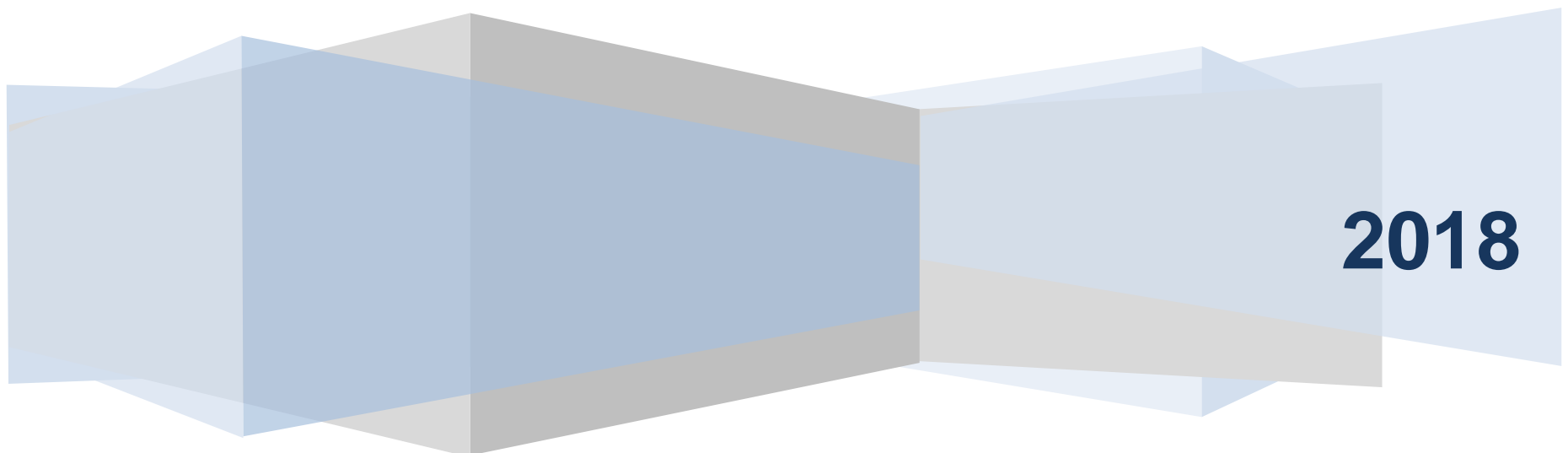


Goodwill

Industries of South Central California



OUTCOMES MEASUREMENT REPORT



2018

Goodwill Industries of South Central California: 2018 Outcomes Measurement Report

Executive Summary:

The foundation of Goodwill's mission is the fundamental belief that people want to work to provide a better life for themselves and their families. Slogans such as "We Believe in the Power of Work" and "A Hand-Up, Not a Hand-Out" were created as a communication tool to help the public understand that Goodwill supports an individual's right to work and prosper regardless of his/her barrier to employment.

This report will focus solely on the GISCC's work through the mission services department. Goodwill increases its value to the community by expanding services to those outside of Goodwill who also need assistance in increasing their employment skill set. In 2018, Mission Services completed their first full year providing services in Visalia. Demand from DOR has been increasing however they have not raised their payment rates since 2009, which has prevented further growth in this area.

Goodwill's Mission Service Departments primary focus in 2019 will continue to be "assessment & employment". The following report analyzes how well Goodwill delivered its mission services to the individuals it served throughout the year.

Introduction:

In 2013, Goodwill closed the downtown Bakersfield store and training center. To continue its goal of providing public services GISCC started to provide services to the State of California's Department of Rehabilitation (DOR). The Mission Services department takes referrals from several DOR case workers and provides two primary services: Job Placements and Situational Assessments. Job Placements are working with participants to identify skillsets and match them with potential employers. The Mission Services staff identifies barriers, talks through options, works with potential employers, then advises the participants through the application process and provides direction through the first 90 days of the job. For Situational Assessments, participants are observed at worksites (including utilizing Goodwill's own stores) and then staff either recommends them to move to the Job Placement pipeline or move to more intensive services. There is a more intensive type of Situational Assessment called a Trial Work Experience which is longer and involves working through a previously known barrier. These types of assessments will not be analyzed because they are rare and GISCC only performed one in 2018 (performed in January).

EXTERNAL MISSION SERVICES (EMS)					
DOR Services	Q1	Q2	Q3	Q4	2018
Client Community Placements (#)	12	10	14	15	51
-Avg. Wage (\$/yr)	\$16,674	\$20,514	\$13,265	\$13,476	\$15,982
-Avg. Hours (#/wk)	25.00	34.23	23.19	24.48	26.73
-90 Day Retention (%)	41.7%	71.1%	57.4%	65.0%	58.8%
Situational Assessments Performed (#)	15	15	20	13	63
Trial Work Experience Performed (#)	1	0	0	0	1

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Client Community Placement Services				
Quality Indicators	Measures	2017 Results	2018 Results	Influencing Factors & Comments
Effectiveness	I. Number of Placements	I. 57	I. 51	Placements fell primarily due to the shrinking of the department, including Nichol Thomas, who was the Director of Mission Services and creator of the program.
Efficiency	I. Average Length of time from intake to placement II. Average Hours per week of placement III. Average annual salary IV. 90 Day Retention (%)	I. n/a II. 25.04 III. \$15,043 IV. 61.5%	I. 184 days II. 26.73 III. \$15,982 IV. 58.8%	The mission services department will start to track the number of days it takes from intake to placement for the individual. This is to ensure mission services staff is being responsive to participants and DOR.
Satisfaction of Person Served	I. % of respondents with favorable view on 1-5 scale II. % of respondents that would recommend that would recommend services	n/a	I. 55.6% II. 77.7%	Satisfaction surveys were implemented in 2018 and were not available for 2017.
Satisfaction of Stakeholders (DOR)	I. % of respondents with favorable view on 1-5 scale	n/a	I. 100.0%	DOR was extremely pleased with our performance with 100% holding a favorable view. They commonly request us to increase our caseload and department.

Summary: Growth in the mission services department is constrained by the lack of funding from DOR. DOR has not raised their rates since 2009. As such, the goals for the department are incremental in nature. 2019 will focus on decreasing the time from intake to placement by 10% and upping retention rates to 75%.

Areas in Need of Improvement: Staff experienced several obstacles regarding collection of surveys. Collection of surveys was done through an online portal. This provided a low response for our participants as lack of technical knowledge or access to technology is a common barrier. Also for some of our stakeholders, major employers in the retail sector may not provide email addresses to staff or do not permit them to disclose their email to non-internal sources. Staff will give all stakeholders the option for paper or email survey access. There was a very high collection rate for surveys from DOR staff because they primarily communicate through email.

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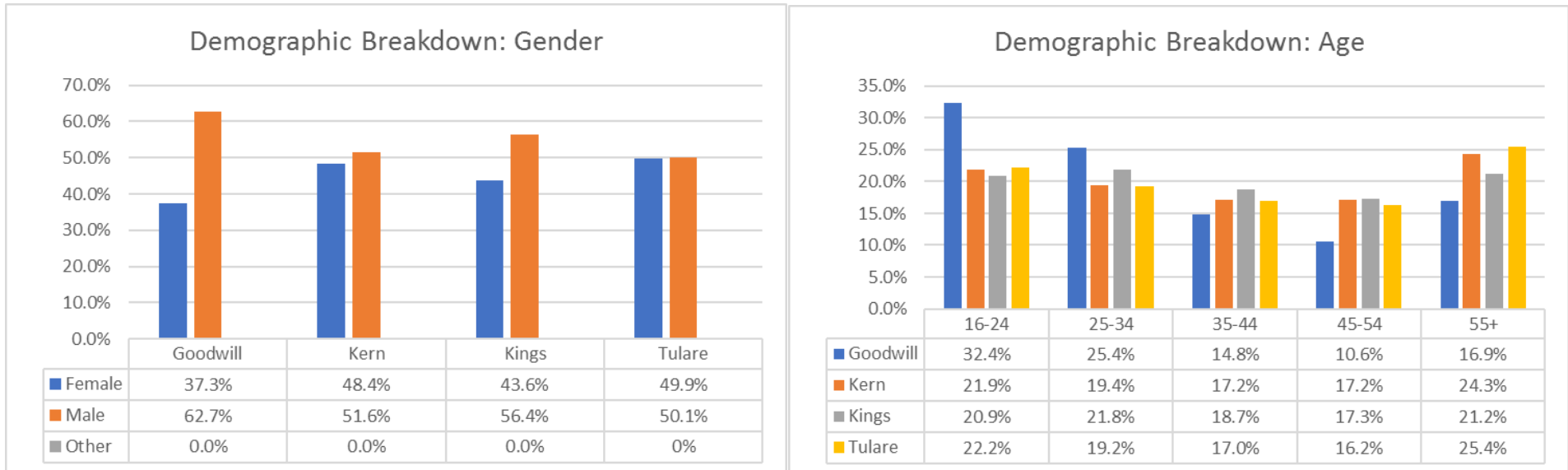
Situational Assessments				
Quality Indicators	Measures	2017 Results	2018 Results	Influencing Factors & Comments
Effectiveness	I. Number of Assessments	I. 67	I. 63	Assessments were down by 6.0%, this is due to the shrinking of the department mentioned in the placement area above.
Efficiency	I. Timeliness of completion of assessment (intake to submittal).	n/a	I. 17 days	The mission services department will start to track the number of days it takes from intake to placement for the individual. This is to ensure mission services staff is being responsive to participants and DOR.
Satisfaction of Person Served	I. % of respondents with favorable view on 1-5 scale II. % of respondents that would recommend that would recommend services	n/a	I. 55.6% II. 77.7%	These satisfaction surveys are combined with the surveys mentioned above. In the future, persons served surveys will be broken out between placements and assessments.
Satisfaction of Stakeholders (DOR)	I. % of respondents with favorable view on 1-5 scale	n/a	I. 100.0%	These satisfaction surveys are combined with the surveys in the placement areas. These will be combined going forward as DOR counselors refer both placement and assessment participants.

Summary: Despite the shrinking of the department assessments did not decrease at the same rate as placement. The department is seeing a large increase in the demand for assessments from DOR. Assessments are not as intensive as placements and help the department meet its financial goals.

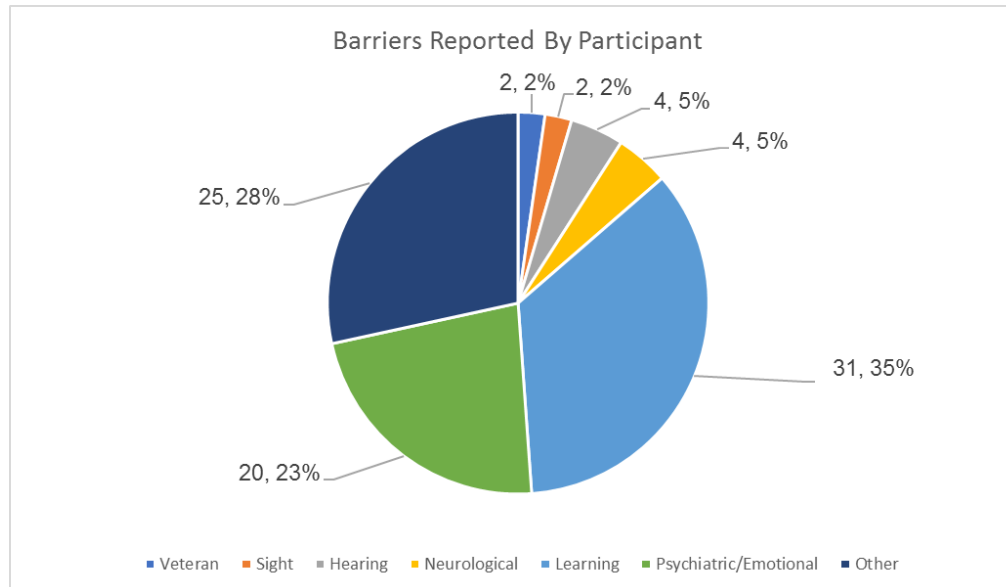
Areas in Need of Improvement: In 2018, Mission Services started to track the timeliness from intake of the participant through the submittal of final paperwork. While 17 calendar days is considered good and DOR is satisfied with our performance, Mission Services will set a goal to obtain a turnaround rate of 14 calendar days.

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Service Access:



*Note: Kern County, Kings County, and Tulare County demographic information obtained from latest U.S. Census Bureau figures.



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Summary:

-Gender breakdowns trend heavily towards men. Although the 3 counties that we serve have more men than women, our data skews above those averages. Since services are provided to referred participants, Mission Services cannot change any of our procedures to address this imbalance. Mission Services staff is requesting DOR provide us with information regarding the gender breakdown of their caseload in addition to their opinion on why such an imbalance exists.

-Age breakdowns tend to be younger than the demographic averages, while this may be view as skewed, it actually follows unemployment rates. Unemployment rates are generally higher for those on the younger end of the spectrum, fall over time, and then increase for those 55+. Our participant breakdown follows this trend.

Areas in Need of Improvement: During intake information regarding race & ethnicity is not requested. In 2019, the intake form will be amended to voluntarily ask for this information to ensure that we are providing services to individuals that represent our service areas equally.

Other Services:

TIL Program: The TIL program is a post-secondary educational experience for adults who have developmental/intellectual disabilities. The program provides instruction, training, and support and career skills necessary for students to live a productive and normalized lifestyle. Through regular employment and a Chevron grant funded program, Goodwill employs several TIL students who are a valuable part of the Taft team. Through employees and community service participants (CSP's), GISCC helped 16 people through this program.

Community Services Participants (CSP): GISCC provided opportunities for 130 community service participants in 2018. CSP's are referred to Goodwill from numerous agencies and court ordered services.

Conclusion:

In 2019, GISCC will focus on refinement of existing services in addition to better record keeping regarding statistics and satisfaction surveys. Senior administration staff is ready and willing to expand the program because there exists a large backlog of participants. Senior staff has communicated to DOR that expansion is purely an economics issue and that raising their rates is essential to making an expansion feasible. GISCC requires that the Mission Services staff provides 100% of their own funding. It should be noted that in Tulare County, we are currently the only providers of this service.