



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.

***Free child care available for evening classes**

VOCATIONAL CERTIFICATION PROGRAMS	Days / Times	Start Dates	Contact
Forklift Operator Certification * ✓ Learn basics of safe forklift operation ✓ Receive industry recognized certification	Mon & Wed 3:30 – 6:30pm 3 Weeks (18 Hours)	Classes start 2nd Monday of every month	programs@goodwillwm.org (231) 722-7871
Customer Care Professional Certification * ✓ Learn customer service skills to enhance careers as receptionists, administrative assistants, sales associates, and more	Mon & Wed 4:00 – 6:00pm 8 Weeks (32 Hours)	Classes start every other month	programs@goodwillwm.org (231) 722-7871
Heating, Ventilation, Air Conditioning, and Refrigeration (HVAC-R) Certification * ✓ Learn HVAC-R operation/installation ✓ Hands-on training	13 Weeks (104 Hours) Mon & Wed 5:00 – 9:00pm	Call for availability	programs@goodwillwm.org (231) 722-7871
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	
Housing Assistance ✓ Assistance securing safe and affordable housing	TrueNorth House Assessment & Resource Agency (HARA) for Muskegon County located inside Goodwill Career Center. Office Hours: Mon – Fri: 8am – 4pm	TrueNorth Community Services (877) 446-8730	
Job Search & Resume Support ✓ Assistance with resumes, job applications, interviews, and job search	Wednesdays Walk-in hours: Noon – 3:00pm	(231) 722-7871	
Parent Café * ✓ Support and camaraderie for parents and caregivers	Call for availability or visit bit.ly/ParentCafe24	Great Start Parent Coalition (231) 299-0182	
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	



SKILLS TRAINING	Days / Times	Contact
Digital Literacy Class ✓ Basic computer navigation ✓ One-on-one smartphone support	1st Friday of every month, 11:00am – Noon Location: Community Resource Center 1747 Seventh St., Muskegon	programs@goodwillwm.org (231) 722-7871
English as a Second Language (ESL) * ✓ Practice reading and speaking English	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 ✓ Boost money management skills ✓ One-on-one budgeting support	Mondays, 1:30 – 2:30pm	programs@goodwillwm.org (231) 722-7871
GED & High School Diploma * ✓ Individualized assistance	Walk-in hours: Mon & Wed: 9:00am – Noon & 4:30 – 7:30pm	Orchard View Adult Ed. (231) 760-1350

REFERRAL-BASED PROGRAMS		
Begin at Home	Comprehensive support services for Goodwill employees	
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.	
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, etc.) ✓ One-on-one mentoring and career/life coaching ✓ Economic stability supports; employment and continuing education. 	
Lakeshore Employment Resource Network (LERN)	LERN is a collaborative network of local employers that aims to improve employee retention by providing on-site support and access to resources for employees facing personal barriers, helping them overcome challenges and succeed in the workplace.	
MI Tri-Share Child Care Program Referral partners: <ul style="list-style-type: none"> • Participating Employers 	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.	
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 develop job skills, pursue employment that matches abilities, and to work in the community. Skill Building / Job Readiness <ul style="list-style-type: none"> ✓ Transitional employment to help strengthen work-ready skills Supported Employment <ul style="list-style-type: none"> ✓ Work-Based Learning ✓ Job Development/Job Placement ✓ On-the-Job Training ✓ Job Coaching Vocational Evaluation <ul style="list-style-type: none"> ✓ Designed to identify strengths, weaknesses, abilities, and interest 	
Supportive Services for Veteran Families (SSVF)	Housing and employment services for low-income veterans in Ocean and Mason counties. Contact Goodwill SSVF Case Manager (231) 233-9178	