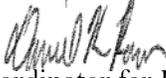


Date: May 21, 2019

To: Services, Finance and Business Development Committee

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President/Chief Executive Officer

From: Kris Rawson, M.Ed., CWDP 
Vice-President for Workforce Development

Dan Raver 
Program Coordinator for Data Analytics and Quality Assurance

**Subject: Recommendation to Approve
Outcomes Measurement Management Report – 2018-2019**

Outcomes Measurement is system designed to measure the efficiency, effectiveness, accessibility and the satisfaction of stakeholders in the services received in Life Skills Development (Life Skills) and Community Employment Initiatives (CEI).

The Program Outcomes Measurement Management Summary discusses the achievements of each program component for Program Year 2018-2019 as well as outlines areas for improvement. The following pages provide a high-level summary of the final Outcomes Measurement Executive Summary and individual program summaries. The Outcomes Measurement Executive Summary and Comprehensive Report is available upon request.

For 2018-2019, highlights for the Life Skills Development program are:

- In the aggregate, 187 people were served in Life Skills with 99% of people served and stakeholders expressing satisfaction with the program.
- Life Skills doubled the amount of participant volunteer hours from 756.5 hours to 1568.75 hours.
- 95% of individuals served were able to participate in community based activities.
- The program continued its use of a proficiency scale to evaluate the effectiveness of the training in these activities. 74% of program participants achieved a minimum level of proficiency with 68% of participants increasing their proficiency from the beginning to the end of this reporting period. A quantitative measure was added to the proficiency scale to measure productivity and the goal increased to achieve 75% proficiency in their primary work activity.

Measure	Outcome Objective	Data 18-19	Data 17-18	Data 16-17	Comparison over prior year
Effectiveness:	Achieve 70% proficiency in primary work activity.	74%	79%	90%	
	Achieve Support Plan goals	88%	92%	89%	
	Achieve the goal to move to community/supported employment services	100%	91%	84%	
	Increase proficiency in primary work activity.	68%	N/A	N/A	New Measure
Efficiency:	Time spent in program who achieve 70% proficiency	88%	N/A	N/A	New Measure
	Transitions reliant on GW trans. who acquire community trans. skills	40%	N/A	N/A	New Measure
Accessibility:	Participation in Community based activities	95%	94%	94%	
Satisfaction of Stakeholders:	Participant and Stakeholder Satisfaction	99%	100%	99%	

Recommendations for Calendar Year 2019

Life Skills Development

Effectiveness. Each location is utilizing the tools provided to train in composite work activities that more closely resemble the competitive marketplace. Each program will work toward 100% proficiency for all participants and increase to a 75% goal for program year 2019-2020. The program will continue to concentrate on increasing the number of consumers who have stated support plan goals for transition to community based employment. This continues to be an area in which the buy-in of Support Coordinators is critical. All new enrollments must agree to a maximum 2 year term and have a specific support plan goal for community based employment.

Efficiency. The program measures efficiency by capturing the time in program for people who are able to exceed the baseline proficiency percentage set. Life Skills will continue to measure based on a baseline of 36 months with increasing proficiency baseline.

The program captures the number of people who are utilizing Goodwill-funded and provided transportation services for each location with an eye to decrease the number who rely on this service as they transition to community based employment. The significant increase in this figure is reflective of the number of people who have now progressed through the continuum of program that have otherwise not been targeted for employment. Training in available sources is warranted to continue to focus on successful out-placement for these who are reliant upon Goodwill transportation.

Accessibility. The program measures the accessibility of program by measuring the percentage of persons who participate in community based activities each quarter. Life Skills will continue to provide quality community based activities to more than 90% of those served.

Satisfaction. To increase the response rate, continue to focus on the implementation of the online tool for the collection of satisfaction surveys. Further training and introduction to Support Coordinators in the importance of completing these surveys is warranted.

For 2018-2019, highlights for Community Employment Initiatives are:

- Community Employment Initiatives (CEI) comprised of Employment Services and Supported Employment, served 151 people.
- Project SEARCH has proven to be a successful strategy to increase employment outcomes for students transitioning from high school. With 11 enrolled and 10 completing the program, 2 have been offered employment prior to completion of program.
- The South Region was able to secure an advantageous relationship with Amazon. Goodwill Suncoast responded to a “request for proposal” to become an exclusive Alternate Workforce Supplier Program. Goodwill Suncoast will directly train and place qualified employees as part of the AWSP to assist Amazon with creating a diverse and valuable workforce.
- The Summer Job Education and Training (JET) Program served 25 individuals.
- With the success of marketing the program with structure that appealed to employers, Goodwill Suncoast created the sister program “BUILD UP” for adults. BUILD UP was successfully launched in Marion County in January 2019. Recently, as of March, Polk introduced the first BUILD UP partner in Faith Lutheran Church. To date 2 candidate have been accepted and will have the opportunity to remain on staff if the candidates excel in the BUUILD UP model.

Measure	Outcome Objective	Data 18-19	Data 17-18	Data 16-17	Comparison over prior year
Effectiveness:	Achieve Support Plan Goals	85%	89%	75%	↓
	Completion of OJT	90%	92%	100%	↓
	Placed from OJT	29%	36%	21%	↑
	Work 20 Hrs per week	66%	72%	67%	↓
	Maintain job for 180 days	100%	67%	87%	↑
	Average Wage	\$9.26	\$9.24	\$8.94	↑
Efficiency:	Reduce need for paid support	38%	45%	53%	↓
	Placed within 90 days	57%	45%	22%	↑
Accessibility:	Referrals accepted	100%	95%	81%	↑
	Geographic Trends	19% Pinellas 4% Hills 77% Marion 4% Polk	0% Pinellas 82% Hills 18% Marion 0% Polk	29% Pinellas 7% Hills 49% Marion 2% Pasco 9% Polk	
Satisfaction of Stakeholders:	Participant and Stakeholder Satisfaction	100%	100%	100%	=

Recommendations for Calendar Year 2019

Community Employment Services

Effectiveness. Further evaluate the success of Project Search (Year #3) for transition of students into the world of work and evaluate the possibility of implementing additional sites. Research and develop ideas of incorporating vocational trainings and opportunities for certifications to candidates participating in JET or BUILD UP to fill positions of future opportunities and high wages

Efficiency. Evaluate the effectiveness of reduction and change in service territory as the program transitions to concentrate in Hillsborough County. Continue to build and strengthen relationships with business to capitalize on successes influenced by OJT.

Accessibility. Continue to measure the number of referrals accepted. Train staff on the appropriate time to enroll a consumer to maintain integrity of the data. Continue to track the geographic region of consumers served to identify trends related to people referred and served and adjust staffing to accommodate the referral needs.

Satisfaction. Implement the online tool for the collection of satisfaction surveys to increase the return rate for these surveys. Additionally, staff will continue to collect satisfaction information at the time of program exit through a case note. Focus will continue on ensuring that satisfaction is more consistently captured among stakeholders.

Recommendation for Approval

On an annual basis an outcomes management summary is presented to the board, staff, funding sources and service participants. Should you want to review this in more detail, the report entitled "Program Outcomes Measurement System Management Summary" is available upon request.

At this time, we are requesting approval of the 2018-2019 Program Outcomes Measurement Management Summary as well as the recommendations made for program enhancement and improvement in calendar year 2019.

Of particular note, we are seeking approval to amend the program year reflected in these reports. For many years, the program data was collected on an April – March time frame which originally assisted in the timely collection of data and reporting to the Board for approval. However, we feel that the data would be much more meaningful and timely if the program year was amended to a calendar year to be consistent with all other reported mission data.

If approved, the 2019 Outcomes Measurement will collect data based on the calendar year which will, in the first year, reflect duplicate data from the present program year for the first 3 months. However, for comparison purposes, an aggregate 12 month representation of data is necessary to maintain consistency.