



2206 E. LAMAR SHERMAN, TEXAS 75090

**2020 OUTCOMES MEASUREMENT AND MANAGEMENT
FOR CONTINUOUS SERVICE IMPROVEMENT
WORKFORCE DEVELOPMENT AND MISSION SERVICES**

Supported Employment

All referred individuals were met by a Goodwill Industries staff member within the first two weeks after the referral was received. Of the individuals surveyed, 100% reported being satisfied with the services they received from Goodwill Industries staff members. Of the referring counselors surveyed, 97% reported being satisfied with the services their consumers received from Goodwill Industries staff members. Of the individuals referred for supported employment services, 57% were employed.

Job Placement

96% of referred individuals were met by a Goodwill Industries staff member within the first two weeks after the referral was received. Of the individuals surveyed, 98% reported being satisfied with the services they received from Goodwill Industries staff members. Of the referring counselors surveyed, 96% reported being satisfied with the services their consumers received from Goodwill Industries staff members. Of the individuals referred for job placement services, 49% were employed.

Vocational Adjustment Training

All referred individuals had a completed intake within 5 days of the training start date. Of the individuals surveyed, 93% reported being satisfied with the services they received from Goodwill Industries Vocational Adjustment trainers. Of the referring counselors surveyed, 100% reported being satisfied with the services their consumers received from Goodwill Industries Vocational Adjustment trainers. Of the individuals referred for Vocational Adjustment Training, 96% completed the services.

Mission Services

98% of individuals requesting services had a completed intake within two weeks. Of the individuals surveyed, 98% reported being satisfied with the services they received from Goodwill Industries staff. Of the individuals requesting and receiving services, 84% completed their program.

**2020 PERFORMANCE MEASUREMENT AND MANAGEMENT
FOR BUSINESS FUNCTIONS**

The business functions analyzed by Goodwill Industries of Northeast Texas include the following:

Retail Sales Revenue – Money from sales of items in stores

Donations – Goods donated

Workforce Revenue – Funds received from billing to the State of Texas for consumer contracted services

Customer Count – Transactions at the cash register