

ASSISTIVE TECHNOLOGY EXCHANGE CENTER

Assistive Technology Exchange Center (ATEC) enables individuals to increase their independence at school, home, or in the workplace by providing the best technological solution for their individual needs.

Our items and pieces of equipment, both high tech and low tech, are intended to maintain or improve the functional capabilities of people with disabilities.

This comprehensive assistive technology program provides services, including assessment and training; technological devices through our device loan and reuse program; consultation; technical support; and equipment installation, delivery, and repair.

LOCATION OF SERVICE

ATEC provides services at your place of work, home or school or at the ATEC facility. At least one appointment should take place at ATEC to allow you to see our many assistive technology aids. If we go off-site from ATEC, there may be an additional fee for travel time and mileage.

ATEC is located in Goodwill's Rogers A. Severson Fitness and Technology Center at 1221 East Dyer Road, Ste. 105, Santa Ana, CA 92705.

HOURS OF OPERATION

ATEC is open by appointment only from 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding major holidays.

ELIGIBILITY

Anyone may refer you to ATEC for services. Typically, services are funded through third party agencies, such as school districts/ SELPAs, Regional Centers, Department of Rehabilitation, employers or private pay.

ACCESSING SERVICES

We invite you to take a tour of our facilities and talk with our staff. If you are interested in ATEC and our many services, please contact Lauren Mennig, Program Manager, at 714.361.6200, ext. 4085 or laurenm@ocgoodwill.org.

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**FOR MORE INFORMATION:
714.361.6200 EXT. 4085
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COMMUNITY-BASED SERVICES

Goodwill's Community-Based Services (CBS) Program was established in 1991 with the goal of increasing choices for persons with developmental disabilities. CBS focuses on vocational placement in areas, such as retail, food service, assembly and light industrial.

The Community integration component provides training in the areas of safety skills, purchasing skills and self-advocacy. Services are offered at a Job Coach to Participant ratio of 1:1, 1:2, 1:3 or 1:4.

LOCATION OF SERVICES

Program services are provided in the community. A Job Coach is assigned to each group and provides door-to-door transportation as well as daily support for six (6) hours.

HOURS OF OPERATION

Community-Based Services is open from 7:00 a.m. to 4:00 p.m., Monday through Friday, excluding major holidays.

FEES

There is no cost to participants, families or care providers. Regional Center of Orange County is the referring agency for Community-Based Services and fully funds the services provided.

ELIGIBILITY

Participants must be referred by the Regional Center of Orange County.

ACCESSING SERVICES

We invite you to meet with our Admissions Coordinator to learn more about our programs and services. If you are interested in the program, please contact the Admissions Coordinator at 714.541.2540, ext. 2107.

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DIRECT PLACEMENT

Direct Placement (DP) is an employment service for people with a variety of disabilities including individuals who are deaf/hard-of-hearing. Program Participants are assigned a Case Manager who will provide employment preparation services. Employment preparation is an individualized job preparedness service to help them develop the skills and tools they need to obtain employment. The following subjects are offered as part of employment preparation:

- Employment Application Techniques
- Interview Skills
- Job Search Techniques
- Professional Attire
- Resume Development

In tandem with employment preparation, the Program Participant's assigned Case Manager will assist the individual with job searches and applying for employment opportunities. Once employed, job coaching is a service that may be offered to the Program Participant to assist with a successful transition into employment and future employment retention.

LOCATION OF SERVICES

Goodwill Corporate office is located in Santa Ana, although services are provided throughout Orange County at a variety of satellite and partner offices.

HOURS OF OPERATION

Direct Placement is open from 8:00 a.m. to 4:00 p.m., excluding major holidays. Case Managers will schedule individual times with you to meet at least once per week.

FEES

There is no cost to Program Participants, families or care providers. The Department of Rehabilitation makes referrals to the Direct Placement Program and pays for the services offered by Goodwill of Orange County.

ELIGIBILITY

Participants must be referred by the Department of Rehabilitation.

ACCESSING SERVICES

Referrals are made to our Admissions Coordinator. The Admissions Coordinator will discuss the program and do a prescreening interview. If interested in Direct Placement, please contact the Admissions Coordinator at 714.547.6308, ext. 332.

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DEAFINITELY PROFESSIONAL INTERPRETING SERVICES

DEAFinitely Professional Interpreting (DPI) Services provides interpreting services for organizations and businesses in the community. Interpreting services are provided to persons who are deaf or hard-of-hearing. DPI interpreters provide interpreting services for meetings and events, such as:

- Classes/Education
- Concerts
- Conventions
- Employment Interviews, Orientations and Trainings
- Medical Appointments
- Private Events
- Public Events
- Religious Services
- Staff Meetings

LOCATION OF SERVICES

Interpreting services are provided at the site where the services are requested.

HOURS OF OPERATION

DPI is open from 7:00 a.m. to 4:00 p.m. for processing and scheduling requests. After hour requests will be addressed the following business day. Prearranged interpreting services are available 24/7. Services are provided at night and on major holidays at an increased rate.

FEES

The interpreting services delivered by DPI are typically reimbursed by the requesting party.

ACCESSING SERVICES

Organizations may request Sign Language interpreting services for their deaf employees/clients by contacting DPI by email (preferred), phone, or fax. DEAFinitely Professional Interpreting Services staff will answer any interpreting questions you may have.

Email: deaf@ocgoodwill.org

Phone: 714.547.6308, ext. 357 or ext. 248

Fax: 714.480.7832

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EXTERNAL SITUATIONAL ASSESSMENT

The External Situational Assessment (ESA) service is an evaluation that helps determine a Program Participant's work readiness. The assessment allows the Program Participant the opportunity to perform job tasks in real work environments under real work conditions. The ESA provides Goodwill and referring agencies with information about the Program Participant's work abilities, strengths and weakness. An ESA can expose Program Participants to a variety of occupations in the community to determine if the participant can successfully work in competitive employment. Some of the work settings may include, but are not limited to the following:

- Clerical
- Janitorial
- Retail
- Warehouse

LOCATION OF SERVICES

Goodwill's corporate office is located in Santa Ana although, services are provided throughout Orange County at a variety of satellite offices and community employer locations.

HOURS OF OPERATION

Assessments are completed in the community, therefore, the hours will vary depending on the availability of the location.

FEES

There is no cost to Program Participants, families or care providers. Department of Rehabilitation is the referring and funding agency for the External Situational Assessment service.

ELIGIBILITY

Participants must be referred by the Department of Rehabilitation.

ACCESSING SERVICES

Referrals are made to our Admissions Coordinator. The Admissions Coordinator will discuss the service and do a prescreening interview. If interested in an ESA, please contact the Admissions Coordinator at 714.547.6308, ext. 332.

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EMPLOYMENT WORKS

Employment WORKS is a supported employment program providing individualized job placement and job retention services to adults living with a mental health diagnosis. Each Program Participant works with an employment specialist and peer mentor to identify promising job opportunities, achieve vocational goals, and succeed in the workforce.

Employment WORKS offers:

- Personalized program planning and assessment
- Job placement into competitive employment or volunteer employment
- Unlimited job coaching and on-the-job support
- Individualized benefits counseling
- Work experience opportunities

LOCATION OF SERVICES

Employment WORKS - North County
2250 S. Yale St, Suite A
Santa Ana, CA 92704

Employment WORKS - South County
23871 Via Fabricante
Mission Viejo, CA 92691

HOURS OF OPERATION

Employment WORKS is open from 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding major holidays.

ELIGIBILITY

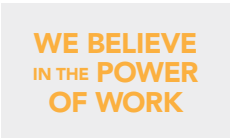
- Desire to work
- At least 18 years of age
- Receive mental health services from within the Orange County Health Care Agency's network of care
- Provide proof of work eligibility and valid right-to-work documents

ACCESSING SERVICES

For information, please contact your local Goodwill Employment WORKS office:

North County Office: 714.638.1741

South County Office: 949.900.0550



FOR MORE INFORMATION:
714.547.6308
OCGOODWILL.ORG



JOB COACHING

Job Coaching is a service offered to program participants with a variety of disabilities including deaf / hard-of-hearing. After the Program Participant is employed, job coaching can be provided to assist with on-the-job training and support at the worksite. Program Participants receive assistance with, but not limited to, the following:

- Accommodations
- Advocacy
- Assignments, Task and Duties
- Communication
- Interpersonal Skills
- Mobility Training (when funded)
- Policies, Rules and Regulations
- Safety
- Socialization and Integration
- Time Management

LOCATION OF SERVICES

Goodwill Corporate office is located in Santa Ana, although services are provided throughout Orange County at a variety of satellite offices and community employer locations.

HOURS OF OPERATION

Goodwill provides job coaching support seven (7) days a week.

FEES

There is no cost to participants, families or care providers. When referred, Department of Rehabilitation or Regional Center of Orange County pay for the job coaching services offered by Goodwill of Orange County.

ELIGIBILITY

Participants must be referred by the Regional Center of Orange County or Department of Rehabilitation.

ACCESSING SERVICES

Referrals are made to our Admissions Coordinator. In some cases, the Job Developer may assist in recommending services. The Admissions Coordinator will discuss the program and do a prescreening interview. If interested in Job Coaching services, please contact the Admissions Coordinator at 714.547.6308, ext. 332.

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SUPPORTED EMPLOYMENT

Supported Employment (SE) is an employment service for people with development disabilities. Individuals who are enrolled in SE are classified into two groups:

1. **Individual Placements** – Individuals who possess the skills and abilities to work independently with minimal job coaching support.
2. **Group Placements** – Individuals who benefit from full-time job coaching support.

Once enrolled, each Program Participant is assigned a Case Manager for job placement services. The Case Manager will assist the Program Participant with job searches, applying for employment opportunities and securing a job. Once employed, the Program Participant will receive on-the-job training and support by an Employment Training Specialist (ETS). The Program Participant may also receive mobility training if funded by their referring agency. This service teaches participants how to use public transportation to and from work.

LOCATION OF SERVICES

Goodwill's corporate office is located in Santa Ana, although services are provided throughout Orange County at a variety of satellite offices and community employers.

HOURS OF OPERATION

Supported Employment is open from 7:00 a.m. to 4:00 p.m., Monday through Friday, excluding major holidays.

Once employed in the community, the participant's hours vary depending on the place of employment. Currently, our services provide job coaching support seven (7) days a week and up to eight (8) hours per day.

FEES

There is no cost to Program Participants, families or care providers. Regional Center of Orange County and Department of Rehabilitation make referrals to the Supported Employment Program and pays for the services offered by Goodwill of Orange County.

ELIGIBILITY

Participants must be referred by the Regional Center.

ACCESSING SERVICES

Referrals are made to our Admissions Coordinator. The Admissions Coordinator will discuss the program and do a prescreening interview. If interested in Supported Employment, please contact the Admissions Coordinator at 714.547.6308, ext. 332.

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TICKET TO WORK

Many people find that returning to work or working for the first time, changes their lives. They find they can learn new skills, earn more money, gain greater financial independence and meet new people.

Social Security's Ticket to Work program is a free and voluntary program with several "safety nets" that can help Social Security "ticketholders" go to work and retain employment.

Goodwill of Orange County is an authorized service provider, known as an Employment Network (EN). ENs can assist ticketholders with a variety of employment services, job training opportunities and benefits counseling.

LOCATION OF SERVICES

The Goodwill of Orange County Ticket to Work office is located at 410 N. Fairview St., Santa Ana, CA 92703 (between First Street and Fifth Street).

HOURS OF OPERATION

Ticket to Work is open from 8:00 a.m. to 4:00 p.m., Monday through Friday, excluding major holidays.

ELIGIBILITY

- Ages 18 through 64
- Blind or have a disability
- Receive Social Security Disability Insurance (SSDI) and/or Supplemental Security Income (SSI) benefits.

FEES

There is no cost to eligible participants.

ACCESSING SERVICES

For more information about the Ticket to Work program at Goodwill of Orange County, please contact us at 714.547.6308, ext. 229 or tickettowork@ocgoodwill.org.

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WORK ADJUSTMENT

Work Adjustment is a service that helps persons with a variety of disabilities. The service focuses on assisting individuals adjust back into the work environment. Work Adjustment offers case management, behavioral management and supports to help persons develop appropriate work skills and behaviors for a work environment. This service is ideal for people who have been without employment for a long period of time or have specific barriers to employment that have resulted in difficulties maintaining employment in the community, such as:

- Attendance / Punctuality
- Communication Skills
- Hygiene / Grooming
- Social Adjustment
- Vocational Barriers
- Work Behaviors
- Work Stamina / Tolerance

LOCATION OF SERVICES

The majority of participants train at Goodwill's corporate facility or at satellite locations. The training areas consist of:

- Computer Dismantling
- Janitorial
- Packaging and Assembly
- Retail

HOURS OF OPERATION

Work Adjustment's training hours are from 8:00 a.m. to 3:30 p.m., Monday through Friday, excluding major holidays.

You may have some accommodations to your training schedule, which would be a reduced number of hours per day or a reduced number of days per week. All training schedules must be within 8:00 a.m. and 3:30 p.m., Monday through Friday. Participants do not train on weekends.

ELIGIBILITY

There is no cost to participants, families or care providers. Your Department of Rehabilitation counselor would refer you to Work Adjustment and pays for the services offered by Goodwill of Orange County.

ACCESSING SERVICES

Referrals are made to our Admissions Coordinator. The Admissions Coordinator will discuss the program and do a prescreening interview. If you are interested in the program and would like more information, please contact the Admissions Coordinator at 714.547.6308, ext. 332.

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PHYSICAL THERAPY PROGRAM

The Physical Therapy program is a skilled rehabilitation and educational service offered by our highly qualified team of clinicians using the latest specialized equipment in our spacious fitness center. We develop an individualized treatment plan to help our patients achieve their established goals. Our physical therapy team partners with each patient to enhance their independence and functional mobility at home and in the community.

The right candidate for the physical therapy program is anyone who has difficulty with mobility in a way that it limits daily activities. The most common conditions we treat include stroke, SCI, TBI and other neurological and orthopedic injuries.

The main benefits of this program are to increase and maintain muscle strength and endurance, decrease pain, restore joint range of motion, prevent contracture of limbs, decrease swelling and inflammation, promote functional mobility, increase ability with self-care, education and decrease stress.

LOCATION OF SERVICES

The Physical Therapy facility is located in Goodwill's Rogers A. Severson Fitness and Technology Center at 1601 E. Saint Andrew Place, Santa Ana, CA 92705.

ELIGIBILITY

We accept Medicare and most major insurances. Please call the fitness center for specific questions regarding your insurance plan and eligibility.

HOURS OF OPERATION

We are open from 9:00 a.m. to 6:00 p.m., Monday through Friday, excluding major holidays.

ACCESSING SERVICES

We invite you to take a tour of our facility and talk to our staff. If you are interested on our physical therapy services and would like more information, please contact us at 714.361.6180 ext. 241 to set up a free consultation with our physical therapist.

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STUDENT SERVICES WORK EXPERIENCE

Student Services Work Experience is a service that assists youth with a variety of disabilities (16-21) with work experience training. Students gain work experience in a community integrated setting, earning minimum wage or higher. Work Experience training takes place over a three month period and consists of 100 hours of work experience in total. Students participating in the Student Services Work Experience program will gain the following skills:

- Soft skills development
- Workplace communication skills
- Customer service skills
- Time management
- Experience with the employment application process
- And skills specific to industries of interest

LOCATION OF SERVICES

Goodwill's corporate office is located in Santa Ana, although services are provided throughout Orange County at a variety of satellite offices and community employers.

FEES

There is no cost to Program Participants, families or care providers. Regional Center of Orange County and Department of Rehabilitation make referrals to the Supported Employment Program and pays for the services offered by Goodwill of Orange County.

ELIGIBILITY

Participants must be referred by the Regional Center.

HOURS OF OPERATION

Supported Employment is open from 7:00 a.m. to 4:00 p.m., Monday through Friday, excluding major holidays.

Once employed in the community, the participant's hours vary depending on the place of employment. Currently, our services provide job coaching support seven (7) days a week and up to eight (8) hours per day.

ACCESSING SERVICES

Referrals are made to our Admissions Coordinator. The Admissions Coordinator will discuss the program and do a prescreening interview. If interested in Supported Employment, please contact the Admissions Coordinator at 714.547.6308, ext. 332.

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