

Goodwill Industries of El Paso, Inc.



Outcome Measurement for Continuous Quality Improvement

August 2017-June 2018

Program or Service	
RHS Employee Development Program	8
Total	8

Goodwill's Mission:

Providing training, skills and services for people with barriers to employment

PROGRAM OBJECTIVES:

1. Students will develop the skills, attitudes, and work behaviors necessary for the world of work after graduation from High School.
2. Maximize the use of the Riverside Transition space and program resources.
3. Increase student awareness of post-transitional programs and services.
4. Maximize student satisfaction with the program.
5. Maximize the satisfaction of the Ysleta School District, parents/guardians and other stakeholders.

RESPONSIBILITY:

The Mission Services staff is responsible to develop, record, maintain, and report the Outcome Measurement System.

AUTHORITY:

Mission Services staff is empowered with all authority reasonably necessary to undertake a comprehensive Outcome Measurement effort and to ensure that such an effort is maintained.

MONITORING AND REVIEW:

The monitoring and review functions will be carried out by the Mission Services Staff on a continuous basis.

REPORTING:

Mission Services Staff shall submit a written report to the President/CEO bi-annually. The President will report to the Board of Directors on a bi-annual basis, the actual program results as compared to the established criteria. This report will be submitted in the form of a management report.

A summary of the data will be distributed to stakeholders, the public and referral agents through newsletters, annual reports, brochures, and agency website.

These reports are used to review the progress, consider recommendations and implement changes in the overall agency planning process for the coming year. Services are reviewed bi-annually, to ascertain their appropriateness to the needs and characteristics of the persons served.

Role of the Board of Directors:

- 1- Review the management reports and the essential aspects of the Outcome Measurement System
- 2- To clearly articulate to all parties concerned that it views Outcome Measurement as a matter of importance, which will require the cooperative efforts of management and staff.
- 3- To review the management reports to monitor actual performance as compared to established criteria and policy fulfillment.
- 4- To provide recommendations to staff for consideration based on program results.

Role of the Chief Executive Officer:

1. To maintain the ultimate responsibility for carrying out of the internal Outcome Measurement activities and to communicate the results of these activities to the Board of Directors.
2. To make appropriate recommendations to improve the services as well as to improve the evaluation system.

Role of the Mission Services Division:

1. To develop and install a systematic and continuous Outcome Measurement System to determine the effectiveness and efficiency of the program and services available through GWEP.
2. To develop an Outcome Measurement System utilizing CARF standards as the developmental guide.
3. To ensure the accuracy of the data and to establish systematic reporting procedures for the Outcome Measurement System.
4. To develop data tracking mechanisms for all measures identified by the system for their program(s).
5. To compile accurate new data for their program(s) and report the results on the annual management report. *
6. To make appropriate recommendations to improve the services as well as to improve the evaluation system.
7. To implement changes to program and services, as appropriate.
8. To review the Outcome Measurement system continually to assure accuracy and relevance.
9. The purpose of the outcome manager system is to analyze the performance indicators in relation to the account results and identify improvements for the program.

* Data collected will be reliable, valid, complete and accurate. To ensure that data is reliable, Mission Services staff will consistently collect data in a way that could be reproduced at another time or by any other data gatherer. Any new staff collecting data would be trained on how to record each data element into the established spreadsheet. Data collected is valid in that the data elements chosen to measure will use select indicators or data elements that actually measure what was intended. Data will be complete in that all accredited services will be included in the data collection, as well as, all persons served in those programs. The Mission Services staff will check for completeness before final presentation to the CEO and Board of Directors. Data will be accurately recorded in the established spreadsheet and staff members will verify and correct data as needed.

Goodwill Industries of El Paso, Inc.

Employee Development Services (EDS) Program

Goal: To provide training to High School students in the Ysleta School District Transition Program in the skills, attitudes and work behaviors needed to obtain employment after graduation from High School.

Program Activities: classroom training in soft skills and job seeking skills, functional skills training in the Service industry, hands-on practical experience in a "retail" store.

Quality Indicators	Measures	To Whom Applied	Data Source	Responsible for Data Collection	Time of Measure	Target/ Benchmark GOAL	Results Last Year	Results Current Year
Effectiveness Students develop the skills, attitudes, and work behaviors necessary for the world of work after high school graduation.	Percent of students completing 85% of the classroom training (from individual start date to close of semester).	All RHS EDS students that are enrolled in the program.	Attendance Reports	Store Supervisor/Instructor	At the end of each semester	85%	100%	100%
Effectiveness Students will exhibit competence in functional skills needed for the service industry.	Percent of students completing 85% of the hands-on practical experience in the transition classroom "store".	All RHS EDS students that are enrolled in the program.	Attendance reports	Store Supervisor/Instructor	At the end of each semester	85%	100%	100%
Efficiency Maximize the use of the transition	The number of students that are accepted each semester.	All RHS EDS students that are accepted into the	Spreadsheet	Store Supervisor/Instructor	At the end of each semester	4	12	8

Quality Indicators	Measures	To Whom Applied	Data Source	Responsible for Data Collection	Time of Measure	Target/ Benchmark GOAL	Results Last Year	Results Current Year
classroom and program resources.		program.						
Service Access Reduce the waiting time for students to start the program.	The number of days it takes a student to start the program after acceptance into the program.	All students accepted into the program.	Attendance reports	Store Supervisor/Instructor	At the end of each semester	10 work days	10 work days	10 work days
Satisfaction/ Person Served. Maximize student satisfaction.	Percent of students that indicate on satisfaction survey that overall rating of program was "Excellent" or "Good".	All students completing the training program.	Satisfaction Surveys	Store Supervisor/Instructor	At the end of each semester a Survey will be sent out for completion.	85%	100%	100%
Satisfaction/Other Stakeholders. Maximize satisfaction of Ysleta School District Transitional Counselors, Parents/Guardians, and other stakeholders.	Percent of "other stakeholders" that indicate on satisfaction survey that they are "completely" or "mostly" satisfied with the program.	All Ysleta School District Transitional Counselors, Parents/Guardians of all students, and other relevant stakeholders.	Satisfaction Surveys	Store Supervisor/Instructor	At the end of each semester a survey will be sent out for completion.	85%	100%	100%

	Participant Demographics (Such as age, ethnicity, disability, etc.)		Other Data of Interest (Such as emerging populations, referral distribution, employment trends, etc.)
	Attending Class: Gender: Male: 63% Female: 37% Age: 18-22: 100% 23-59: 0% 60-65 0% > 66 0%	Race: Caucasian: 0% African Am.: 25 % Native Am.: % Asian: % Hispanic: 75% Other: % Primary Disability: Autism: 25% Intellectual: 37% Developmental: 25% Learning: 13% Physical: 0% Blindness/visually impaired: 0% Psychological/emotional: % Other: 0% Multiple: 0%	

Summary Discussion of Results

Strengths:

This is the seventh year of our program and as a service to our community; we are always striving to improve. We are well received by the Transition counselors, Riverside high schools administrative staff, and the Superintendent of the Ysleta Independent School District. This year we have teamed up with the DECA clubs in Riverside high school to promote Goodwill's mission services to the community.

The Goodwill store program has continued to utilize the modules developed by Goodwill Industries of El Paso based on Goodwill International and Commission of Accreditation on Rehabilitation Facilities (CARF) accreditation standards. The skills that are acquired during training will help the students participating in this program gain transferrable skills that will prepare the students for employment upon graduating from High School.

Areas in Need of Improvement:

Areas of improvement are for Goodwill Industries of El Paso is to extend its orientation and mission to all transition programs within the YISD, including parents of students in the transition program, as well as other agencies within the scope of transition.

Comparative/Competitive Performance:

This is the seventh year of the program and comparative data regarding our performance continues to be measured after the end of each semester; the program continues to meet and exceed the goal benchmarks.

Emerging/Sustaining Trends:

The Transitional Counselors see a great need for the program in the Ysleta Independent School District. Skills learned will be useful and transferrable to a variety of industries, including retail, service, food, and hospitality. These industries continue to make up the largest share of available employment opportunities in our community.

Recommendations for Improved Performance:

1. Use the program materials to better market the program to potential students. As a goal, GIEP will present the program directly to potential students in the Fall 2017- Spring 2018 in an effort to raise awareness for the coming years.
2. Although attendance was just a benchmark, Manager/Coach will work closely with transitional counselors to identify any problems associated with attendance issues.
3. Improve on reporting outcomes measurement to counselors, Board of Directors, School Administrators, and other stakeholders by the end of each semester.

Outcome Measurement and Management for Continuous Service Improvement

August 2017- June 2018

Annual Review of Formal Complaints Annual Review of Grievances

As a component of this Outcome Measurement and Management for Continuous Service Improvement report, Goodwill's Mission Services staff members will provide an Annual Review of Formal Complaints – Annual Review of Grievances that includes:

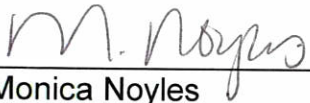
- A detailed list of all formal complaints and/or grievances
- Trends
- Areas needing performance improvement
- Action to be taken.

It is believed that this annual review of formal complaints and/or grievances will provide Goodwill with valuable information to facilitate change that will result in better customer services and better results for the people we serve. This analysis of formal complaints and/or grievances will provide information that will be used in identifying changes to be made in service delivery and evaluating the effectiveness of changes that have been made.

During the semester of Fall 2017 and Spring 2018 there were zero formal complaints or grievances filed.

Signature Page:

Prepared By:



Monica Noyles
Director of Mission Services

Submitted To:



Melinda Jordan
President/CEO
Goodwill Industries of El Paso, Inc.

7-25-18
Date

Presented to Board of Directors on:

July 25, 2018