



CARF's Six Essential Plans

Goodwill Industries of Southeast Texas is accredited by the Commission on Accreditation of Rehabilitation Services (CARF) International. To assist in ensuring our agency's sustainability, CARF requires we build, monitor and maintain plans in the following six specific areas:

The Risk Management Plan is designed to control threats to our associates, persons served, property, income, goodwill and our ability to accomplish goals. There is a range of risks in all organizations. This plan focuses on an in-depth assessment of those risks for Goodwill and what must or can be done as preventative measures, coping measures should the risk occur, measures to protect the organization and prevent loss, and corrective measures to prevent the risk of further occurrence.

The Technology Plan outlines how we will identify and address all technological needs and the impacts to all areas of the business including Mission Services, Donated Goods Retail and Administrative Support Services. Although the organization has different systems the overarching needs are the same. Do we have hardware and software that meets stakeholder needs? Are our technology resources and data secure, confidential and protected from viruses or other hacking?

The Cultural Competence and Diversity Plan addresses how we respond to the diversity of our stakeholders as well as how self-awareness, knowledge, skills and behaviors allow us to work effectively by understanding, appreciating, respecting and responding to differences and similarities in beliefs, values, and practices within and between cultures. The Cultural Competency and Diversity Plan is based on the principle that knowledge of and response to aspects of diversity are critical components in providing quality services.

The Accessibility Plan helps us to identify and remove barriers for persons served and other stakeholders. The plan evaluates accessibility in the broadest possible sense including areas such as environment, attitudes, finances and technology, among others. The plan describes actions to be taken to eliminate barriers in each area with timelines for accomplishment. If for some reason, Goodwill cannot eliminate the barrier in an area (i.e. if it may be too costly or the building is owned by someone else) then we have the responsibility to design effective accommodations to increase accessibility.

The Strategic Plan is a roadmap to achieve our desired future state as an organization by taking advantage of strengths and opportunities and addressing weaknesses and threats. It is a working document, and as such will be modified as we experience changes in our internal and external environments. The critical tasks will be accomplished through the work of all individuals and teams across the organization with direction and guidance from our leadership. The plan is a result of assessing expectations of persons served and other stakeholders, financial opportunities and threats, our capabilities, demographics, the regulatory and legislative environments, as well as other factors.

The Performance Measurement and Management Plan demonstrates our culture of accountability and our commitment to providing valuable and quality services. This plan guides our work to make service quality improvements, uphold the agency's mission, make program decisions and objectively demonstrate value to persons served and their families/support systems, other stakeholders and the organization itself. The plan considers input from persons served and other stakeholders, characteristics of persons served, expected results, extenuating/influencing factors that may impact results, comparative data, communication of performance information and supportive technology.

These plans are available to any associate or individual served. To view a copy, speak with a member of the Human Resources or Mission Services team. The plans are accessible, however, they must be treated as confidential documents and cannot be shared with individuals outside Goodwill's network without the express permission of Goodwill's senior management.