



2206 E. LAMAR SHERMAN, TEXAS 75090

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**2021 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, 97% reported being satisfied with the services they received from Goodwill Industries staff members. Of the referring counselors surveyed, 98% reported being satisfied with the services their consumers received from Goodwill Industries staff members. Of the individuals referred for supported employment services, 86% 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, 92% reported being satisfied with the services they received from Goodwill Industries staff members. Of the referring counselors surveyed, 95% reported being satisfied with the services their consumers received from Goodwill Industries staff members. Of the individuals referred for job placement services, 52% were employed.

**Vocational Adjustment Training**

All referred individuals had a completed intake within 5 days of the training start date. Of the individuals surveyed, 97% 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, 90% completed the services.

**Mission Services**

100% of individuals requesting services had a completed intake within two weeks. Of the individuals surveyed, 97% reported being satisfied with the services they received from Goodwill Industries staff. 98 individuals received mission services in 2021.

**2021 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