

## 16.26 Work Adjustment

### Policy:

It is the policy of Licking/Knox Goodwill Industries, Inc. to provide Work Adjustment to eligible participants.

### Procedure:

Work Adjustment is a program designed to improve work-related behaviors, physical capabilities, social and interpersonal skills and appropriate work habits. These services will help program participants better understand the meaning, value and demands of work and enable them to function successfully within a work environment.

The Human Resources Department or other county and state agencies typically refer participants to the Work Adjustment program.

Upon entering the program, all participants will receive a Licking/Knox Goodwill Industries, Inc. handbook and the proper orientation to the work routine, including discussion of policies and procedures, work schedule, introduction to the work supervisors, and an explanation of assigned tasks. The assigned Career Services staff member and/or work site supervisor is responsible for orientation.

Work Adjustment services are provided in various areas and offer opportunities to perform tasks with varying degrees of responsibility and skill level. The participant and the assigned Career Services staff member select work areas with input from the referring counselor. Areas in which work is available include, but not limited to, the following:

- Janitorial
- Retail
- Basic Office Skills
- Warehouse Processing
- Light Manufacturing
- Laundry Services
- Outdoor Maintenance
- Auto Detailing
- Auto Repair
- Indoor Maintenance
- Day Care
- Computer Repair
- Food Service

Within the first week of admission to the Work Adjustment Program, the assigned Career Services staff member and the program participant formulate the initial Individual Plan. This plan is amendable and may be changed as deemed necessary by the Career Services staff member, participant and/or referring counselor. The participant must approve any changes before implementation begins.

Progress will be reviewed at least monthly with input from the participant. The referring counselor may also participate in the review. An evaluation is completed marking the participant's progress; it and log notes on the participant are sent monthly to the referring counselor.

Participant pay is based on the prevailing minimum wage.

In order for the program participant to exit the program, the following discharge criteria must be met:

- The participant has achieved the goals established in his/her Individual Plan.
- The participant demonstrates punctuality, good attendance and an ability to follow directions.
- The participant interacts appropriately with co-workers and supervisors.
- The participant has an identified vocational goal or interest.
- The participant has demonstrated an inability to achieve goals established in his/her Individual Plan and can no longer benefit from continued services.

Prior to a participant's discharge from the Work Adjustment program, a final team meeting is held. All pertinent information is reviewed and recommendations are made for a smooth transition into the next phase of programming. A final Work Adjustment report is sent to the referring agency summarizing services rendered, problems encountered, worker liabilities and assets and outcomes of the program. Included in the report are recommendations for further services deemed appropriate and necessary by the participant and the Career Services team.

It is expected that, upon completion of the program, the individual will be able to perform at competitive or near competitive levels of employment. Outcomes may be summarized as follows:

- The participant is referred to a higher level of programming for continued services.
- The participant is referred for Occupational Skill Training.
- The participant obtains transitional employment.
- The participant obtains competitive employment.