

# Goodwill Industries of El Paso, Inc.



## Outcome Measurement for Continuous Quality Improvement

August 2019- June 2020

| Program or Service           |          |
|------------------------------|----------|
| Employee Development Program | 7        |
| <b>Total</b>                 | <b>7</b> |

**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/ Parkland 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 Report.

**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 annually. The President will report to the Board of Directors on a 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 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 Report
- 2- To clearly articulate to all parties concerned that it views Outcome Measurement Report 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 Department:**

1. To develop and install a systematic and continuous Outcome Measurement Report to determine the effectiveness and efficiency of the program and services available through GIEP.
2. To develop an Outcome Measurement Report 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 Report.
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 Report continually to assure accuracy and relevance.
9. The purpose of the outcome management 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 will 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 all accredited services and 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/<br>Benchmark<br>GOAL | Results Last Year | Results Current Year |
|--|---|--|--------------------|---------------------------------|-----------------------------|------------------------------|-------------------|----------------------|
| <b>Effectiveness</b><br>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 EDS students that are enrolled in the program. | Attendance Reports | Store Supervisor/Instructor     | At the end of each semester | 85%                          | 100%              | 100%                 |
| <b>Effectiveness</b><br>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 EDS students that are enrolled in the program. | Attendance reports | Store Supervisor/Instructor     | At the end of each semester | 85%                          | 100%              | 100%                 |
| <b>Efficiency</b><br>Maximize the use of the transition  | The number of students that are accepted each semester.   | All EDS students that are accepted into the        | Spreadsheet        | Store Supervisor/Instructor     | At the end of each semester | 4                            | 10                | 7                    |

| 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.  |                      |                                 |   |                       |                   |                      |
| <b>Service Access</b><br>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         |
| <b>Satisfaction/Person Served.</b><br>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%                 |
| <b>Satisfaction/Other Stakeholders.</b><br>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%                 |

|  | <b>Participant Demographics</b><br>(Such as age, ethnicity, disability, etc.)   |  | <b>Other Data of Interest</b><br>(Such as emerging populations, referral distribution, employment trends, etc.) |
|--|---|--|---|
|  | <p><b>Attending Class:</b></p> <p><b>Gender:</b><br/>           Male: 29%<br/>           Female: 71%</p> <p><b>Age:</b><br/>           18-22: 100%<br/>           23-59: 0%<br/>           60-65: 0%<br/>           &gt; 66: 0%</p> | <p><b>Race:</b><br/>           Caucasian: 14%<br/>           African Am.: 0 %<br/>           Native Am.: 0 %<br/>           Asian: 0 %<br/>           Hispanic: 86%<br/>           Other: 0 %</p> <p><b>Primary Disability:</b><br/>           Autism: 29%<br/>           Intellectual: 14%<br/>           Developmental: 0%<br/>           Learning: 0%<br/>           Physical: 0%<br/>           Blindness/visually impaired: 0%<br/>           Psychological/emotional: 14%<br/>           Other: 14%<br/>           Multiple: 14%</p> |   |



## **Summary Discussion of Results**

### ***Strengths:***

This is the tenth 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/ Parkland high schools' administrative staff, and the Superintendent of the Ysleta Independent School District.

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 tenth 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 are 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 2019- Spring 2020 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 2019- June 2020

### **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 2019 and Spring 2020 there were zero formal complaints or grievances filed.

Signature Page:

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Submitted To:

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

5-6-20  
Date

Presented to Board of Directors on: 05/06/2020