

GULFSTREAM GOODWILL INDUSTRIES, INC. - PROGRAM EVALUATION OBJECTIVE CHART

PROGRAM: Employment Services						
OBJECTIVE	MEASURE	WHO APPLIED TO	TIME OF MEASURE	DATA SOURCE	TARGET / BENCHMARK	RESULTS 2021
Results of Services (Effectiveness):						
Maximize participant satisfaction	Number of participants satisfied with services	All participants completing program	At exit from program	Quality Assurance Survey or telephone follow-up interview	Average rating of 4 on a 1-5 scale	3.80 RES ES
Service Access						
Maximize # successfully placed into community employment	Number of participants who obtain community based job	All participants who are job placed	At job placement	ETO Placement Report	400	317
Resources Used (Efficiency):						
Minimize time in program	Number of days in program before placement	All Employment Services participants successfully completing program	At job placement	ETO Placement Report	90 Days	98 Days
Satisfaction Persons Served (Experience)						
Maximize earnings of participants successfully job placed	Hourly wage of those job placed	All participants who are job placed	90 days after job placement	ETO Placement Report	\$9.00	\$10.69
Satisfaction of Stakeholders (Experience)						
Maximize referral agent satisfaction	Number of referral agents satisfied with services	All referral agents	Annually	Quality Assurance Surveys	Average rating of 4 on a 1-5 scale	N/A
Business Function Indicator						
Maximize employer satisfaction	Number of employers satisfied with services	All employers	Annually	Quality Assurance Surveys	Average rating of 4 on a 1-5 scale	4.0

GULFSTREAM GOODWILL INDUSTRIES, INC. - PROGRAM EVALUATION OBJECTIVE CHART

Analysis of Results

Strengths:

The Employment programs remained Person Centered models where the participants assets and strengths were highlighted. Participant time in program did decrease to 98 days, reducing time it took to secure employment. This could be attributed to the hiring economy post-COVID of employers seeking quality staff.

Impact of Extenuating/Influencing Factors:

The Employment department resumed services in June 2021. During the 1st and 2nd Quarters, data was specific from Residential and Justice programs.

Comparative/Competitive Performance:

Reviewing of 2020 results shows a decrease in hourly wage rate however this can be attributed to lesser participants in program and a less of a sampling.

Emerging/Sustaining Trends and Causes:

Employer satisfaction consistently remains a sustaining trend as years prior reflect 4.0 or higher.

Areas Needing Improvement:

Participant satisfaction from the Residential Services employment department was noted at 3.8 out of 5. Additionally, referral agent satisfaction was not secured due to the program re-opening in June.

Action Plan to Address Improvements Needed:

To increase participant satisfaction in Residential Services specific to employment the department implemented open office hours, provided additional pre-employment classes, and hosted annual Participant Advisory Councils to secure feedback. This feedback is a standing agenda item for the Human Services Leadership Meetings held monthly.

Results of Prior Actions Plans Implemented:

The Employment department suspended services 12/2019 and resumed programming 06/2021. Our plan of action is more logical and strategic and best serves the population.

GULFSTREAM GOODWILL INDUSTRIES, INC. - PROGRAM EVALUATION OBJECTIVE CHART

PROGRAM: Supported Employment						
OBJECTIVE	MEASURE	WHO APPLIED TO	TIME OF MEASURE	DATA SOURCE	TARGET / BENCHMARK	RESULTS 2021
Results of Services (Effectiveness):						
Maximize participant satisfaction	Number of participants satisfied with services	All participants completing program	At exit from program	Quality Assurance Survey or telephone follow-up interview	Average rating of 4 on a 1-5 scale	N/A
Service Access						
Maximize % of persons who retain employment	% of persons employed 6 months or longer	All persons placed in Supported Employment	6 months after initial employment	Personnel Records	70%	50%
Satisfaction Persons Served (Experience)						
Maximize # of persons served	Number of persons employed in S.E. or Community Contracts	All employees in S.E. or Community Contracts	Annually	Personnel Records	150	19
Business Function Indicator						
Maximize referral agent satisfaction	Number of referral agents satisfied with services	All referral agents	Annually	Quality Assurance Surveys	Average rating of 4 on a 1-5 scale	N/A
Maximize employer satisfaction	Number of employers satisfied with services	All employers	Annually	Quality Assurance Surveys	Average rating of 4 on a 1-5 scale	4.0

GULFSTREAM GOODWILL INDUSTRIES, INC. - PROGRAM EVALUATION OBJECTIVE CHART

Analysis of Results

Strengths:

Employer satisfaction noted at 4 out of 5 rating and on target.

Impact of Extenuating/Influencing Factors:

The impact of the COVID-19 pandemic on programs and participants concerned with safety on the job.

Comparative/Competitive Performance:

Comparison between persons job placed from 2020 = 15 with 2021 = 19. This is attributed to resuming supported employment on the Treasure Coast in June of 2021.

Emerging/Sustaining Trends and Causes:

Sustaining trend of employment retention of 50%, under the target of 70%.

Areas Needing Improvement:

Referral agent satisfaction is lacking due to programming only resuming in June 2021.

Action Plan to Address Improvements Needed:

Annual referral agent satisfaction surveys now are emailed by the Quality Assurance Manager and results are calculated and presented at the Human Services Leadership Meeting.

Results of Prior Actions Plans Implemented:

While the securing of funding for Follow Along services has been suspended, this endeavor may be revisited as the need arises.

GULFSTREAM GOODWILL INDUSTRIES, INC. - PROGRAM EVALUATION OBJECTIVE CHART

PROGRAM: Residential						
OBJECTIVE	MEASURE	WHO APPLIED TO	TIME OF MEASURE	DATA SOURCE	TARGET / BENCHMARK	RESULTS 2021
Results of Services (Effectiveness):						
Maximize participant satisfaction	Number of participants satisfied with services	All participants completing program	At exit from program	Quality Assurance Survey or telephone follow-up interview	Average rating of 4 on a 1-5 scale	4.2
Service Access						
Minimize time to housing	Average time from program intake to housing	All participants who are housed	Measured upon entering housing	Client Track	10 days	19 Days
Satisfaction Persons Served (Experience)						
Maximize earnings of participants successfully job placed	Hourly wage of those job placed	All participants who are job placed	At placement into employment	Client Track	\$9.00	\$11.84

GULFSTREAM GOODWILL INDUSTRIES, INC. - PROGRAM EVALUATION OBJECTIVE CHART

Analysis of Results

Strengths:

An average wage increase of \$0.49 per hour was noted over 2020. Despite a YOY dip in quality assurance scores, Residential Services still remains at a 4.2 quality assurance score for 2021.

Impact of Extenuating/Influencing Factors:

COVID constraints and staff shortages continued to impact GGI's goal of 10 days from intake to housing as well as participant quality of service ratings.

Comparative/Competitive Performance:

Hourly wages continue to increase perhaps in preparation for an increase in YOY minimum wage.

Emerging/Sustaining Trends and Causes:

An emerging trend noted is the increase in lack of housing in the areas served by Gulfstream Goodwill. This is apparent in the increased time into housing at 19 days.

Areas Needing Improvement:

Focus areas of improvement continue to be the reduction of intake to housing times as well as increasing participant quality of service ratings.

Action Plan to Address Improvements Needed:

Continued partnership with the county COC to work on affordable housing within our areas served.

Results of Prior Actions Plans Implemented:

N/A

GULFSTREAM GOODWILL INDUSTRIES, INC. - PROGRAM EVALUATION OBJECTIVE CHART

PROGRAM: Transitions (Reopened: WPB 11/22/20 , Nexus 2/22/21)						
OBJECTIVE	MEASURE	WHO APPLIED TO	TIME OF MEASURE	DATA SOURCE	TARGET / BENCHMARK	RESULTS 2021
Results of Services (Effectiveness):						
Maximize participant satisfaction	Number of participants satisfied with services	All participants in program	Annually	Quality Assurance Surveys	Average rating of 4 on a 1-5 scale	4.7
Service Access						
Maximize % of persons in Supported Employment	% of persons who transfer to services with an EC or start work in the community	All participants in program	Annually	ETO	10%	2%
Resources Used (Efficiency):						
Maximize % of persons achieving goals that align with Support Plan Outcomes	% of persons who complete PDP goals related to Support Plan goals	All people in Program 3 months or longer	Annually	Monthly PDP Progress Reports	80%	40%
Satisfaction Persons Served (Experience)						
Maximize referral agent satisfaction	Number of referral agents satisfied with services	All referral agents	Annually	Quality Assurance Surveys	Average rating of 4 on a 1-5 scale	N/A

GULFSTREAM GOODWILL INDUSTRIES, INC. - PROGRAM EVALUATION OBJECTIVE CHART

Analysis of Results

Strengths:

The Transitions Program is a Person Centered Program that highlights a participant's assets and strengths. The agency has created a Microenterprise model to pay a prevailing wage and provide employment training and skill development.

Impact of Extenuating/Influencing Factors:

While the programs re-opened in November 2020 (South) and February 2021 (North), there has still been a struggle to reach pre-COVID census levels.

Comparative/Competitive Performance:

With less participants in program than years prior, securing employment has been a challenge especially with many participants hesitant about safety guidelines in the community due to COVID-19.

Emerging/Sustaining Trends and Causes:

Quality Assurance trends in participant satisfaction with their program have increased from 4.6 (2019) to 4.7 (2021).

Areas Needing Improvement:

Areas Needing Improvement include: increased Supported Employment placements and Referral Agency Satisfaction metrics.

Action Plan to Address Improvements Needed:

The Quality Assurance Manager has been hired to conduct surveys, review and analyze data, create reports, and present data at Leadership Meetings. Employment Consultants are currently working with participants to connect them with either Vocational Rehabilitation for an employment referral to services.

Results of Prior Actions Plans Implemented:

The department is still re-grouping from the COVID-19 pandemic however Supported Employment services resumed services June 2021 in the Treasure Coast region.

GULFSTREAM GOODWILL INDUSTRIES, INC. - PROGRAM EVALUATION OBJECTIVE CHART

PROGRAM: Re-Entry BTAF						
OBJECTIVE	MEASURE	WHO APPLIED TO	TIME OF MEASURE	DATA SOURCE	TARGET / BENCHMARK	RESULTS 2021
Results of Services (Effectiveness):						
Minimize criminal behavior of program participants	% of participants who are not convicted of a crime while in the program	All participants who were enrolled in the program	At the end of the program year	RENEW & ETO Data Base, Master List	less then 40%	25.40% 16 of 63 youth served received a new charge while enrolled in the program
Service Access						
Maximize participants enrollment in school or placed in employment upon release from DJJ	% of participants who are placed in education or employment	All participants who enrolled in the program during grant year	At the end of the program year	ETO & Master List	70%	66.66% 42 of 63 enrolled were placed in education or employment
Satisfaction Persons Served (Experience)						
Maximize participant satisfaction	Number of participants satisfied with services	All participants completing program	At exit from program	Quality Assurance Surveys	Average rating of 4 on a 1-5 scale	4.2

GULFSTREAM GOODWILL INDUSTRIES, INC. - PROGRAM EVALUATION OBJECTIVE CHART

Analysis of Results

Strengths:

Case managers that are dedicated to assisting youth when they are released from DJJ and working with families to set up a personal development plan with objectives to meet their goals.

Impact of Extenuating/Influencing Factors:

School enrollment and employment placement were much harder during COVID this year as youth were used to doing things virtually and being home that this year was effected by the lack of engagement of youth.

Comparative/Competitive Performance:

Last year during the beginning of COVID youth received a laptop and did their studies from home, after the initial set up, the youth were engaged in school and attended virtually.

Emerging/Sustaining Trends and Causes:

Difficulty engaging youth and families without transportation. Providing bus passes is not good enough for the youth, they don't want to take the bus.

Areas Needing Improvement:

Having more options for youth for transportation.
Having to enter data into two data bases that do not talk to each.

Action Plan to Address Improvements Needed:

Approach county to add uber rides to methods of transportation.
Committee appointed an outside agency to determine if internal data bases can transfer data to outside data base to eliminate duplicative input.

Results of Prior Actions Plans Implemented:

County approved uber rides for youth as part of our funding.
Committee is in the process of making recommendations for a new software system or enhancements to current data base with plans to either purchase a new system or assist in transfer of data.

GULFSTREAM GOODWILL INDUSTRIES, INC. - PROGRAM EVALUATION OBJECTIVE CHART

PROGRAM: Intensive Home Detention						
OBJECTIVE	MEASURE	WHO APPLIED TO	TIME OF MEASURE	DATA SOURCE	TARGET / BENCHMARK	RESULTS 2021
Results of Services (Effectiveness):						
Minimize criminal behavior of program participants	% of participants who are not convicted of a crime while in the program	All participants who were enrolled in the program	At exit from program	Justice Services Logic Models, Annul CBA Reports& ETO Data Base, Master List	70%	84.62% 77 youth in the program did not get a new charge while enrolled out of 91
Maximize % who complete program successfully	% of participants who complete the program successfully	All participants who have actively participated in the program	At exit from program	Justice Services Logic Models, Annul CBA Reports& ETO Data Base, Master List	70%	84.62% 77youth successfully completed the program out of 91
Service Access						
Minimize additional contact with the criminal Justice system	# of participants who do recidivate	All participants enrolled in the program	At the end of the program this includes all youth served for the year	Dashboard Report	70%	87.04% 94 of 108 served did not touch justice system while enrolled
Satisfaction Persons Served (Experience)						
Maximize participant satisfaction	Number of participants satisfied with services	All participants completing program	At exit from program	Quality Assurance Surveys	Average rating of 4 on a 1-5 scale	4.1

GULFSTREAM GOODWILL INDUSTRIES, INC. - PROGRAM EVALUATION OBJECTIVE CHART

Analysis of Results

Strengths:

Case Managers following COIVD protocol to keep every one safe was top priority during this grant year. The continued collaboration with DJJ and other community partners plays a big part in the success of the program. Also Case managers that are dedicated to working with the youth to develop goals to keep them focused on the objectives to complete each goal that the youth has committed to achieving.

Impact of Extenuating/Influencing Factors:

This year we were able to assist some families with COVID relief funds from the community. COVID protocol continued as outlined below. In order to monitor youth three times a week with an unannounced visit the case managers utilized virtual unannounced visits. To make sure the youth was in fact home during these virtual visits, the case manager would ask the youth to step outside and show them the address so they were sure the youth was home as court ordered. The community also adjusted to virtual court attendance.

Comparative/Competitive Performance:

This is the second year with COVID and we have not missed a beat following the COVID protocol's set up, we have successful been able to monitor youth in the community based on their court order.

Emerging/Sustaining Trends and Causes:

This remained the biggest trend this year again, COVID made us think outside the box on how to complete the intake documents with the parents. During COVID more parents had access to virtual methods which allowed the case manager to interact with the parents on a more consistent basis.

Areas Needing Improvement:

Staff turn over was high due to national unrest, this caused us to have turn over in this department

Action Plan to Address Improvements Needed:

Director recruited and hired as quickly as possible to not have a long gap in staff openings, worked with our HR department to find other avenues to post position. Director had to step in to assist as needed.

Results of Prior Actions Plans Implemented:

We were able to successful fill the open positions and keep the program on track.

GULFSTREAM GOODWILL INDUSTRIES, INC. - PROGRAM EVALUATION OBJECTIVE CHART

PROGRAM: Justice Services						
OBJECTIVE	MEASURE	WHO APPLIED TO	TIME OF MEASURE	DATA SOURCE	TARGET / BENCHMARK	RESULTS 2021
Results of Services (Effectiveness):						
Minimize criminal behavior of program participants	% of participants who are not convicted of a crime while in the program	All participants who were enrolled in the program	At exit from program	Dashboard Report from RENEW data base, ETO and Master List	less than 20%	6.41% 5 of the 78 served recidivated while enrolled in the program
Service Access						
Maximize participants staying employed over 90 days after release from incarceration	% of participants who stay employed over 90 days after release from incarceration	All participants who have actively participated in the program and closed successful	At exit from program	ETO reports/RENEW database	75%	93% 28 of 30 closed successful stay employed over 90 days after incarceration
Satisfaction Persons Served (Experience)						
Maximize participant satisfaction	Number of participants satisfied with services	All participants completing program	At exit from program	Quality Assurance Surveys	Average rating of 4 on a 1-5 scale	3.8

GULFSTREAM GOODWILL INDUSTRIES, INC. - PROGRAM EVALUATION OBJECTIVE CHART

Analysis of Results

Strengths:

SMART employment program allowed participants to start work upon release and attend cognitive behavior therapy.

Impact of Extenuating/Influencing Factors:

COVID continued into this year, and just like last year we were able to continue to provide services; virtual contact for interacting with participants, providing cell phones and tablets with capability to virtually provide case management. Items needed were purchased online and delivered to the participant.

Comparative/Competitive Performance:

SMART Reentry program allowed funding to provide On The Job Training upon release from incarceration along with cognitive behavior therapy. Goodwill provided OJT opportunities in our retail stores and warehouse, Goodwill managers at the retail locations worked with case manager to training participants on employment skills and soft skills.

Emerging/Sustaining Trends and Causes:

If a participant is placed in employment upon release from incarceration they are more likely to stay on track with personal goals and become self-reliant. Also having a team to support you as you enter back into employment shows the difference it makes meeting the immediate needs of our participants when they are released.

Areas Needing Improvement:

Having to enter data into two data bases that do not talk to each

Action Plan to Address Improvements Needed:

Committee appointed an outside agency to determine if internal data bases can transfer data to outside data base to eliminate duplicative input.

Results of Prior Actions Plans Implemented:

Committee is in the process of making recommendations for a new software system or enhancements to current data base with plans to either purchase a new system or assist in transfer of data.