

FAQs:

Will C&A employees become Goodwill employees?

Yes. Effective 3/1/26, you will become a Goodwill employee assigned to continue working at C&A. However, all clinical decisions, programming, and day-to-day operations remain fully under C&A leadership. Goodwill will not direct clinical care or programs.

What is the HR/payroll system and how do I access it?

You will no longer utilize ADP for HR and payroll purposes. Effective 3/1/26, you will utilize UKG, which can be accessed from your desktop by visiting <https://goodwillcle-dl.ultipro.com>. Your login will be firstlast@goodwillindustries. Your temporary password will be your date of birth in format MMDDYYYY. You may also download the UKG Pro app and enter the access code [goodwillcle](#).

Will the pay dates change?

Yes. Goodwill pays bi-weekly on Fridays, one week after the pay period ends. This differs from your current process, which is two weeks after the pay period ends. Your last C&A paycheck through ADP will be on 3/12/26. Your first Goodwill paycheck through UKG will be on 3/20/26 and will continue on a bi-weekly basis. You can obtain the payroll calendar on Goodwill's C&A Integration page.

****Special note regarding benefit deductions:** You won't be charged for your benefit deductions on your 3/12/26 paycheck, which will be your final C&A paycheck. The benefit deductions that would have been on the 3/12/26 paycheck will be deducted on your 5/29/26 paycheck.

Will my current direct deposit and allocations continue?

Yes. Your current banking account information and account allocations will continue seamlessly.

How will I clock in and out?

You will clock in and out using UKG. From your desktop, go to Myself > Time Clock Entry > Punch.



If you have access, you will also be able to use the UKG Pro app. Go to Time Clock > Punch.



What will happen to my current vacation, personal, and sick time?

- Vacation time will move to Goodwill's Personal Annual Leave (PAL) program. Your allotment will be based on your date of hire with C&A. Allotments for full-time employees are 160 hours for service of less than 5 years, 200 hours for service between 5 and 14 years, and 240 hours for service of 15 years or more. Part-time employees will receive 32 hours.
- For this year, you will receive your full PAL allotment, plus up to 40 hours of roll-over for any current vacation and/or personal time balance.
- Example: You have a balance of 35 hours vacation and 16 hours personal time (51 hours). You've been employed with C&A for 2 years, so you will receive Goodwill's 160 hours, plus a rollover of 40 hours.
- Your sick leave balance will be grandfathered under Goodwill's ESL program. ESL is only to be used while on a medical leave of absence. Program details can be found in the handbook.
- You will not receive any more personal time allotments.

Employees in the school based and day treatment programs will follow a different policy to be described in their offer letters.

What holidays are observed?

New Year's Day, MLK Jr. Birthday, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, and Christmas Day.

Will my email address, phone number, email signature, letterhead, etc. change?

Your email address and phone number will remain the same. Marketing will share any updated branding assets as they are created.

What will happen to my 403(b) plan?

Goodwill has a more robust match, where we match \$0.50 for every \$1.00 up to 8% of your income. Goodwill and C&A have the same administrator, Mutual of America. Your account, contributions, and allocations will remain the same. You won't need to do anything. Your representative from Mutual of America is Leah Manick and can be reached at leah.manick@mutualofamerica.com or set up an appointment using the QR code to the right.



Will the expense report process change?

Yes. Expense reports will no longer be processed in ADP. You will receive an email with more information.

Will I get a discount when shopping at a Goodwill of Greater Cleveland and East Central Ohio store?

Yes. As a Goodwill employee, you will get a 20% discount when shopping at one of our stores. You must be off-the-clock to make a purchase. Please review this section of the handbook for more details.

Who do I reach out to if I have any further questions?

Your contacts at C&A will be:

- [Audrey Noll](#), Chief Operating Officer, 412-848-6727
- [Courtney Shahan](#), HR Administrative Assistant, 330-433-6075, Ext. 113

What will happen to my Aflac plans?

Payment of Aflac policies will no longer be processed through payroll. Employees will need to port their coverage and pay Aflac directly. Take into consideration that Goodwill provides a short term disability policy to full-time employees, so you might want to consider terminating your policy. Contact Kayela Ford at 440-821-5262, or kayela_ford@us.aflac.com with any questions.

Is there a Confidential Tip Line?

Yes. If you'd like to confidentially report unsafe conditions, hazards, and/or injuries by calling the Confidential Tip Line at 1-844-922-3672.

Does Goodwill offer any wellness programs or discounts?

Yes. Goodwill provides access to services through the Bernalong platform of online wellness programs. Email training@goodwillgoodskills.org to get set up.