



Goodwill[®]

Serving the People of Southern Los Angeles County

Outcome Measurements Report January – December 2018

Outcome Measurements for:

Community Employment Services
Employment Skills Training Services
Employment Services Coordination



Photo: Cohorts 57 and 58
Certified Nurse Assistant training program graduates, August 17, 2018



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INTRODUCTION

I. Method for Collecting Qualitative and Quantitative Data

Goodwill SOLAC uses GoodTrak, a customizable web-based database to manage and streamline workforce development operations. It was created by Goodwill Industries International (GII) to assist in the delivery and tracking of client data, training services, participants served, job placements, job retention, and various other reporting requirements. The system also supports data collection and reporting for the GII Annual Statistics Report (ASR). It can track the outcomes of participants, employer benefits, and system change results and other related workforce development activities.

II. Definition of Terms

Participant

An individual who has been formally enrolled into a workforce development program upon an Individual Placement Plan being developed and signed by the individual (i.e., employment skills training program) or as determined by the workforce development service being accessed (i.e., Life Skills training classes) or by funding source (i.e., federal, state, or foundation grants) requirements.

Competitive Employment

Placement into a job with an hourly wage of at least the prevailing State of California minimum wage and is a job with wages that are not subsidized by any other source other than by the employer (i.e., not paid by a stipend from a federal grant or other type of grant, on-the-job training, etc.).

Placement

Employment that is at least 20 hours a week with an hourly wage of at least the prevailing State of California minimum wage and where the participant has worked at least one day or unless otherwise specified by funding requirements. A participant who moves from one job to another with minimal interruption in employment is not considered a new placement. The new job counts towards retention (definition below). If a participant is unemployed for a period of six months or longer between jobs, then the new job is considered a new placement even if it is within the same calendar year.

Retention

Participant check stub or employer confirmation documenting that the participant is employed at one-month, two-month, and three-months after placement. Employment retention information may also be captured at 6-months, 1 year, 2 years, 3 years, 4 years, & 5 years after placement as determined by the workforce development service being accessed or by funding source requirements.

III. Legend

CC	Career Coach
CNA	Certified Nurse Assistant
ECN	Employment and Career Navigator
Goodwill SOLAC	Goodwill Serving the People of Southern Los Angeles County
JD	Job Developer
MIB	Medical Insurance and Billing
MSC	Multi Service Center

Q1	1 st Quarter
Q2	2 nd Quarter
Q3	3 rd Quarter
Q4	4 th Quarter
SCROC	Southern California Regional Occupational Center
SELACO	Southeast Los Angeles County Workforce Investment Board
WFD	Work Force Development

IV. Mission

Goodwill Serving the People of Southern Los Angeles County (Goodwill SOLAC) partners with the community, transforming donated goods into job training, education, and placement services, for individuals with barriers to employment.

V. Primary Educational Objectives

This report includes information about Workforce Development Programs which includes the College of Good Hope. The College of Good Hope prepares students for employment by offering specific industry sector state certified programs in the areas of healthcare and loss prevention, wherein individuals are provided credentialed training, job placement and follow along support services for 5 years, inclusive of scholarships to higher education, with the goal of helping individuals attain economic self-sufficiency.

VI. History

The College of Good Hope is wholly owned by Goodwill SOLAC, which is an exempt organization under IRS code section 501(c)(3). The College of Good Hope is under the policy and administrative control of Goodwill SOLAC. Goodwill SOLAC was established in 1929; and was incorporated December 12, 1939. Over the past 88 years, Goodwill SOLAC has become a trusted and respected community resource providing training and employment placement services to populations experiencing a range of barriers to employment. Goodwill's workforce development methodology implements sector strategies for low-income workers, an evidence-based practice supported by The Aspen Institute's Workforce Strategies Initiative. Goodwill SOLAC successfully initiated a Healthcare Training program in 2005 in response to local industry needs articulated at the 2005 Long Beach Medical Industry Task Force Summit. The program was developed to address local labor shortages of appropriately skilled workers, and to promote inclusion and diversity in the healthcare workforce. Since then, Goodwill SOLAC's Healthcare Training Program has become a point of access for individuals with barriers to employment to enter the regional health care industry career pipeline. Goodwill SOLAC implements a sectoral approach that enhances opportunities for low-income workers the unemployed by improving their range of employment related skills. Sectoral strategies have been demonstrated to create lasting change in the labor market system to benefit both workers and employers.

Goodwill SOLAC's Professional Security Officer Training Program was initiated in January 2011 and is licensed by the State of California Department of Consumer Affairs Bureau of Security and Investigative Services. Graduates of this program qualify for the California Guard Card including the Powers to Arrest and Weapons of Mass Destruction Certificate. Security is one of the fastest growing industries in California and is on the list of industries in Los Angeles County with the most job openings, according to the California Projections of Employment, published by the Labor Market Information Division of the Employment Development Department. Goodwill SOLAC's Security Guard Training program is unique in that includes a total of 40 hours of BSIS training modules, job readiness and soft skills training and continuing career services.

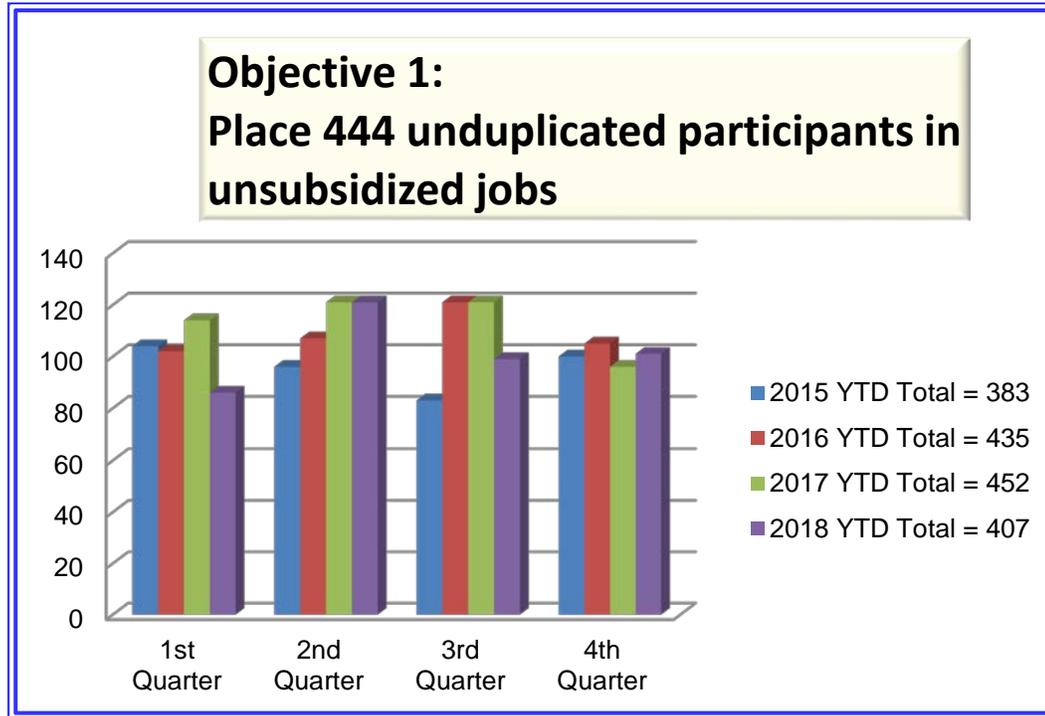
In March 2014, Goodwill SOLAC became a State Certified Nurse Assistant Training Academy. Students in the Certified Nurse Assistant (CNA) Training Academy can achieve the CNA credential, which leads to additional certifications such as Licensed Vocational Nurse (LVN), Registered Nurse (RN), or other mid-skill level health occupations. That same year, a grant from the S. Mark Taper Foundation enabled Goodwill SOLAC to implement an Employment and Career Navigator (ECN) position for the growing Healthcare Training Program. The Healthcare ECN has become a critical component of Goodwill SOLAC's long term commitment to, and success with assisting graduates of the CNA Training Academy up the career ladder and into economic self-sufficiency.

COMMUNITY EMPLOYMENT SERVICES

I Effectiveness

Goodwill will measure for effectiveness of community employment services provided.

Objective 1 Place 444 unduplicated participants in unsubsidized jobs.



Result 407 participants were placed in 2018

TARGET NOT MET

Summary Program closures at Cerritos and Long Beach City College contributed to the overall target not being met. However, there was a 6% overall increase in job placements and the sector based training programs continued to achieve their job placement goals. We anticipate seeing this trend continue in 2019.

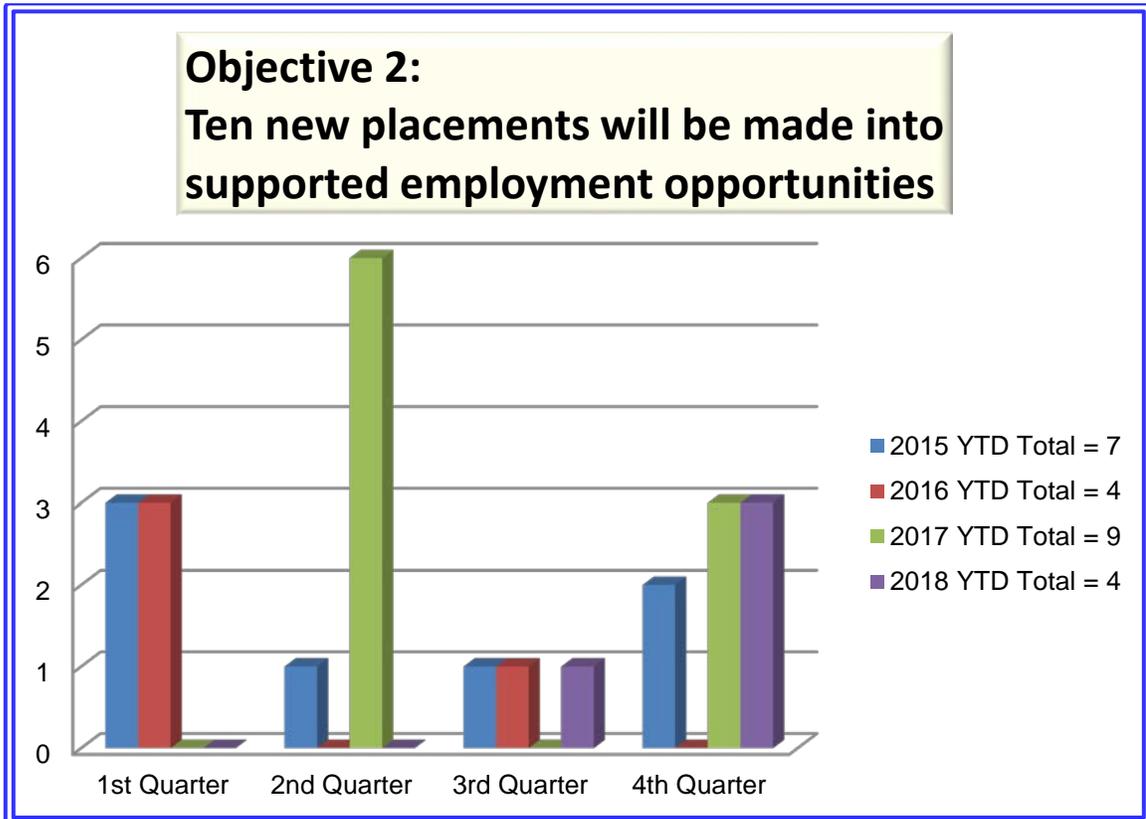
2019 Action Plan Based on projected program development and the three year strategic plan the 2019 target is 372. Plans to meet that target include an increased number of two-week Security Officer training classes, hiring a Supported Employment Job Developer and increasing the number of employers at job fairs and Positive Recruitments.

COMMUNITY EMPLOYMENT SERVICES

I Effectiveness

Goodwill will measure for effectiveness of community employment services provided.

Objective 2 Ten new placements will be made into supported employment opportunities.



Result There were 4 new supported employment placements in 2018.

TARGET NOT MET

Summary Due to an open Supported Employment Manager position for a number of months, the goal was not met.

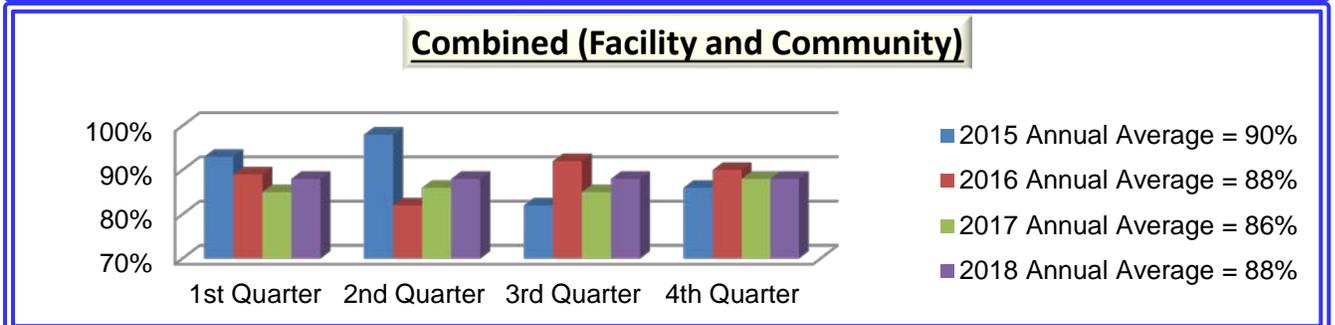
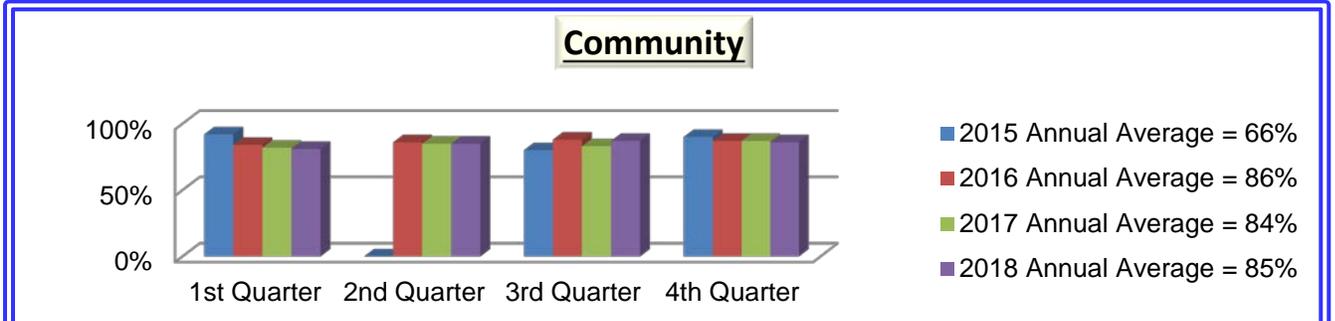
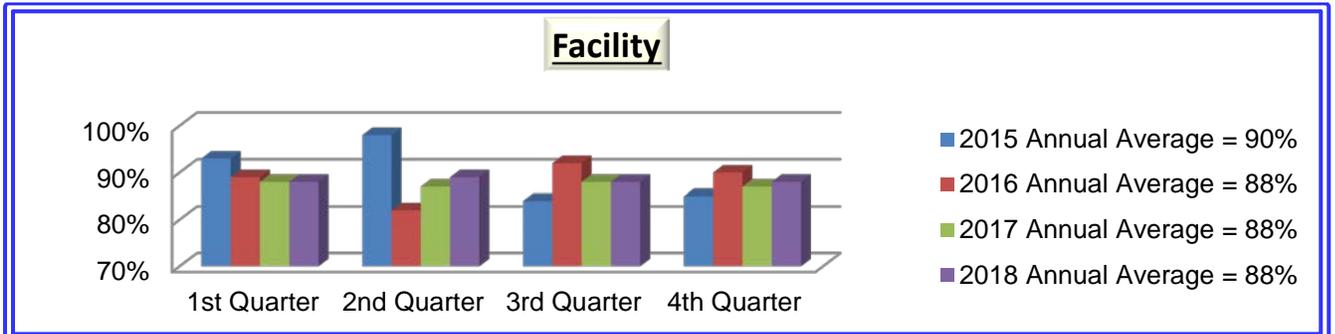
2019 Action Plan A supported Employment Job Developer will be hired to help meet the 2019 target of 27 new placements in 2019.

COMMUNITY EMPLOYMENT SERVICES

I Effectiveness

Goodwill will measure for effectiveness of community employment services provided.

Objective 3 The overall productivity level of participants enrolled in community based supported employment opportunities will be 85%.



Result Productivity level is @ 88% (Community 88%, Facility 88%)

TARGET EXCEEDED

Summary The Supported Employment Services Manager works with the Job Coaches to ensure that the productivity level of each participant is meeting the assigned productivity levels.

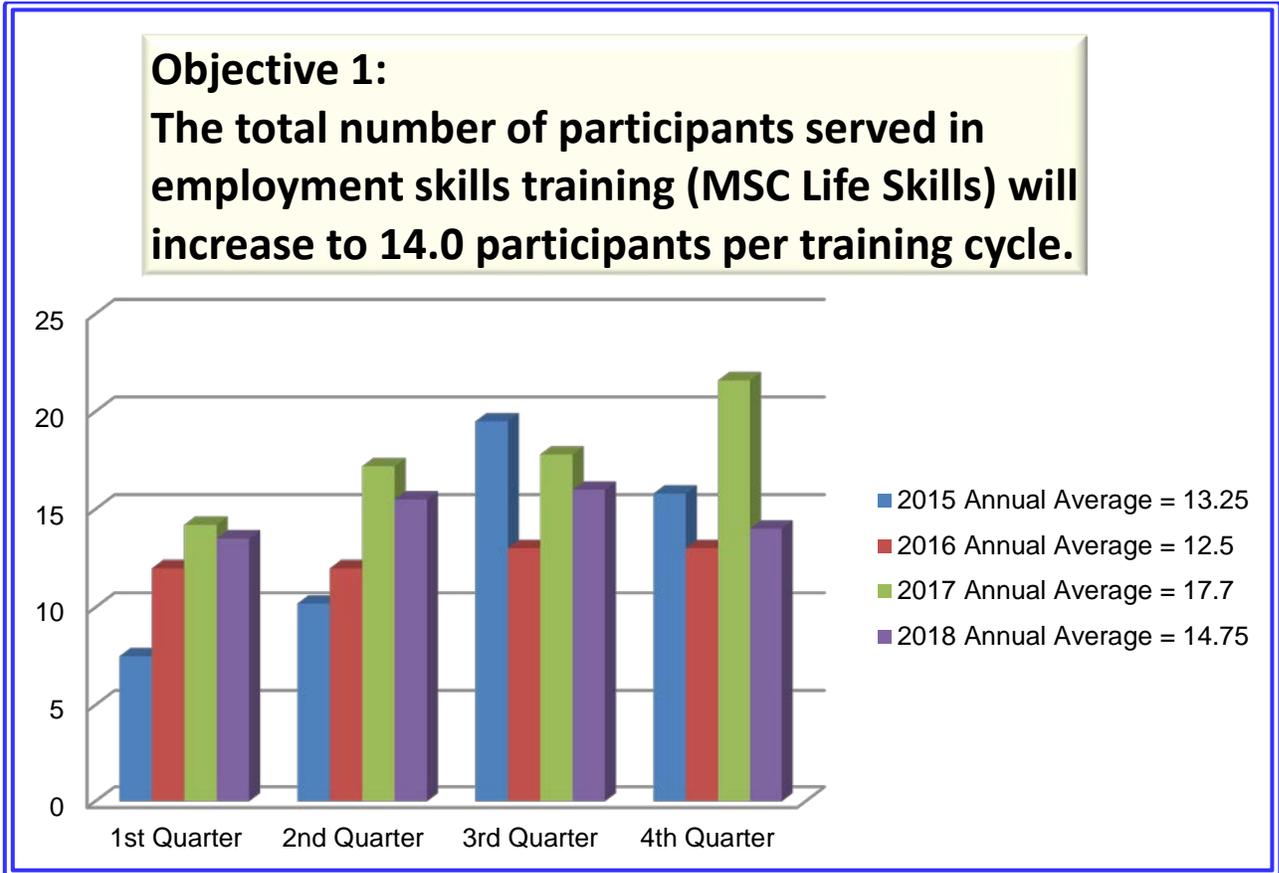
2019 Action Plan The Supported Employment Services Manager will work with the employer and the job coaches to work with the participants to achieve to achieve a productivity level of at least 85%.

COMMUNITY EMPLOYMENT SERVICES

II Efficiency

Goodwill will measure for efficiency of community employment services provided.

Objective 1 The total number of participants served in employment skills training (MSC Life Skills) will increase to 14.0 participants per training cycle.



Result There were 12 cycles per year with an average of 14.75 participants per cycle.

TARGET EXCEEDED

Summary The Life Skills program allows participants to openly enroll during any segment of the program. The outreach efforts of the MSC team prove successful in the ongoing enrollment of participants.

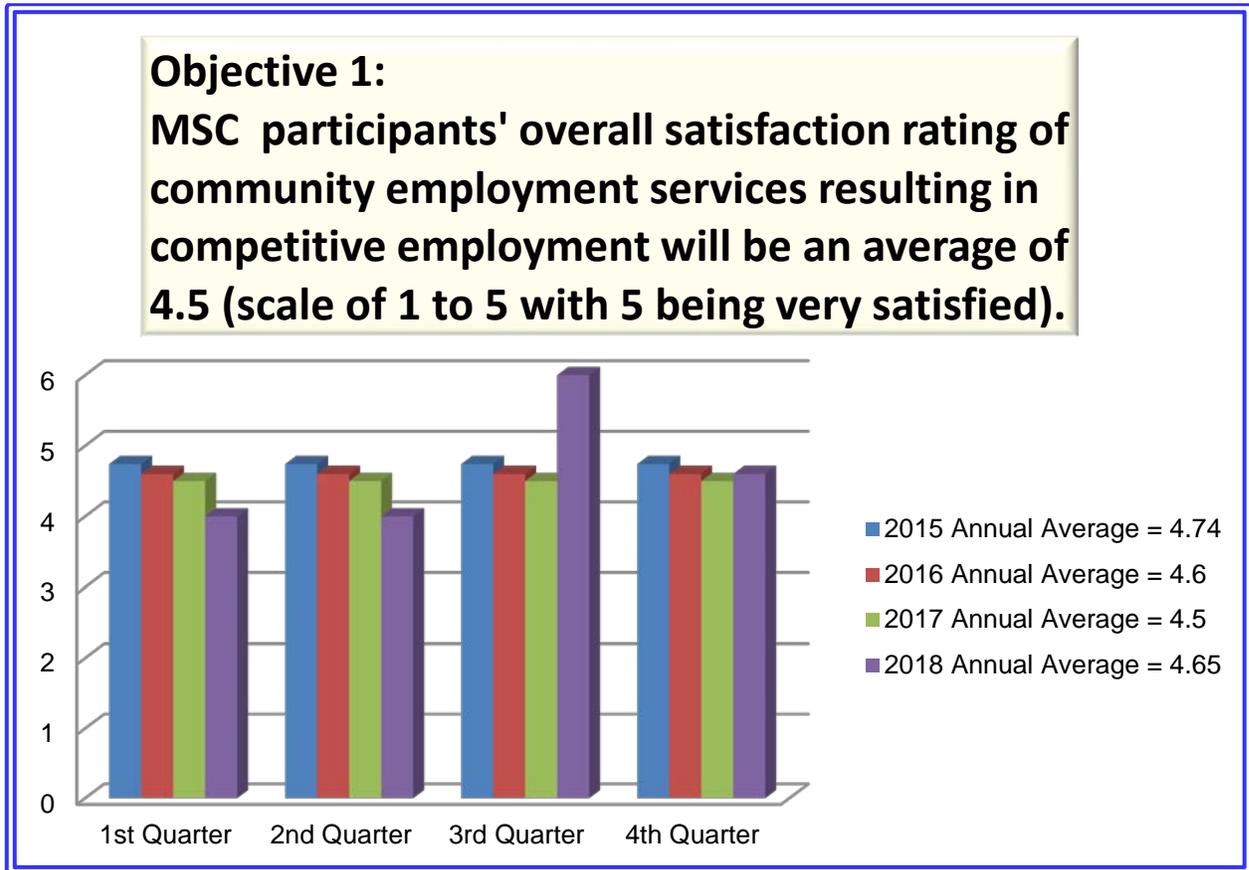
2019 Action Plan The Goodwill MSC team will market the Goodwill Life Skills program and work closely with the other MSC agencies. Maintaining communication with the other agencies within the Continuum of Care will increase the programs visibility and participant attendance. The goal will increase to 16 participants per class cycle.

COMMUNITY EMPLOYMENT SERVICES

III Participant Satisfaction

Goodwill will measure for participant satisfaction of community employment services.

Objective 1 MSC participants 'overall satisfaction rating of community employment services resulting in competitive employment will be an average of 4.5 (on a rating scale of 1 to 5 with 5 being very satisfied).



Result The overall satisfaction rating is 4.65

TARGET EXCEEDED

Summary The Goodwill MSC team assists MSC participants overcome barriers that prevent them from working. Barriers may include homelessness, inadequate childcare, shelter, and/or lack of transportation. The MSC team continues to deliver Life Skills, Employment Preparation, and Job Development training for participants that enter the program in partnership with the Continuum of Care at the MSC and adjusts topics to meet the needs of the population.

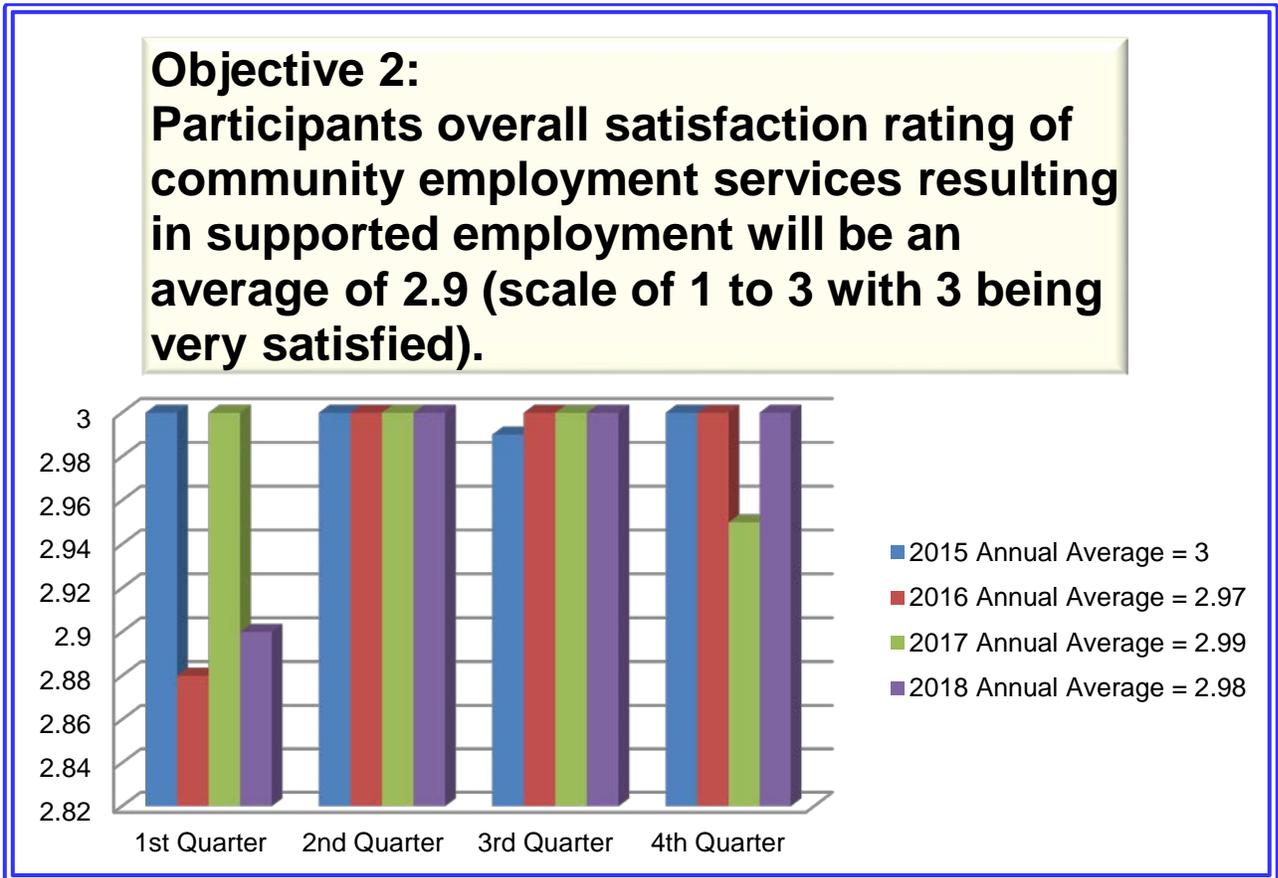
2019 Action Plan The satisfaction rating goal will remain at 4.5. The Goodwill MSC team will continue to assist individuals overcome barriers through training, resources and mentoring.

COMMUNITY EMPLOYMENT SERVICES

III Participant Satisfaction

Goodwill will measure for participant satisfaction of community employment services.

Objective 2 Participants overall satisfaction rating of community employment services resulting in supported employment will be an average of 2.9 (on a rating scale of 1 to 3 with 3 being very satisfied). (Supported Employment)



Result The overall satisfaction rating in supported employment is 2.98

TARGET EXCEEDED

Summary The Supported Employment program has been diligent in working with the service participants to help them find employment at various facility and community sites. Team Leaders are working closely with the service participants to assist in their growth of transitioning into independent employment.

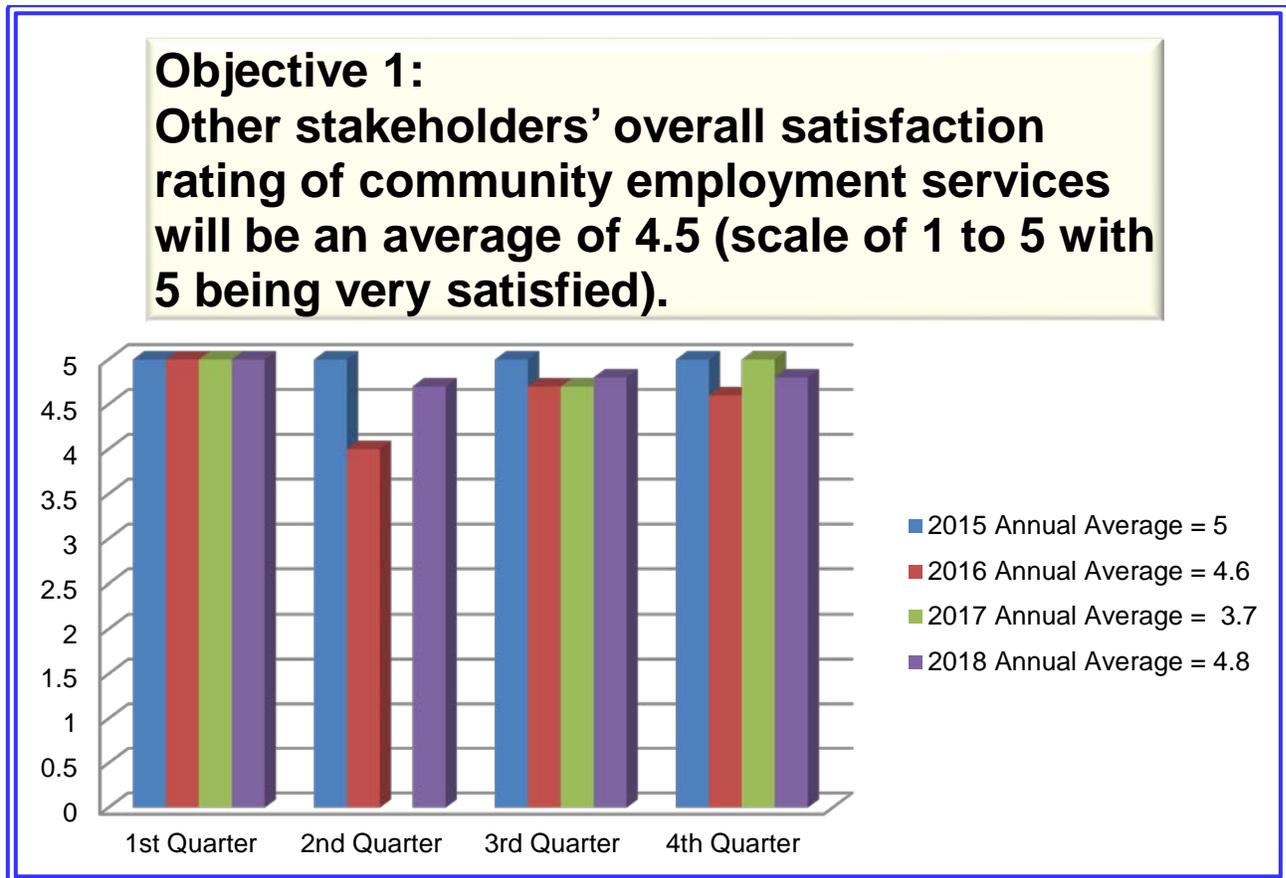
2019 Action Plan The satisfaction rating will remain the same. Supported Employment will work with the participants in obtaining satisfaction surveys in 2019.

COMMUNITY EMPLOYMENT SERVICES

IV Other Stakeholder Satisfaction

Goodwill will measure for other stakeholder (referral agency, employers, etc.) satisfaction of community employment services provided. (MSC)

Objective 1 Other stakeholders' overall satisfaction rating of community employment services will be an average of 4.5 (on a rating scale of 1 to 5 with 5 being very satisfied).



Result The overall satisfaction rating is 4.8

TARGET EXCEEDED

Summary The partner agencies at the MSC have expressed great satisfaction of the services provided by the Goodwill MSC staff, both in the provision of employment preparedness training and in the employment placement services.

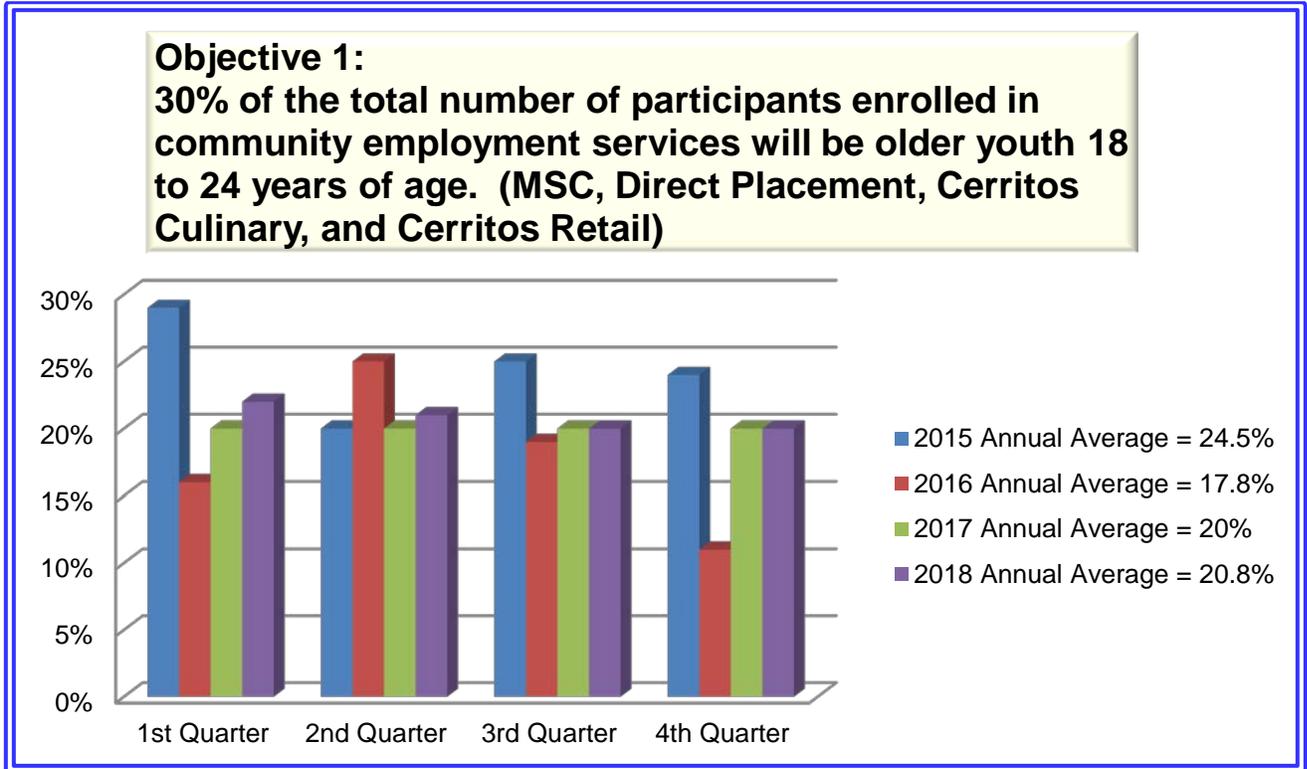
2019 Action Plan The satisfaction rating will remain the same. The MSC team will work with the services providers in obtaining satisfaction surveys in 2019.

COMMUNITY EMPLOYMENT SERVICES

V Service Access

Goodwill will measure service access indicators of community employment services provided.

Objective 1 30% of the total number of participants enrolled in community employment services will be older youth 18 to 24 years of age. (MSC, Direct Placement, Cerritos Culinary, and Cerritos Retail)



Result 20.8% of the participants enrolled in community employment services are in the 18-24 years of age category

TARGET NOT MET

Summary The Cerritos Culinary and Retail Programs were closed in early 2018.

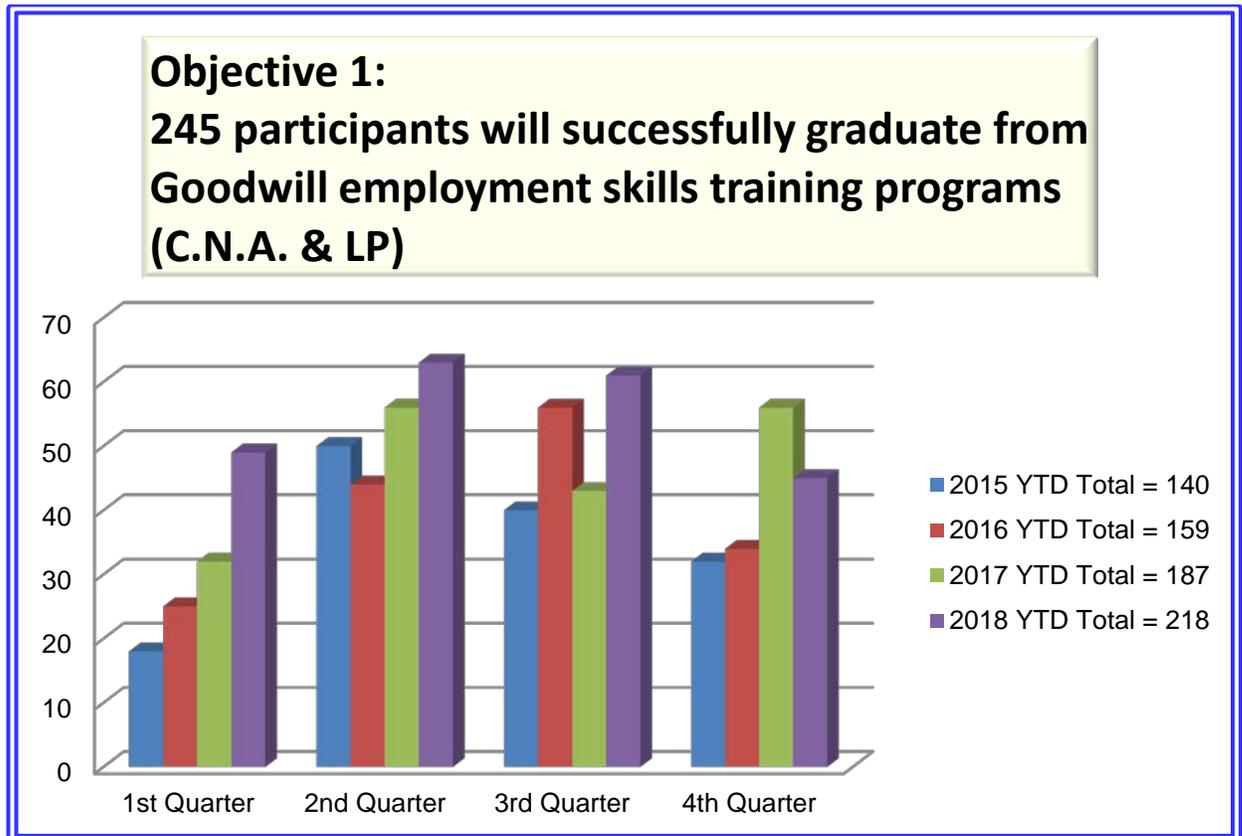
2019 Action Plan We will be working with Pacific Gateway Workforce Investment Network and Community Career Development Centers to enroll more youth and meet the target of 30%

EMPLOYMENT SKILLS TRAINING

I Effectiveness

Goodwill will measure for effectiveness of employment skills training services provided.

Objective 1 245 participants will successfully graduate from Goodwill employment skills training programs (C.N.A. & LP)



Result 218 participants have successfully graduated: 104 LP and 116 CNA

TARGET NOT MET

Summary The graduation rate of both training programs is impacted by the total number of participants enrolled. The LP team members partnered with employers at job fairs to obtain reverse referrals. This has had some success in obtaining enrollments into the LP training program. However, enrollment is not consistent and a significant number who start do not complete the five week program.

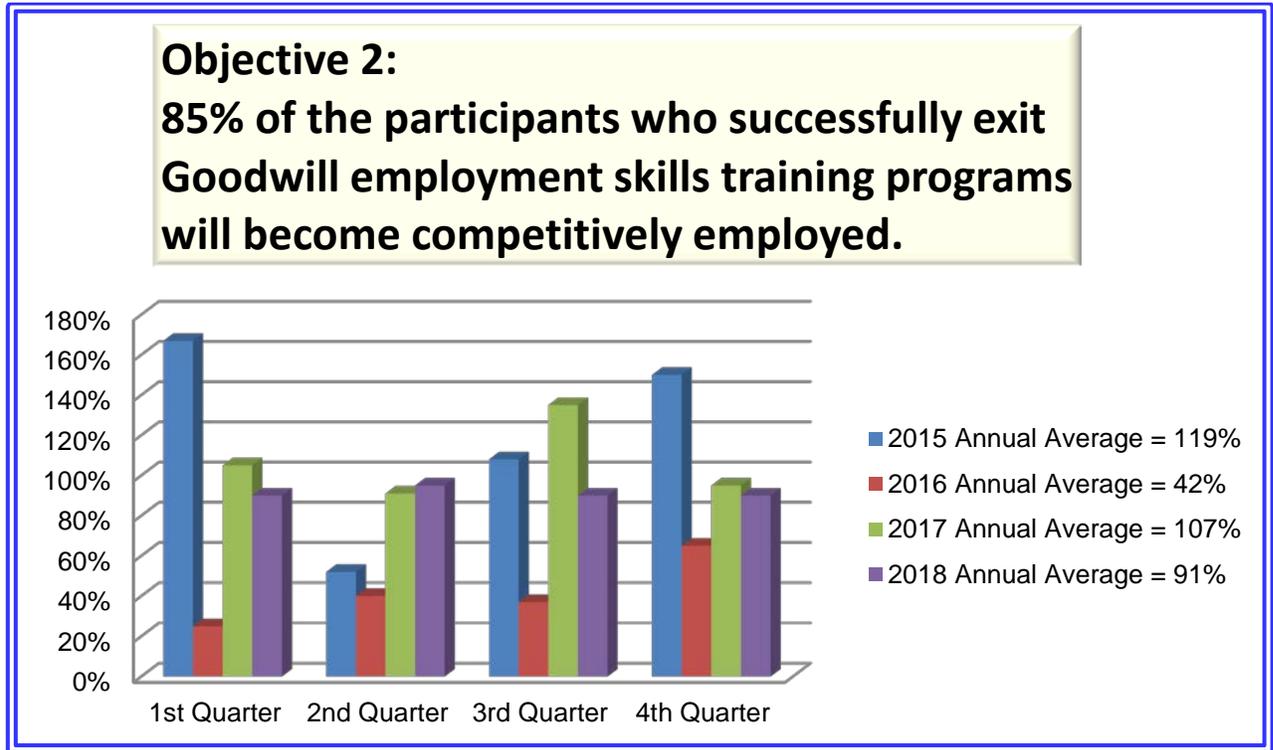
2019 Action Plan Goodwill leadership will work with the LP PAC to determine the effectiveness of the five week LP program compared to a shorter Security Officer training program in assisting participants to find employment upon completion. Program adjustments will be made accordingly. CNA will continue to work with LBUSD and other partners to fund additional cohorts to reach the 2019 goal of 208 participants graduating from skills training programs (CNA and LP/Security).

EMPLOYMENT SKILLS TRAINING

I Effectiveness

Goodwill will measure for effectiveness of employment skills training services provided.

Objective 2 85% of the participants who successfully exit Goodwill employment skills training programs will become competitively employed.



Result 81 placements of 104 completed in LP, 76 placements of 116 completed in CNA (Placements include carryover from the previous year. This measure calculates the number of participants placed over the number of participants who completed the training programs.)

ALL PROGRAMS = 91%

TARGET EXCEEDED

Summary We have strong relationships with employers because we graduate highly qualified participants. There is a shortage of both CNAs and Security Officers in our community and it is not uncommon for employers to inquire about upcoming graduations and request to attend our positive recruitments.

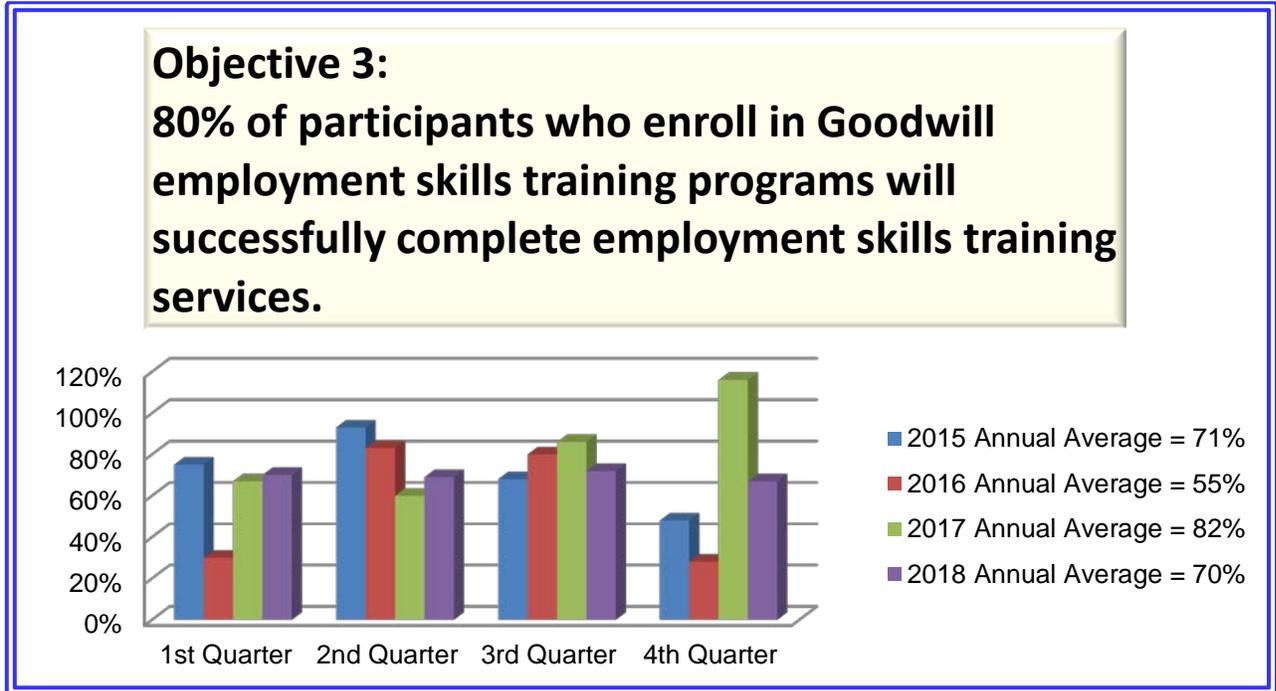
2019 Action Plan The goal will remain at 85%. The CNA and Security training programs will continue to market the programs to increase program enrollment, completion, and placement. The Career Coaches will work alongside the Job Developer whose specific role is to find placements for participants that complete the training programs. The Job Developer and Career Coaches will follow-up for job retention services.

EMPLOYMENT SKILLS TRAINING

I Effectiveness

Goodwill will measure for effectiveness of employment skills training services provided.

Objective 3 80% of participants who enroll in Goodwill employment skills training programs will successfully complete employment skills training services.



Result 69% of employment skills training program participants successfully completed training services

TARGET NOT MET

Summary Both programs must provide stronger engagement of participants while they matriculate through the training to ensure a higher completion rate. Admissions plays a key role in making sure that recruits clearly understand student expectations and Instructors and Career Coaches play a critical role in ensuring the participants complete the programs.

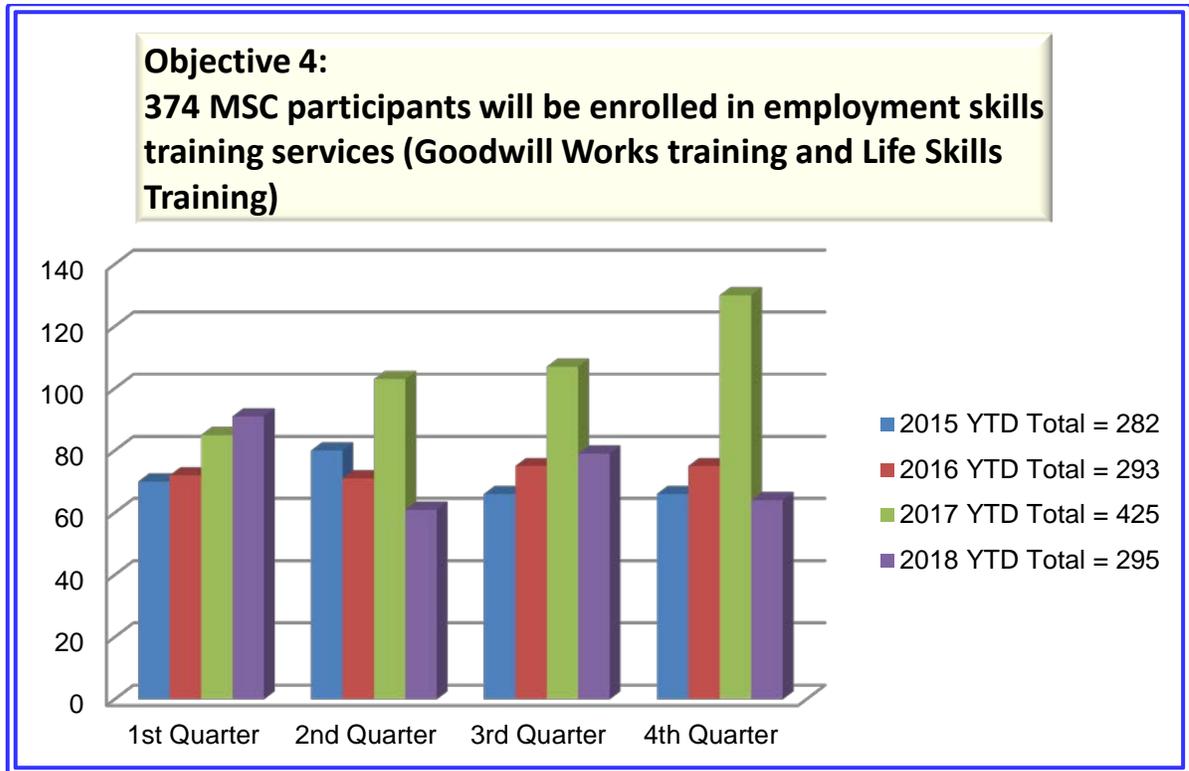
2019 Action Plan Admissions staff will market the programs to increase enrollment, completion, and placement. Program Directors, instructors and Career Coaches will work closely with recruiters to maintain dialogue on program requirements to help potential students understand expectations. Instructors and career coaches will consistently document students' progress and regular team meetings will be conducted to evaluate participants' progress and develop strategies to help students succeed.

EMPLOYMENT SKILLS TRAINING

I Effectiveness

Goodwill will measure for effectiveness of employment skills training services provided.

Objective 4 374 Multi-Service Center (MSC) participants will be enrolled in employment skills training services (Goodwill Works training and Life Skills Training)



Result 295 participants enrolled in the Goodwill Life Skills and Employment Preparation training program at the MSC

TARGET NOT MET

Summary This goal was not met because referrals were down from other agencies.

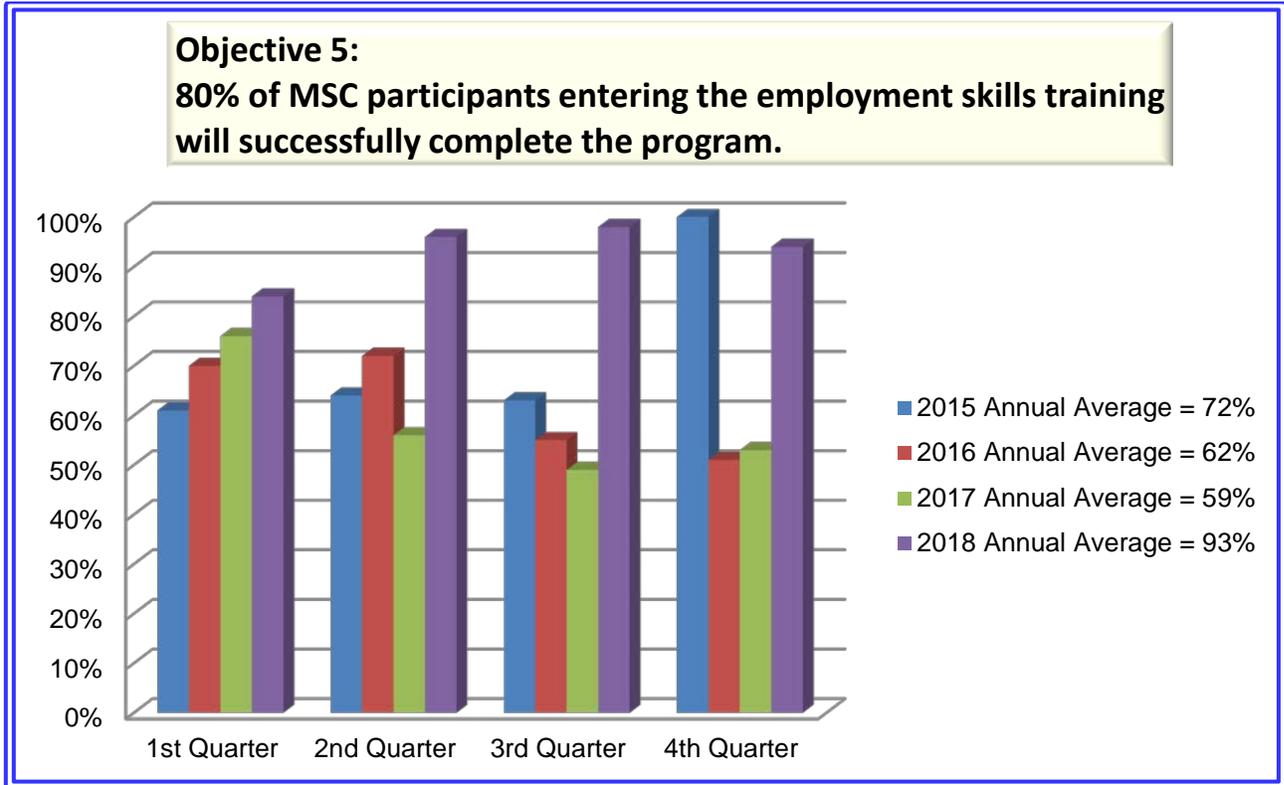
2019 Action Plan The goal for 2019 is 338. Staff will recruit more referring agencies to increase referrals.

EMPLOYMENT SKILLS TRAINING

I Effectiveness

Goodwill will measure for effectiveness of employment skills training services provided.

Objective 5 80% of MSC participants entering the employment skills training will successfully complete the program.



Result 93% of MSC participants successfully completed

TARGET EXCEEDED

Summary The Goodwill MSC programs work with participants who are experiencing homelessness or at-risk of being homeless. Many of these participants also present other barriers that affect their attendance and completion of the Goodwill MSC programs. These additional barriers may consist of mental health, lack of education, substance abuse, disability, recently released offenders, and re-incarceration.

2019 Action Plan The goal will remain the same. Goodwill Life Skills & Employment Prep and Job Development programs will continue to market the programs to increase program enrollment, completion, and placement by working closer with the other MSC team and agencies.

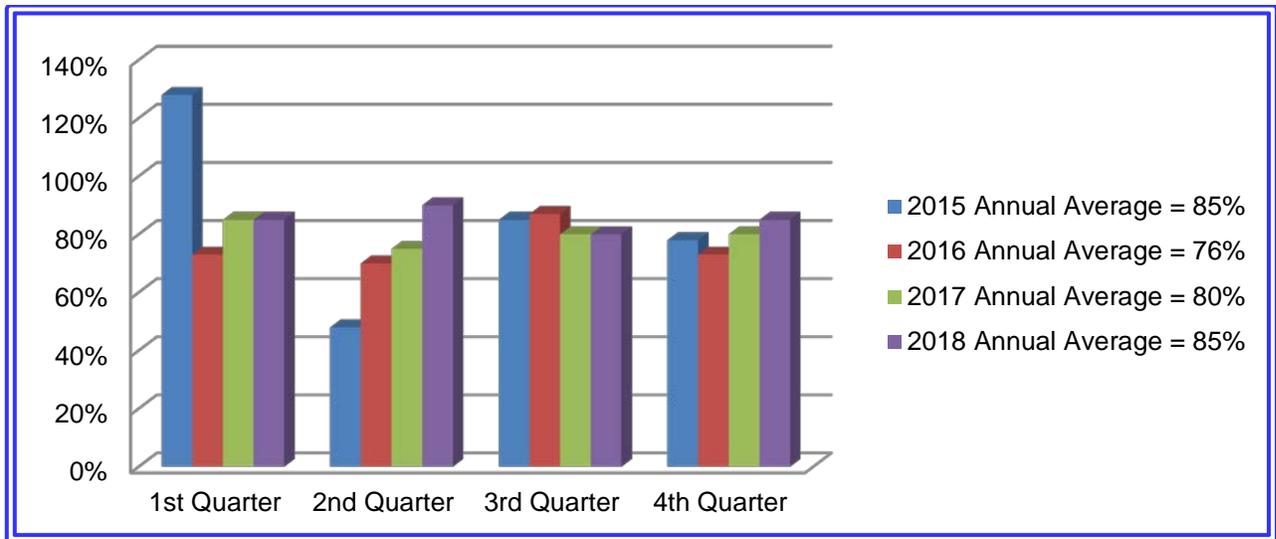
EMPLOYMENT SKILLS TRAINING

II Efficiency

Goodwill will measure efficiency of employment skills training services provided. (CNA and LP)

Objective 1 70% of participants who successfully complete Goodwill employment skills training services will be placed in competitive employment within one month of training completion. The programs will be evaluated in the following manner:

- A) Loss Prevention will be measured at one month from the time a participant graduates the training program.
- B) C.N.A. will be measured two months after graduating from the training program to allow time to receive their certification from the State of California



Result Loss Prevention 73% of participants were placed within 18 days
CNA 71% of participants were placed within 21 days

OVERALL: 74% W/IN 30 DAYS
82% W/IN 60 DAYS

TARGET EXCEEDED

Summary The training programs have graduated highly qualified participants and have been successful developing relationships with employers. It is not uncommon for employers to inquire about upcoming graduations and request to attend our positive recruitments. Additionally, we have had solid and consistent staffing throughout the year in both the CNA and LP training programs.

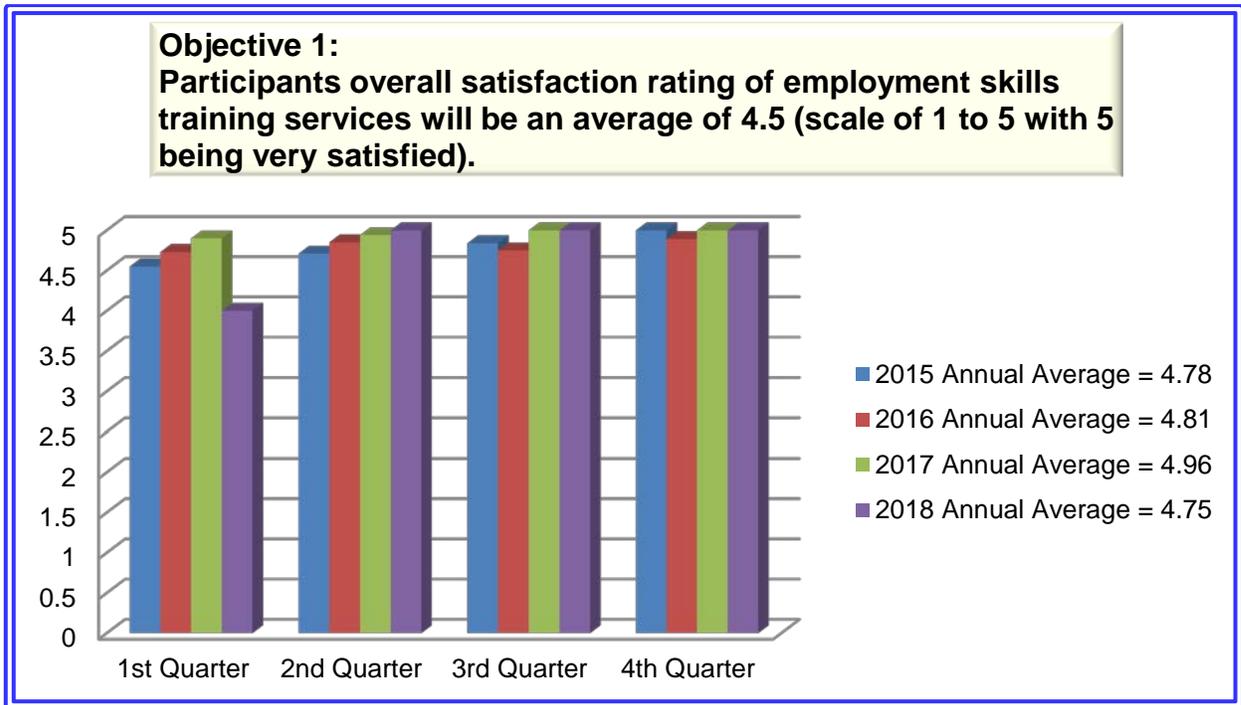
2019 Action Plan The Career Coaches will continue to work alongside the Job Developer whose specific role is to find placements for participants that complete the training programs. This target will remain at 70% within 30 days and 80% within 60 days.

EMPLOYMENT SKILLS TRAINING

III Participant Satisfaction

Goodwill will measure for participant satisfaction of employment skills training services provided. (CNA and LP)

Objective 1 Participants overall satisfaction rating of employment skills training services will be an average of 4.5 (scale of 1 to 5 with 5 being very satisfied).



Result 4.75 is the average score

TARGET EXCEEDED

Summary We have been successful in obtaining feedback from participants who have completed the training programs and participated in the positive recruitments.

“Spread the word to high schools and community colleges, so that other students know this great program is available. It really helps out and guides you in the right and fastest path to reach your goal in the medical field.” CNA Graduate

“Coming to this class I didn’t expect to gain as much knowledge as I did, every instructor played an important role in educating and helping us. Classes were effective and I was able to focus.” LP Graduate

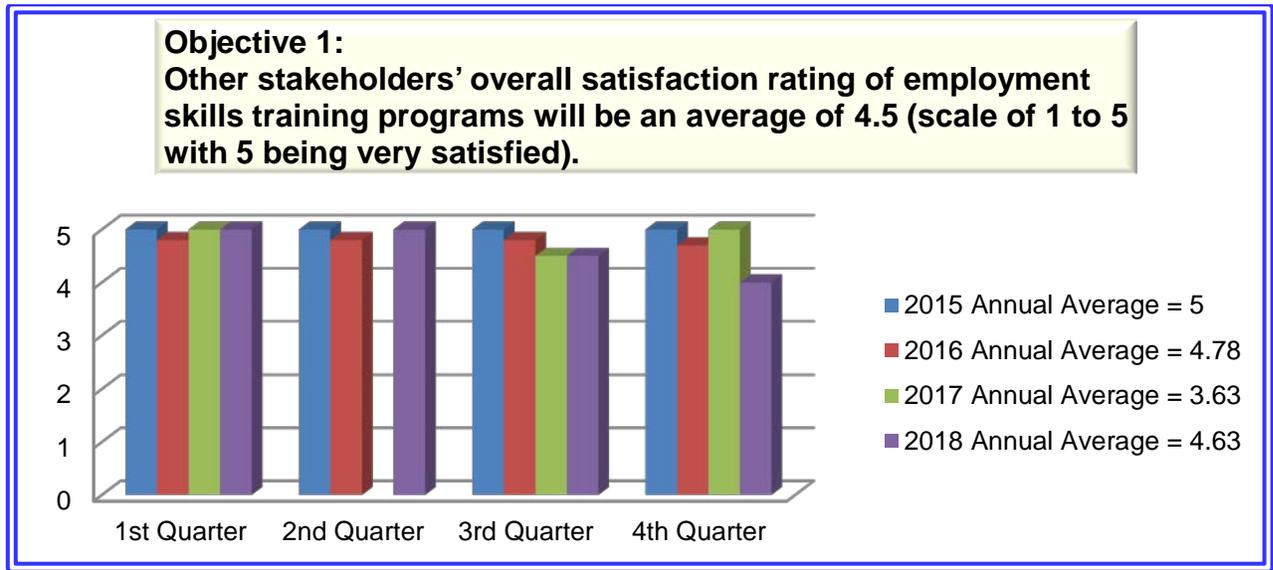
2019 Action Plan The satisfaction rating will remain the same. Student satisfaction surveys will now be done using utilizing Google Survey and will still be given to all participants prior to program completion.

EMPLOYMENT SKILLS TRAINING

IV Other Stakeholder Satisfaction

Goodwill will measure for other stakeholder (referral agency, employers, etc.) satisfaction of employment skills training services provided. (CNA and LP)

Objective 1 Other stakeholders’ overall satisfaction rating of employment skills training programs will be an average of 4.5 (on a rating scale of 1 to 5 with 5 being very satisfied).



Result 4.63 is the average score

TARGET EXCEEDED

Summary The CNA and LP teams have consistently established positive relationships with employers and partnering agencies. Here are a few samples of comments from partner satisfaction surveys:

“Always a great experience! Very compassionate students. I can’t wait for them to come in for an interview.”

“The Goodwill team has done a great job of preparing graduates for employment.”

The training programs have graduated highly qualified participants and have been successful developing relationships with employers. It is not uncommon for employers to inquire about upcoming graduations and request to attend our positive recruitments.

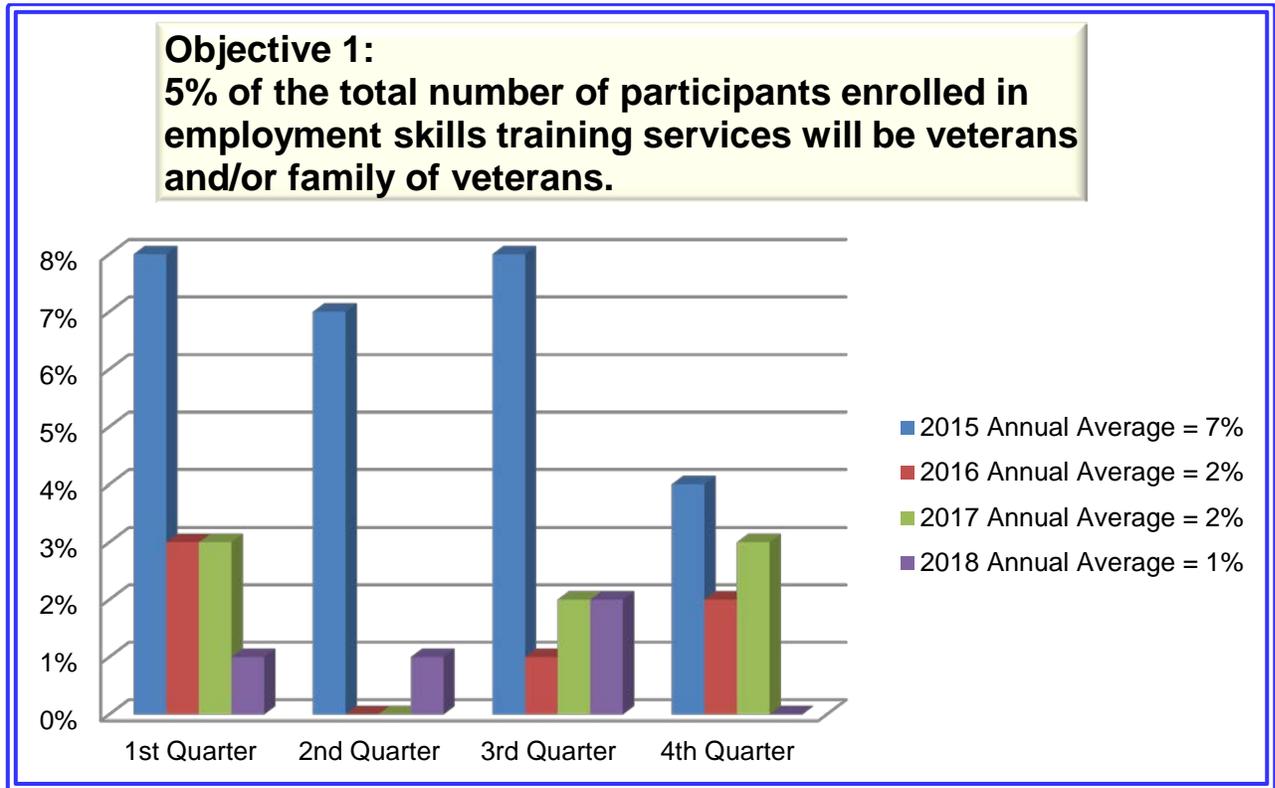
2019 Action Plan The satisfaction rating goal will remain the same. The CNA and LP/Security training programs will continue to solicit and respond to employer feedback through surveys, personal contact and PAC meetings to keep satisfaction ratings high.

EMPLOYMENT SKILLS TRAINING

V Service Access

Goodwill will measure service access indicators of employment skills training services provided. (CNA and LP)

Objective 1 5% of the total number of participants enrolled in employment skills training services will be veterans and/or family of veterans.



Result 1% of participants enrolled are veterans (7 out of 325 enrolled)

TARGET NOT MET

Summary The LP team and Recruiters are working with other agencies in an effort to recruit more veterans. Outreach efforts to the local VA office, U.S. Vets, and the EDD office to engage veterans have been maintained but with limited success.

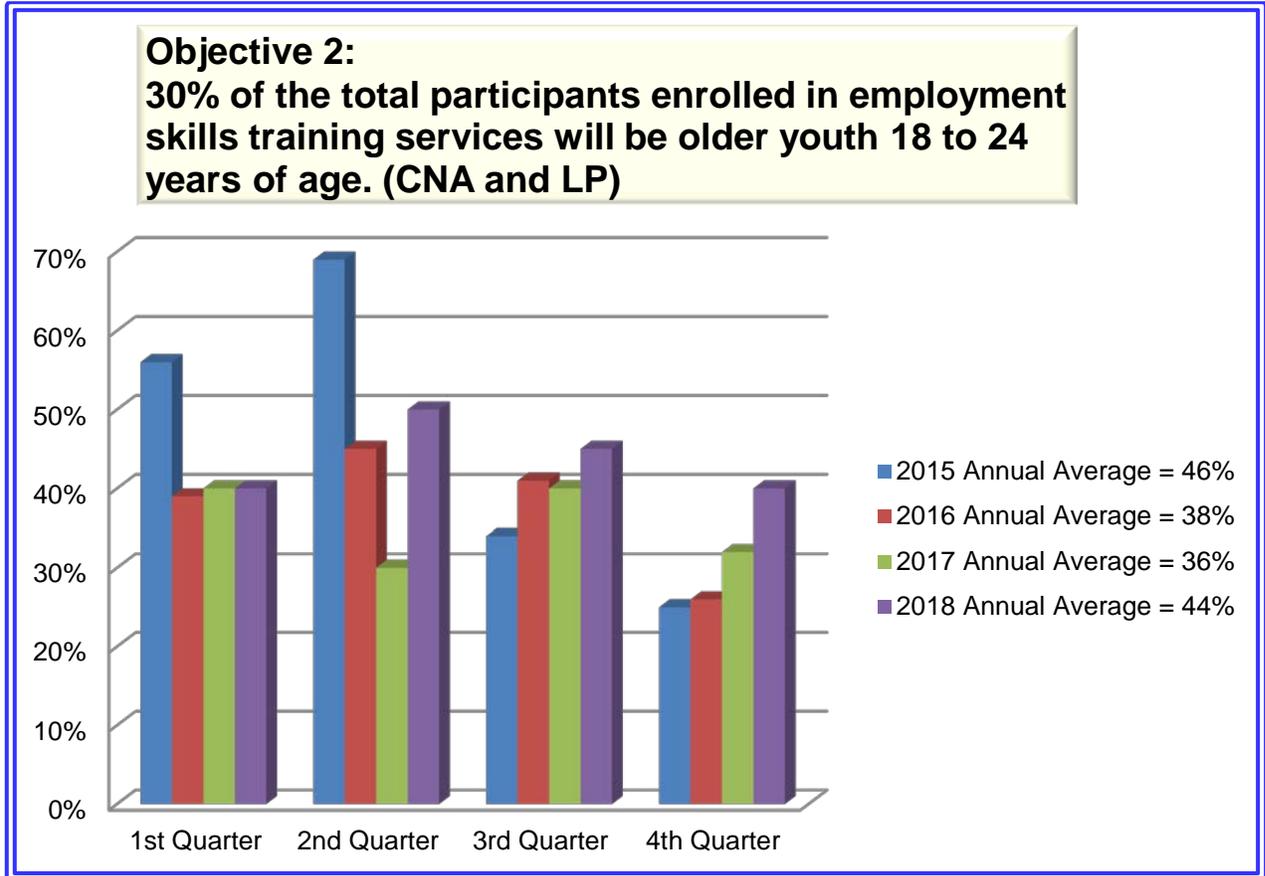
2019 Action Plan The target will remain at 5%. Recruiters will continue attending and participating in job fairs that are specific to veterans. We will continue to work with Pacific Gateway Workforce Investment Network (PGWIN) and their veterans' program. Partnerships with local Veterans groups will be explored.

EMPLOYMENT SKILLS TRAINING

V Service Access

Goodwill will measure service access indicators of employment skills training services provided. (CNA and LP)

Objective 2 30% of the total number of participants enrolled in employment skills training services will be older youth 18 to 24 years of age. (CNA and LP)



Result 44% of the participants enrolled in employment skills training services are in the 18-24 years of age category

TARGET EXCEEDED

Summary CNA and LP/Security staff are working with the Pacific Gateway Workforce Investment Network and Local Community Career Development Centers (CDCs) to actively refer older youth for these programs and assist them with program fees and supportive services.

2019 Action Plan We will keep the goal at 30% and continue to work with referring agencies to enroll and support older youth.

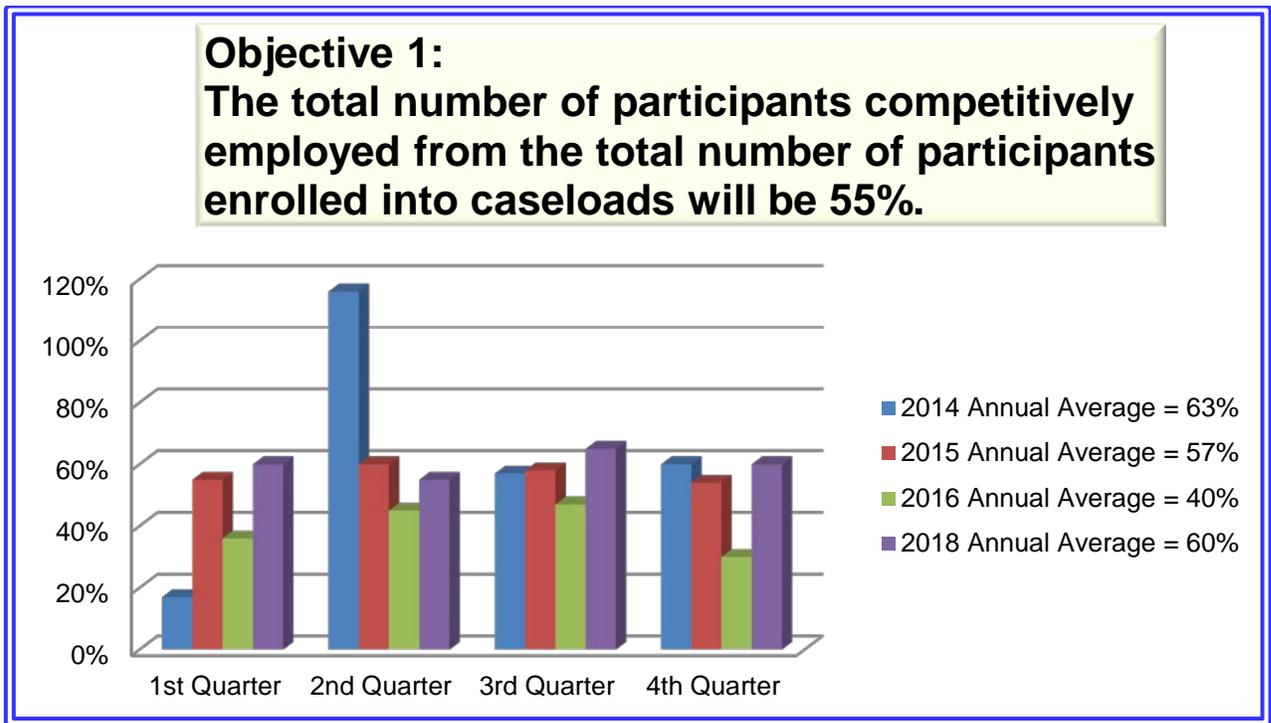
EMPLOYMENT SERVICES COORDINATION

The focus of Employment Service Coordination does not include Employment Skills (training programs) though training programs have been included in order to get an aggregate of all services

I Effectiveness

Goodwill will measure for effectiveness of employment services coordination.

Objective 1 The total number of participants competitively employed from the total number of participants enrolled into caseloads will be 55%.



Result OVERALL= 60%

TARGET EXCEEDED

Summary The underperforming programs at both Cerritos and Long Beach City Colleges were closed in 2018. The MSC and Fatherhood program continue to help participants gain competitive employment.

2019 Action Plan The MSC and Fatherhood Programs will maintain a 55% or higher placement rate.

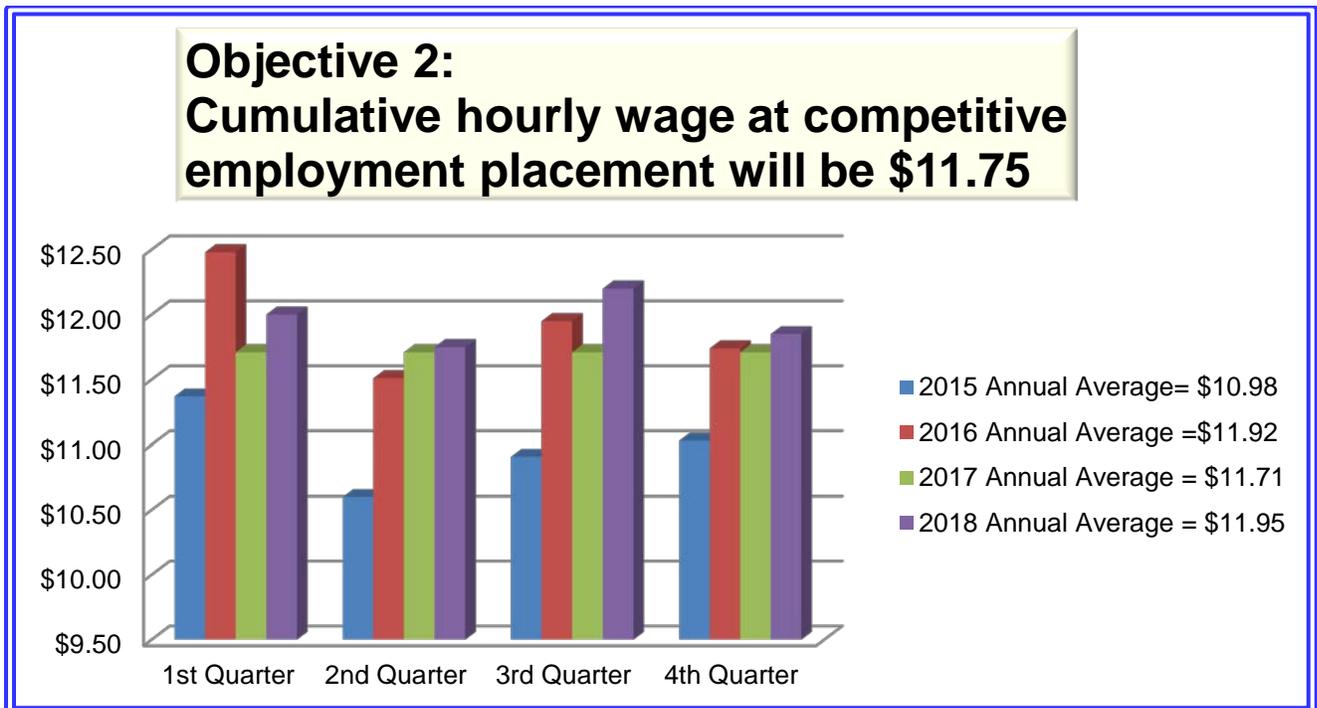
EMPLOYMENT SERVICES COORDINATION

The focus of Employment Service Coordination does not include Employment Skills (training programs) though training programs have been included in order to get an aggregate of all services

I Effectiveness

Goodwill will measure for effectiveness of employment services coordination.

Objective 2 Cumulative hourly wage at competitive employment placement will be \$11.75.



Result The cumulative hourly wage is \$11.95

TARGET EXCEEDED

Summary We realize that in order for participants to reach economic self-sufficiency, they need to earn more than minimum wage. The WFD department continues to seek employers who offer more than the minimum wage.

2019 Action Plan It is recommended that the cumulative hourly wage goal increase to \$12.00/hour. Job Developers will be tasked to find employers who offer the highest wages, especially for entry level security and CNA positions. Program staff will look for opportunities to add curriculum or programs that will qualify participants for higher wages.

EMPLOYMENT SERVICES COORDINATION

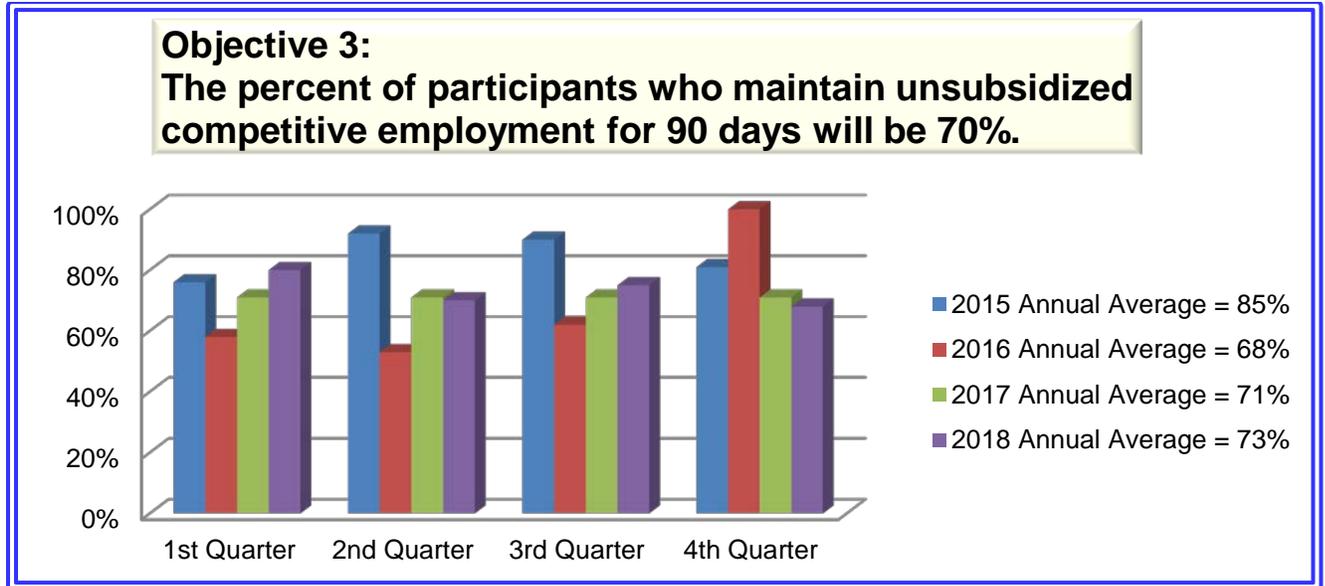
The focus of Employment Service Coordination does not include Employment Skills (training programs) though training programs have been included in order to get an aggregate of all services

I Effectiveness

Goodwill will measure for effectiveness of employment services coordination.

Objective 3

The percent of participants who maintain unsubsidized competitive employment for 90 days will be 70%.



Result

73% of participants have maintained 90 days of retention

TARGET MET

Summary

WFD staff continues to work hard to obtain retention verification for placed participants. Several strategies are in place to obtain retention information and to strengthen relationships with program graduates and employers including LP/Security Job Club, CNA Alumni events and regular CPR recertification classes.

2019 Action Plan

Job Developers and Career Coaches will track retention information and record it in the GoodTrak database. WFD staff will impress upon participants and employers the critical need to provide the necessary verification documentation in a timely manner. The target will remain at 70%.

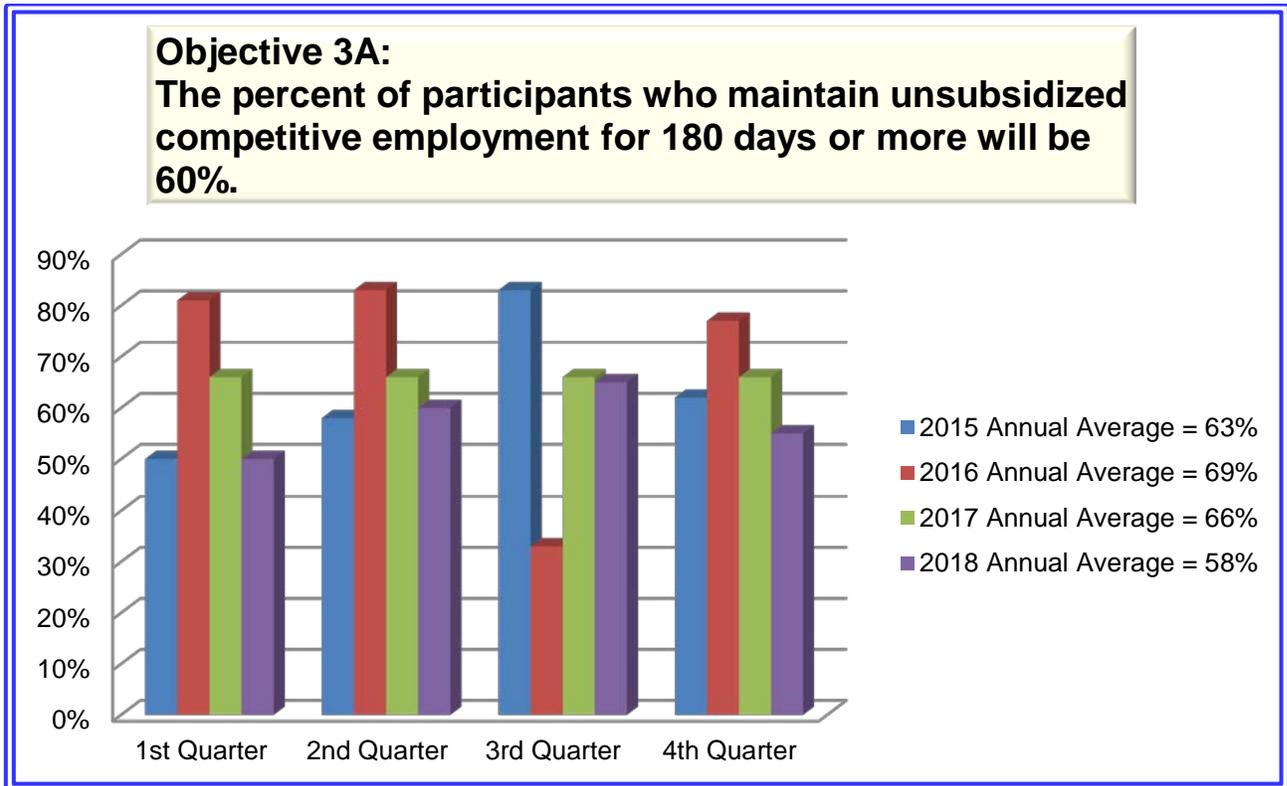
EMPLOYMENT SERVICES COORDINATION

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I Effectiveness

Goodwill will measure for effectiveness of employment services coordination.

Objective 3A The percent of participants who maintain unsubsidized competitive employment for 180 days or more will be 60%.



Result 58% of participants have maintained 180 days of retention

TARGET NOT MET

Summary Not all of our training programs are tracked for retention at 180 days. Several of the programs that have provided data for this outcome were closed in 2018.

2019 Action Plan Career Coaches, Job Developers, and Enrollment & Retention Coordinator will share primary responsibility for tracking retention documentation into the GoodTrak system. The target will remain at 60%.

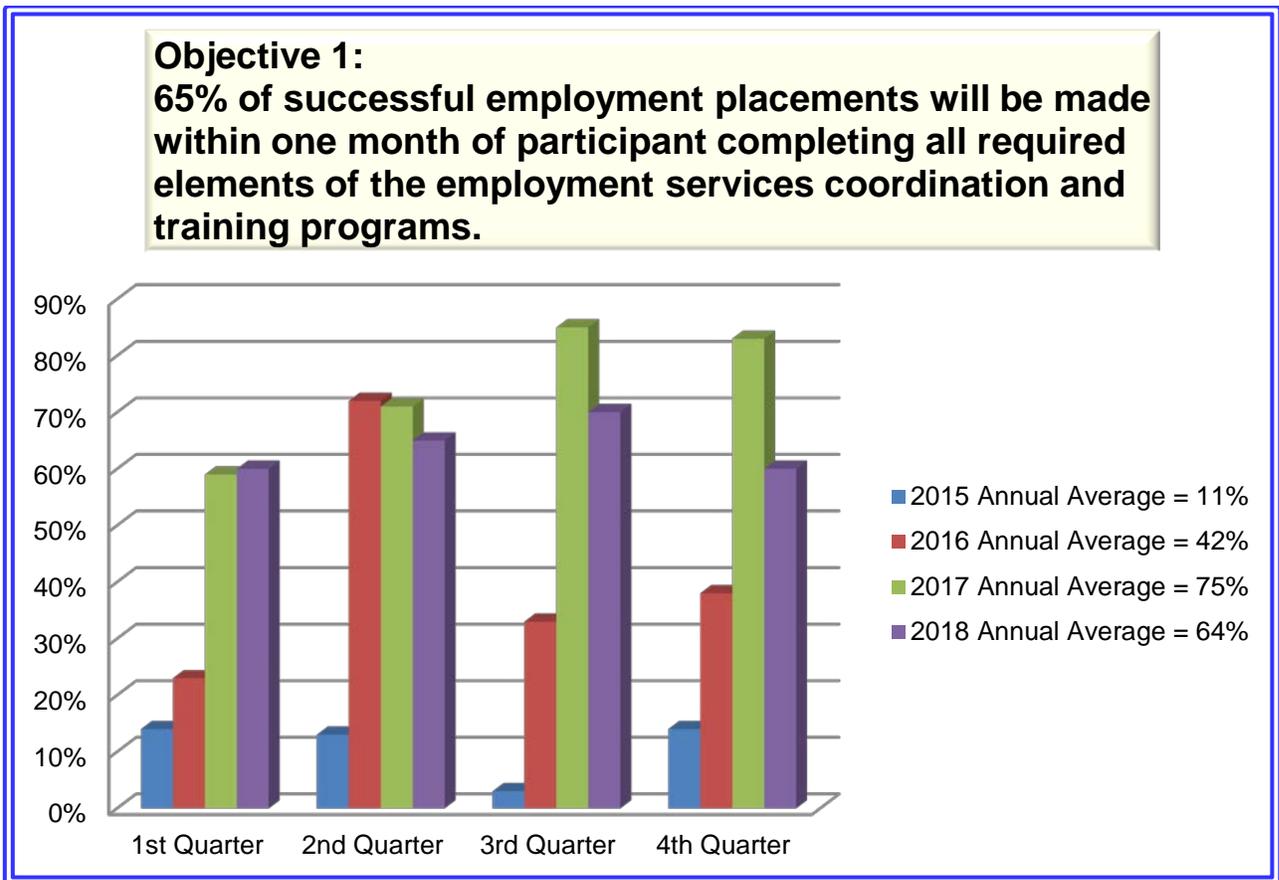
EMPLOYMENT SERVICES COORDINATION

The focus of Employment Service Coordination does not include Employment Skills (training programs) though training programs have been included in order to get an aggregate of all services

II Efficiency

Goodwill will measure for efficiency of employment services coordination provided.

Objective 1 65% of successful employment placements will be made within one month of participant completing all required elements of the employment services coordination and training programs.



Result Overall = 64% w/in 30 days (employment services)

TARGET NOT MET

Summary It can be difficult to get the required verification documents from participants and employers. Staff continues to work to achieve this programmatic outcome.

2019 Action Plan The target will remain at 65% with renewed emphasis on retention and documentation.

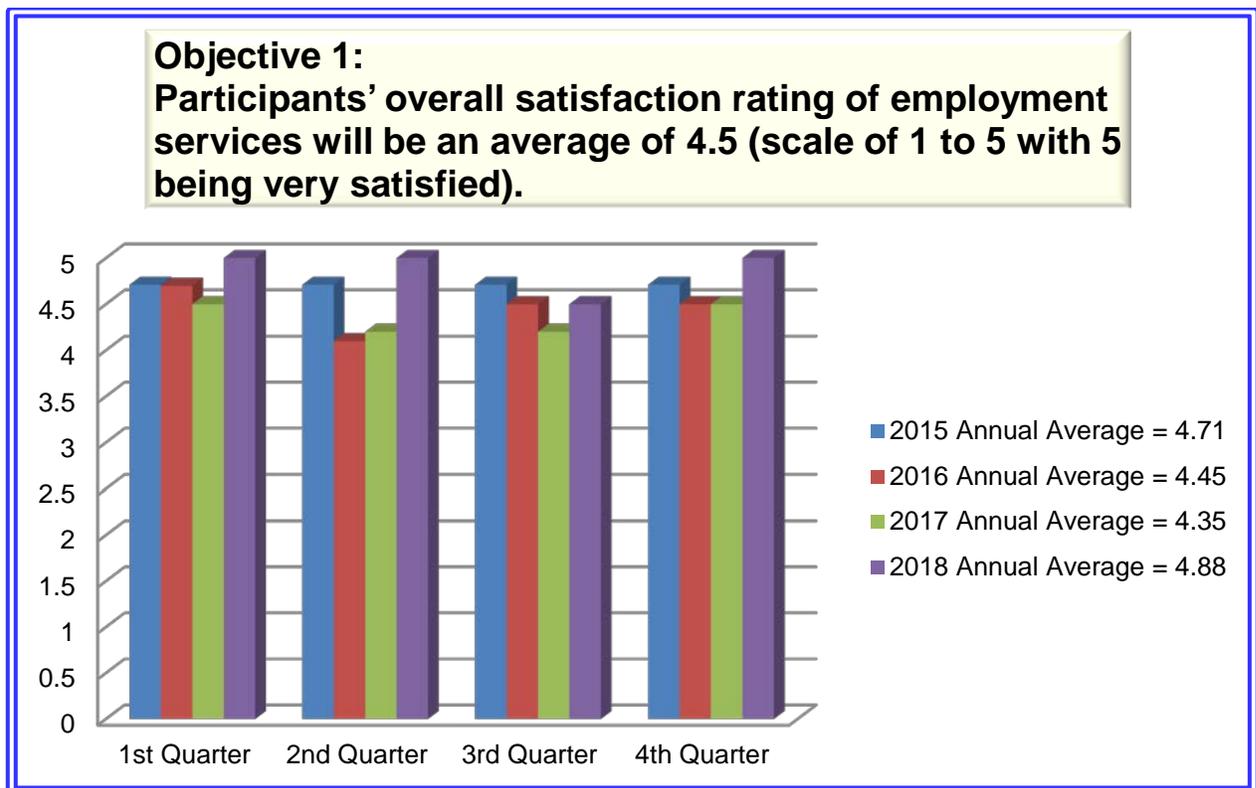
EMPLOYMENT SERVICES COORDINATION

The focus of Employment Service Coordination does not include Employment Skills (training programs) though training programs have been included in order to get an aggregate of all services

III Participant Satisfaction

Goodwill will measure for participant satisfaction of employment services/employment skills coordination provided. (Culinary, Retail)

Objective 1 Participants' overall satisfaction rating of employment services will be an average of 4.5 (on a rating scale of 1 to 5 with 5 being very satisfied).



Result The overall satisfaction rating was 4.88

TARGET EXCEEDED

Summary Survey Monkey is being used to gather and tabulate student responses at the end of each cohort. A better response rate is being achieved by conducting surveys on site at the end of each cohort by providing a link, rather than emailing them to graduates.

2019 Action Plan The satisfaction rating will remain the same. The use of Google Survey instead of Survey Monkey will be explored. One staff member will be assigned responsibility for updating surveys, collecting results and documenting on F-Drive.

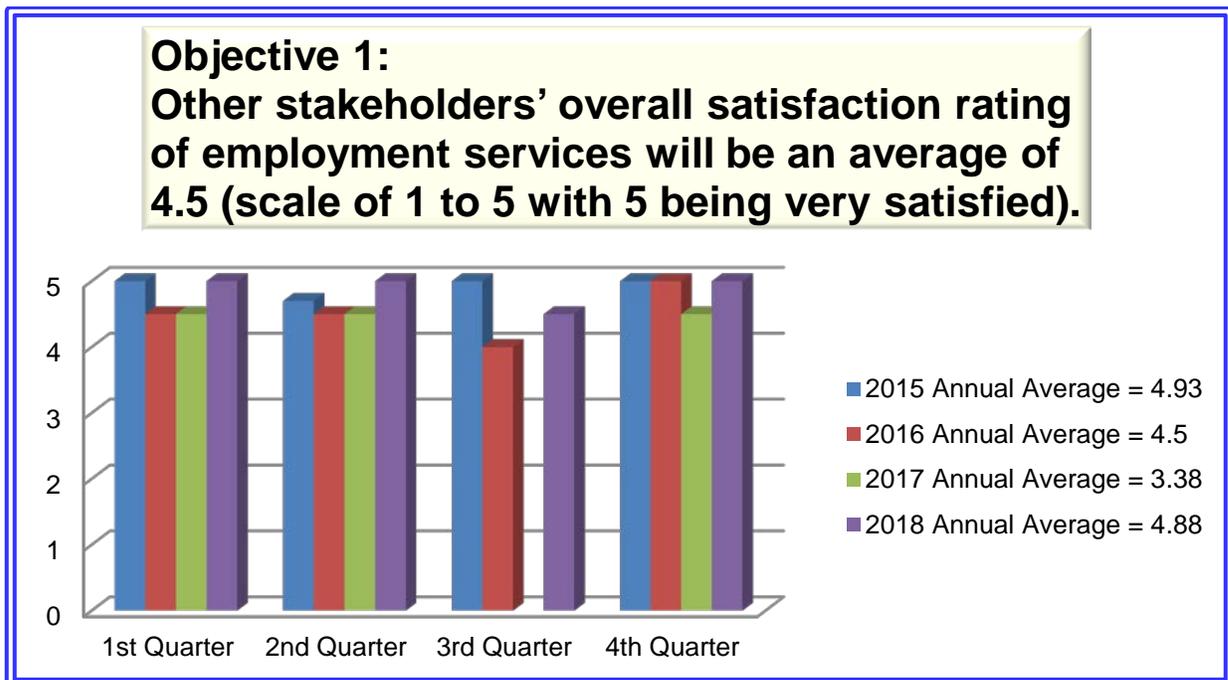
EMPLOYMENT SERVICES COORDINATION

The focus of Employment Service Coordination does not include Employment Skills (training programs) though training programs have been included in order to get an aggregate of all services

IV Other Stakeholder Satisfaction

Goodwill will measure for other stakeholder (referral agency, employers, etc.) satisfaction of employment services coordination provided.

Objective 1 Other stakeholders' overall satisfaction rating of employment services will be an average of 4.5 (on a rating scale of 1 to 5 with 5 being very satisfied).



Result The Average score is 4.88 for employment skills stakeholders (or employers)

TARGET EXCEEDED

Summary The Culinary and Retail programs were closed in 2018. The MSC program continues.

Job Fairs hosted at our central site as well as at the MSC have created positive engagement with our off site stakeholders and referring agents and resulted in numerous referrals.

2019 Action Plan The satisfaction rating goal will remain at 4.5%. Goodwill staff will continue to work with stakeholders to maintain the high satisfaction ratings.

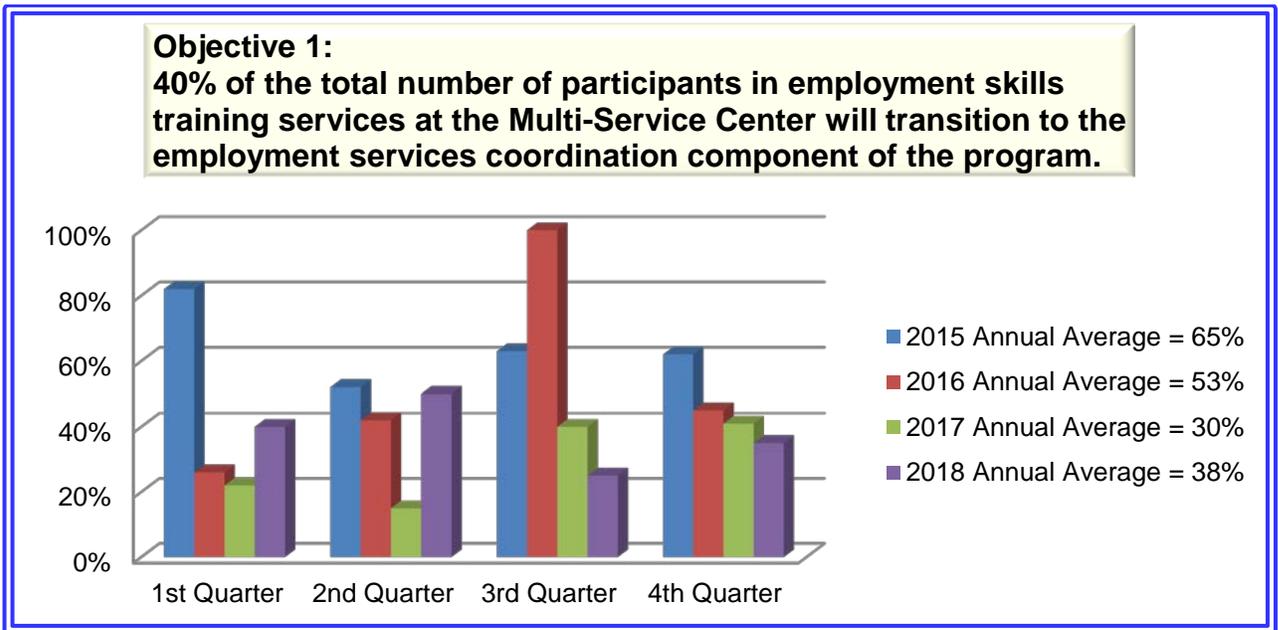
EMPLOYMENT SERVICES COORDINATION

The focus of Employment Service Coordination does not include Employment Skills (training programs) though training programs have been included in order to get an aggregate of all services

V Service Access

Goodwill will measure service access indicators of employment services coordination provided.

Objective 1 40% of the total number of participants in employment skills training services at the Multi-Service Center will transition to the employment services coordination component of the program.



Result 38% of the participants have transitioned into employment services (Job Development)

TARGET NOT MET

Summary The percentage is based on completions from the Employment Prep phase of the MSC program. Goodwill staff works with the participants to ensure their job readiness and transition to job development. A number of referral sources do not include skills training services as a component of maintaining housing requirements.

2019 Action Plan The MSC case managers and Goodwill staff will continue to evaluate participants as they complete each phase of Life Skills and Employment Prep. Goodwill staff will work closely with the MSC agencies to provide additional resources and more emphasis on successful completion and transition to employment services coordination. The target will remain at 40%.

**Grievances and Complaints
Workforce Development Division
2018**

One (1) Complaint filed and Zero (0) Grievances filed:

One complaint was filed as a result of lack of communication between a Supported Employment Team Leader and a participant in supported employment group setting working in the community.

Outcome:

The Director of Human Resources and Corporate Compliance met with both the participant and the staff involved in providing supervision for the group. It was determined that enhanced lines of communication needed to be strengthened and would be supported by both the Team Leader and the Supported Employment Manager for the group participants and that such communication would be made in a more quick and efficient response time.

Enhanced communication training would be provided for all Team Leaders specific to working with individuals with disabilities and that such communication would be reviewed on an on-going basis. Additional discussion with conducted with the job site representatives and all were in agreement that enhanced communication is critical to productive work environment.

Upon review of the complaint filed in 2018, it is determined there are no trends or programmatic concerns that need to be addressed relative to either the workforce development training programs or to the Goodwill SOLAC grievance policies and procedures.

Respectively submitted:

Ben Espitia
Vice President of Workforce Development
Goodwill Serving the People of Southern Los Angeles County