



GOODWILL INDUSTRIES OF NORTHWEST OHIO, INC.

Workforce Development Division

**Outcome Management Report
Second Quarter, 2011**

**Goodwill Industries of Northwest Ohio, Inc.
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Workforce Development Staff

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FORWARD

Goodwill Industries of Northwest Ohio, Inc. is committed to providing workforce development services that meet the highest accreditation standards in the field.

We encourage the individuals we serve and stakeholders to share feedback regarding their experience with our services. We want to insure the services we are providing are being delivered in an effective, efficient and satisfactory manner.

DEMOGRAPHIC ANALYSIS

COMPOSITE DEMOGRAPHICS

Descriptor	Voc. Eval.	Placement	Janitorial	Rehab. Tech.
Gender				
Male	17	13	4	14
Female	3	2		17
Race				
African American	7	6	2	
American Indian				
Asian				
Caucasian	12	9	2	
Hispanic/Latino	1			
Other				
Not Reported				31
Education				
>HS	4	5		8
HS/GED	11	7	4	12
Some College	3	2		3
AS Degree	1	1		2
Trade School	1			
BA Degree				4
Grad Degree				1
Post Grad				
Not Reported				1
Referral Source				
BVR	14	8	2	19
BSVI				8
BWC	3	1		
ODJFS				
VA				
Ability Center		1	1	1
Sight Center				
Lott		2		
Zepf	2	3	1	2
Other				1
Not Reported	1			
Living Arrangements				
Independent	10	1	3	2
Family/Friends	10	12		15
Institute/Group Home		2		
Not Reported			1	14
Transportation				
Own	9	2	1	5
Family/Friends	6	1		7
Public	5	12	2	3
Not Reported			1	17
Age				
24 or less	6	7	1	9
25-34	4	2		5
35-44	4	4	1	5
45-54	6	2	2	6
55-64				6
65+				
Not Reported				

Goodwill Industries of Northwest Ohio, Inc.

Outcome Measurement System – Management Report

Time Period: 2nd, quarter, 2011

Item	Objectives	Measures	Time of Measurement	Participants	VE	Placement	Jan
1.	Consumer helped in planning their programming.	The number of consumers who had input into their service plan.	At program exit	Total = 31 VE = 15 P = 10 J = 6	Y = 12 N = 0 M = 0 DK = 2 NA = 0 NR = 1	Y = 1 N = 0 M = 0 DK = 0 NA = 0 NR = 9	Y = 3 N = 1 M = 1 DK = 0 NA = 0 NR = 1
2.	Goodwill staff members treated consumer fairly and with respect.	The number of consumers who felt they received respect from the evaluation staff.	At program exit	Total = 31 VE = 15 P = 10 J = 6	Y = 15 N = 0 M = 0 DK = 0 NA = 0 NR = 0	Y = 1 N = 0 M = 0 DK = 0 NA = 0 NR = 9	Y = 5 N = 0 M = 0 DK = 0 NA = 0 NR = 1
3.	Was consumer satisfied with this service?	The number of consumers who were satisfied with the vocational evaluation experience.	At program exit	Total = 31 VE = 15 P = 10 J = 6	Y = 14 N = 0 M = 0 DK = 0 NA = 0 NR = 1	Y = 1 N = 0 M = 0 DK = 0 NA = 0 NR = 9	Y = 5 N = 0 M = 0 DK = 0 NA = 0 NR = 1
4.	Does consumer feel the Goodwill staff helped and supported them?	The number of consumers who felt the staff helped and supported them.	At program exit	Total = 31 VE = 15 P = 10 J = 6	Y = 15 N = 0 M = 0 DK = 0 NA = 0 NR = 0	Y = 1 N = 0 M = 0 DK = 0 NA = 0 NR = 9	Y = 5 N = 0 M = 0 DK = 0 NA = 0 NR = 1
5.	Does consumer feel the staff member fully considered their questions, opinions &/or interests?	The number of consumers who felt their interests were considered by evaluator.	At program exit	Total = 31 VE = 15 P = 10 J = 6	Y = 14 N = 0 M = 1 DK = 0 NA = 0 NR = 0	Y = 1 N = 0 M = 0 DK = 0 NA = 0 NR = 9	Y = 4 N = 0 M = 1 DK = 0 NA = 0 NR = 1
6.	Were reasonable accommodations considered, if necessary?	The number of consumers who felt reasonable accommodations were made.	At program exit	Total = 31 VE = 15 P = 10 J = 6	Y = 13 N = 0 M = 0 DK = 0 NA = 2 NR = 0	Y = 1 N = 0 M = 0 DK = 0 NA = 0 NR = 9	Y = 2 N = 0 M = 1 DK = 0 NA = 2 NR = 1
7.	Did we meet the goals set out in the consumer's plan?	The number of consumers who felt we met the goals set out in the plan.	At program exit	Total = 31 VE = 15 P = 10 J = 6	Y = 11 N = 0 M = 1 DK = 1 NA = 1 NR = 1	Y = 1 N = 0 M = 0 DK = 0 NA = 0 NR = 9	Y = 5 N = 0 M = 0 DK = 0 NA = 0 NR =
8.	Does consumer understand the evaluation results?	The number of consumers who agreed with the results of their evaluation.	At program exit	Total = 31 VE = 15 P = 10 J = 6	Y = 14 N = 0 M = 0 DK = 0 NA = 0 NR = 1	Y = 1 N = 0 M = 0 DK = 0 NA = 0 NR = 9	Y = 5 N = 0 M = 0 DK = 0 NA = 0 NR = 1
9.	Did the services help the consumer in making a career decision?	The number of consumers who were able to set a vocational goal.	At program exit	Total = 31 VE = 15 P = 10 J = 6	Y = 8 N = 1 M = 3 DK = 3 NA = 0 NR = 0	Y = 1 N = 0 M = 1 DK = 0 NA = 0 NR = 9	Y = 4 N = 1 M = 0 DK = 0 NA = 0 NR = 1

10.	Does consumer think the information provided will help them in future decision making?	The number of consumers who felt the information provided helped in future decision making.	At program exit	Total = 31 VE = 15 P = 10 J = 6	Y = 11 N = 0 M = 4 DK = 0 NA = 0 NR = 0	Y = 1 N = 0 M = 0 DK = 0 NA = 0 NR = 9	Y = 4 N = 0 M = 1 DK = 0 NA = 0 NR = 1
11.	Does consumer feel they were prepared to gain/maintain successful employment?	The number of consumers who felt they were prepared to gain/maintain successful employment.	At program exit	Total = 31 VE = 15 P = 10 J = 6	Y = 10 N = 0 M = 4 DK = 1 NA = 0 NR = 0	Y = 0 N = 0 M = 0 DK = 0 NA = 1 NR = 9	Y = 3 N = 0 M = 2 DK = 0 NA = 0 NR = 1
12.	Was the length of time for the service adequate?	The number of consumers who felt the length of time in evaluation was appropriate.	At program exit	Total = 31 VE = 15 P = 10 J = 6	Y = 12 N = 1 M = 1 DK = 1 NA = 0 NR = 0	Y = 0 N = 0 M = 0 DK = 1 NA = 0 NR = 9	Y = 5 N = 0 M = 0 DK = 0 NA = 0 NR =
16.	Consumer would recommend the program to a friend.	The number of consumers who would recommend the program to others.	At program exit	Total = 31 VE = 15 P = 10 J = 6	Y = 11 N = 0 M = 3 DK = 1 NA = 0 NR = 0	Y = 1 N = 0 M = 0 DK = 0 NA = 0 NR = 9	Y = 4 N = 0 M = 0 DK = 0 NA = 1 NR = 1

Key for Management Chart	
Response	Symbol
Yes	Y
No	N
Maybe	M
Don't Know	DK
Not Applicable	NA
No Response	NR

Consumer Comments

Taken from Exit Surveys
(direct quotes)

8. Do you agree with the evaluation results? Why?

- I worked hard and earned the praise
- it looks correct to me
- I enjoyed working with the staff at Goodwill, they are friendly
- I enjoy working and hope to get back soon
- don't know

11. Do you feel you were prepared to gain/maintain successful employment? In what way?

- Yes. Difficulty level was low
- Yes. It gave me insight into different avenues to look at
- Yes. I didn't know that there were so many job opp.
- Maybe. A brush up on my skills It got better

12. Was the length of time for the service adequate? Why?

- Yes. Everything was covered.
- Yes. Because it is stright to the point.
- Maybe. Could have been longer time
- No. a week is not long enough
- Yes. Sufficient time for testing
- Yes & no. Yes because its good program no because im gona miss the staff they are so understanding
- Don't know. I need to be a little faster
- Yes. Showed me where I was at
- Yes. Satisfied
- Yes. Don't know
- Yes. I was able to work the week out

13. What part of the service do you feel will be most helpful in your future career?

- it gives me hope and it let's me no were my stragths are and are not
- the information received
- recommendation for Ged
- Working with others that understand your disabilities
- all were equal
- the work showing Y I could hold a job
- I know the baseline computer skill requirements
- being one on one
- hands on work try out
- knowing ware Im at
- Getting you IQ and scores and interests
- picking up trash
- training
- finding a long term job
- Richard show me how to do the work
- Jantirol
- nothing really
- work experience
- nothing
- everybody was nice

14. What part of the service do you feel will be least helpful in your career future?

- Didn't find one
- I feel all parts will be helpful in my career's future
- It was a lot of reading and math Although its important too much can be overwhelming at times
- all were equal
- the first day of testing
- none
- Dot know
- don't know
- learning about read test results but not too much
- taking tests
- my lack of remembering
- don't know
- none
- nothing really

15. Why/How did Goodwill make a difference?

- if it was not here to help people like me and outhers there would be no hope
- Because of their friendly staff they make it easy for you to feel comfortable
- it helped what I would be good at
- I feel ready to find a job
- By doing this for me
- Show me where Im weak in areas
- show me ware Im at
- Give me for information on skills and abilities
- testing
- I like to have a job
- I am a faster worker
- I already know how to clean

Additional Comments:

- Jay Is a very smart man and if this gos to the top dog u have a very good person that works well with outhers
- Need give him a office closer to Sandusky or give him extra gas money

WFD Staff Impressions of Consumer Participation

WFD staff Felt That:	Yes	No
Issues were reported or noticed that need to be addressed.	12 4	88% 27
Based on the services the consumer received, there are other services or programs Goodwill could add that might have benefited the consumer.	6% 2	94% 29
The WFD staff wishes they had a service to offer that would have helped the consumer.	3% 1	97% 30

Program: Comprehensive Employment Services (Job Development)

Item	Objectives	Time of Measurement	Data Results	Achieved Objectives
1.	Did consumer obtain placement within 90 days of program start?	At placement	Not reported	Not reported
2.	Did consumer obtain employment equal to/greater than 20 hours?	At placement	Not reported	Not reported
3.	Did consumer maintain employment equal to/greater than 60 days?	90 days past placement	Not reported	Not reported
4.	Did consumer report a sense of job competence?	90 days past placement	Not reported	Not reported
5.	Did employer report a sense of consumer job competence?	90 days past placement	Not reported	Not reported
6.	What was the hourly wage received by placed consumer?	90 days past placement	Not reported	Not reported
7.	Did consumer obtain employment with benefits	90 days past placement	Not reported	Not reported

Rehabilitation Technology Services Report

A total of 43 consumers were served this quarter. This included assessments, setups, and training for workstation modifications, adaptive computer systems and home modifications. The following are some of the disabilities our consumers are dealing with:

Blindness, Cerebral Palsy, COPD, Orthopedic Impairments, Quadriplegia, Hearing Loss, Learning Disabilities, Mental Health Issues, Traumatic Brain Injury, Visual Impairments, POEMS Syndrome, Crohn's Disease, Sleep Apnea, and Dysautonomia.

Most of our consumers have multiple disabilities.

Consumers were involved in the following occupational fields:

Mural Painter	Media and Communications Worker
Customer Service	Video Restoration
Medical Assistant	Film Reproduction
Assembly Worker	Fashion Designer
Cleaning Service Owner	Call Center Operator
Church Secretary	Small Business Operator
Computer Specialist	CNC Operator
Horse Breeder	Waitress
Office Clerk	Home-Based Employment
High School Student	Homemaker

Plus students attending five colleges and universities:

DeVry Institute
Bowling Green State University
Ohio Technical College
University of Toledo College
Owens Community College