



2206 E. LAMAR SHERMAN, TEXAS 75090

**2023 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, 90% reported being satisfied with the services they received from Goodwill Industries staff members. Of the stakeholders surveyed, 95% reported being satisfied with the services their consumers received from Goodwill Industries staff members. Of the individuals referred for supported employment services, 80% were employed.

Job Placement

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, 90% reported being satisfied with the services they received from Goodwill Industries staff members. Of the stakeholders surveyed, 98% reported being satisfied with the services their consumers received from Goodwill Industries staff members. Of the individuals referred for job placement services, 78% were employed.

Vocational Adjustment Training

All referred individuals completed an intake within 5 days of the training start date. Of the individuals surveyed, 94% reported being satisfied with the services they received from Goodwill Industries Vocational Adjustment trainers. Of the stakeholders 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, 100% completed the services.

**2023 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

Customer Count – Transactions at the cash register