

## **Goodwill Industries-Suncoast Program Outcomes Report 2009-2010**

Program Outcomes Measurement System Review provides a summary of the achievements obtained by the individuals we have served as well as feedback from our consumers on how well we have met their needs. Taking the time to look at relevant data each year gives us the information needed to continually improve our services. In reviewing the results of programs for this year it is important to recognize the impact of high unemployment rates and the general economic downturn on the persons we serve. During the period covered by this evaluation the unemployment rate in the Tampa Bay area rose from 9.8% to 12.8%. In Polk County it rose from 10% to 13% and in Marion County from 11.6% to 15%. The U.S. Department of Labor indicates that the unemployment rate for persons with disabilities is more than 60% higher than those with no disabilities. Performance in the Supported Employment and Impact programs reflect this difficult economic climate.

Results for 2009-2010 are as follows:

**VOCATIONAL EVALUATION/CAREER ASSESSMENT AND PLANNING** are services designed to determine whether or not individuals who are disabled are ready for employment or vocational training, and, if so, what type of employment or training might be most appropriate. A secondary objective of the program is to identify community resources that might improve the quality of life for individuals who do not appear ready for work or vocational training. These services are provided in Marion, Levy, Citrus, Hernando, Pinellas, Pasco, Hillsborough, Highlands, Polk, and DeSoto Counties. Statistics below are averages encompassing data from all areas served.

- ✓ 214 people were served.
- ✓ 93% of the individuals who were enrolled completed vocational evaluation.
- ✓ 71% of the individuals who were recommended for employment and/or training implemented the recommendation within six months of completing vocational evaluation.
- ✓ 91% of the 131 people who completed a Consumer Satisfaction Survey indicated satisfaction with the services provided.
- ✓ 95% of referring counselors rated the service satisfactory or higher.

**IMPACT** is a short-term job coaching service that provides job development, placement, and on-the-job training. This program is currently provided only in the Tampa Bay area.

- ✓ The program served 62 people in the last year.
- ✓ Eleven (24%) of the 45 people exiting the program did so employed. All eleven people were still employed 90 days later. 55%, or 6 people, have now reached the six month mark and are still employed, with the rest still on track to do so as well.

- ✓ Average wage for those employed was \$8.65 per hour.
- ✓ Average cost per person who obtained employment was \$2,131.
- ✓ 100% of referring counselors, customers and employers indicated overall satisfaction with services provided.

**SUPPORTED EMPLOYMENT SERVICES** offers job coaching and placement with community employers to individuals with severe developmental disabilities. In the Pinellas, Pasco, and Hillsborough areas:

- ✓ 57 people received services during this reporting period.
- ✓ 86% of those working earned above them minimum wage (\$7.25 per hour).
- ✓ 38% of employees worked 20 hours per week or more.
- ✓ 86% of those served achieved all goals in their support plan for the year.
- ✓ Average cost per person served was \$3,725.
- ✓ All of the supported employees who responded to a Consumer Satisfaction Survey indicated they were satisfied with the services they received.
- ✓ All employed workers expressed satisfaction with their job.
- ✓ 100% of referring counselors indicated overall satisfaction with the program and services received.
- ✓ 100% of employers expressed satisfaction with the program.

**ADULT DAY TRAINING (ADT)** is a long-term program that provides work activities and independent living skills training to developmentally disabled adults. There is one program in Lakeland, one in Ocala and two programs in Pinellas County: one in St. Petersburg and one in Pinellas Park.

Of the four programs, **St. Petersburg** serves individuals with the most severe disabilities. In July 2006 the St. Petersburg program took over operation of the Gandy Outlet Store, the third Goodwill-Suncoast Outlet to be run by participants in our adult day training programs. The outlet store is the latest activity to be added to the work accomplished by ADT Gandy, which also includes pricing new goods, processing clothing for sale and salvage operations. In the St. Petersburg (Gandy Center) program:

- ✓ 81 people received services during the evaluation period.
- ✓ 80% of the individuals served have multiple diagnosed disabilities including mental retardation, cerebral palsy, autism, chronic health problems, seizure disorders, schizophrenia and behavior disorders.
- ✓ All program participants can choose from a variety of paying jobs, and 64% attained an increase in the wages they earned this year.
- ✓ 90% of those served participated in community activities, including shopping, riding the bus, volunteering and attending community events and attractions.

- ✓ 75% achieved all goals in their program plans.
- ✓ 98% of the individuals served indicated they were satisfied with the services they received, as did 100% of referral sources responding to satisfaction questionnaires, and 97% of parents and guardians.
- ✓ Average cost per person served was \$9,870 including transportation costs.
- ✓ The Gandy Outlet Store produced \$460,911 in revenue this year.
- ✓ When combined with other revenue producing activities, the total amount produced by ADT Gandy was \$568,289.
- ✓ The program received a rating of “Achieving”, the highest rating possible, in its annual review by Delmarva, the monitoring agent for the Agency for Persons with Disabilities.

The **Pinellas Park** model, opened in 2002, has proven to be very successful and very popular with referral sources and consumers alike. This program’s participants successfully operate a donation and processing center, and learn skills that form a bridge to competitive employment.

- ✓ 52 people received services during this evaluation period.
- ✓ 69% of the individuals served have multiple disabilities.
- ✓ Program participants practice skills to prepare for work in the community and for independent living; participants receive wages for the work they do based on productivity. 43% attained an increase in the wages they earned this year.
- ✓ 86% of those served participated in community activities, including shopping, riding the bus, speaking to students at the Great American Teach-In, volunteering and attending community events and attractions at least twice during the year.
- ✓ 25% achieved all goals in their program plans.
- ✓ 100% of the individuals served indicated they were satisfied with the services they received, as did 100% of referral sources and 100% of the parents/ guardians responding to satisfaction questionnaires.
- ✓ Average cost per person served was \$8,573, including transportation costs.
- ✓ Pinellas Park Center produced over 5,300 racks of hung textiles, including all those sold by the Largo Store and a substantial amount of goods for the Brandon and Hillsborough stores. This year we also added production for the Spring Hill Store. The retail value of the stock produced by our Pinellas Park Center program participants is approximately \$742,711.
- ✓ The program received a rating of “Achieving,” the highest rating possible, in its annual review by Delmarva, the monitoring agent for the Agency for Persons with Disabilities.

The **Lakeland** ADT Program makes and packages a variety of products for two long-term contractors. Additionally, they operate the Lakeland Outlet Store, produce hung

textiles for the Lakeland and Winter Haven retail stores and conduct salvage operations. In the Lakeland program:

- ✓ 68 persons received services this year.
- ✓ 54% of those served have multiple diagnosed developmental disabilities and sensory impairments.
- ✓ 57% attained an increase in wages earned. Participants in the Lakeland ADT program earned a total of \$104,555 in wages.
- ✓ 21% of program participants achieved all goals in their support plans and 97% were regularly involved in community activities.
- ✓ 98% of the individuals served, as well as 100% of referral sources and parents/guardians indicated satisfaction with services received.
- ✓ Average cost per person served was \$6,315.
- ✓ The program earned revenues of \$252,607 on contract products during this evaluation period, generated \$205,733 in textiles hung and an additional \$139,175 in revenues from salvage operations.
- ✓ The ADT participant-operated Lakeland Outlet Store opened in January 2006, and produced \$225,210 in revenues this year. Altogether this program has produced \$822,725 to help support programs operated by Goodwill-Suncoast.

The **Ocala ADT** program is the newest of Goodwill-Suncoast's ADT programs, opening in 2004. The program operates the Ocala Outlet Store, as well as performing salvage activities and hanging for the Ocala Signature Store. In the Ocala ADT Program:

- ✓ 47 people received services from the program this year.
- ✓ 68% of those served have multiple disabilities.
- ✓ 43% of those served achieved all support plan goals and 90% were involved in community-based activities at least twice a year.
- ✓ 81% of those served increased their wages from last year to this year. Participants in this program earned a total of \$178,801 from work performed.
- ✓ 99% of the individuals served, as well as 100% of referral sources and parents/guardians indicated overall satisfaction with the services received.
- ✓ Average cost per person served was \$5,217.
- ✓ The program produced revenues of over \$133,691 from salvage operations and the Outlet Store sales were \$544,807 for a total of \$678,498.
- ✓ The program received a rating of "Achieving," the highest rating possible, in its annual review by Delmarva, the monitoring agent for the Agency for Persons with Disabilities.