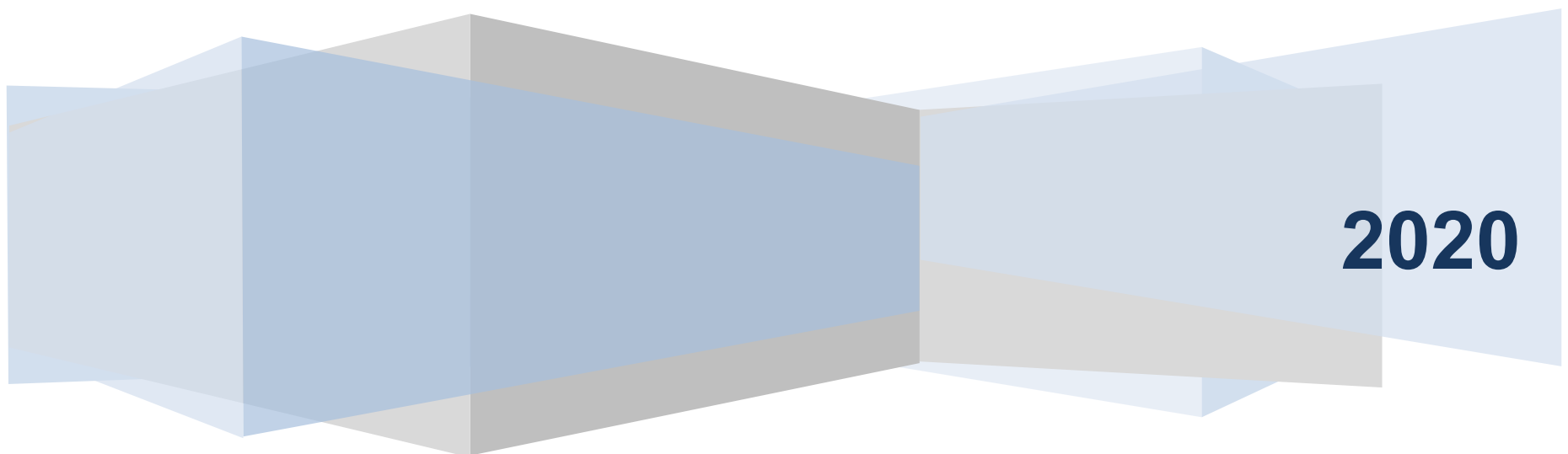




OUTCOMES MEASUREMENT REPORT (Jan. 1st, 2020 – Dec. 31, 2020)



Goodwill Industries of South Central California: 2020 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. In 2020, as with almost every aspect of life, was disrupted by the Covid-19 pandemic. Staff was unable to meet with clients face to face after March and many clients dropped out of the program out of fear of contracting the coronavirus.

Goodwill's Mission Service Departments primary focus in 2021 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. This is not expected to change until after the main part of the California Minimum Wage Act is completed in 2022.

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 did not perform a Trial Work Experience in 2020.

EXTERNAL MISSION SERVICES (EMS)					
DOR Services	Q1	Q2	Q3	Q4	2020
Client Community Placements (#)	6	10	5	7	28
-Avg. Wage (\$/yr)	\$10,732	\$25,011	\$15,716	\$20,474	\$18,550
-Avg. Hours (#/wk)	17.9	30.8	22.3	31.3	25.9
-90 Day Retention (%)	41.7%	66.7%	50.0%	24.1%	45.6%
Situational Assessments Performed (#)	13	1	1	6	21
Trial Work Experience Performed (#)	0	0	0	0	0

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Client Community Placement Services				
Quality Indicators	Measures	2019 Results	2020 Results	Influencing Factors & Comments
Effectiveness	I. Number of Placements	I. 56	I. 28	Placements decreased in 2020. This isn't unexpected as California has one of the highest pandemic related unemployment rates. Also several clients paused their cases because they were concerned about contracting COVID in the workplace.
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. 158 days II. 28.1 III. \$21,054 IV. 48.2%	I. 250 days II. 25.9 III. 18,550 IV. 45.6%	All categories were impacted by the coronavirus and related closures of businesses.
Satisfaction of Person Served	I. % of respondents with favorable view on 1-5 scale II. % of respondents that would recommend that would recommend services	I. 80.0% II. 80.0%	I. 100.0% II. 100.0%	We received 15 surveys back for placements (5 in 2019). Feedback was overwhelmingly positive.
Satisfaction of Stakeholders (DOR)	I. % of respondents with favorable view on 1-5 scale	I. 100.0%	I. 100.0%	DOR continued to be satisfied with our performance as a vendor. They have repeatedly asked if we can increase services

Summary: The overall number of cases was down to three reasons. First the amount of jobs available to place clients in was severely impacted by the pandemic related recession, second several participants suspended their services due to concerns about contracting the disease, third DOR transitioned to working from home which led in a slowdown of intakes.

Areas in Need of Improvement: For job placements there was a decline in almost every measurable area other than feedback surveys. It is almost impossible calculate where decline was related to operational issues or the pandemic. Based on the positive responses from clients and stakeholders the department will continue on its current path.

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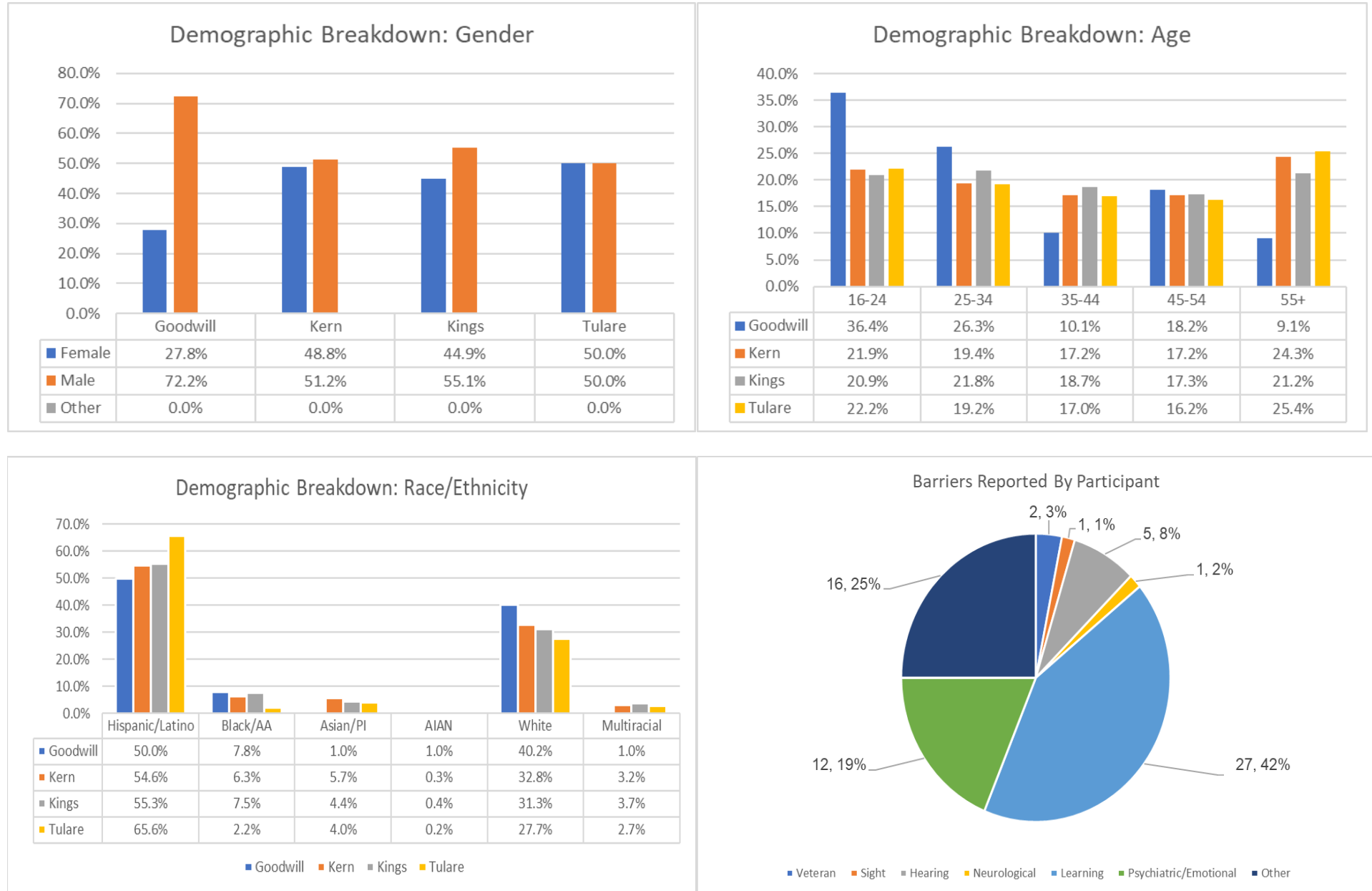
Situational Assessments				
Quality Indicators	Measures	2019 Results	2020 Results	Influencing Factors & Comments
Effectiveness	I. Number of Assessments	I. 27	I. 21	Assessments were down significantly in 2020 due to the coronavirus.
Efficiency	I. Timeliness of completion of assessment (intake to submittal).	I. 6.2 days	I. 10.1 days	Although the timeliness increased it is still in the goal of 14 days. 10.1 days from intake to submittal is acceptable internally and for 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	I. 100.0% II. 90.9%	I. 100.0% II. 100.0%	This is the first year where ESA's have a separate satisfaction survey. We received 4 surveys for 21 assessments (19.0%). ESA surveys are harder to collect because they are one off meetings instead of ongoing relationships.
Satisfaction of Stakeholders (DOR)	I. % of respondents with favorable view on 1-5 scale	I. 100.0%	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: The decrease in assessments was directly related to the issues mentioned in the job placement sections above. Staff reapproached DOR in Q4 about ESA's and pressed the need to continue this program.

Areas in Need of Improvement: ESA's need to increase significantly in 2021-2022 for this area to remain financially viable. While the pandemic has slowed down growth in this area, DOR will need to provide an increased number of referrals. A complete analysis of the DOR Program as well as goal setting regarding the expansion of Mission Services will occur after the last minimum wage adjustment in 2022.

Goodwill Industries of South Central California: 2020 Outcomes Measurement Report

Service Access:



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

Goodwill Industries of South Central California: 2020 Outcomes Measurement Report

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. In 2019, staff requested a response on this issue. DOR stated that they do not consider it to be an issue, but they do not currently analyze gender results.

-Age breakdowns tend to be younger than the demographic averages, while this may be view as skewed, it 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.

-Race & Ethnicity Breakdowns generally follow the breakdowns in each of the counties we serve. Since the services are referral based the department does not have many tools to rectify any issues. Staff can press DOR to analyze their own processes.

Areas in Need of Improvement: Overtime, staff with specific training needs to be added to address clients with specific barriers such as substance abuse or a criminal background.

V. 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, The program was suspended early in the year due to COVID. Unfortunately we were unable to help any students in 2020. Taft College has stated that they will restart the program as soon as it is deemed safe to do so.

Community Services Participants (CSP): GISCC provided opportunities for 10 community service participants in 2020. CSP's are referred to Goodwill from numerous agencies and court ordered services. Typically CSP's number in the hundreds each year. But due to COVID-19 restrictions we have not taken any CSP's since March.

VI. Conclusion:

In 2021, GISCC will try to make up for lost ground in 2020. Placements and assessments were interrupted, and the department is projecting that the job market will not go back to some semblance of normalcy until mid-year.