

## **Goodwill Industries-Suncoast Program Outcomes Report 2010-2011**

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.

Since 2009 unemployment in the Tampa Bay area rose from 9.8% to a high of 12.8%. For the period covered by this report the unemployment rate dropped from 11.6% to about 11%, but remained significantly higher than is typically the case. US Department of Labor indicates that the unemployment rate for persons with disabilities is over 60% higher than those without disabilities. Consequently, we are still seeing the effect of the economic downturn, particularly on the Supported Employment and Impact programs.

Results for 2010-2011 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.

- ✓ Two hundred-twenty people were served.
- ✓ Ninety-seven percent of the individuals who were enrolled completed vocational evaluation.
- ✓ Eighty-five percent of the individuals who were recommended for employment and/or training implemented the recommendation within six months of completing vocational evaluation.
- ✓ Ninety-six percent of the 134 people who completed a Consumer Satisfaction Survey indicated satisfaction with the services provided.
- ✓ Ninety percent 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 sixty-nine people in the last year.

- ✓ Ten (22%) of the 45 people exiting the program did so employed. Sixty-nine percent were still employed 90 days later. Fifty-three percent were still employed six months later.
- ✓ Average wage for those employed was \$11.20 per hour.
- ✓ Average cost per person served was \$2,086. Cost data is not available from other providers for comparable services, however the average cost per person served was in line with the expense budget for this program.
- ✓ Ninety-two percent of those served indicated overall satisfaction with service provided
- ✓ One hundred percent of referring counselors and employers indicated overall satisfaction.

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

- ✓ Fifty-two people received services during this reporting period.
- ✓ Eighty-eight percent of those working earned more than minimum wage (\$7.25 per hour).
- ✓ Thirty-one percent of employees worked twenty hours per week or more.
- ✓ Ninety-three percent of those served achieved all goals in their support plan for the year.
- ✓ Average cost per person served was \$3,683. Cost data is not available from other providers for comparable services, however the average cost per person served was in line with the expense budget for this program.
- ✓ All of the supported employees who responded to a Consumer Satisfaction Survey indicated they were satisfied with the services they received.
- ✓ Ninety-seven percent of employed workers expressed satisfaction with their job.
- ✓ One hundred percent of referring counselors indicated overall satisfaction with the program and services received.
- ✓ One hundred percent 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. Additionally, participants work in satellite programs at our Skyway Warehouse, and Central Plaza, Oldsmar, Ocala and Lakeland Signature Stores.

With respect to these services the recent CARF survey reported:

An effective blending of rehabilitation activities and production work has been established by Goodwill Industries-Suncoast, providing a beneficial program and a realistic work environment...the degree to which all persons served, regardless

of functioning level, are provided an effective program is considered truly exemplary. Staff members of the organization appear to be extremely dedicated to the persons served...(they) seek out the hidden talents of the persons served. Techniques to improve personal independence of the persons served and enhance their productivity are evident throughout all parts of service delivery....(referral sources characterize staff as demonstrating) a willingness to embrace innovative approaches to helping persons served. This is demonstrated by the excellent blending of the Adult Day Training program with the retail sales opportunities provided by both the superstore and the outlet store concept.

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. In addition to work activities in the outlet store, other work accomplished by individuals in our ADT located at Gandy include pricing new goods and processing clothing for sale as well as salvage. The Skyway Warehouse, and Central Plaza Signature Store (SS) satellites are attached to this program. In the St. Petersburg (Gandy Center) program:

- ✓ Ninety people received services during the evaluation period.
- ✓ Seventy-three percent of the individuals served have multiple disabilities including mental retardation, cerebral palsy, autism, chronic health problems, seizure disorders, mental health and behavior disorders.
- ✓ All program participants can choose from a variety of paying jobs, and forty-five percent attained an increase in the wages they earned this year. Total earnings by participants was \$227,236.
- ✓ Over 75% of those served participated in community activities, including shopping, riding the bus, volunteering and attending community events and attractions at least once per quarter.
- ✓ Eighty-two percent achieved all goals in their program plans.
- ✓ Ninety-nine percent of the individuals served indicated they were satisfied with the services they received, as did 100% of referral sources, parents and guardians responding to satisfaction questionnaires.
- ✓ Average cost per person served was \$9,455 including transportation costs. Cost data is not available from other providers for comparable services, however the average cost per person served was in line with the expense budget for this program.
- ✓ The Gandy Outlet Store produced \$461,800 in revenue this year.
- ✓ When combined with other revenue producing activities, the total amount produced by ADT Gandy was \$527,392.

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.

- ✓ Fifty-six people received services during this evaluation period.
- ✓ Fifty-four percent 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. Sixty-six percent attained an increase in the wages they earned this year. Total wages earned by participants was \$81,509.
- ✓ Ninety-three percent of those served participated in community activities, including shopping, riding the bus, speaking to students at the Great American Teach-In, volunteering, recycling, and attending community events and attractions at least twice during the year.
- ✓ Seventy percent achieved all goals in their program plans.
- ✓ One hundred percent of the individuals served indicated they were satisfied with the services they received, as did 100% of referral sources, parents and guardians responding to satisfaction questionnaires.
- ✓ Average cost per person served was \$7,832, including transportation costs. Cost data is not available from other providers for comparable services, however the average cost per person served was in line with the expense budget for this program.
- ✓ Pinellas Park Center produced over 6500 racks of hung textiles, including all clothing sold by the Largo Store and a substantial amount of goods for the Brandon, Hillsborough and Spring Hill stores. The retail value of the stock produced by our Pinellas Park Center program participants is approximately \$931,442.

The **Lakeland** ADT Program makes and packages a variety of products for Publix Supermarkets. Additionally, they operate the Lakeland Outlet Store, produce hung textiles for the Lakeland SS and bale clothing for our salvage operations. In the Lakeland program:

- ✓ Sixty-eight persons received services this year.
- ✓ Seventy-nine percent of those served have multiple developmental disabilities and sensory impairments.
- ✓ Seventy-four percent attained an increase in wages earned. Participants in the Lakeland ADT program earned a total of \$89,463 in wages.
- ✓ Twenty percent of program participants achieved all goals in their support plans and 100% were regularly involved in community activities.
- ✓ One hundred percent of the individuals served, as well as 100% of referral sources and 78% of parents/guardians indicated satisfaction with the program.

- ✓ Average cost per person served was \$6,238. Cost data is not available from other providers for comparable services, however the average cost per person served was in line with the expense budget for this program.
- ✓ The program earned revenues of \$235,682 on contract products during this evaluation period, generated \$95,614 in textiles hung and an additional \$125,195 in revenues from salvage operations.
- ✓ The ADT participant-operated Lakeland Outlet Store opened in January 2006, and produced \$235,682 in revenues this year. When combined with production and salvage revenues, this program produced \$700,891 to help support programs operated by Goodwill-Suncoast over the last year.
- ✓ In cooperation with the Polk County Art Museum, this program implemented program to introduce interested participants to different mediums and promote learning about art and artists.

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:

- ✓ Forty- five people received services from the program this year.
- ✓ Sixty-two percent of those served have multiple disabilities.
- ✓ Fifty-five percent of those served achieved all support plan goals and 50% were involved in community-based activities at least twice a year.
- ✓ Eighty-one percent of those served increased their wages from last year to this year. Participants in this program earned a total of \$197,614 from work performed.
- ✓ One hundred percent of the individuals served, as well as 100% of referral sources and 93% of parents/guardians indicated overall satisfaction with the services received.
- ✓ Average cost per person served was \$4,516. Cost data is not available from other providers for comparable services, however the average cost per person served was in line with the expense budget for this program.
- ✓ The program produced revenues of over \$160,961 from salvage operations and the Outlet Store sales were \$643,099 for a total of \$804,060, \$125,562 greater than last year.
- ✓ 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.