



# News Release

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1817 Campbell St. ♦ Kansas City, MO 64108 ♦ [mokangoodwill.org](http://mokangoodwill.org)

**The Helping Hand  
of Goodwill Industries**  
SERVING EASTERN KANSAS & WESTERN MISSOURI

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## **GOODWILL EARNS THREE-YEAR CARF ACCREDITATION**

KANSAS CITY, Mo. – The Helping Hand of Goodwill Industries has earned the highest level of accreditation that the Commission on Accreditation of Rehabilitation Facilities (CARF) provides. After surveying the agency’s various vocational service programs July 18-20, CARF awarded Goodwill a Three-Year Accreditation.

CARF, an international organization founded in 1966 to accredit providers of human services, focuses specifically on how those providers enhance the lives of the people they serve. Goodwill, well known for its retail stores, is a service agency dedicated to helping individuals who are disabled or disadvantaged achieve their full vocational potential. Revenue generated in the stores directly supports Goodwill’s Education, Training and Employment programs.

“The Helping Hand of Goodwill Industries demonstrates a commitment to the CARF standards and to quality services,” the official CARF Survey Report indicated. “The organization is in substantial conformance to the standards.”

Goodwill also received the Three-Year Accreditation in 2004. Its new CARF accreditation will not expire until August 2010.

“CARF requires going through a very rigorous review process,” Goodwill CEO Larry Jones noted. “Your programs have to be of the highest quality and also have a means for measuring outcomes to provide for accountability.”

He added, “Obviously, we’re delighted to meet the standards CARF sets and have our Three-Year Accreditation renewed. Most importantly, CARF is an organization that accesses our programs thoroughly, concentrating on how well we serve our clients. Going through this accreditation process helps us continually strive to improve, so we can better help those we serve.”

CARF’s survey team evaluated Goodwill’s programs in seven specific areas: 1) Job Development, 2) Job Supports, 3) Job-Site Training, 4) Comprehensive Vocational Evaluation Services, 5) Employment Skills Training Services, 6) Employment Transition Services and 7) Organizational Employment Services.

Highlights from the Survey Report include:

- “The organization has qualified and dedicated staff members who are praised by persons served and third parties.”
- “Persons served, employers and third-party funding/regulatory agencies have expressed a high degree of satisfaction with the services.”
- “The organization clearly understands good job matching, high quality training supports and development of natural supports, and it challenges itself to work with persons with high support needs in supported employment.”
- “The organization clearly provides excellent job coaching and follow-along services in its supported employment services at all locations. Persons served appear well matched to their positions, and employers express that the employment staff is available and helpful when any issues arise.”
- “The organization demonstrates excellent collaborations with other service providers and the local communities.”

Goodwill has a satellite office in St. Joseph, Mo., at 200 S. Eighth St., and the St. Joseph Goodwill store is located at 3615 Faraon St.

### **WE ARE MORE THAN OUR STORES**

The Helping Hand of Goodwill Industries is, first and foremost, a service agency. Our mission is to serve persons with disabilities and those who are disadvantaged by maximizing their vocational potential. The 15 Goodwill stores in Greater Kansas City, as well as Eastern Kansas and Western Missouri, generate revenue to help support our sheltered workshops, as well as our vocational rehabilitation, education, job training and employment placement programs. The Helping Hand of Goodwill Industries is a 501c3 not for profit organization and has a proud heritage, dating back more than a century, of assisting individuals—thousands each year—and serving the entire community.

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