

Goodwill Industries of New Mexico

Serving Veterans and the Community

WHO WE ARE:



- **Goodwill:**

Goodwill Industries of New Mexico was founded in 1941.

We're a local nonprofit with a mission to provide skills training, job development and social services to New Mexicans. All programs and Services are provided free of charge.

We're more than a thrift store

Gateway to Work: Personalized path to success that focuses on those who are ready, willing and committed to joining the workforce.

GoodSkills: Comprehensive job readiness training, including Employment Basics, Financial Literacy and Computer Literacy.

Transitions: Designed to assess skill level and work with individuals to refine existing skills.

GoodJobs: Designed to help people find long- term employment in the community that meets their needs, abilities and interests.

Trialworks: Temporary Paid training in retail skills, warehouse skills and green recycling skills.

Senior Community Service Employment

Program (SCSEP): Provides low- income seniors 55+ with work experience and paid training with the goal of permanent community employment.

Brain Injury Case Management: Crisis-related, short-term program to protect individuals with traumatic or acquired brain injuries and assist participants with obtaining long-term services.

Supportive Services for Veteran Families: Helps stabilize housing for Veterans and their families who are homeless or at risk of becoming homeless.

Homeless Veteran Reintegration Program:

Reintegrates homeless Veterans into employment and provides supportive services.

Veteran Family Services: Provides employment services and case management to stably housed Veterans and their family members.

Supportive Services for Veteran Families

- A VA funded rapid re-housing program based on the “Housing First Model”.
 - First priorities are to move homeless veterans into stable housing and secondly take steps to prevent homelessness among veterans and their families.
 - Serving 26 counties in New Mexico, SSVF has helped rapidly re-house or prevent homelessness for 3,338 individuals in a Veteran household since October 2012, 1,001 of those being children.

Veteran Family Services (VFS)

- VFS receives funding from the State of NM and is currently operating in the Albuquerque Metro Area.
- This program is for stably housed Veterans and their family members.
- We provide employment services and wrap-around case management services.
- VFS is a new program at GINM.

Homeless Veterans Reintegration Program (HVRP)

- HVRP is funded through a \$250,136.00 grant from the Department of Labor/Veteran Employment and Training Services (DOL/VETS).
- HVRP at GINM began in July 2013 and is currently beginning its third program year.
- The focus of this program is assisting homeless Veterans in obtaining long term, stable employment with the ultimate goal being increased self-sufficiency.

HVRP at Goodwill



The Homeless Veterans Reintegration Program is unique: Goodwill has the only HVRP program in the state. Veterans receive employment services in conjunction with wrap around supportive services.

Eligibility

To receive services through HVRP, Veterans must meet the following criteria:

- Any discharge other than dishonorable*
 - They must meet the definition of homelessness as directed by DOL/VETS per the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act.
 - Lack a fixed, regular, and adequate nighttime residence
 - Nighttime residence is in a public or private place not designated or ordinarily used as sleeping accommodations for human beings (abandoned buildings, bus or train stations, camping... etc.)
 - Shelter- supervised either publicly or privately.
 - Exiting an institution where he/she is temporarily residing.
 - Will imminently lose housing.
- *(DD214 is required for enrollment. Assistance with ordering a copy is available)

We understand..

- There are many variables that contribute to homelessness and our veterans are highly vulnerable.
- For this reason: **We strive for a holistic approach to getting Veterans job ready. Our participants work with their Case Manager to set goals as markers of success on the path to employment and stability.**
- HVRP Case Managers provide wrap around services in these areas:
 - Placement into employment and follow up services for nine months.
 - Housing referrals.
 - Training such as computer literacy, on-the-job training, employment skills, life skills and money management and upgrading and retraining.
 - Referrals to other supportive services such as mental health and substance abuse treatment.

Breaking down barriers

- HVRP participants have many barriers to employment. Homelessness, inconsistent work history, mental health challenges, physical disabilities and substance abuse are a few.

As part of HVRP: We provide a tailored service plan which includes steps to overcome these barriers with supportive service referrals and reachable goals.

TrialWorks

- Often times we are able to assess a Veterans ability to work through GINM's TrialWorks Program, while providing skill development and a monetary stipend. TrialWorks Programs are supported through GINM's retail and secondary market revenue. And more recently through a contract with the New Mexico Human Services Department.
- **TrialWorks Retail** : training in customer service, merchandising, stocking and cash register operation.
 - 30-60 days, Hourly stipend, forklift certification
- **TrialWorks Green** : training in sorting recyclable materials, utilizing balers, tippers and pallet jacks.
 - 60-90 days, Hourly stipend, Forklift certification
- **TrialWorks Warehouse** : training in loading and unloading of trucks, logistics operations and forklift.
 - 60-90 days, Hourly Stipend, Forklift certification



GINM is currently looking to expand the TrialWorks program to include Bank Teller Training, Call Center Training and CDL Truck Driver Training. Additional funding for this expansion is needed.

Training outcomes:

For the program year 2014 Goodwill HVRP provided:

- Training: 122 Veterans
- Life skills and Money Management: 95 Veterans
- On-the-job training: 66 Veterans
- **84% of those enrolled received training to enhance their employability.**



Job Development

- Case Managers in HVRP have a wide range of duties. In addition to wrap around services and one-on-one job preparation. Case managers also function as job developers.
 - Reach out to employers in the community to advocate for Veterans and provide education about the incentives to hire.
 - Provide leads to employment opportunities in the community.
 - Assist with resumes, interviewing skills, and soft skills practice.
 - Foster relationships with business and provide an employer panel where employers can network and meet program participants at our Goodwill Corporate Office.

After Placement:

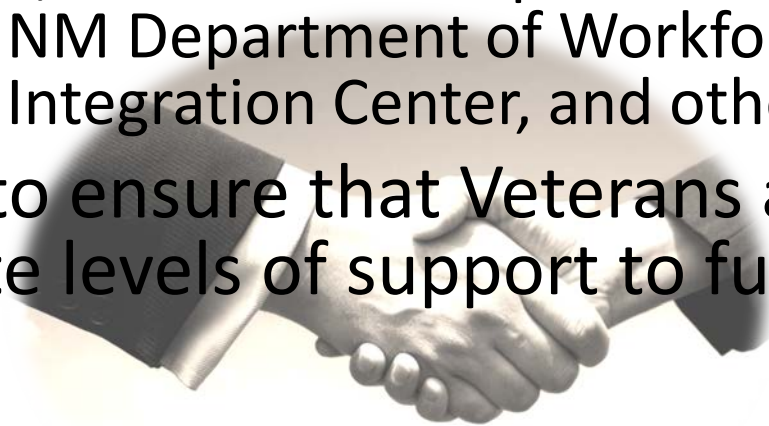
- Once placed in employment, Case Managers provide follow up and ancillary services.
 - Creates a safety net for participants when case managers are available to support career development or provide necessary coaching.
- During Program year 2014, HVRP at Goodwill has helped place **104** Veterans into employment. This is a **74%** placement rate

Our goal was to place 89 Veterans into employment with a placement rate of 65%.



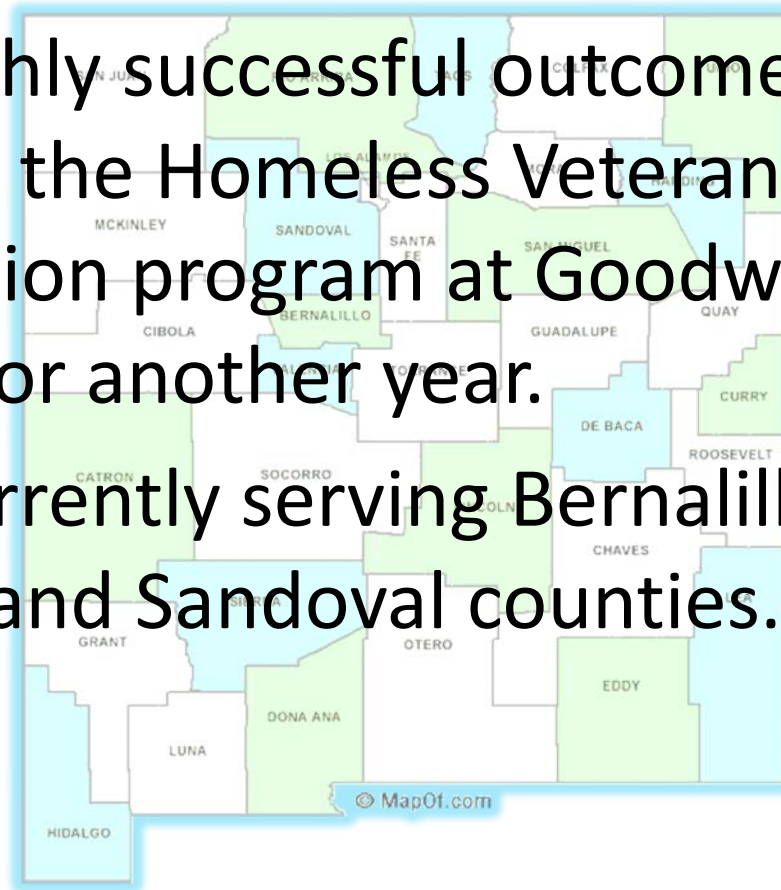
Community Partnerships

- We collaborate with many community partners such as:
 - The VAMC, New Mexico Department of Veterans' Services, NM Department of Workforce Solutions, Veterans Integration Center, and others.
- We strive to ensure that Veterans are receiving appropriate levels of support to further their success.
- Referrals can be received online at www.goodwillnm.org, or fax or phone.



Looking to the Future

- Due to highly successful outcomes in the first two years, the Homeless Veterans Reintegration program at Goodwill has been renewed for another year.
- We are currently serving Bernalillo, Valencia, Torrance, and Sandoval counties.



Thank you

- Veterans who come to Goodwill are striving for independence and stability. We are honored and proud to provide these much needed services to our Veterans.



- Thank you for your dedication and service to our Veterans. Your time is appreciated.

Questions????

- For additional information on Goodwill and our Veteran programs contact:

Terry Armstrong

Chief Services Officer

505-881-6401 ext:1831

tarmstrong@goodwillnm.org