

1,226 Non-Intensive Placement & Outreach

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VOCATIONAL TRAINING PROGRAMS

CERTIFIED NURSE ASSISTANT TRAINING

Provides four weeks of classroom instruction and two weeks of clinical experience necessary to prepare students to work as Certified Nurse Assistants (CNAs) and to pass the Nurse Aide Training (NAT) state certification exam. This program may be free for recipients of Supplemental Nutrition Assistance Program (SNAP) benefits. Other forms of financial assistance and private pay options are also available.

CUSTOMER SERVICE TRAINING

Provides training needed to earn a nationally-recognized certification in retail (National Retail Federation), Hospitality and Tourism (American Hotel & Lodging Educational Institute), and Food Service (ServSafe). Job placement assistance upon completion of the course is included. This program may be free for recipients of Supplemental Nutrition Assistance Program (SNAP) benefits or individuals receiving assistance through the Division of Rehabilitation Services.

SELF-PACED APPLICATIONS IN THE COMPUTER ENVIRONMENT (SPACE)

Provides participants with self-paced training in the Windows operating system and the Microsoft Office applications in Word, Excel and PowerPoint. QuickBooks training is also available. There are two levels of SPACE available, as well as four concentrations. This program may be free for recipients of Supplemental Nutrition Assistance Program (SNAP) benefits. Private pay options are also available.

BACK ON TRACK

Provides vocational services at no cost to youth between the ages of 16-24. Funding assistance is available for vocational training, job placement assistance, paid work experience, and support services such as transportation assistance and childcare. This program is available through Workforce Innovation and Opportunity Act (WIOA) funds and partnership with CAC Workforce Connections.

WORK KEYS

Utilizes computerized software to assist with basic academic remediation, preparation for standardized tests, comprehensive work readiness assessments, basic skills training, and social and life skills training. This program may be free for recipients of Supplemental Nutrition Assistance Program (SNAP) benefits or individuals receiving assistance through the Division of Rehabilitation Services.

VOCATIONAL EVALUATION

Provides a comprehensive assessment using computerized and traditional assessment instruments designed to assess a person's vocational, psychological, educational, social and physical levels of functioning in relation to their interests, intelligence and aptitude.

PRE-EMPLOYMENT TRANSITION SERVICES

Provides an array of vocational exploration options for youth 14-22 enrolled in school. Services can be provided as part of the school day or outside of the school setting. This program is a cooperative effort with the Division of Rehabilitation Services and local school systems.

WORK ADJUSTMENT FOR ADULTS

Provides paid opportunities for participants to gain general work-related skills valuable in any environment. This program is ideal for individuals who have never worked, have been unsuccessful in work attempts or are returning to work for the first time after acquiring a disability. Individuals must be referred by the Division of Rehabilitation Services or the Veteran's Administration Vocational Rehabilitation.

WORK ADJUSTMENT FOR STUDENTS

Provides opportunities for students to gain general work-related skills valuable in any environment while meeting the requirements of his/her Individualized Education Plan. Students attend as part of their school day and are transported by the school system to and from Goodwill's training facilities.

JOB PLACEMENT SERVICES

Assists individuals preparing to enter the workforce through job readiness training activities such as resume development and interview preparation. Provides assistance obtaining employment by bridging the gap between employers and program participants. Provides on-the-job support for the employer and employee for a minimum of 90 days. Individuals must be referred by the Division of Rehabilitation Services.

SUPPORTED EMPLOYMENT

Provides job placement assistance, job coaching, and long-term support and retention services to obtain and maintain competitive employment in the community. This program is a cooperative effort with the Division of Rehabilitation Services.

ELIGIBILITY REQUIREMENTS

Goodwill Industries-Knoxville, Inc. strives to meet the needs of our community by offering programs to serve a wide variety of individuals seeking vocational training and employment opportunities.

The general eligibility criteria includes:

- Referral from an agency such as the Division of Rehabilitation Services, the Supplemental Nutrition Assistance Program's Employment & Training Division, local school systems, local Career Centers, or other such partnering agencies if available.
- Reasonable expectation that the participant will substantially benefit from the services provided and obtain competitive employment.
- Be at least 16 years of age, with the exception of Pre-Employment Transition Services, where the minimum age is 14.
- Be mobile within the facility, be capable of taking care of personal hygiene needs, and be able to practice necessary precautions to prevent the spread of acute illness or communicable disease.
- Demonstrate desire to participate in the general employment and training process.

2018 CLASS SCHEDULE CERTIFIED NURSE ASSISTANT (CNA) & CUSTOMER SERVICE TRAINING CALL 865.588.8567 TO ENROLL

Apr 16 - May 30

Sep 10 - Oct 24

Jun 4 - Jul 18

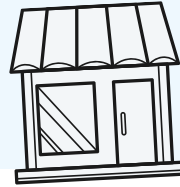
Oct 29 - Dec 14

Jul 23 - Sep 5



Learn more at
www.goodwillknoxville.org

2,941 people were served through vocational training and employment services in 2017.



Over 764,000 people chose to shop at Goodwill's 28 regional retail stores in 2017.

Over 250,000 donations were given in 2017. That's over 10.4 million pounds of clothing!



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IN 2017, THE COMMUNITY GAVE TO GOODWILL

Sales to the public	\$8,142,973
Commercial services	\$3,069,095
Interest & other income	\$912,282
Service contracts/grants	\$321,403
Fees for workforce development services	\$248,468
Community events	\$56,697
Foundations/contributions	\$55,937
United Way	\$862

*unaudited

GOODWILL GAVE BACK TO THE COMMUNITY

Wages paid to Goodwill staff	\$4,874,963
Wages paid to staff with disabilities	\$1,041,103
Rent and utilities	\$3,120,522
Payroll taxes and benefits	\$962,895
Supplies/services purchased	\$884,296
Depreciation (building/equipment)	\$628,391
Board restricted operating reserve	\$582,271
Other operation costs	\$308,075
Transportation expenses	\$153,474
Capital equipment expenditures	\$127,806
Telephone, postage and shipping	\$123,921
Land & building expenditures	\$0

*unaudited

Phone: 865.588.8567
 Fax: 865.588.0075
goodwillknoxville.org

5307 Kingston Pike
 P.O. Box 11066
 Knoxville, TN 37939

28 STORES TO EXPLORE

Alcoa

145 N. Calderwood
 865.984.5296

Bearden

5307 Kingston Pike
 865.588.8567

Broadway

2041 N. Broadway
 865.524.0245

Clinton

1115 Charles G. Seviars Blvd
 865.457.4798

Cumberland Estates

5705 Western Ave
 865.588.9181

Dandridge

1040 Highway 92S
 865.397.4544

Farragut

148 West End Ave
 865.675.6470

Halls

7026 Maynardville Hwy
 865.922.9114

Hardin Valley

11509 Hardin Valley Rd
 865.200.5335

Harriman

1225 S. Roane St
 865.285.9029

Jacksboro

2832 Appalachian Way
 423.566.7411

Jefferson City

125 W. Broadway Blvd
 865.475.6282

Lenoir City

758 Highway 321
 865.988.8507

Loudon

1587 Highway 72 N
 865.458.8800

Maryville

1703 E. Lamar Alexander Pkwy
 865.982.2229

Maynardville

3049 Maynardville Hwy
 865.745.1212

Morristown

2812 W. Andrew Johnson Hwy
 423.587.9763

New Tazewell

511 Cross St
 423.626.1909

Newport

452 Eastern Plaza
 423.613.0815

Oak Ridge

695 Emory Valley Rd
 865.272.5340

Oneida

18095 Alberta Ave
 423.286.8737

Pleasant Ridge

5412 Pleasant Ridge Rd
 865.240.4505

Powell

7623 Clinton Hwy
 865.362.5065

Rockwood

2325 North Gateway Ave
 865.882.6952

Rutledge

7805 Rutledge Pike
 865.828.5663

Seventeenth Street

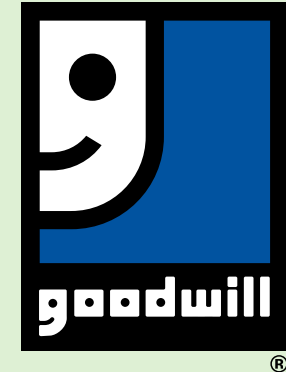
713 S. Seventeenth St
 865.524.5995

Sevierville

539 Winfield Dunn Pkwy
 865.453.0007

South Knoxville

4201 Chapman Hwy
 865.573.3627



**DONATE. SHOP.
 CHANGE LIVES.**

Our mission is to provide vocational services and employment opportunities for individuals with barriers to employment.

**Your support makes
 our work possible.**

2017 Annual Program Report
 Goodwill Industries-Knoxville, Inc.

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Sales, special events and more at
www.goodwillknoxville.org