revision of the plan in conjunction with new behavioral objectives and performance criteria.

If the plan is changed, the Case Manager, (Work Adjustment Counselor), will review the changes with the client providing that discussing this with the client is advantageous to the facilitation of the Rehabilitation Plan, and, therefore, of benefit or at least not detrimental to the interest and well-being of the individual.

- 3.3.3 Services - As stated, all workers have a treatment plan developed which states behavior objectives and performance criteria. To develop and/or change behavior, certain techniques are employed at the work station such as individual counseling, group counseling, behavior modification, modeling, etc. In addition, control of environmental determinants is used. These include type of supervision, work pressure, the position of the workers, the type of interpersonal relationships, and work flow relationships. Also, small groups are formed away from the work station and focus on such topics as budget-making, grooming skills, individual classroom instruction, etc. It is the responsibility of the Work Adjustment

3.3.3 Counselor to recognize the need of the workers and develop these appropriate groups. Additionally, the Work Adjustment Counselor is required to recognize when the worker is ready for job placement. Some workers entering the Goodwill Rehabilitation Program pass through four phases of development.

- a. Settling in
- b. Learning
- c. Growth
- d. Employability

The Work Adjustment Counselor makes appropriate recommendations for supportive services, specific skill training, extended employment, job readiness and placement, or referral to another agency.

Work Adjustment: Requirements

- a. One month initial observations report by the floor supervisor and a behavior identification report every three months thereafter.
- b. A monthly report of progress relative to the revision of the Rehabilitation Treatment Plan by the Work Adjustment Counselor, while the client is in or undergoing Work Adjustment.
- c. Development of small groups by the Work Adjustment Counselor.
- d. Recognition of employability by the Work Adjustment Counselor.

3.5 Work Adjustment: Personnel

VOCATIONAL REHABILITATION COUNSELOR (WORK ADJUSTMENT COUNSELOR)

Purpose of the Position: The purpose of adjustment services is to bring about changes in client behavior. This includes all behaviors that interfere with the client's attempt to become a functional independent member of the community in which he lives. This staff member uses techniques such as individual counseling, group counseling, behavior modification, attitude therapy, role playing, and individual and classroom instructions to bring about desired changes in client's behavior.

Supervision Received and Exercised: Works under the supervision of the Rehabilitation Director and coordinates his efforts with the rehabilitation team. Has functional authority over the floor supervisors in the area of rehabilitation. Conflicts between rehabilitation and production are resolved by the Rehabilitation Director in cooperation with Workshop Director and Operation Director.

Education and Experience: Bachelor Degree in Rehabilitation, Psychology, or related field. One or more years of experience in rehabilitation, social work guidance, or a two-month intensive internship in a rehabilitation workshop. A Masters Degree in Rehabilitation Counseling can supplement the experience or internship requirement.

Special Skills and Knowledges: Must have the ability to recognize and estimate "movement" during adjustive process, i.e., to determine with sufficient accuracy whether positive changes are taking place in this or that area of the "vocational pattern" and whether the changes apparently observed point to a total favorable outcome.

Must also have knowledge of the principles of behavior modification, individual counseling, and group counseling.

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Must also have knowledge of the principles of behavior modification, individual counseling, and group counseling.

Duties and Responsibilities: The primary goal of a Work Adjustment Counselor is to assist the workers in dealing successfully with the work environment. To accomplish this task, the staff member performs the following which are directly applicable to the position:

- a. Becomes directly involved with the client during work evaluation; begins to form early hypothesis about the individual's general and specific employability factors.
- b. Becomes familiar with the existing client's personal problem through interview and any evaluation and recommendations on his personal history.
- c. Forms a rehabilitation plan together with the client and work evaluator.
- d. Carries out the rehabilitation plan on the production floor, or in a classroom situation by the use of any ethical treatment techniques necessary to produce the desired results.
- e. Evaluates the rehabilitation plan on an out-going basis to see if the desired results are taking place. The plan should be constantly up-dated.
- f. Recognize when the client is ready for placement and makes the proper referral.
- g. Keeps all file folders up to date; must follow C.A.R.F. Accreditation procedures.
- h. Attends and participates in conferences, seminars, and meetings of professional societies.
- i. Participates in case conferences and staffings.
- j. Performs related tasks as required.

Standards for Measuring Performance: This professional employee's effectiveness will be measured by the following standards:

- a. Ability to change behaviors on the production floor.
- b. His ability to develop innovative ways of dealing with mal-adaptive behaviors.
- c. His effectiveness in influencing floor supervisors; securing their cooperation in dealing with clients is essential.
- d. His ability to take new research materials and initiate it in the program.
- e. Ability to put on in-service training programs to disseminate latest developments in the field.
- f. His ability to meet deadlines and his response to special requests and the expressed desires of management.
- g. The manner in which his/her conduct reflects the high standards of morals and integrity expected of all Goodwill staff personnel.

4.0 Job Readiness & Placement: Definition and Goals

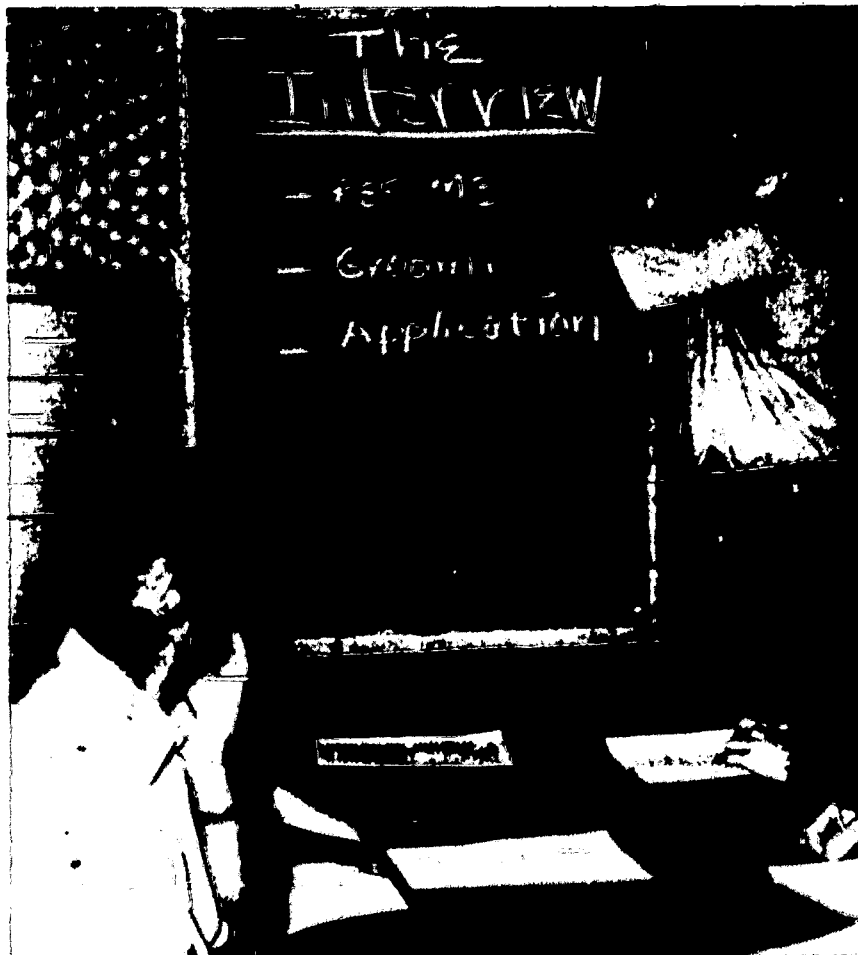
The Job Readiness and Placement phase of the Rehabilitation Program prepares clients for work and assists them in locating, securing, and retaining suitable employment. These skills are taught through individual counseling, group counseling, and classroom sessions.

The over-all goal of the Job Readiness and Placement phase is to teach clients, who have successfully completed other rehabilitation services, the necessary skills in locating, securing, and retaining competitive employment.

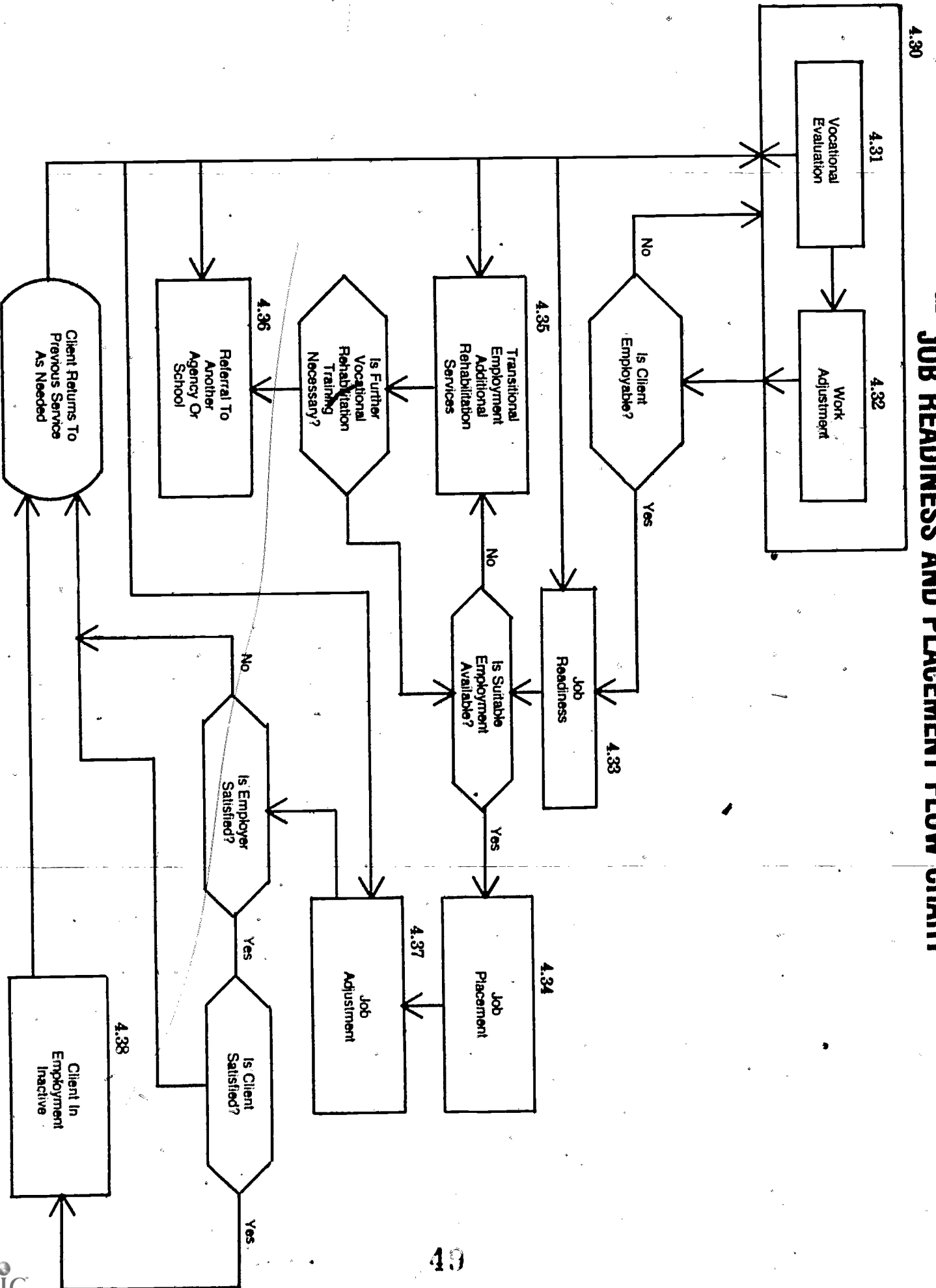
4.1 Job Readiness & Placement: Objectives

The major objective of the Job Readiness and Placement phase is suitable job placement. Minor objectives which serve as steps towards job placement are:

- a. Establishing a realistic vocational objective
- b. Identifying job sources
- c. Preparing job applications and resumes
- d. Interviewing for a job
- e. Dealing with work related problems
- f. Learning proper grooming habits



4.2 JOB READINESS AND PLACEMENT FLOW CHART



4.3 Job Readiness & Placement: Procedure

4.3.1 Job Placement Services begin from the time a client enters the Goodwill program. A realistic vocational objective must be established towards which the rehabilitation team will strive. The rehabilitation team is made up of the client, his family, the referring agency counselor, Goodwill staff members providing the needed services, and agencies providing ancillary services. The client's realistic vocational objective is the basis upon which vocational rehabilitation services are provided.

Vocational Evaluation provided by the vocational evaluator and vocational counseling provided by the rehabilitation counselor aid the client in the selection of an initial vocational objective during the evaluation process. The initial vocational objective may be specific or general but will give the rehabilitation team direction as to what services will be needed to aid the client meet the demands of his vocational objective.

Vocational Counseling will be concerned with three (3) major areas of occupational choices as stated in "Placement Services in the Vocational Rehabilitation Program" (Dennis J. Dunn, December, 1974).

- a. Self-Understanding - Information gathered about the client from background material, interviews, testing, work samples, and situational assessment will be provided the individual in the occupational analysis scheme used in the "Dictionary of Occupational Titles" (U.S. Dept. of Labor, 1965) in terms of the following seven major occupational requirements:

- General Educational Development
- Specific Vocational Preparation
- Aptitudes
- Interests
- Temperaments
- Physical Demands
- Working Conditions

- b. Occupation Information - The "Dictionary of Occupation Titles" supplemented with information gained from job analysis studies of area employment opportunities as well as other occupational information will be provided the client. This information will afford the client the opportunity to gain insight into the world of work and thus be able to establish a more realistic vocational objective.
- c. Decision Making - Through counseling, the client will be aided in his dealing with the understanding of himself and information regarding the world of work to make a choice of a realistic vocational objective.

4.3.2 Work Adjustment - If through the process of Vocational evaluation, significant barriers to employment are discovered, and it is felt by the Rehabilitation team that Goodwill's Work Adjustment program will be instrumental in over-coming the barriers, the client then moves into the work adjustment phase.

During work adjustment, the rehabilitation counselor assists the client and work adjustment counselor work through the existing barriers to employment by helping to detect and define these barriers. If barriers and limitations to employment exist that appear to be insurmountable, the Rehabilitation counselor can aid the client and work adjustment counselor

4.3.2 in the re-determination of a vocational objective which is more realistic in light of apparent unchangeable limitations.

During vocational evaluation and/or work adjustment, the client's Case Manager may recognize growth in the client's work personality as to the following growth factors.

- a. Conforming in appearance and behavior with standards set by the rehabilitation program.
- b. Complying with work rules and regulations of the Vocational Rehabilitation Training Facility.
- c. Following directions given by supervisor.
- d. Working at a steadier pace and maintaining that pace for an entire work day.
- e. Periodically expressing dissatisfaction with present work Station and desiring to progress to something better.
- f. Beginning to exercise control over his own behavior, thus needing less reinforcement of praise or punishment.

The question is then asked - "Is the person employable?" Does the person meet the seven occupational requirements of his vocational objective as established in the "Dictionary of Occupational Titles" and displays the following job retention behaviors:

- a. Tardiness - only occasional lateness can be accepted. No more than once or twice per month.
- b. Absenteeism - only occasional absence from work can be tolerated. A general rule is 0 to 1 day per month.
- c. Relationships with co-workers - a good rapport with co-workers is necessary. If open hostility or rejection by co-workers is evident, the client will have little chance of retaining employment.
- d. Relationships with supervisors - the ability to accept supervision and constructive criticism without displaying anger or resentment.
- e. Producing necessary quantity of work - the required amount of work must be produced by the client for any one particular job.
- f. Producing quality work - the work produced must be within tolerance as to quality.

This question is answered by the Rehabilitation Counselor and the Program Manager in light of the criteria stated. If the person is not determined employable, the barriers to employability are defined and the client's rehabilitation treatment plan is revised to overcome these barriers.

If the client is determined employable by his Program Manager and the Rehabilitation Counselor, he then enters the job readiness and placement program to increase his placeability.

4.3.3 Job Readiness - A client's placeability is his ability to obtain and retain employment in a given geographical area. The job readiness program will aid a client to increase his placeability by providing him the opportunity to increase his skills in the following areas:

I. Identifying Job Sources

Objectives - To enable the client to identify, locate, and utilize sources which will help him obtain employment.
To present telephoning procedures which will lead to a job interview.

To encourage the client to ask questions about the job which may determine his job satisfaction.

Skills taught:

1. Where to look for work
2. How to obtain information on particular jobs
3. How to appear to employer and/or interviewer
4. How to advertise yourself or service
5. How to call for an appointment and collect information about interview by asking questions

II. Preparing Job Applications and Resumes

Objectives - To present the essential parts of a resume. To encourage clients to write a resume according to criteria presented. To suggest handing in the resume, prepared with help, instead of filling out a form by those who have inadequate reading and writing skill. To illustrate methods of developing a resume which use a positive approach for clients with handicaps. To explore possible ways of handling both general and difficult questions on the application form.

Skills taught:

1. How to prepare a resume
2. What information to include in writing a resume
3. How to choose proper references
4. How to fill out an application form correctly
5. How to answer problem questions asked by employer

II. Interviewing for a Job

Objectives - To point out the two-way decision making process in the interview. To identify acceptable work behaviors which employers look for in a good worker. To exhibit appropriate interviewing appearance. To stress the importance of planning before the interview takes place. To emphasize the need to know what conditions might bring an individual job satisfaction. To introduce role playing as a learning technique. To present business manners that are expected in an interview. To encourage the applicant to take a positive approach about his disabilities. To encourage the applicant to describe his disabilities in a brief but positive manner.

Skills taught:

1. How to compose a list of assets
2. What the employer expects of the worker
3. How to appear for an interview
4. Preparing your mind for an interview
5. Role playing interviews
6. How to present oneself at an interview
7. How to answer questions asked by interviewer
8. How to end an interview

During the provision of the job readiness program, the question is asked, "Is suitable employment available?"

4.3.3 Through job analysis of existing and developed employment opportunities, the demands which a job will place upon the worker are identified in the following seven areas according to the "Dictionary of Occupational Titles":

- a. General Educational Development
- b. Specific Vocational Preparation
- c. Aptitudes
- d. Interests
- e. Temperaments
- f. Physical Demands
- g. Working Conditions

In addition, the employer's selection criteria and procedure are analyzed, and the standards which the client must meet prior and during the interview are identified. (See job opportunity form) If suitable employment is available, the client moves into the job placement process.

4.3.4 Job Placement - Through counseling, the information gained from the job analysis is provided the client to prepare him for the interview situation. The client is encouraged to arrange the interview on his own. However, if necessary, the Rehabilitation Counselor will aid the client in arranging an interview and provide transportation. The client will take with him his prepared resume to use as an aid to completing the employment application form or as a substitute for it.

Once the client has secured suitable employment, the Rehabilitation Counselor aids the client in establishing necessary transportation or living arrangements. (See job placement report)

4.3.5 Transitional Employment - If suitable employment is not available, the client remains in the Rehabilitation workshop as an employee until a suitable job is located. While in transitional employment, the client may be recommended for further work adjustment training and/or further job readiness and placement training to further enhance his placeability.

4.3.6 Referral to another agency or school - During Transitional Employment, the question is asked, "Is further vocational training necessary for a successful job placement?" Further vocational training can include enrollment in a trade school, college, or another vocational rehabilitation program. If the client and Rehabilitation Counselor agree that further training is necessary, the client is referred and/or makes application to the appropriate agency or school. (See discharge report)

4.3.7 Job Adjustment Once the client has obtained employment, the Rehabilitation Counselor will maintain follow-up contact with the employee and employer to aid in the job adjustment process. Job adjustment services will be provided during the client's entire probationary employment period of or a minimum of three months. (See job adjustment report)

Job Adjustment Services include:

- a. Individual counseling and advocacy for client.
- b. Referral to other social and rehabilitation agencies to provide necessary supportive services.
- c. Consultive services to management and supervisory personnel through handling disputes and other work-related problems such as discipline and attendance.

During job adjustment, two basic questions are asked: "Is the employer satisfied with the work personality of the client?" and "Is the client satisfied with the reinforcements of the job?"

4.3.7 In addition; the job must meet the following standards to be determined a suitable placement (Seventh Institute on Rehabilitation Services, 1969).

- a. Client is maintaining adequate inter-personal relationships an acceptable behaviors in the job environment.
- b. Occupation is consistent with the client's capacities and abilities.
- c. Client possesses acceptable skills to perform or continue the work satisfactorily.
- d. Employment and working conditions will not aggravate the client's disability, and the client's disability in the job setting will not jeopardize the health and safety of himself or others.
- e. Wage and working conditions conform to state and federal statutory requirements.
- f. Employment is regular and reasonably permanent.
- g. Client receives a wage commensurate with that paid other workers for similar work (Seventh Institute on Rehabilitation Services, 1969).

4.3.8 In Employment-Inactive - If the job is determined suitable by the eight criteria stated in 4.3.7, Job Adjustment), and the client has been accepted as a full employee after successfully completing the probationary period, the client is classified as In Employment. A discharge report will be sent to the referring agency. Follow-up contacts will be made with the client as well as with the employer at least twice per year. (See Discharge Report) The Rehabilitation Counselor will be available for counseling and consultation on an indefinite basis. If the client becomes unemployed, he will be encouraged to return to Goodwill Industries for re-entry into the rehabilitation program or referral to another agency for services as needed.

4.4 Job Readiness & Placement: Requirements

- a. Aid clients to establish vocational objectives through vocational counseling.
- b. Determine employability and placeability of clients.
- c. Conduct Job Readiness classes to increase placeability.
- d. Act as Program Manager for clients in Job Readiness, Job Placement, Transitional Employment, Job Adjustment, and In-Employment Statuses.
- e. Conduct job analysis of available employment.
- f. Prepare Job Placement Reports.
- g. Prepare Job Adjustment Reports.
- h. Prepare Discharge Reports.

4.5 Job Readiness & Placement: Personnel

REHABILITATION COUNSELOR

Purpose of the Position: To provide services to handicapped and disabled persons in selecting, preparing for, and following a vocation which leads to rehabilitation. Counseling in problems of a work-related nature and instruction concerning job seeking and job keeping techniques are also important aspects of the job.

Supervision Received and Exercised: Works under the supervision of the Rehabilitation Director and works closely with the Work Adjustment Counselors, and Vocational Evaluator. Has general supervision over clients in Job Readiness and/or Job Placement status.

4.5 Education and Experience: Bachelors degree in Counseling, Psychology, Rehabilitation or a related area. Should also have one or more years of experience in rehabilitation or a related area such as social work, vocational guidance, employment counseling, or placement. Plus evidence of satisfactory completion of at least 12 semester hours of college level courses in the behavioral or social sciences.

Special Skills and Knowledges:

- a. Must have a pleasing personality, able to invite and inspire confidence.
- b. Must have an above average character and be able to express himself well both verbally and in writing.
- c. Must have knowledge of individual and group behavior as well as the ability to observe and interpret personal characteristics of clients.
- d. Must have a good knowledge of principles of vocational guidance.
- e. Above all, should have a familiarity with the local job market and possess the ability to match people with jobs appropriate to their level of skills and abilities.

Duties and Responsibilities:

- a. Provides counseling services designed to encourage and support the handicapped person in his efforts toward finding suitable employment.
- b. Carries out job analysis, job placement, and follow-up for those clients entering competitive employment.
- c. Carries out an instructional program of job readiness for those clients who are preparing to enter competitive employment.
- d. Assists the client in formulating a suitable vocational objective.
- e. Functions as a liason representative with the Bureau of Vocational Rehabilitation.
- f. Prepares case records and reports.
- g. Keeps abreast of literature in the field as well as changes and trends in the local job market.

Standards for Measuring Performance:

- a. Adequacy and effectiveness of counseling as evidenced by the progress of clients in the job readiness program.
- b. The extent to which he can project the program to clients and various agencies.
- c. The adequacy and accuracy of reports as well as effective oral communications.
- d. His ability to meet deadlines and response to directions and instructions given.
- e. His degree of success in finding suitable placement for clients and in following up to assist in ensuring the success of the satisfaction of the employer.
- f. The manner in which his conduct reflects high standards of morals and integrity.

5.0 Sheltered Employment: Definition and Goals

Sheltered Employment is a Service of Rehabilitation provided clientele who have undergone rehabilitation efforts, but who are presently unable to participate in competitive employment. These individuals typically produce less than the amount of production required of them in the competitive labor market.

The primary goal of sheltered employment is as follows:

To promote an environment in which the client can be given the time to obtain necessary work experience and the freedom to test out his work relationships and attitudes in order to develop his/her optimal level of functioning.

5.1 Sheltered Employment: Objectives

Sheltered Employment objectives are as follows:

- a. Provide remunerative employment for an indefinite period for individuals who appear to be unemployable in competitive labor market.
- b. All services are aimed at the client's achieving at least successful employment in the facility.
- c. Review and re-evaluation are ongoing to identify individuals who have developed sufficient skills to move into transitional employment or the competitive labor market.

5.2 Sheltered Employment: Procedures

The client may enter the sheltered employment status through a variety of means. The individual may enter following the efforts of the Bureau of Vocational Rehabilitation or the Mental Health/Mental Retardation Base Unit who have found the client possesses no present competitive employment potential. This may occur after the client has received services such as evaluation and adjustment at the rehabilitation facility, or the client may be referred directly for sheltered employment services.

- 5.2.1 Intake - All individuals who enter the status of extended employment will undergo the intake process. For some sheltered employment clients, this may have already occurred before receiving evaluation and adjustment services. Those referred directly to the facility for sheltered employment, however, must undergo the intake procedure before they may begin their program of services.

For an explanation of the intake process, see Section 1.3, Intake Procedure.

- 5.2.2 Evaluation and Re-evaluation - All individuals in a sheltered employment status must undergo a period of evaluation and re-evaluation or review at least once every six months.

- a. This procedure begins with the work adjustment counselor's review of the MDC Behavior Modification Form, submitted by the work supervisor. (This form must be submitted at least once every three months to identify client behaviors.) In addition to this form, supplemental goal-planning charts and additional behavior identification materials will be reviewed to determine client progress.

5.2.2

- b. At the end of the first six-month period of sheltered employment, and every six-month period thereafter, a report will be prepared, or previous report revised, by the work adjustment counselor to include:
1. Positive and negative aspects of work personality.
 2. Behavioral and work observations, which will detail the extent of client's progress.
 3. Development, restatement, or revision of a plan of rehabilitation. This includes those designated to carry out the plan.
 4. A recommendation will be included which will state whether the individual has shown sufficient progress to enter or re-enter the transitional phase of the rehabilitation program, or whether he will require continuation of long-term services. Provision will also be made for any new recommendations of ancillary services necessary in further assisting the individual's progress.
 5. Provision for a dual signature must be made to differentiate between the client's approval of the report or a mere sign-off of the report.

c. This report will be submitted to the Rehabilitation Director. He will then suggest any necessary changes or additions. When the report meets with his approval, he will sign and re-submit it to the work adjustment counselor.

d. Upon receiving the report, the counselor will then arrange for a meeting with the Operations Director (or Workshop Manager), Rehabilitation Director, Vocational Evaluator, and supervisor. This committee will henceforth be referred to as the Report Review Committee. It is at this meeting that the report will be discussed and, if necessary, again revised or signed and approved. Following initial discussion, the client will also be invited to the meeting.

If unable to attend the meeting, the Rehabilitation Director will be notified of any changes or revisions made.

e. The report will then be placed into the client's file and will be reviewed and revised as necessary in accordance with these procedures every six months or as the need arises. Any revisions are subject to the approval of the Rehabilitation Director and the Report Review Committee

5.2.3 During the period of time the individual is in sheltered employment, he will be continuously undergoing the process of work and personal adjustment (See Section 3.3, Work Adjustment: Procedures). The client will also receive individual vocational counseling, and social casework services just as sponsored transitional clients are receiving.

5.3 Sheltered Employment: Requirements

a. Intake Process--Each individual before entering the rehabilitation program will undergo the intake process. This responsibility for this process will be delegated to the Vocational Evaluator. The intake process will be initiated by a complete physical examination and the findings of this examination will then be placed in the client's file. For standard intake procedures, see Section 1.3, Intake: Procedure.

- b. Preparing and submitting Behavior Modification and Goal Attainment materials to the Work Adjustment Counselor every three months by the supervisor.
- c. Preparation or revision by the Work Adjustment Counselor and submission of a report with rehabilitation plan and recommendations to the Rehabilitation Director for review.
- d. Meeting by the Report Review Committee to determine client's progression in the program. Included are Work Adjustment Counselor, Rehabilitation Director, Evaluator, Operations Director or Workshop Manager, and the supervisor.
- e. Provision of continuous adjustment services by the Work Adjustment Counselor as well as necessary vocational counseling by the Rehabilitation Counselor.



6.0 ADVOCACY SERVICES

An advocate is one "who pleads the cause of another," one who "defends or espouses any cause by argument." Advocacy means "taking a stand for." Persons who are handicapped, and particularly the severely handicapped, individually and collectively need advocates, extending over lengthy periods of time from a variety of professions and disciplines.

Goodwill Industries of North-Central Pennsylvania, Inc., not only believes in advocacy--Goodwill is an advocate for all of those handicapped and disabled individuals served by its professional, humanitarian staff and their persistent efforts in seeing that the rights of "those being served" are being protected; and that, "those being served" are receiving all the necessary supportive human services needed to develop and/or restore them to economic usefulness to the extent of their capability.

Goodwill's "walk-in" information and referral service and "walk-in" employment opportunities are evidence of this Goodwill extending such assistance to those who need someone to intercede for them.

The concept of "normalization" as carried out through de-institutionalization, the "Right to Education" and Affirmative Action have re-enforced Goodwill's feelings for the necessity of Advocacy.

Currently, it is this Goodwill's belief that more advocacy assistance is needed for "those being served" than Goodwill alone can provide. That is, there exists a need for an area Advocate Agency, separate from the deliverer of service, to break through the bureaucratic immobility to meet the needs and protect the rights of the individual. The creation of such an "apparatus" would delineate the legal rights of the handicapped and disabled; serve as a receiving center for their needs, with outreach responsibilities to the community; and serve as an adversary advocate for the handicapped and disabled individual, "in and out of institutions," vis-a-vis the community agency or the state itself.

The role of the advocate takes on various forms around the world. The most comprehensive, perhaps, it is the Ombudsman role, as exercised in Denmark and Sweden. Goodwill Industries of North-Central Pennsylvania, Inc., strongly feels that such a program--"ombudsman for the handicapped" would serve a most useful role in vocational rehabilitation offices, in the public schools, and in a county human services agency. An ombudsman in such settings could further help to assure that handicapped individuals of all ages receive the full measure of their entitlement under the law, that their general and special rights are protected, and their vocational and educational opportunities commensurate with their abilities are fully and continuously with them.

It is the belief, then, of Goodwill Industries of North-Central Pennsylvania, Inc., that advocacy in a formal, legalistic sense must remain the function of a public agency (as in an Ombudsman Program) or in the voluntary sector of organizations of handicapped individuals or parents of the handicapped and that less formally, it is the role that can be assumed by any one who cares.

7.0 PROGRAM EVALUATION

7.1 PROGRAMMING FOR IMPROVEMENT

Numerous results and benefits are gained by Goodwill Industries of North-Central Pennsylvania, Inc., through the concept--Programming For Improvement. The primary results and benefits are this facility's capabilities in carrying out NEEDS ASSESSMENT THROUGH SELF-STUDY AND EVALUATION. As such, the opportunity to increase the capability of this facility's overall performance emerges through continuous, on-going program evaluation and needs assessment. A major value of gaining such a graphic picture of this facility's vocational rehabilitation services is that it spotlights the areas in need of strengthening and thus yields a useful guide to the planning of needed improvements for services to the severely disabled. Goodwill firmly believes that it is most desirable for agencies, such as Goodwill Industries of North-Central Pennsylvania, Inc., to develop plans for improving vocational services. Such planning usually flows from the on-going evaluation and a continuous cycle of planning, implementation, and assessment. The strengths and weaknesses uncovered through such self-study and evaluation processes assists this facility in the development of a timetable for effecting further improvements in the following areas:

PLANNING FOR VOCATIONAL SERVICES
VOCATIONAL REHABILITATION PERSONNEL
VOCATIONAL EVALUATION
WORK ADJUSTMENT
VOCATIONAL TRAINING
JOB READINESS, PLACEMENT, FOLLOW-UP (JOB ADJUSTMENT)
EMPLOYMENT
EVALUATION

Participants in such planning include the Goodwill Industries' Board of Directors, Administration, Management, Staff, and persons served, as well as other concerned individuals and community groups.

Goodwill Industries of North-Central Pennsylvania, Inc., abides by these governing principles: "If deficiencies exist, the agency is willing to ready them, and give evidence of being capable of effecting the needed remedies within a reasonable amount of time."

The above statement of principle, realistically speaking, implies that it is rarely possible for on-going programs to be subjected to a large number of simultaneous changes. Goodwill Industries feels, however, that it is both possible and desirable to analyze the problems uncovered through the self-study and evaluation process, and to develop a timetable for tackling them. Thus, the process of classifying needed improvements into (1) those already underway, (2) those which can and which will be undertaken in the near future, and (3) those which require long-range planning, produces programs for change which can serve as an orderly guide for action by Goodwill Industries of North-Central Pennsylvania, Inc.

Programming For Improvement, then, using these concepts and procedures, should substantially increase the numbers of persons rehabilitated through this facility, via:

7.2 Increased Emphasis on Evaluation of Rehabilitation Potential

The Goodwill Industries' Vocational Rehabilitation Services Program provides those individuals needing rehabilitation

services with a work environment and work experience for evaluation, diagnostic, therapeutic, and employment purposes. Further, this facility provides program participants with assessment of work potential by use of the JEVS Work Sample System and situational techniques. Goodwill Industries hopes that through future program development adequate resources might be found and made available for the purpose of expanding evaluation services, particularly for severely handicapped individuals, through the addition of new work samples and other assessment techniques found to be effective through recent research.

7.3 The Expansion and Innovation of Vocational Rehabilitation Services in Order to Serve the Severely Handicapped

Programming For Improvement also enables this facility an opportunity to expand its activities and services for those individuals needing such services through the development of work readiness, work adjustment, and competence in vocational skills. Such services are vitally needed by many of those individuals who are currently de-institutionalized and are in need of long-term readiness and adjustment services. Such services also include the attempt at improvement of the handicapped individual's basic potentials, social skills, functional independence, and other aspects of general social maturity via a program of therapeutic and work activities. The opportunities for such expansion and innovation, as a result of continuous Needs Assessment Through Self-Study and Evaluation, helps provide the program participants with a "launching pad" from which other services are started.

7.4 The Demonstration of Newly Developed Rehabilitation Techniques and Methods that Have Been Found to be Effective

Needs Assessment Through Self-Study and Evaluation provides this rehabilitation facility an opportunity to place more emphasis on the area of increased adjustment services to bring about changes in client behavior. This includes: All behaviors that interfere with the client's attempt to become a functional, independent member of the community in which he/she lives. As such, continuous program evaluation provides Goodwill Industries with an opportunity to develop and implement the more recent and most current methods and techniques used in individual counseling, group counseling, behavior modification, attitude therapy, role playing, and individual and classroom instruction to bring about desired changes in a client's behavior. Using these kinds of current work techniques, then, the counselor spends the majority of his/her time on the floor to recognize and estimate "movement" during the adjustive process. Functioning in such a manner, the counselor is in a position that enables him/her a better opportunity of determining with sufficient accuracy whether positive changes are taking place in this or that area of the "vocational pattern," and whether the changes apparently observed point to a total favorable outcome. This entire procedure improves and enhances accountability through goal planning via the rehabilitation treatment plan and revised rehabilitation treatment plan process. This entire process implies ethical treatment techniques which are necessary to produce the desired results.

7.5 The Vocational Act of 1973 and the 1974 Amendments to this Act Mandate the Initiation of New Vocational Rehabilitation Services and Activities

Programming For Improvement through Needs Assessment Through Self-Study and Evaluation specifically addresses itself to these mandates. Goodwill Industries of North-Central Pennsylvania, Inc., through continuous program evaluation, attests to and assures that this vocational rehabilitation services facility undertakes those steps necessary to ensure the meeting of these mandated standards which are timely and relevant. Too, such on-going evaluation helps to ensure the further development of sound management, on the part of this facility, and the provisions of the most effective forms of service delivery. As such, programming for improvement seeks those services necessary as quality controls to safeguard the persons receiving the services and those funding it. These mandates also require that throughout the course of vocational services, the person served is involved in planning, decision-making, and evaluating the results of the services received. As such, Goodwill Industries of North-Central Pennsylvania, Inc., emphatically feels that it is Goodwill's responsibility to evaluate the aggregate vocational rehabilitation needs of those served and the extent to which existing agencies or community services meets those needs. The results of these assessments are then fed into the Goodwill Planning Cycle and furnishes a basis for strengthening the vocational rehabilitation services program of Goodwill Industries of North-Central Pennsylvania, Inc.



7.6 Program Evaluation Method

The starting point of program evaluation at Goodwill Industries of North-Central Pennsylvania, Inc., is the statement of purposes, organization goals, and objectives of the overall Goodwill Rehabilitation Program. The overall statement of purpose is broken down into more specific program goals which in essence identify the major services areas provided. All clients accepted for rehabilitation training are eligible or may become eligible for all rehabilitation services provided by Goodwill Industries according to individual needs.

Each service area is broken down into individual services provided. Specific, measurable program objectives are drawn from the program goals. Objective measures are established for each program objective so that an individual from Goodwill, as well as an individual from any other agency, will reach the same decision in regard to the degree of success attained in reaching each program objective.

For each Program Objective there is also stated the following:

1. Who the measure is applied to.
2. The relative weight of each program objective.
3. The time when the measure is applied.
4. Expected outcomes.

From the results of on-going program evaluation management reports are established and effectively used by department directors to improve performance through more enlightened management decision making for short-range and long-range planning.

Example of Program Evaluation Chart

Program Objectives	Objective Measures	Who applied to	Relative Weight	When Applied	Expected Outcome
1. Retain competitive employment	Percentage of clients job placed	All job placed clients	50%	3 months after placement	50%
2. Receive competitive wage	Average wage	All job placed clients	30%	3 months after placement	\$2.50
3. Reduce service time	Average length of service time	All clients completing vocational adjustment training	20%	Upon discharge	4 months
			100%		

Skill Training Areas

Goodwill Industries of North-Central Pennsylvania, Inc., currently offers skill training in the following areas:

- 8.1 Laundry, Pressing, Automatic Shirt Ironing
- 8.2 Allocation and Pricing of Soft and Hard Goods
- 8.3 Merchandising and Sales
- 8.4 Office Clerical
- 8.5 Shoe, Repair and Orthopedic Shoe Repair
- 8.6 Truck Helper
- 8.7 Maintenance and Custodial
- 8.8 Janitorial
- 8.9 Appliance Repair

- 8.10 Machine Tool Operators
- 8.11 Electronic Coil Winding

These programs of skill training offered at Goodwill Industries of North-Central Pennsylvania, Inc., are designed to prepare the individual for employment. In each skill training area, the emphasis is on job placement and employment in the competitive labor market.

The following descriptions of these skill training programs and other information have been prepared to help provide the counselor in the field, as well as the professional staff of various referral agencies, with a greater understanding of the vocational training programs and other services offered by Goodwill Industries of North-Central Pennsylvania, Inc.

Other Job Training Areas will be added as Goodwill programs of service grow and expand and as qualified supervisors/instructors become available. Revisions and modifications will be forwarded to those on the mailing list as such program additions occur.

Inquiries are invited and welcomed concerning services not listed, as well as those listed, in this Manual of Vocational Rehabilitation Services. Brochures describing Goodwill's Rehabilitation Program are available upon request.

8.1 LAUNDRY, PRESSING, AND AUTOMATIC SHIRT IRONING UNIT CURRICULUM

	<u>D.O.T.</u>
Dry Cleaner	362.782
Shirt Folder (Laundry)	369.885
Presser, Hand	363.884
Washer, Machine	599.885
Presser, Machine	363.782
Press, Operator (wearing apparel)	363.885

- Today an increasing number of hotels, motels, hospitals, nursing homes, restaurants, schools, etc. offer good job opportunities to many in the laundry and dry-cleaning area. These institutions either have their own facilities or send it to a commercial outlet. Many laundry and cleaning establishments hire the handicapped who can function in these areas.

QUALIFICATIONS:

General Education Background

No formal education requirements are demanded for this course.
An ability to read and distinguish between different cleaning agents.

Intelligence

Persons within the dull-normal range or better should have no trouble with this course.
High-level mental retardates may be able to undertake this training in selective cases.

Personality and Interests

Must have or be capable of developing acceptable habits of punctuality, industriousness, and ability to work harmoniously with others.

Physical Demands

Average or better use of hands and arms and good vision in at least one eye.
Must be in fairly good health to permit regularity of employment.
Must be able to work steadily and to tolerate close confinement.

TRAINING ACTIVITIES COVERED:

Orientation

Introduction to the Field of Laundry, Pressing, Dry-Cleaning, and Automatic Shirt Ironing Unit. Qualities of a good job performance; Employer-Employee Relations; Working Conditions; Salary Schedules; Future Prospect for Employment.

Study of Fabrics and Sorting

For Washing
For Dry-Cleaning
Color Fastness
Special Handling

8.1 Laundry
Cleaning and Maintenance of Equipment
Operation of Washer, Extractor, and Dryer
Study of Cleaning Agents, Temperatures, and Washing Times

Dry-Cleaning Procedures
Use of Distiller and Filters
Cleaning and Maintenance of Equipment
Operation of Cleaner and Extractor
Study of Solvents and their uses

Pressing and Ironing
Maintenance of Equipment
Hoffman Type Press
Adjustiform Type Press
Puffing Irons
Hand Irons

Spotting
Maintenance and Use of Machinery and Equipment
Study of Stains and Discolorations
Study of Cleaning Materials and their effect upon stains and fabrics
Applying chemicals to stains
Use of spotting gun and board

Hat Cleaning and Spotting
Cleaning of hats
Sizing and shaping of hats

Hanging and Checking
Examination of Garments for Spots not removed in original dry-cleaning
Chemical to remove stains
Proper mixture of chemicals to avoid fabric damage



D.O.T.

Price Clerk (clerical)	209.588
Pricing Clerk (laundry)	361.448
Ticketeer (textile)	229.887
Ticket Machine Operator (clerical)	208.782

The Sorting and Processing Department and Thrift Stores Operations provides a natural training area for the Allocation and Pricing of Soft and Hard Goods. This training station is so designed as to give proper instruction and supervision to any qualified client who comes for training.

QUALIFICATIONS:General Education Background:

Should possess basic academic skills at least equivalent to ninth grade education.

Intelligence:

Should be functioning within the low-average to average age of intelligence.

Aptitudes:

Clerical Perception - Should be within the average range of clerical aptitudes in making rapid and accurate verbal and numerical perceptions.

Dexterity and Coordination - Should have good vision and fair-to-good eye-hand coordination.

Personality and Interests:

Must display qualities of punctuality, honesty, dependability, neatness, cleanliness, and show a preference for work involving business contact with people since training provides preparation for employment in establishments which render services to the public.

Physical Demands:

Should have the physical endurance and stamina to withstand an eight-hour work day.

TRAINING ACTIVITIES COVERED:Orientation:

Introduction to the Field of Allocation and Pricing of Soft and Hard Goods.
 Qualities of a Good Job Performance
 Employer-Employee Relations
 Working Conditions
 Salary Schedules
 Future Prospects for Employment

Study of Merchandise:

Type and Quality
 Classification
 Customer Appeal
 Consumer Demand

8.2 **Sorting and Processing:**

Article Evaluation

Size

Color

Style

Shade

Model

Seasonal Trends

Requisitioning

Salvage Operation

Inventory

Allocation and Pricing:

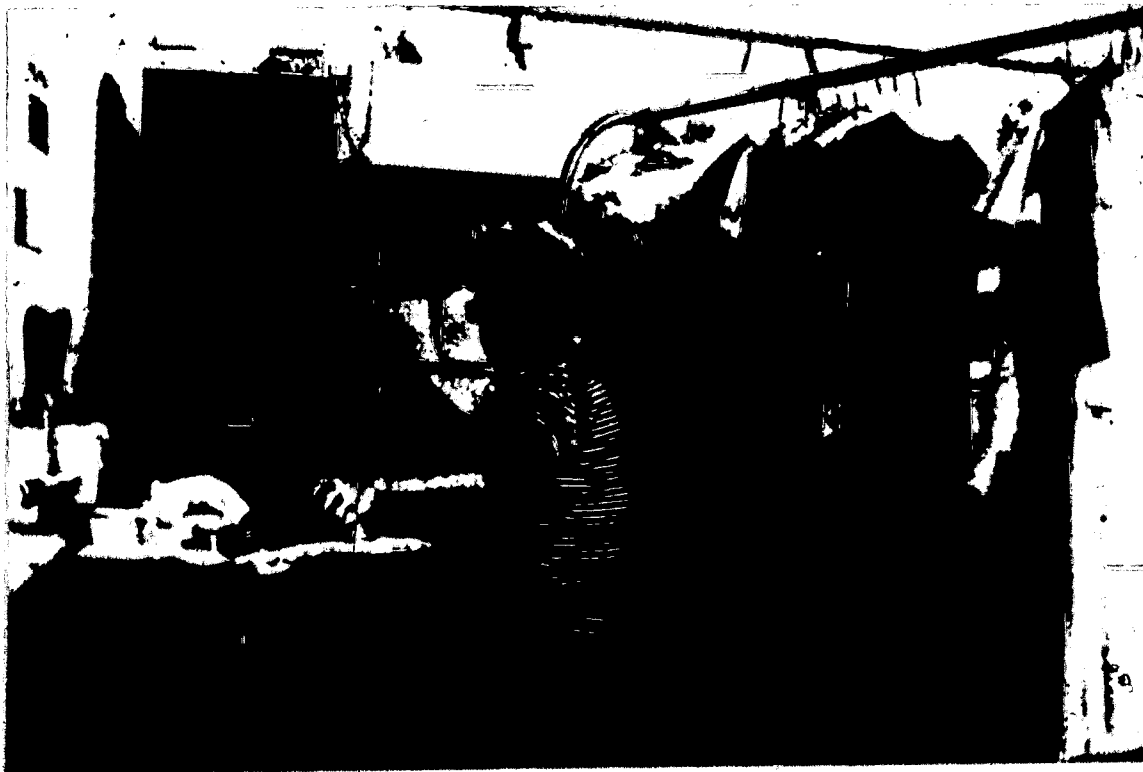
Folding of clothing and other merchandise

Ticket Machine Operation

Pricing Methods

Distribution of merchandise to outlets

Review of total operations



D.O.T.

Sales Clerk
Store Manager

290.478
185.168

The purpose of this training program is to prepare clients for future job placement as sales persons, stock clerks, supermarket checkout clerks and cashiers.

QUALIFICATIONS:**General Educational Background**

Must be able to understand and use the mathematical concepts of addition, subtraction, multiplication, and division. Also, must be able to follow instructions in both oral and written form.

Aptitudes

Intelligence - Should be within the normal or above range of intelligence.

Personality and Interests

Should have a personality that combines enthusiasm, self-assurance, and the ability to get along with other people.

Must demonstrate neatness and accuracy in work activities.

Evidence of self-discipline is also a must.

Physical Demands

Should have ability to stand for long periods.

Must be ambulatory and should be free of speech defects.

Also, must be able to withstand tension and to work long hours.

TRAINING ACTIVITIES COVERED:**Orientation**

Introduction to the Field of Merchandising and Sales.

Qualities of a Good Job Performance.

Employer-Employee relations.

Working Conditions.

Salary Schedules.

Future Prospects for Employment.

Study of Merchandise

Classification

Type and Quality

Customer Appeal

Consumer Demand

Merchandise Displays

Classification

Allocation of Floor Space

Window Displays

Feature Displays

8.3 Retail Selling
Personal Appearance
Business Personality
Customer Approach
Customer Interests and Reactions
Demonstrating Merchandise

Store Operation and Management
Preparing Individual Sales Receipts
Daily Sales Records
Cashiering
Clearing Register
Inventories
Receiving and Shipping
Assignment of Personnel
Maintaining Office Records
Requisitioning of Merchandise and Supplies
Window and Store Cleaning
Toilet and Sanitation Facilities
Daily Bank Deposits
Preparation of Sales Records
Checking Incoming Merchandise
Store Arrangements
Scheduling Deliveries
Maintaining Personnel Discipline
Maintaining Personnel Convenience



	<u>D.O.T.</u>
File Clerk I	206.388
Clerk Typist	209.388
Receptionist	237.368
Central Office Operator	235.862

This course is designed to prepare a person for employment as a file clerk, a copy typist, stock clerk, receptionist, or other related occupations.

QUALIFICATIONS:

General Educational Background

Should possess basic academic skills at least equivalent to a ninth grade education.

Should have a good background of basic English and a good vocabulary

Intelligence

Should be functioning within the average range of intelligence.

Aptitudes

Clerical Perception - Should be within the average range of clerical aptitudes in making rapid and accurate verbal or numerical perceptions.

Dexterity and Coordination - Must have at least an average ability to move hands and fingers rapidly and accurately. Must also have good vision and be able to quickly move eyes and hands in an integrated manner to accomplish a given task.

Personality and Interests

Must display qualities of punctuality, honesty, dependability, neatness, cleanliness, and show a preference for work involving business contact with people and activities which are frequently detailed, routine, and concrete in nature.

Physical Demands

Should have such physical endurance as to be able to manipulate business machines, such as the typewriter, duplicator, adding machine, etc. for a period of six to eight hours a day.

TRAINING ACTIVITIES COVERED:

Orientation

Introduction to the Field of Clerical Work
Qualities of a Good Job Performance; Employer-Employee Relations
Working Conditions; Salary Schedules
Future prospects for employment

Office Conduct and Relations

Attendance and punctuality
Office Procedures
Appearance and Grooming
Business Etiquette
Work Attitudes

Typing

Typewriter Care
Electric vs. Manual Typewriter
Improving Touch System
Development of Speed and Accuracy

Typewriter Ribbons
 Proper Spacing and Arrangement of Materials
 Cutting Stencils
 Making Carbons
 Copying of Reports and Letters
 Office Stationery:
 Bond
 Onionskin
 Envelopes
 Carbon Paper
 Index Cards

Filing

Basic systems and common types:

Flat Files
 Vertical Files
 Variable Files

Systems:

Alphabetical
 Numerical
 Subject
 Geographic
 Cross-reference
 Chronological
 Follow-up

Procedures:

Rules of Filing
 Tabbing File Cards
 Checking Proper Zip Codes
 Indexing
 Card Filing
 Letter Filing

Proper Business English (optional)

Communication Techniques Written and Oral:

Dictation
 Grammar
 Punctuation
 Spelling
 Abbreviations

Reference Books:

Dictionary
 Thesaurus
 Special Dictionaries
 Secretarial Handbooks

Business Letters:

Parts of a Business Letter
 Styles of Business Letters

Switchboard-Receptionist (optional)

Meeting the Public:

Placing and Accepting Calls
 Greeting Visitors
 Screening Visitors
 Announcing Visitors
 Telephone Etiquette
 Making Appointments
 Referring visitors, job applicants, etc. to proper office
 Keeping necessary records

8.4

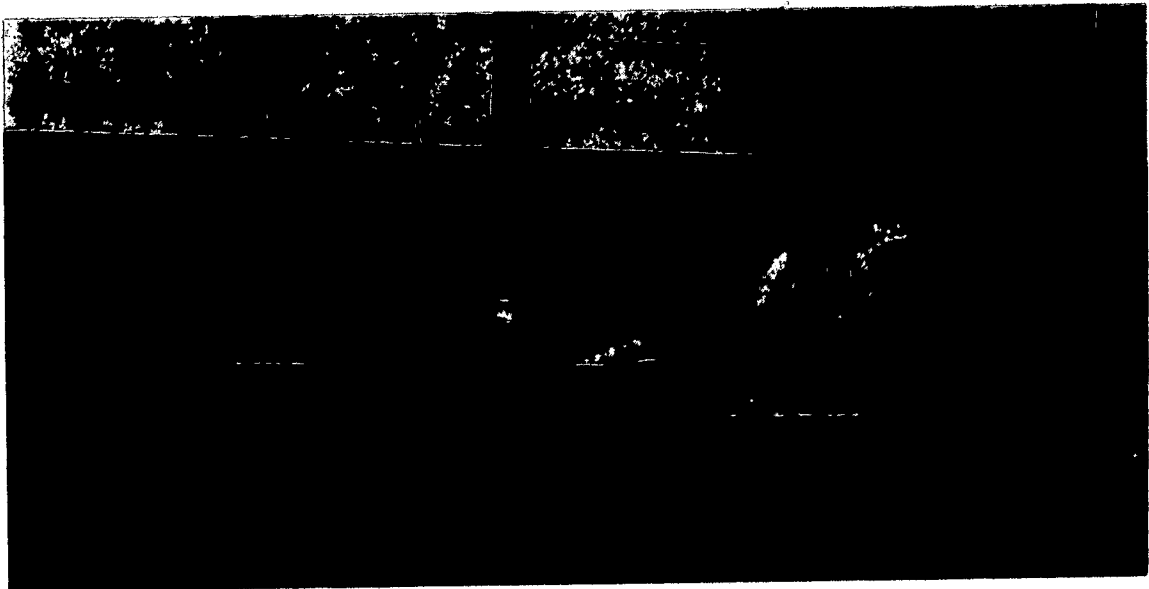
Knowledge of Equipment:
Placing and Accepting Calls
Inter-Office and Hold Calls
Recording and Relaying Messages

Secretarial (optional)
Shorthand Review
Taking Dictation
Transcription

Knowledge and Use of Dictionary Equipment

Social Amenities of the Secretary
Formal Invitations and Answers
Tickets for Social and Cultural Affairs
Visiting Cards
Christmas Presents and Cards
Birthdays and Wedding Anniversaries
Donations
Travel Arrangements

Basic Bookkeeping (optional)
Books of Original Entry
Journals
Ledgers
Balance Sheets
Payroll Vouchers
Voucher Registry
Bank Reconciliations
Tax Computations



D.O.T.

Shoe Repairman
Helper, Repairman

365.381

365.884

A shoe repair shop is designed to give proper supervision to any qualified person who comes for training. An ever-increasing population in the United States has brought about an increased amount of shoes in need of repair from shoe wear.

QUALIFICATIONS:**General Education Background**

No formal educational requirements are demanded for this training course.

Should be capable of understanding and carrying out instructions and retaining required knowledge.

Intelligence

Persons within the dull-normal range or better should have no trouble with this course.

High level mental retardates may be able to undertake this training in selective cases.

Personality and Interests

Must have acceptable habits of hygiene and industriousness.

Must be able to work well with others and to meet and talk freely with the public.

Physical Demands

Should have a degree of health to enable regularity of employment in a moderately dusty, restricted area.

Must have reasonably good use of both arms, and good use of both hands. Individual may be confined to a wheel chair, but if so, must have good movement in the upper/torso, normal upper extremities, and good balance

TRAINING ACTIVITIES COVERED:**Orientation**

Introduction to the Field of Shoe Repair

Qualities of a Good Job Performance

Employer-Employee Relations

Working Conditions

Salary Schedules

Future Prospect for Employment

Study of Merchandise

Types of Shoes

Sandals and Slippers

Colors, sizes, etc.

Types of Repairs to be Made

Use of Tools and Equipment

Lip knife, hammer, finisher, heel pinchers, iron lasts, straight knife, skiver, etc.

Care of machinery and stitcher

Adjustment and Replacement of minor parts

Cleaning and Maintenance of Equipment

Shoe Finishing

Brushing and Polishing
Cleaning Dirt and Spots
Dressing the Leather
Dyeing Leather
Edge Trimming
Heels and Soles
Spray Finishing

Study of Leather

Measuring and Cutting Leather
Hand Sewing
Qualities and Traits of Leather
Tempering
Cutting from a band, etc.

Reheeling and Resoling

Heels and Soles
Cutting and Preparing Soles
Attaching heels, soles, braces, etc.
Automatic Soler
Preparing Soles for Cementing
Roughing, Cementing, Attaching, and Finishing

Miscellaneous Repair

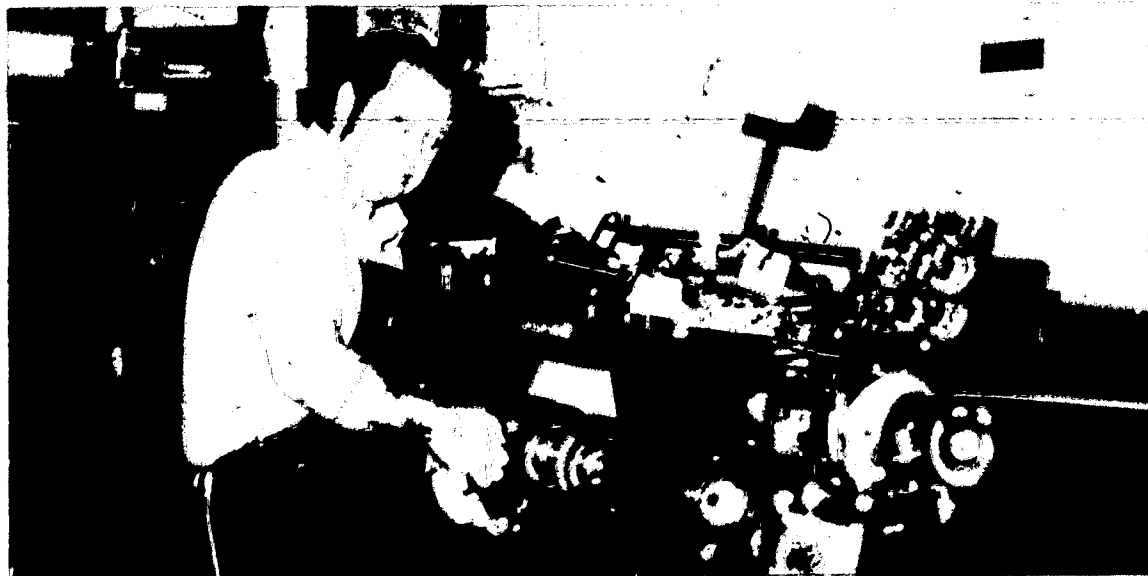
Repairing and Replacing Welt
Use of Patcher
Special Repairs (luggage, etc.)
Review of total operations

Orthopedic Shoe Repair (optional)

Stretching
Building Wings or Wedges on Soles
Affixing Arch Supports
Elevating Soles and Heels

Shop Management (optional)

Meeting Customers
Care and Use of Hand Tools
Estimating Cost of Job
Records



D.O.T.

Routeman Helper
Truck-Driver Helper

292.358
905.887

This course is designed to give training, on the job, in loading and unloading delivery trucks; taking deliveries from truck to home or store; collection and making out receipts; etc.

QUALIFICATIONS:**General Education Background:**

No formal educational requirements are demanded for this training course. Should be able to follow instructions.

An ability to read and write, use and understanding arithmetic at the elementary level, and be able to learn to maintain a minimum amount of necessary records.

Intelligence:

Persons within the dull-normal range or better should have no trouble with this course.

High-level mental retardates may be able to undertake this training in selective cases.

Personality and Interests:

Must have or be capable of developing acceptable habits of punctuality and industriousness.

Must be able to get along well with others.

Physical Demands:

Should have good vision and must have good mobility since considerable amounts of walking, stooping, bending, pushing, and pulling will be required.

Should be capable of climbing stairways and have the stamina and strength to be able to carry at least 80 pounds.

TRAINING ACTIVITIES COVERED:**Orientation:**

Introduction to the Field of Truck Helper.

Qualities of a good job performance.

Employer-Employee Relations.

Working conditions and salary schedules.

Future prospects for employment.

Material Handling:

Classifying merchandise according to care needed.

Proper methods of covering, lifting, and handling merchandise.

Reading invoices and shipping instructions.

Pick-up and delivery work.

Personal appearance and etiquette.

Use of equipment; dollies, trucks, lifts, etc.

Loading and unloading truck

Carrying merchandise to and from truck.

D.O.T.

Factory Maintenance Man

899.281

This is a combination course consisting of training in Carpenter Helper, Plumber Helper, Painter Helper, Electrical Helper, and Repair and Construction Helper. Trainees will be rotated in the various areas in order to receive sufficient training in all phases of Building Maintenance.

QUALIFICATIONS:General Educational Background

Must be able to understand and apply the principles of mechanical systems.

Numerical - Should be familiar with fractions, decimals, and percentages.

Language - Should have the capacity to understand technical manuals as well as drawings and specifications. Should be able to carry out oral and written instructions.

Aptitudes

Intelligence - Minimum requirements within the dull-normal range of intelligence.

Mechanical - Must have at least average ability to visualize and mentally manipulate objects in space as measured by tests of spatial relationships. Must also be within the average range in the capacity to understand mechanical relationships as measured by tests of mechanical comprehension.

Motor coordination - Must be ambulatory and have average to slightly below average ability to move arms, hands, and fingers rapidly and accurately in coordination with visual stimuli.

Physical Demands

In addition to having good vision, must have good mobility since considerable amounts of walking, stooping, bending, pushing, and pulling will be required. Should be capable of climbing ladders and stairs and have the stamina and strength to be able to lift and carry at least 50 pounds.

Personality and Interests

Should be capable of developing acceptable habits of punctuality, industriousness, and the ability to work harmoniously with others. Should show a preference for varied and frequently changing work activities dealing with objects and things and should be able to tolerate concrete problem solving situations involving the attainment of set limits, tolerances, or standards.

TRAINING ACTIVITIES COVERED:Orientation

Introduction to the Field of Maintenance-Custodial
Qualities of a Good Job Performance
Employer-Employee Relations
Working Conditions
Salary Schedules
Future Potential as an employee or self-employment

Operations and Maintenance:

Instruction and skill training in the operation and preventative maintenance of machinery and equipment.

Walk-Away Fork Lift

Fans and Blowers

Fire Extinguishers

Pumps

Sprinkler Systems

Clean and Lubricate Machinery and Mechanical Equipment

Repair and replacement of various types of belts and drives used on conveyor systems

Preventative maintenance equipment chart for oiling, greasing, etc.

Repair and Construction:

Instruction utilizing trade skills to effect repairs and alterations to the physical structures and surroundings of a building.

Painting, tools, equipment, and supplies

Safety precautions

Patching plaster

Types and uses of paint

Discussion of outside trim and finish coat, interior undercoat and enamel of walls

Mixing and Blending

Preparing Surfaces

Applying Paint with brushes, rollers, or spray

Cleaning and storage of equipment and supplies

PLUMBING:

Orientation to tools, equipment, and supplies

Safety Precautions

Cleaning and unblocking drains

Replacing faucets, washers, gaskets, etc.

Repairing and replacing valves

Repairing and replacing water boxes and toilets

Installation of fixtures

Installation of pipes

Identification, use, and installation of fittings

Covering and insulating pipes

Cleaning out of low water cut-offs or boiler systems and traps on hot water lines.

Bleeding of hot water or steam radiators

CARPENTRY:

Orientation to tools, equipment, and supplies

Safety precautions

Identification and Familiarization with standard lumber

Construction of Partitions

Construction of Equipment and Display Racks

Replacing panes of glass

Repairing door frames

Repairing and Constructing Shutters

Hanging doors

Repairing and Resurfacing floors

Constructing Frames for Collection Box Bases

Patching Roofs

JANITORIAL CURRICULUM

D.O.T.

Building Porter	381.887
Building Services-Watchman	372.868
Church or School Building - Janitor Maintenance	389.887

QUALIFICATIONS:

General Education Background

Apply "Common Sense" to carry out detailed, but uninvolved instructions.

Ability to organize and plan work in an efficient manner.

Numerical - Should be able to add and subtract whole numbers.

Language - Learn job duties from oral instruction and from demonstrations.

Aptitudes

Intelligence - Educably retarded to normal range.

Motor Coordination - Must have average to slightly below average ability to move arms, hands, and fingers rapidly and accurately in coordination with visual stimuli.

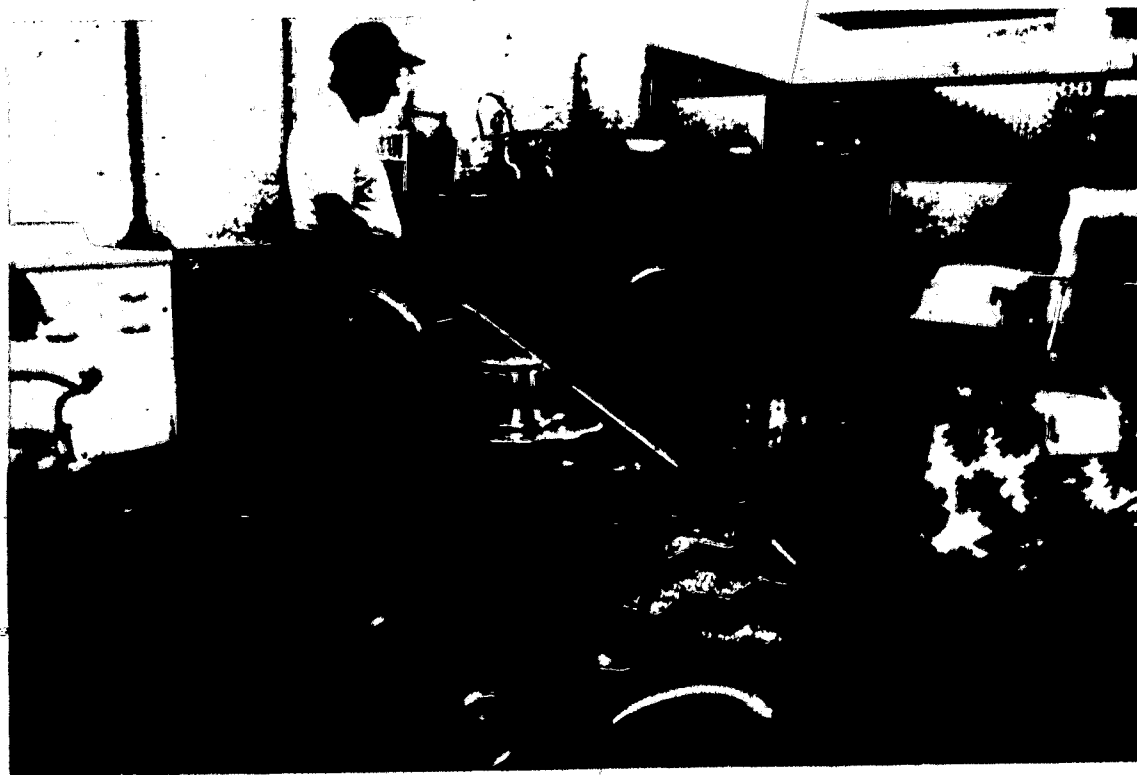
Physical Demands

Must be in fairly good health, should have fair vision, and possess the necessary physical stamina to be able to lift 50 pounds.

Personality and Interests

Should show preference and ability for independent work activities.

Should be capable of developing acceptable habits of punctuality, industriousness, taking orders and dealing with people in a courteous and friendly manner.



8.8 TRAINING ACTIVITIES COVERED:

Orientation

Introduction to the Field of Maintenance-Custodial.
Qualities of a Good Job Performance; Employer-Employee Relations
Working Conditions; Salary Procedures and Schedules
Future Potential as an Employee or Self-Employment

BUILDING PORTER

HELPER SERVICES - WATCHMAN

HELPER, CHURCH OR SCHOOL BUILDING MAINTENANCE

Tools, Equipment, and Supplies

Familiarization with the many types of brooms, brushes, mops, buckets, floor machines, and vacuum cleaners
Learning the qualities and uses of various kinds of soaps, detergents, disinfectants, waxes, and sealers. Instruction in the importance of the arrangement and maintenance of a storage area, including the proper care of tools, equipment, and supplies.

Cleaning Procedures

Instruction and skill training in the daily, weekly, and monthly cleaning procedures performed in public buildings:

Sweeping and Mopping

Dusting and Waxing the Furniture

Glass and Wall Cleaning

Washroom Maintenance

Floors

Instructions in the different kinds of flooring and the various chemicals which are appropriate for each type.

Instruction and skill training in floor preparation and finishings. The proper techniques of stripping and waxing floors using standard tools and equipment including commercial floor machine.

Handling and Moving Materials

Instruction and skill training in the correct ways of moving heavy and unwieldy objects without injury.

Work Planning

Demonstration and instruction in planning the sequential order of procedures for performing the various operations with particular concern for cognizance of area and time requirements.

Maintenance of Dispensers

Soap Dispensers

Towel Dispensers

Sanitary Napkin

Paper and other

General Security

Routine Building and Ground Checks

D.O.T.

Appliance Repairman (elec. equip.)	723.884
Electrical Appliance Repairman	723.381
Electrical Appliance Serviceman	827.281
Electrical Appliance Serviceman Helper	827.887
Household Appliance Repairman	827.281

This training program is designed to provide an individual with a working knowledge of the operating principles and construction of various small appliances. It also shows the individual certain testing and service techniques that will help make repairs fast, efficient, and economical.

QUALIFICATIONS:General Educational Background

- Should have the equivalent of an eighth grade education.
- Must be able to read and write well enough to comprehend trade manuals and diagrams.
- Ability to learn job duties from oral and written instructions and from demonstrations.

Intelligence

- Should be functioning within the low average to average range of intelligence.

Aptitudes

- Should be able to comprehend basic principles of electricity and demonstrate good mechanical ability.
- Must have normal finger and manual dexterity.

Physical Demands

- Must have good vision in at least one eye and have the necessary physical stamina to be able to lift up to 50 pounds.

Personality and Interests

- Must be capable of developing acceptable habits of punctuality, industriousness, neatness, self-discipline, and of working harmoniously with others.
- Should have the traits and personality which will assure reasonable success when dealing with the public.

TRAINING ACTIVITIES COVERED:Orientation

- Introduction to the Field of Appliance Repair
- Qualities of a Good Job Performance
- Employer-Employee Relations
- Working Conditions
- Salary Schedules
- Future Potential as an Employee or Self-Employment

Functions and Operations of Small Appliances

- Basic Principles of Electricity
- Electric Currents, A.C.
- Heat Elements
- Wiring

8.9

Appliance Disassembly
Nomenclature of Parts
Functions of Parts
Inspection
Testing of all Parts

Appliance Repair and Replacement of Parts
Methods of Repair
When to Repair
Procurements of Replacements
Rebuilding

Cleaning and Restoration Of Appliances
Methods of Cleaning
Assembly
Inspection

Use of Tools and Equipment
Care and Use of Tools and Equipment
Cleaning and Maintenance of Tools and Equipment
Review of Total Operations

Shop and/or Store Management (optional)
Meeting Customers
Estimating Cost of Job
Records
Purchasing
Inventories



Individuals working in this area receive training in the basic skills necessary to operate a number of machine tools, including the drill press and lathe.

QUALIFICATIONS:

General Educational Background

No formal educational requirements are demanded for this training program.

The individual should be capable of understanding and carrying out instructions and retaining required knowledge.

Aptitudes

A mechanical aptitude is desirable. Intelligence range; high-level mental retardation to dull normal range and up.

Physical Demands

Since much of the work involves close tolerances, good (corrected) vision is required.

Physical stamina is important since much time is spent standing. Sufficient strength is required to move cartons of metal parts weighing up to 70 pounds.

Personality and Interests

Should be able to work independently within a relatively small work area.

The individual should be interested in working with a variety of machinery.

Since minor adjustments on the machine may be necessary during the work day, the individual should be conscientious enough to recognize any alteration in the completed part that would require this adjustment.

TRAINING ACTIVITIES COVERED:

Orientation

Introduction to Machine Tool
Qualities of Good Job Performance
Employer-Employee Relations
Working Conditions
Earnings Schedule
Future Prospects for Employment

Turrent Lathe Operation
Drill Press Operation
Bench Sander Operation
Machine Adjustment
Use of Industrial Coolants and Cutting Oils
Record Keeping of Completed Parts
Machine Clean-Up
Packaging of Completed Parts

D.O.T.

Coil Winders
 Assembly Workers
 Electronic Assembly Inspectors

724, 781 and 724, 884
 729, 884, 720.884
 726.781 and 726.884
 722.281

Individuals working in this area receive training in one, several, or all of the above listed occupation areas. Considerable skill transfer exists between this training program and other electronic assembly and related areas.

QUALIFICATIONS:

General Education Background

No formal educational requirements are needed for this training course.

Intelligence

Persons within the dull-normal range or better should have no difficulty in this training area.

High-level mental retardates should be able to undertake this training in selective cases.

Personality and Interests

Must be capable of developing acceptable habits of punctuality, industriousness, neatness, self-discipline, and working harmoniously with others.

The individual should feel comfortable working with small parts.

Physical Demands

Since the work involves small parts, good vision is essential.

Eye-hand coordination, finger dexterity, and patience is important. Sitting in one place for long periods of time is necessary.

TRAINING ACTIVITIES COVERED

Orientation

Introduction to the Field of Electronic Coil Winding:
 Qualities of a Good Job Performance
 Employer-Employee Relations
 Working Conditions
 Earnings Schedule
 Future Prospects for Employment

Functions and Operations of Coil Winding Machines
 Functions and Operations of Arbor Press
 Functions and Operations of Taping Fixtures and Dispensers
 Functions and Operations of OHM Resistance Testing Devices

Coil Winding

Soldering

Lead Insertion

Taping Wound Coil

Inspection and Packaging of Assembled Coils

Care and Maintenance of Solder Pot

Good Safety Practices

Use of Inspection Instruments

Recording Number of Parts Processed

The 1973 Vocational Rehabilitation Act mandated that rehabilitation agencies develop and implement programs providing, on a priority basis, vocational rehabilitation services to persons with the most severe disabilities in order that such individuals may prepare for and engage in gainful employment with their remaining capabilities.

Reflected throughout this mandate is the basic concern that rehabilitation, today, more than ever, is not professions or disciplines, not facilities or techniques, but PEOPLE. The focal point of this legislation is that more specialized programs for selected categories of activity and more associations for this or that disabling condition, are NOT the long-range answers to effective rehabilitation. Rather, the real solution lies in the incorporation of existent basic principles and already tested methods into our rehabilitation facilities so that the job is not done piecemeal or by category but by coordinated effort and integration of the classifications for all disabled, regardless of the cause or severity of their disability. Further, this mandate affirms that, today, successful rehabilitation must be broad in scope, practical in purpose, and integrated into practice via accountable standards.

Like every other field today, rehabilitation is changing. New areas, new ideas, new formulas, and new methods are combating the age-old problems of the handicapped. Goodwill Industries of North-Central Pennsylvania, Inc., is caught up in this new era of rehabilitation because it is a rehabilitation training center serving the needs of the handicapped in eight rural counties of central-western and north-western Pennsylvania. This quiet revolution in rehabilitation is evident in the local Goodwill Industries. While Goodwill Industries of North-Central Pennsylvania, Inc., continues to offer opportunities to people with all kinds of handicaps, it is planning the tailoring of special services to better meet the needs of people with specific disabilities including mental illness, retardation, physical handicaps, and social and psychological problems. These special services will be made available to the area's handicapped as the Goodwill program of rehabilitation services grows and develops.

What Goodwill Industries of North-Central Pennsylvania, Inc., IS doing and what it MUST do to meet the challenges of tomorrow to help the area's handicapped to help themselves is only part of the Goodwill Story. If you would like to know more about "The Goodwill Way," please write or call the Executive Director or Director, Rehabilitation and Program Development.





GOODWILL INDUSTRIES OF NORTH CENTRAL PENNSYLVANIA, INC.
24 West Washington Avenue DuBois, Pennsylvania 15801
Telephone: 814 371-2821

AGENCY REFERRAL FORM

Date: _____ Referring Counselor: _____

Name: _____ Referring Agency: _____

Address: _____ Social Security #: _____

_____ Date of Birth: _____

Telephone: _____ Age: _____ Sex: _____ Height: _____ Weight: _____

Highest Grade Completed: _____ Marital Status _____

Education/Training: _____

Source of Support: _____

Disability: Primary _____

Secondary _____

Precautions: _____

Previous Employment _____

Supportive Services Needed: (Check in Space Provided)

Housing _____ BVH _____ MH/MR _____ BVR _____ SSI or SSDI _____ Transportation _____

Medical Assistance _____ Public Assistance _____ Food Stamps _____ Other _____

Description of Request: _____

Rehabilitative Services (Check Services Requested)

Vocational Evaluation _____ Job Training _____ Job Placement _____

Job Readiness _____ Work Adjustment _____ Personal Adjustment _____

Transitional and/or Long-Term Employment _____

Referring Counselor's Plan of Rehabilitation:

Signature of Referring Counselor

For Goodwill Industries Use Only:

Screening Committee _____ Accepts _____

Rejects _____

Rationale _____

Intake Day Assigned _____

Case Manager Assigned _____

Director of Rehabilitation

10.1

GOODWILL INDUSTRIES OF NORTH CENTRAL PENNSYLVANIA, INC.

24 West Washington Avenue
DuBois, Pennsylvania 15801

SCREENING COMMITTEE REPORT

Name and Address of Prospective Client:

Name of Referring Agency:

Date:

Statement of Rehabilitation Problem:

Preliminary Plan of Rehabilitation:

Program Services Indicated:

Intake Day Assignment:

Rehabilitation Counselor

Vocational Evaluator

Director, Rehabilitation &
Program Development

GOODWILL INDUSTRIES OF NORTH CENTRAL PENNSYLVANIA, INC.

24 West Washington Avenue
DuBois, Pennsylvania. 15801LETTER TO REPORT

Date

Address

Dear Rehabilitation Trainee:

Mr. Rehabilitation Counselor, Bureau of Vocational Rehabilitation, has referred you to our Rehabilitation Facilities for our Diagnostic Evaluation Program. Our Evaluation Unit is located in the Industrial Contract Center, which is located at 513 Locust Street, DuBois, PA.

You are scheduled to begin on (date), anytime in the morning. As such, we would appreciate your telephoning Mr. Rod Burlingame, Rehabilitation Counselor, confirming the fact that you will be reporting to the Industrial Contract Center on that date. Mr. Burlingame's telephone number is 371-2821. Please call between the hours of 8:30 a.m. and 5:00 p.m.

During the early phases of your evaluation program you will be working with Mr. Ed Kelso, our Vocational Evaluator, and other Goodwill staff members in the Evaluation Unit at the Industrial Contract Center. You will perform certain job samples and tests. Your hours will be from 8:30 a.m. to 4:00 p.m., with an half hour for lunch. Since we do not currently have cafeteria facilities, you will have to bring your lunch.

If you have any questions concerning your evaluation program at Goodwill Industries, please get in touch with Mr. Burlingame at 371-2821. Again, though, we would very much appreciate it if you would let us know by calling whether or not you will be reporting to the Industrial Contract Center on (date), anytime in the morning.

We look forward to seeing you then.

Sincerely,

Director, Rehabilitation & Program
Development



GOODWILL INDUSTRIES OF NORTH CENTRAL PENNSYLVANIA, INC.
24 West Washington Avenue
DuBois, Pennsylvania 15801
Telephone: 814-371-2821

Confidential
Intake Interview & Social History

Identifying Data:

Name: _____ Date: _____
Address: _____ Phone: _____
How long at this address: _____ Previous address: _____

Age: _____ Date of Birth: _____ Sex: _____
SS# _____ Referred By: _____

In Case of emergency, notify: _____ Phone: _____
Relationship: _____ Family Doctor: _____
Phone: _____
Name of Spouse: _____

Marital Status: _____
How many times married: _____
Age and Sex of Children: _____

Spouse's Employment: _____ Phone: _____

FAMILY HISTORY:

Place of Birth: _____
Names of Parents (include ages): Mother _____
Father _____

Occupations of Parents: Mother _____ Father _____
Age and Sex of Siblings: _____

With whom did client live as a child: _____
If other than parents, give name and relationship: _____

Does client presently maintain contact with his/her family? _____
How does client remember childhood? _____

(strict parent; happy or unhappy; fighting; parent death before age 16; close family; poor; comfortable; or affluent; divorce in home)
Other comments: _____

SCHOOL HISTORY:

Elementary: _____ No. of Yrs: _____
High School: _____ No. of Yrs: _____
Course of Study: _____ Date of Graduation: _____
College: _____ No. of Yrs: _____
Major: _____ Degree/Certificate: _____
Other Training: _____ No. of Yrs: _____
(Name of School)

Type of Training: _____ Certificate/Degree: _____
Was client in any clubs or activities: _____

Any difficulties related to school: _____

EMPLOYMENT HISTORY: List past employment beginning with the most recent

1.	Name & Address of Company Type of Business	From	To	Describe Job Tasks	Reason for Leaving
		Wage/Salary			
		Supervisor			
2.		From	To		
		Wage/Salary			
		Supervisor			
3.		From	To		
		Wage/Salary			
		Supervisor			

What is client's vocational interest? _____

MILITARY RECORD:

Branch: _____ Dates: _____ Rank at Discharge: _____

Type of Discharge: _____ Duties: _____

Is client receiving a pension or other veteran's benefits: _____

SOCIAL HISTORY:

Life Style --- With whom does client live? _____

House, apt, rooming house _____

Own _____ Rent _____ Amount _____

How does client spend free time; hobbies or special interests? _____

Does client read? _____ What type? _____

Does client drive? _____ Own a car? _____

FINANCIAL:

Source (s) of income: _____

Monthly income: _____ Monthly expenses: _____

Handles money well: _____ Poorly: _____

INSURANCE:

	Yes	No	Company & Policy Number
1. Blue Cross	_____	_____	_____
2. Private health ins.	_____	_____	_____
3. Campus	_____	_____	_____
4. Medicare	_____	_____	_____
5. Medical Assistance	_____	_____	_____
6. Major medical (any kind)	_____	_____	_____

- 7. Life insurance _____
- 8. Veteran's benefits _____
- 9. Social Security benefits _____

Agency relationships: Has client ever had contact with the below agencies:

BVR _____ Whom did client see? _____
 MH/MR _____ Whom did client see? _____
 D & A _____ Whom did client see? _____
 BVH _____ Whom did client see? _____
 Other _____ Whom did client see? _____

Has client ever been arrested: _____ Reason _____

Result _____

OTHER: Does client have any immediate plans? _____
(e.g. marriage, school, moving, etc.)

Other comments by Client: _____

MEDICAL HISTORY: Height _____ Weight _____ Hair color _____
 Does the client or has client ever had: Frequent colds _____ T.B. _____
 Tonsillitis _____ Bronchitis _____ Influenza _____ Pneumonia _____ Asthma _____
 Diphtheria _____ Scarlet Fever _____ Hay Fever _____ Rheumatism _____ Arthritis _____
 Typhoid _____ Heart Disease _____ Kidney Disease _____ Diabetes _____ Polio _____
 Spinal Disability _____ Nervous Breakdown _____ Nervous Condition _____
 Gonorrhea _____ Syphilis _____ Appendicitis _____ Hernia _____ Allergies _____
 Orthopedic problem _____ Blood Pressure _____ Multiple Sclerosis _____
 Cancer _____ Skin Irritations _____ Menstrual Diff. _____ Epilepsy _____ Ulcers _____
 Cerebral Palsy _____ Speech Problem _____ Hearing Problem _____ Alcoholism _____
 Visual Problem _____ Liver Problems _____ Muscular Dystrophy _____

What treatment did client receive? _____

Is client presently under treatment for this? _____ Describe: _____

Does this presently affect client's health? _____ How? _____

Date of last physical examination _____ Cause of disability _____

Has client ever been hospitalized? _____

HOSPITAL	YEAR	DURATION	REASON	RESULT
1.				
2.				
3.				
4.				

Is client receiving treatment from any doctor other than family doctor? _____

NAME	ADDRESS	TREATMENT
1.		
2.		
3.		

Does client use any prostheses? _____ Type _____

How long used _____

Does client use any mobility aids: (crutches, cane, brace, wheel chair) _____
When was last eye examination _____

Does client wear glasses? _____

Is client on any medication: (list) _____

From which doctor? _____

Has client ever been inoculated or vaccinated? _____ for: Small Pox _____

Polio _____ Measles _____ Typhoid _____ Diphtheria _____ Tetanus _____

Are there any medical or physical conditions which limit client's activity?

Does client experience any of below symptoms: General nervousness _____
 Fatigue _____ Weakness _____ Sleeplessness _____ Crying Spells _____ Sweating _____
 Tumbling _____ Vomiting _____ Diarrhea _____ Nausea _____ Sore feet _____ Muscle aches _____
 Indigestion _____ Constipation _____ Poor appetite _____ Frequent urination _____
 Frequent headaches _____ Dizziness _____ Fainting _____ Convulsions _____ Itching _____
 Shortness of breath _____ Sleep walking _____ Back ache _____ Numbness _____ Tension _____
 Frequent drowsiness _____ Nightmares _____

Does client ever feel ...? Guilty _____ Happy _____ Cheerful _____ Lonely _____
 Successful _____ Miserable and blue _____ Inadequate _____ Excited _____ Fearful _____
 People are lying to you _____ Afraid of losing someone _____ Unhappy _____
 You are being watched _____ Afraid of own death _____ Shy _____ Rejected _____
 Bored _____ Better _____ Anxious _____ Rebellious _____ Shaky _____ People misunderstand you _____
 Independent _____ Accepted _____

Is client easily: Angered _____ Upset _____ Tired _____
 Does client ... have violent rages _____ Frequent changes of mood _____
 *Bad time no matter what doing _____ Do things on impulse _____

Observations of Interviewer:

Recommendations:

Interview conducted by _____
 Title _____

*
 CLIENT ORIENTATION CHECK LIST

Name _____ Date Interviewed _____

Interviewed by _____

- _____ 1. Explain briefly the nature of the operation.
- _____ 2. Explain evaluation program, training program, ancillary services.
- _____ 3. Explain available training opportunities to applicants.
- _____ 4. Present client manual, and other manual, as applicable.
- _____ 5. Explain when pay begins, pay rate, hours of work.
- _____ 6. Explain pay day, how and when, and pay advance policy.
- _____ 7. Explain absence and tardiness policies.
- _____ 8. Familiarize client with time-clock system, time cards.
- _____ 9. Explain alcohol policy, smoking regulations - various applicable policies.
- _____ 10. Acquaint client with location of restrooms - water fountains - lunch room.
- _____ 11. Introduce client to supervisors.
- _____ 12. Explain lunch and breaks.
- _____ 13. Explain vacation and holiday policies.
- _____ 14. Explain safety rules fully, fire drills.
- _____ 15. Explain first aid procedure.
- _____ 16. Explain policy for leaving work station.
- _____ 17. Explain bus schedules/transportation.
- _____ 18. Explain raises, wage review policy, etc.
- _____ 19. Notify the Accounting Office as to when client begins to receive salary, and the proper rate.

RESIDENTIAL (IF APPLICABLE)

- _____ 1. Present Resident's Manual, this manual explains rules and regulations of the residence. Be sure client understands these, and explain verbally if necessary.
- _____ 2. Have client sign pull-out rules section and place in case record.
- _____ 3. Verbally explain the more important points, such as the check-in check-out policy, rules on alcohol, visiting regulations, etc.

Signed _____



GOODWILL INDUSTRIES OF NORTH CENTRAL PENNSYLVANIA, INC.
24 West Washington Avenue
DuBois, Pennsylvania 15801

814-371-2821

RELEASE OF PERSONAL INFORMATION

I hereby authorize Goodwill Industries of North Central Pennsylvania, Inc. to use, without compensation due, pictures of myself, quotations of my remarks, and any account of my personal experiences for public relations purposes. Such personal information may be used on radio, television, newspaper or in any manner Goodwill Industries may determine to increase public awareness and support of Goodwill and to serve as an incentive to others.

I certify that I have read and fully understand the foregoing statements.

Date _____ Clients' Signature _____
Witness _____

If client is under 18 signature of parent, guardian or other person legally authorized to sign for client must sign.

Relationship to Client

Date _____

Date _____

Counselor's signature _____

Barton G. Blakeslee, Director
Rehabilitation and Program Development



GOODWILL INDUSTRIES OF NORTH CENTRAL PENNSYLVANIA, INC.
24 West Washington Avenue
DuBois, Pennsylvania 15801

814-371-2821

RELEASE OF INFORMATION

I hereby authorize Goodwill Industries of North Central Pennsylvania, Inc. to receive or exchange, or provide any information requested with respect to medical history or copies of hospital and medical records and psychological and social information with agencies providing necessary ancillary services only on a need to know basis. This information will be used to develop a rehabilitation plan and shall remain in privileged communication status between and within the ancillary service agencies. A photostatic copy of this authorization shall be considered valid.

I certify that I have read and fully understand the fore-going statements.

Date _____ Client's Signature _____
Witness _____

If client is under 18 the signature of parent, guardian or other person legally authorized to sign for client:

Date _____ Relationship to Client _____
Date _____ Counselor's Signature _____

Barton G. Blakeslee, Director
Rehabilitation and Program
Development

10.5

GOODWILL INDUSTRIES OF NORTH CENTRAL PENNSYLVANIA, INC.

24 West Washington Avenue
DuBois, Pennsylvania 15801

GENERAL SAFETY RULES

1. If you are injured, no matter how slight the injury may be, you must report immediately to your supervisor, and receive first aid treatment.
2. Approved eye protection must be worn at all times by all employees and visitor while in operating areas.
3. Safety shoes should be worn by all employees working in operating areas. The wearing of tennis, soft soled, or worn-out shoes is prohibited. Please check with your Supervisor, if you are not sure of the type of shoes you should wear
4. Respirators, hard hats, and other protective equipment as designated by Goodwill must be worn in certain departments.
5. Never operate, repair, adjust, or meddle in any way with machinery or equipment unless you are authorized to do so by a supervisor.
6. Be absolutely sure no one is in a position to be injured and that all safeguards are in proper position before turning on electricity, gas, steam, air, water, or setting any machinery or equipment in motion.
7. Check tools and equipment before using them. If any are found defective not use them and report them to your supervisor.
8. Good housekeeping is the responsibility of each employee. Keep your work area neat and clean at all times.
9. Stay clear of crane loads and be particularly careful in handling material. Always keep clear of the load and other material the load may disturb.
10. Be aware of the traffic in and out of the parking lot and use caution when crossing where the trucks and cars are authorized.
11. Horseplay or fighting of any kind is not allowed.
12. Drinking or possession of intoxicating liquor in the plant or reporting for work while under the influence of alcohol is prohibited.

CAUTION - If you don't know or if you are not sure, ask your supervisor.
It's better to be safe . . . than sorry.

I have read, understand, and will abide by the General Safety Rules of Goodwill Industries.

SIGNED _____

DATE _____

WITNESS _____

10.6

GOODWILL INDUSTRIES OF NORTH CENTRAL PENNSYLVANIA, INC.
24 West Washington Avenue
DuBois, Pennsylvania 15801

INITIAL VOCATIONAL EVALUATION REPORT

Name:

Referring Agency and Counselor:

Date of Report:

Reason for Referral:

Recommendations:

Behavioral Observations:

Positive Characteristics:

- 1.
- 2.
- 3.

Negative Characteristics:

- 1.
- 2.
- 3.

Summary:

Director, Rehabilitation & Program
Development

Vocational Evaluator

10.7

GOODWILL INDUSTRIES OF NORTH CENTRAL PENNSYLVANIA, INC.
24 West Washington Avenue
DuBois, Pennsylvania 15801

REPORT OF PSYCHOLOGICAL EXAMINATION

Name: _____ Age _____ Birthday _____

Address: _____ Date of Examination _____

_____ BVR Authorization No. _____

_____ Client No. _____

Report to: _____ Referred by: _____

_____ Examined by: _____

SUMMARY OF THE FINDINGS:

On _____, 19____, and upon subsequent dates,
Mr., Mrs., Miss _____ reported to _____

_____ for psychological assessment (education and vocation advisement), (education advisement), (vocational advisement), and (projective) psychological evaluation, general. The following tests were used for the evaluation and appraisal:

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____
11. _____

FINAL EVALUATION REPORT

Name _____ SSAN _____
Referring Agency _____ Referring Counselor _____
Evaluation Period _____ Date of Report _____

Reason for Referral:

Recommendations & Supportive Services Needed:

I. Testing Results:

Name of Test	Results
1.	
2.	
3.	

II. Work Sample Results:

General Observations:

Work Behavior:

Worker Characteristics:

Learning and Comprehension:

Manipulative Skills:

III. Situational Assessment Results:

IV. Significant Worker Characteristics:

Positive Factors:

Negative Factors:

V. Evaluation Summary:

Summary:

Vocational Objectives:

Director, Rehabilitation & Program
Development

Vocational Evaluator

10.9

GOODWILL INDUSTRIES OF NORTH CENTRAL PENNSYLVANIA, INC.

24 West Washington Avenue
DuBois, Pennsylvania 15801

REHABILITATION PLAN

Re: NAME

Sponsoring Agency

Date

GOAL 1:

METHOD: (for achieving goal)

GOAL 2:

METHOD:

GOAL 3:

METHOD:

Director, Rehabilitation &
Program Development

Work Adjustment Counselor

10.10 GOODWILL INDUSTRIES OF NORTH-CENTRAL PENNSYLVANIA, INC.

24 West Washington Avenue
Dubois, Pennsylvania 15801

Name _____ Behavior Therapist: _____

Date: _____

Behavior:

- A.
- B.
- C.

Base Rate of Behavior:

- A.
- B.
- C.

Conditions under which behavior A, B, C, occurs:

- A.
- B.
- C.

Consequences of behavior A, B, C:

- A.
- B.
- C.

GOAL A:

GOAL B:

GOAL C:

METHOD

METHOD

METHOD

PROGRESS:

PROGRESS:

PROGRESS:

Week 1:

Week 1:

Week 1:

Week 2:

week 2:

Week 2:

Week 3:

Week 3:

Week 3:

Week 4:

Week 4:

10.11

GOODWILL INDUSTRIES OF NORTH CENTRAL PENNSYLVANIA, INC.
24 West Washington Avenue
DuBois, Pennsylvania 15801

PROGRESS REPORT

Re: NAME

Sponsoring Agency and
Case Number

(Based on Rehabilitation Plan submitted date .)

Behavioral Observations:

GOAL:

EVALUATION: (of progress)

GOAL:

EVALUATION:

GOAL:

EVALUATION:

Work Observations:

Additional Comments:

Recommendation:

Director, Rehabilitation & Program
Development

Work Adjustment Counselor

INCIDENT REPORT

NAME.....

DATE.....

TIME.....

PLACE.....

DESCRIBE INCIDENT:

ACTION TAKEN:

RECOMMENDATION:

___ Refer to Social Service

___ Contact Physician

___ Contact Family

___ Psychiatric Evaluation

___ Psychological Evaluation

___ Refer to Administration

___ Other.....

.....

.....

Signed _____

Title _____

R-1

10.11.2

GOODWILL INDUSTRIES OF NORTH CENTRAL PENNSYLVANIA, INC.

24 West Washington Avenue
DuBois, Pennsylvania 15801

C A S E L O G

* Program manager will make the entry and sign; anyone reviewing the case notes (supervisor, counselor) will initial after each entry.

Date	Entry	Program Manager

TAKEN BY: _____

DATE: _____

Job Title _____

Experience _____

Education/Training _____

Skills/Aptitudes _____

Type of Employment: Temporary _____

Permanent _____

Hours - Daily From _____ To _____

Days Per Week: _____

Pay _____ Date Needed _____

Job Duties _____

Equipment Used _____

Special Instructions _____

Work Conditions

Physical Requirements

Employer _____

Inside _____ Outside _____

Walk _____ Climb _____

Address _____

Dusty _____ Noisy _____

Sit _____ Stand _____

City _____ Zip _____

Humid _____ Cold _____

Lift _____ Pull _____

Apply to _____

Office _____ Shop _____

Vision _____

Title _____

Other _____

Other _____

Time _____ Phone _____

Further Comments (about company, personnel manager, hiring practices, etc.) _____

Who do you recommend for this job?

PLEASE RETURN TO:

Name: _____

Address: _____

Telephone Number: _____

Rod A. Burlingame, Rehabilitation Counselor
Goodwill Industries of North Central Pa., Inc.
24 West Washington Avenue
DuBois, PA 15801
(814) 371-2821.

10.13

GOODWILL INDUSTRIES OF NORTH CENTRAL PENNSYLVANIA, INC.

24 West Washington Avenue
DuBois, Pennsylvania 15801

JOB PLACEMENT REPORT

NAME: _____
JOB: _____ D.O.T. # _____
COMPANY: _____ TELEPHONE: _____
ADDRESS: _____

SUPERVISOR: _____ TITLE: _____
TELEPHONE: _____ RATE OF PAY: _____
HOURS/SHIFTS: _____
DATE OF PLACEMENT: _____
WORK PERFORMED:

COMMENTS:

DATES OF JOB ADJUSTMENT REPORTS OR CASE LOG ENTRY

- 1 Week
- 2 Weeks
- 3 Weeks
- 8 Weeks
- 12 Weeks

Director, Rehabilitation &
Program Development

Rehabilitation Counselor

18.14

GOODWILL INDUSTRIES OF NORTH CENTRAL PENNSYLVANIA, INC.
24 West Washington Avenue
DuBois, Pennsylvania 15801

JOB ADJUSTMENT REPORT

DATE:

NAME:

EMPLOYER:

RESULTS:

Employer:

Employee:

JOB ADJUSTMENT PLAN:

JOB PROBLEM 1:

Objective:

Method:

JOB PROBLEM 2:

Objective:

Method:

Recommendations:

Director, Rehabilitation &
Program Development

Rehabilitation Counselor

10.15 : GOODWILL INDUSTRIES OF NORTH CENTRAL PENNSYLVANIA, INC.

24 West Washington Avenue
DuBois, Pennsylvania 15801

REPORT OF DISCHARGE

NAME: _____ DATE: _____

PRESENT ADDRESS: _____ REFERRING COUNSELOR: _____

PHONE: _____ REFERRING AGENCY: _____

Problem at Intake:

Rehabilitation Plan:

Services Rendered:

Outcome of Services:

_____ Referral to other Agency Name _____

_____ Self Discharge Address: _____

_____ Placement*

_____ Other

Further Services Needed:

Date of Discharge:

Director of Rehabilitation

Program Manager

*For Placement Information See Job Placement Report

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