



**GOODWILL INDUSTRIES OF NORTHWEST OHIO, INC.**

# **Workforce Development Division**

**Outcome Management Report  
Third Quarter, 2007**

**Goodwill Industries of Northwest Ohio, Inc.  
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Toledo, Ohio 43604  
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### ***Workforce Development Staff***

Debra Lagger, M.Ed., LSW, Director of Workforce Development  
Jay Leeming, M.S.Ed.,CRC, CVE, Associate Director of Workforce Development  
Richard Rife, B.A.,M.Div., Associate Director of Workforce Development

Nicole Brown, B.A,MOL	Regional Education and Community Services Specialist
Jim Jacob,B.S.	Job Coach
Larry Cain, MA,.MS.,ATP	Assistive Technology Practitioner
Mike Ditch	Information Technology Manager
Kathy LeRoux , A.A.S.	Employee Development Specialist
Robin Hummer	Workforce Development Secretary
Clark Hamilton, B.A..	Community Employment Services Manager
Jay Leeming M.S. Ed., CVE,CRC	Certified Vocational Evaluator
Lucy Marino,M.Ed. L.C.S.W.	Job Coach
Carolyn Markle, MRC.,CRC	Supervisor, Facility-Based Vocational Evaluation
Kristin Nowak	Employee Development Specialist
Richard Rife,B.A., M.Div	Janitorial Training Manager
Robin Sullivan	Light Building Maintenance Instructor.
Ruth Romero	Janitorial Training Assistant
Trista Thompson,MRC.,CRC	Job Coach



## **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

<i>Consumer Descriptors</i>	<i>Number</i>	<i>Consumer Descriptors</i>	<i>Number</i>
<b>Gender</b>		<b>Education Level</b>	
Male	154	Less Than High School	23
Female	152	High School Diploma/GED	28
		Post High School	23
<b>Race</b>			
Caucasian	56	<b>Transportation</b>	
African American	23	Own	30
American Indian	4	Family	19
Hispanic	4	Public Transportation	30
Asian	211		
Other	8	<b>Living Arrangements</b>	
		Independent	28
<b>Referral Source</b>		Dependent (family, friends)	39
BVR	54	Institution/Group Home	5
BSVI	1		
BWC	1	<b>Disadvantaged</b>	
Other	250	Dislocated Worker	9
		Chronic Unemployment	10
<b>Primary Disability</b>		Illiterate	2
Arthritis/ Other Rheum. Dx	7	Chronically Poor	4
Visual	1	Welfare Recipient	3
Hearing	3	At-Risk Youth	5
Cerebral Palsy/Spina Bifida	1	Offender/Ex-Offender	6
Orthopedic	9	Displaced Homemaker	6
Mental Health	29	Homeless	
MR/DD	6	School Dropout	5
Learning Disability	16		
Seizure Disorder	3	<b>Age</b>	
Multiple Sclerosis		16 – 24	25
Cardiac/Pulmonary D/O	3	25 – 34	9
Traumatic Brain Injury	3	35 – 44	16
Other	7	45 – 54	22
Alcohol and/or Drug Dependency	5	55 – 64	7
Multiple Disabilities		65 +	1

**Goodwill Industries of Northwest Ohio, Incorporated  
Outcome Measurement System - Management Report**

**Time Period: 3rd<sup>rd</sup>, quarter, 07**

**Program: Comprehensive Vocational Evaluation (Work Evaluation)**

<b>Item</b>	<b>Objectives</b>	<b>Measures</b>	<b>Time of Measurement</b>	<b>Data Results</b>	<b>Participants</b>	<b>Result</b>	<b>Goal</b>
1.	Did consumer understand the purpose of the evaluation?	The percent of consumers who understand the reason for evaluation	At exit	33	33	100%	90%
2.	Did consumer feel the evaluator considered their interests and desires?	The percent of consumers who felt their interests were considered by evaluator.	At exit.	33	33	100%	90%
3.	Did consumer participate in the development of their service plan?	The percent of consumers who had input into their service plan.	At exit.	31	31	100%	95%
4.	Did consumer feel their rights were respected?	The percent of consumers who felt they received respect from the evaluation staff.	At exit.	38	38	100%	95%
5.	Did consumer feel the length of the evaluation was sufficient?	The percent of consumers who felt the length of time in evaluation was appropriate.	At exit	33	33	100%	90%
6.	Did consumer agree with the results of the evaluation?	The percent of consumers who agreed with the results of their evaluation.	At exit	31	31	100%	90%
7.	Did consumer feel the information was helpful in setting a vocational goal?	The percent of consumers who were able to set a vocational goal.	At exit	24	24	100%	95%
8.	Overall satisfaction rate.	The percent of consumers who were satisfied with the vocational evaluation experience.	At exit	31	31	100%	90%
9.	Consumer would recommend the program to a friend.	The percent of consumers who would recommend the program to others.	At exit	38	38	100%	90%

**Comprehensive Vocational Evaluation**

**Vocational Evaluator Impressions of Consumer Participation**

<b>Vocational Evaluator Felt That:</b>	<b>Yes</b>	<b>No</b>
The consumer learned about themselves during the program.	100% 30	0
The consumer reported satisfaction with the evaluation process.	100% 30	0
The consumer attended at least 80% of the vocational evaluation program designed for them.	100% 30	0
The consumer was able to define a reasonable vocational goal for themselves at the end of the evaluation.	97% 30	0

**Goodwill Industries of Northwest Ohio, Incorporated**

**Outcome Measurement System - Management Report**

**Time Period: 3<sup>rd</sup> qtr. 2007**

**Program: Employee Development Services (Work Adjustment)**

<b>Item</b>	<b>Objectives</b>	<b>Measures</b>	<b>Time of Measurement</b>	<b>Data Results</b>	<b>Participants</b>	<b>Result</b>	<b>Goal</b>
1.	Consumer program attendance for at least 80% of the program.	What was the percentage for the consumers' program attendance.	At exit			100%	80%
2a.	Keep costs per program at or under authorization level.	The average total fee from authorization.	At exit.			100%	100% or less of Authorization amount
2b.	Consumer completes program with job skills needed to progress to next level.	The percent of consumers completing the program within authorized period of time.	At exit.			100%	80%
3.	Consumer satisfaction with planning program services.	The percent of consumers who reported satisfaction with program plan development.	At exit.			100%	90%

**Employee Development Services (Work Adjustment)**

**Evaluator Impressions of Consumer Participation**

<b>Evaluators Felt That:</b>	<b>Yes</b>	<b>No</b>
Consumer participated with enthusiasm.	100%	
Consumer added input to their program.	100%	
Consumer tried to improve their skill level.	100%	
Consumers length of time in program was appropriate.	100%	
Consumer benefited from the program.	100%	
Overall satisfaction with the services	100%	

**Program: Employment Skills Training Services - Janitorial Training**

Item	Objectives	Measures	Time of Measurement	Data Results	Participants	Result	Goal
1.	Goodwill staff members treated me fairly and with respect.	The percent of consumers who felt they were treated well.	At exit	11	11	100%	80%
2.	I had regular input into my program planning.	The percent of consumers who felt they had regular input into program planning.	At exit.	11	11	100%	80%
3.	Have your training expectations been met?	The percent of consumers whose expectations were met during training.	At exit.	11	11	100%	85%
4.	What part of the training helped you the most?	Subjective	At exit.	NA	NA	Non Measurable	
5.	What part of the training helped you the least?	Subjective	At exit	NA	NA	Non Measurable	
6.	I would rate my overall satisfaction with the job training I received as very satisfied.	The percent of consumers who were satisfied with the program.	At exit	11	11	100%	85%
7.	I would recommend this program to a friend.	The percent of consumers who would recommend this program to others.	At exit	11	11	100%	90%

**Janitorial Training**

**Evaluator Impressions of Consumer Participation**

<b>Evaluators Felt That:</b>	<b>Yes</b>	<b>No</b>
The consumer completed the program within the authorized timeframe.	100% 11	
The consumer attended at least 80% of the program designed for them.	100% 11	0
The consumer participated in the development of the service plan.	100% 11	0
The consumer reported competence in the skills they were trained for.	100% 11	0

**CAMBODIA FAMILY RESOURCE CENTER**

**GRAND OPENING EVENT/TRAINING**

**3<sup>rd</sup>, QUARTER, 2007**

	<b>Definite Yes</b>	<b>Some Yes</b>			<b>Result</b>	<b>Goal</b>
Did the participants feel the training was satisfactory	88	85			97%	90%
Did participants feel welcomed by Goodwill/ DDD staff	88	88			100%	100%
Did the participants feel better prepared to handle first aid emergencies after completing training	88	85			97%	90%
Did the participant feel satisfied overall with training event	88	82			93%	90%
Did the participant feel they would utilize Family Resource Center in the future	88	87			99%	90%

## Goodwill Industries of Northwest Ohio, Incorporated

### Outcome Measurement System - Management Report

Time Period 3rd, quarter, 07

#### Program: Community Employment Services (Job Development)

Item	Objectives	Measures	Time of Measurement	Result	Goal
1.	Did the consumer feel they were informed of choices they could make?	The percent of consumers who felt they were informed of the choices they could make.	At placement	100%	75%
2.	Was the Goodwill staff supportive of the consumer?	The percent of consumers who felt supported during the placement process.	At placement	100%	70%
3.	Did the consumer feel they were treated with respect?	The percent of consumers who felt they were respected.	At placement	100%	80%
4.	Did the consumer receive reasonable accommodations on the job?	The percent of consumers who felt they received reasonable accommodations.	At placement	80%	85%
5.	Did the consumer feel they were prepared to become employed?	The percent of consumers reporting they felt prepared to be employed.	At placement	100%	90%
6.	Did we meet the goals for employment set out in the service plan?	The percent of consumers reporting employment goals met.	At placement	100%	90%
7.	Overall satisfaction rating from consumer.	The percent of consumers who rated us satisfactory.	At placement	100%	85%
8.	I would recommend this program to a friend.	The percent of consumers who would recommend this program.	At placement	100%	90%

**Program: Community Employment Services (Job Development) Page 2**

<b>Item</b>	<b>Objectives</b>	<b>Time of Measurement</b>	<b>Data Results</b>	<b>Achieved Objectives</b>
1.	Did the consumer obtain placement within 90 days of program start?	At placement	90%	Case Record
2.	Did the consumer obtain employment equal to/greater than 20 hours?	At placement	100%	Placement Report
3.	Did the consumer maintain employment equal to/greater than 60 days?	90 days past placement	100%	Final placement report
4.	Did the consumer report a sense of job competence?	90 days past placement	100%	Final placement report
5.	Did the employer report a sense of consumer job competence?	90 days past placement	100%	Final placement report
6.	What was the hourly wage received by placed consumer?	90 days past placement	\$6.85	Final placement report
7.	Did the consumer obtain employment with benefits?	90 days past placement	30%	Final placement report

## **Rehabilitation Technology Services Report**

A total of 30 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, Orthopedic Impairments, Quadriplegia, Paraplegia, Hemiplegia, Amputations, Multiple Sclerosis, Muscular Dystrophy, Hearing Loss, Learning Disabilities.

Most of our consumers have multiple disabilities.

### **Consumers were involved in the following occupational fields:**

Teacher academy Technical Student	Nursing Consultant
Teacher – Jr. high school	Business Enterprise - vendor
Telephone Sales	Clerical Service Agency
Small Business Owner – Embroidery	Clerical Supply Company
College Instructor	Ebay – home business
BSCU – computer science	Mental Health Consultant
Salesman – safety supply company	Case managers Ability Center
Psychologist private practice	Computer Tech
Bookkeeper – restaurant	Social Worker
Clerical – YMCA	Admission Director Aeronautic School
Community Center Counselor	Photo Editor
Group Home Supervisor	ACCU Consultant Attorney
Director Leader Dogs for the blind	Case Managers
Neo natal nurse	Home Business
Bishop AME Church	
Bank Officer – commercial account	

### **Plus students attending five colleges and universities.**

University of Toledo	Bowling Green State University
Stautzenberger College	Bowling Green State University Fireland Campus
Owens Community College	North Dakota State
Muskengum State University	North Central Technical College
MUO	N.W, State Community College
Terra Technical College	Ohio State University
Beauty College	Otterbein College
Wright State University	Tiffin University

## Counselor And Stakeholder Referral Satisfaction Survey

### Job Placement Results:

Counselors/Stakeholders Felt	Yes	No
The quality of the employment and training services your consumers received met your expectations.	100%	0%
The Goodwill staff was available for consultation when necessary.	100%	0%
List any additional services you would like Goodwill to provide.	Free Transportation	
I would like to offer the following suggestions to improve your workforce development services.	None Given at this time	

### Vocational Evaluation Results:

Counselors/Stakeholders Felt	Yes	No
The quality of the employment and training services your consumers received met your expectations.	100% 5	0%
The Goodwill staff was available for consultation when necessary.	100% 5	0%
List any additional services you would like Goodwill to provide.	Transportation	
I would like to offer the following suggestions to improve your workforce development services.	Jay in Sandusky / Fremont.	

### Job Training Results:

Counselors/Stakeholders Felt	Yes	No
The quality of the employment and training services your consumers received met your expectations.	100%	0%
The Goodwill staff was available for consultation when necessary.	100%	0%
List any additional services you would like Goodwill to provide.	Bus Tokens	
I would like to offer the following suggestions to improve your workforce development services.	On site job training	