



Goodwill Industries of West Michigan Programs & Services

Goodwill vocational certification programs, skills training, and support services are **FREE**. Priority given to low to medium income households for vocational certification programs. Services provided at the **Goodwill Career Center**, 271 E. Apple Ave. in Muskegon, unless otherwise indicated.

Vocational Certification Programs	Length of Program	Days / Times	Program Start Dates	Contact
Forklift Operator Certification <ul style="list-style-type: none"> ✓ Learn basics of safe forklift operation ✓ Receive industry recognized certification ✓ Work Experience Training eligible ✓ Free child care available 	3 Weeks (18 Hours)	Mon & Wed 3:30 – 6:30pm	2nd Monday of every month	Kristen Kapas kkapas@goodwillwm.org (231) 722-7871 x1061
Customer Care Professional Certification <ul style="list-style-type: none"> ✓ Learn customer service skills to enhance careers as receptionists, administrative assistants, sales associates, and more ✓ Work Experience Training eligible ✓ Free child care available 	8 Weeks (32 Hours)	Mon & Wed 4:00 – 6:00pm	Oct 28, 2024 Jan 13, 2025	LaTonya Burks lburks@goodwillwm.org (231) 722-7871 x1057
Heating, Ventilation, Air Conditioning, and Refrigeration (HVAC-R) Certification <ul style="list-style-type: none"> ✓ Learn HVAC-R operation/installation ✓ Hands-on training ✓ EPA Refrigerant Certification ✓ Free child care available 	13 Weeks (104 Hours)	Mon & Wed 5:00 – 9:00pm	Call for availability	Kristen Kapas kkapas@goodwillwm.org (231) 722-7871 x1061
Skills Training	Days / Times		Contact	
Digital Literacy Class <ul style="list-style-type: none"> ✓ Assistance with basic computer navigation ✓ One-on-one smartphone support 	1st Friday of every month Class time: 11:00am – Noon Location: Community Resource Center 1747 Seventh St., Muskegon		Kristen Kapas kkapas@goodwillwm.org (231) 722-7871 x1061	
English as a Second Language (ESL) <ul style="list-style-type: none"> ✓ Free child care available 	Beginner: Mon & Wed: 5:30 – 7:30pm Intermediate: Mon & Wed: 2:30 – 4:30pm		Read Muskegon info@readmuskegon.org (231) 747-7273	
Financial Literacy Class <ul style="list-style-type: none"> ✓ Boost money management skills ✓ One-on-one budgeting support 	Mondays Class time: 1:30 – 2:30pm		Kristen Kapas kkapas@goodwillwm.org (231) 722-7871 x1061	
GED & High School Diploma <ul style="list-style-type: none"> ✓ Individualized assistance 	Walk-in hours: Mon & Wed: 9:00am – Noon & 4:30 – 7:30pm		Orchard View Adult Education (OVAE) (231) 760-1350	
GoodWorks <ul style="list-style-type: none"> ✓ Job readiness training ✓ Paid work experience 	3 Weeks (Call for availability)		LaTonya Burks lburks@goodwillwm.org (231) 722-7871 x1057	

Support Services	Days / Times	Contact
Child Care (on-site) ✓ Available for program participants	During program class times: Mon & Wed: 2:30 – 9:00pm	(231) 722-7871
Child Care Support ✓ Muskegon County Child Care Support Services (child care fee support)	By appointment only Income eligibility requirements	Catrina Rule, MBA crule@goodwillwm.org (231) 722-7871 x1015
GoodTemps Staffing Solutions ✓ Build work experience	Mon – Fri 8:00am – 4:00pm	GoodTemps (231) 739-9010
Job Search & Resume Support ✓ Assistance with resumes, job applications, interviews, and job search	Wednesdays Walk-in hours: Noon – 3:00pm	(231) 722-7871
Renting with Confidence Class ✓ Know your rights as a tenant ✓ Understand the needs of your landlord	Mondays: 6:00 – 8:00pm 4 weeks Call for availability	Gretchen Damm gdamm@goodwillwm.org (231) 260-1079
Volunteer Income Tax Preparation (VITA)	By appointment only	Call 2-1-1

Referral-Based Programs	Summary
Janitorial Occupational Training (JOT) Referral partners: <ul style="list-style-type: none"> HealthWest Michigan Rehabilitation Services 	Designed to prepare individuals to meet the quality standards of janitorial services, participants gain valuable training combined with paid on-the-job training in a community setting. Participants learn tools and techniques of the field including: safe chemical handling, customer service, floor care, restroom cleaning, kitchen cleaning, trash and recycling, windows and glass, personal safety, and cleaning versus sanitizing.
Justice Involved Programming (JIP) Referral partners: <ul style="list-style-type: none"> Muskegon, Oceana, Mason, Newaygo Co. Parole/Probation 	JIP supports individuals who have experienced justice involvement. Program participants work closely with a Goodwill Career Coach for: <ul style="list-style-type: none"> ✓ Resource navigation (housing, transportation, identification, laundry, etc.) ✓ One-on-one mentoring and career/life coaching ✓ Economic stability supports including employment and continuing education.
MI Tri-Share Child Care Program Referral partners: <ul style="list-style-type: none"> Participating Employers 	Assists qualifying employees with child care costs. Through this innovative approach, child care expenses are shared by the participating employer, the employee, and the State of Michigan, with each contributing one-third of the cost. Visit www.goodwillwm.org/trishare for more information.
Supported Transitional Employment Programming (STEP) Referral partners: <ul style="list-style-type: none"> HealthWest Michigan Rehabilitation Services Community Mental Health-Ottawa County 	STEP offers adults and youth with disabilities and other barriers the opportunity to work with a Goodwill Career Coach to identify to develop job skills, pursue employment that matches abilities, and work in competitive and integrated work environments in the community. Skill Building <ul style="list-style-type: none"> ✓ Transitional employment to help strengthen work-ready skills Supported Employment <ul style="list-style-type: none"> ✓ Job Readiness Activities ✓ Job Development/Job Placement ✓ On-the-Job Training ✓ Job Coaching Vocational Evaluation <ul style="list-style-type: none"> ✓ Designed to identify a participant's strengths, weaknesses, abilities, and interests.