

# 2011 Outcomes Measurement Report



**January 1, 2011 thru December 31, 2011**

# **Goodwill Industries of South Central California: 2011 Outcomes Measurement Report**

**January 1, 2011 thru December 31, 2011**

## **Executive Summary:**

The mission of Goodwill Industries of South Central California (GISCC) is to provide work opportunities and skills development to people with barriers to employment. To execute this mission, GISCC's Workforce Development Department provided vocational training programs, career development programs, youth services, community service/volunteer programs, and job placement programs to both walk-in and program-referred clients. The following highlights the number of clients served per service category. In all, GISCC served 780 clients in the year 2011.

- **Vocational Training Programs:**

- **Customer Service Program (CSP):**

190 clients completed the 2 week CSP Program from January 1, 2011 thru June 1, 2011.

- **Retail Skills Training Program (RST):**

10 clients completed the 10 week RST Program from January 1, 2011 thru June 1, 2011.

- **Janitorial Skills Training Program (JST):**

2 clients completed the 8 week JST Program from January 1, 2011 thru June 1, 2011.

- **Career Development Programs:**

- **Customized Employment Options/Micro-Enterprise Program (CEO):**

5 clients participated in the CEO Program from January 1, 2011 thru June 1, 2011.

➤ **Situational Assessment Program (SA):**

4 clients completed the 2 week SA Program from January 1, 2011 thru June 1, 2011.

➤ **Supported Employment Program (SE):**

1 client completed the SE Program from January 1, 2011 thru June 1, 2011.

• **Youth Services:**

➤ **GoodGuides Mentoring Program:**

4 clients participated in the GoodGuides Mentoring Program from January 1, 2011 thru August 1, 2011.

• **Community Service/Volunteer Programs:**

➤ **Community Service Program:**

502 clients participated in the Community Service Program from January 1, 2011 thru December 31, 2011.

➤ **Volunteer Program:**

35 clients participated in the Volunteer Program from January 1, 2011 thru December 31, 2011.

• **Job Placement Programs:**

➤ **Internal Job Placements:**

10 clients were placed in Goodwill employment from January 1, 2011 thru June 1, 2011.

➤ **External Job Placements:**

17 clients were placed in community employment from January 1, 2011 thru June 1, 2011.

**Transition:**

In June 2011 GISCC altered the fundamental way in which it delivered its mission services. Rather than rely on fee-for-service contracts with state and federal agencies, GISCC developed the framework to implement a 100% self-funded Transitional Employment Program. Thus, on June 1, 2011, GISCC discontinued its vocational training programs and career development programs. In August 2011, GISCC discontinued its youth services via the closeout of the GoodGuides Program. The final quarter of 2011 was dedicated solely to the development and implementation of the new Transitional Employment Program. Throughout all of 2011 GISCC continued its community service/volunteer programs and its job placement program.

**Frequency:**

The Outcomes Measurement Report is compiled annually. This report reflects data gathered from January 1, 2011 thru December 31, 2011.

**Data:**

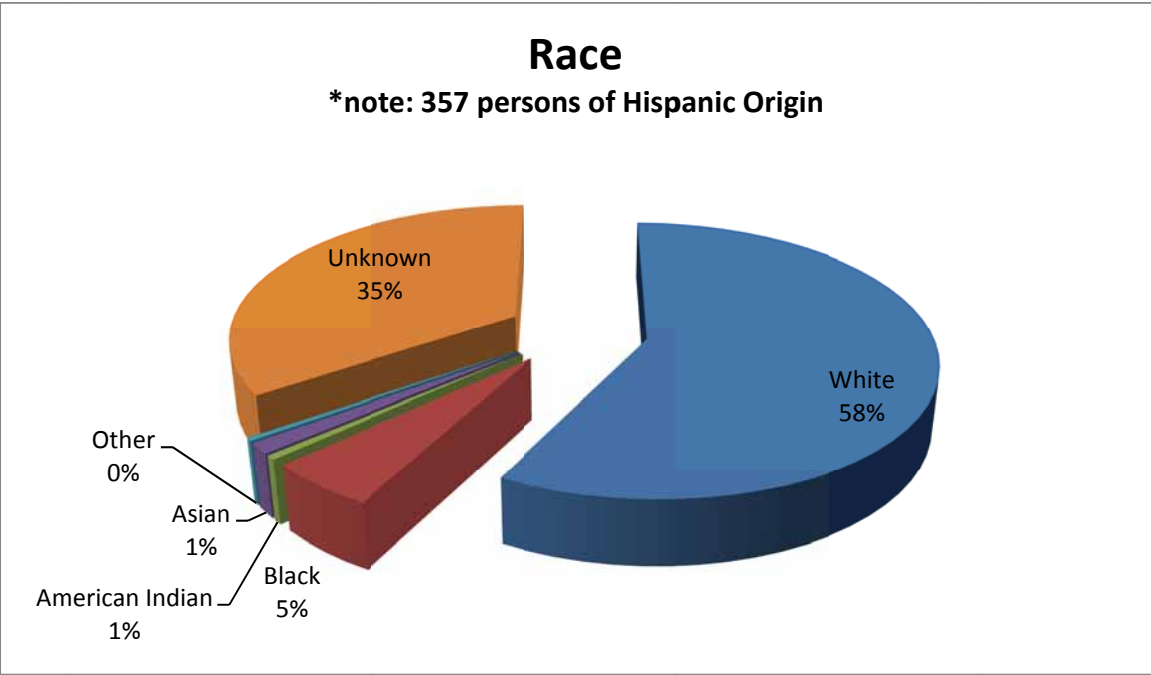
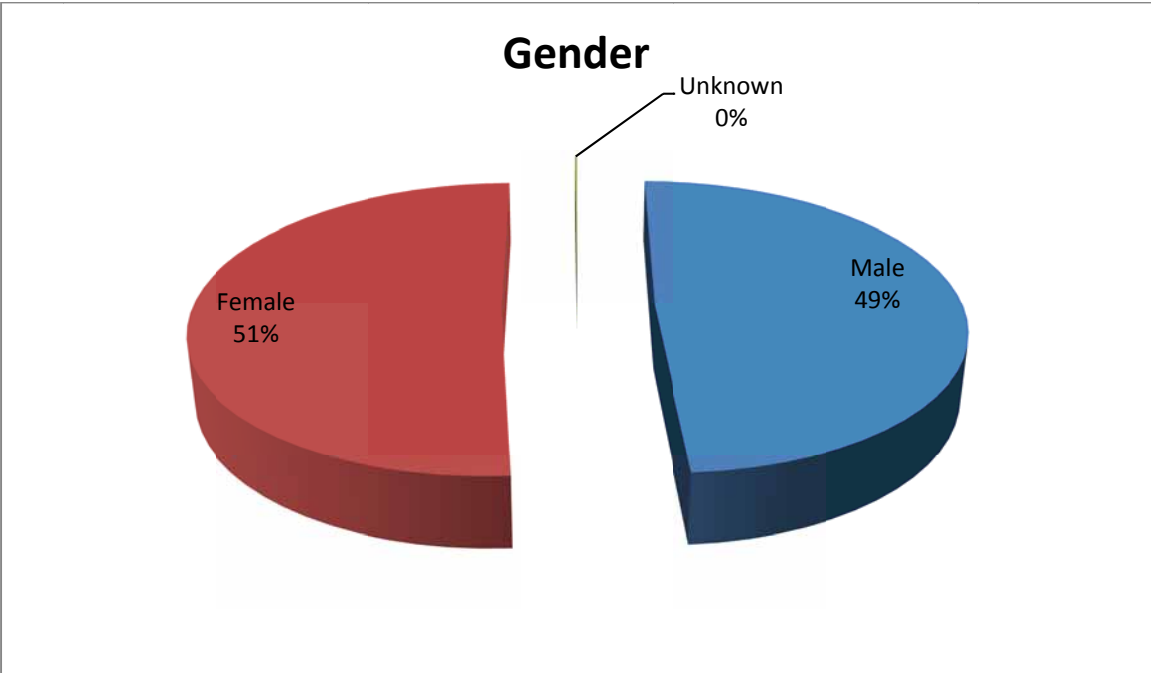
The data found in this report is maintained in a ‘GoodTrak’ case management database and Excel spreadsheets. This data can be obtained from the Vice President of Business Development’s office.

**Distribution:**

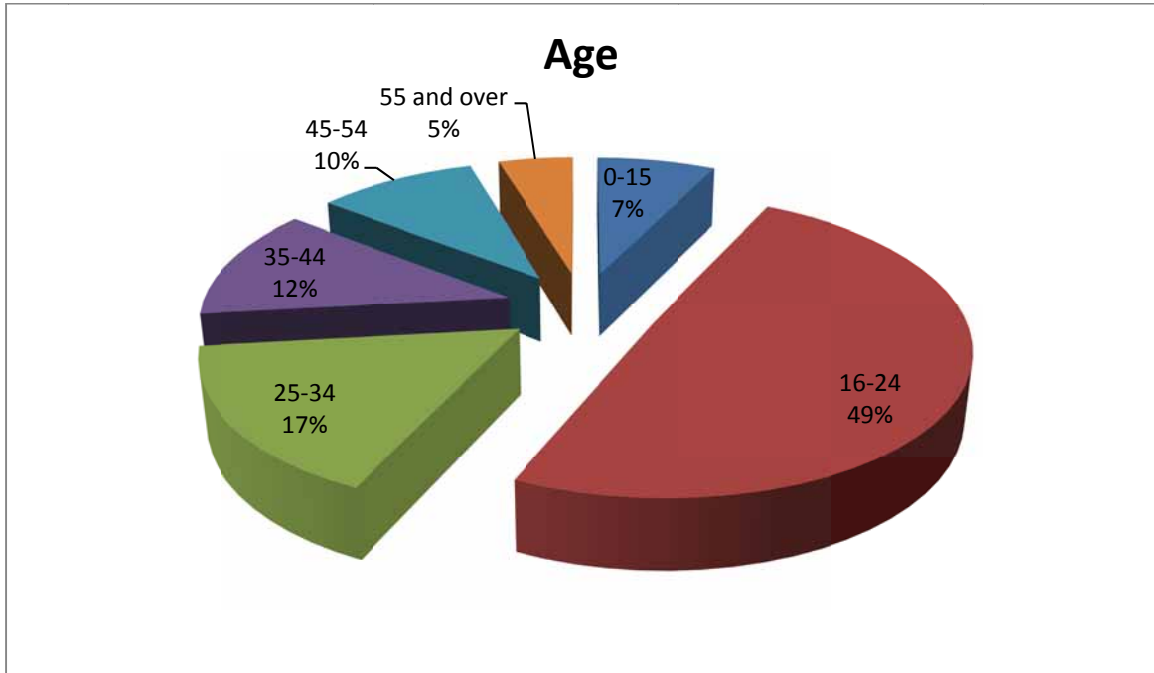
GISCC Staff  
Community Stakeholders

GISCC Board of Directors  
GISCC Website

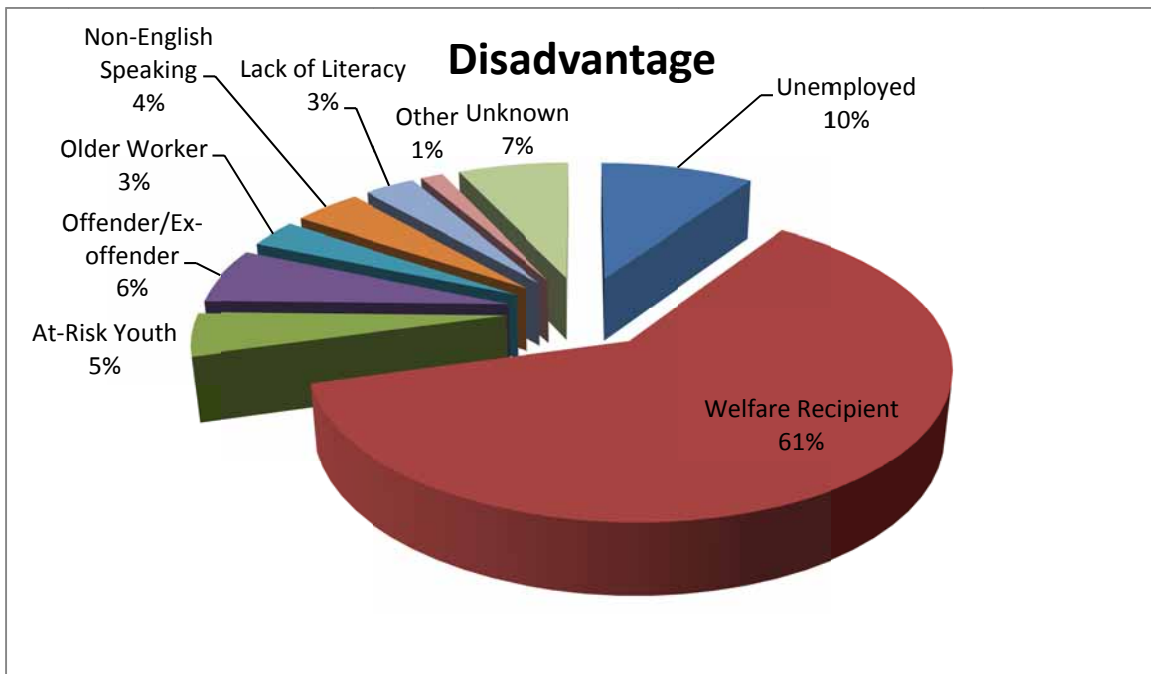
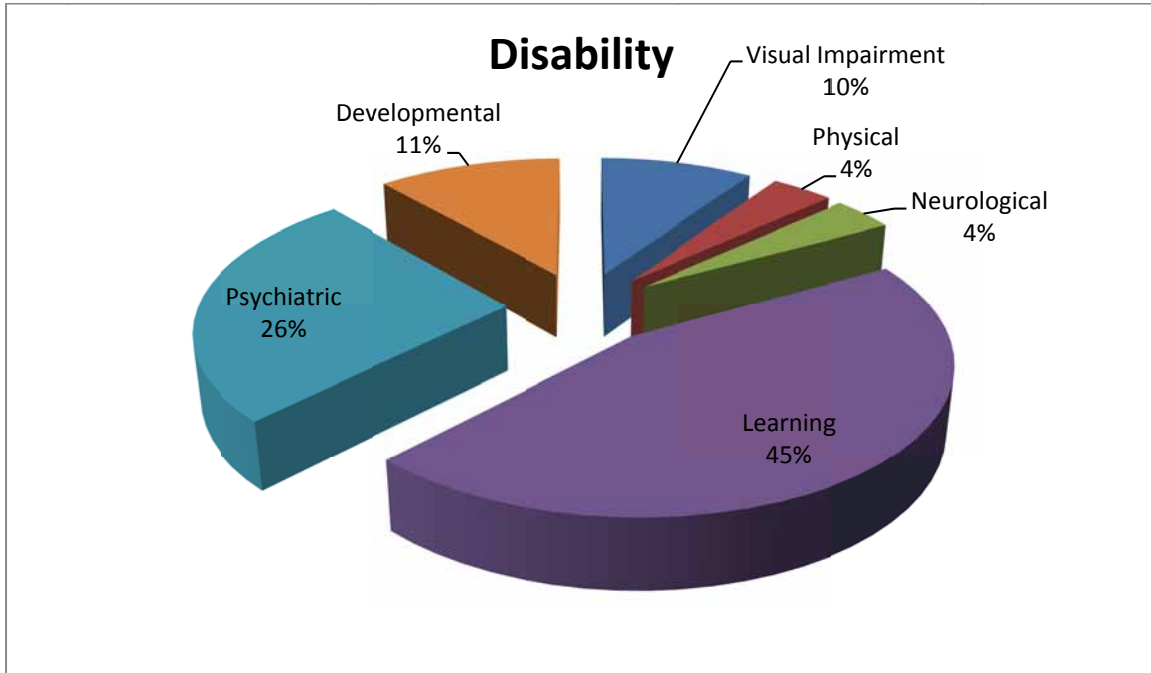
# Demographic Data for All Persons Served



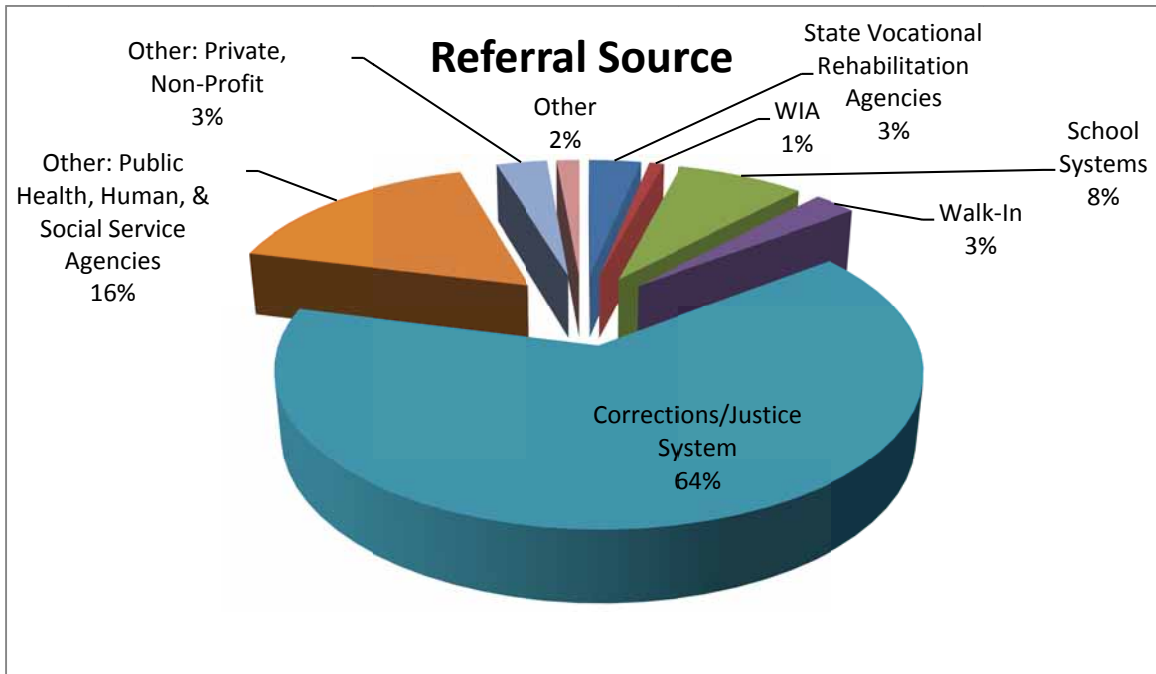
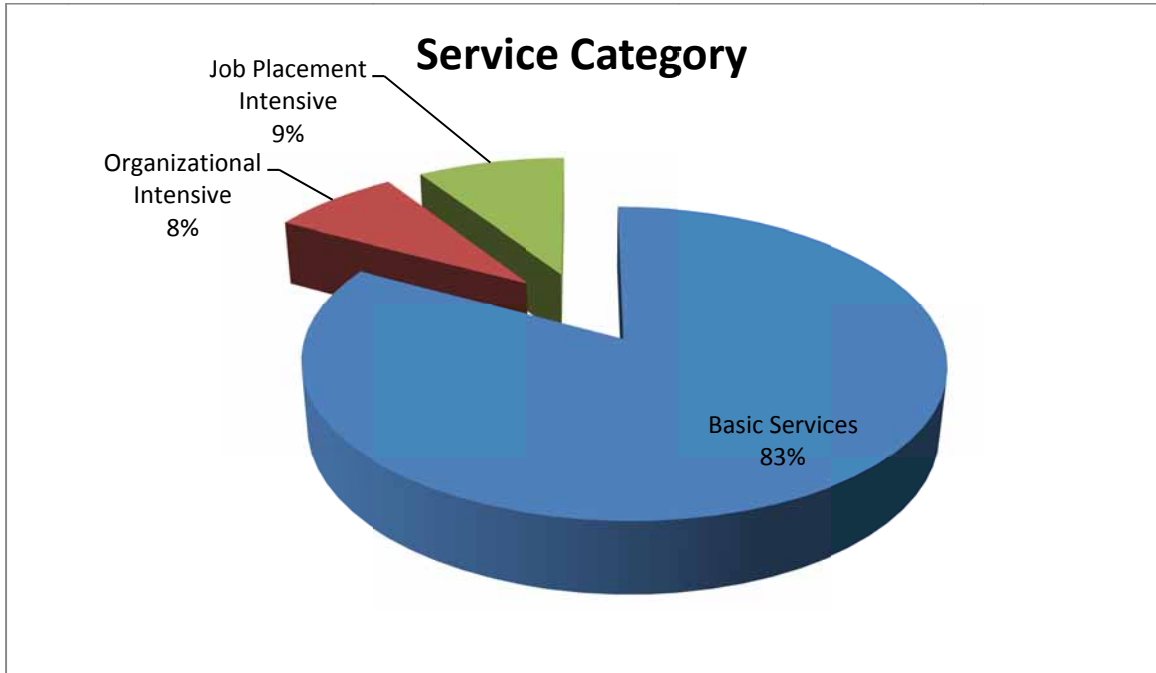
## Demographic Data for All Persons Served (continued)



# Vocational Barrier Data for All Persons Served

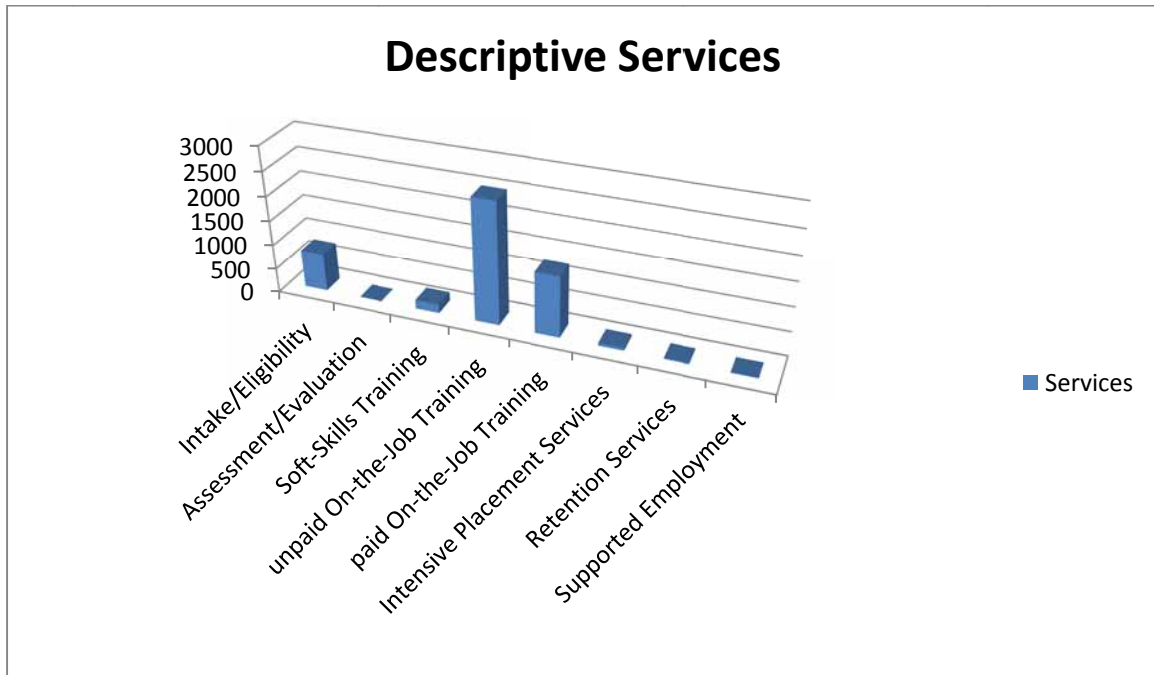


# Mission Services Data for All Persons Served





## Mission Services Data for All Persons Served (continued)



## Job Placement Data for All Persons Served

