

2020 Community Employment

Goodwill Industries Profile

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LAW, HEALTH POLICY & DISABILITY CENTER

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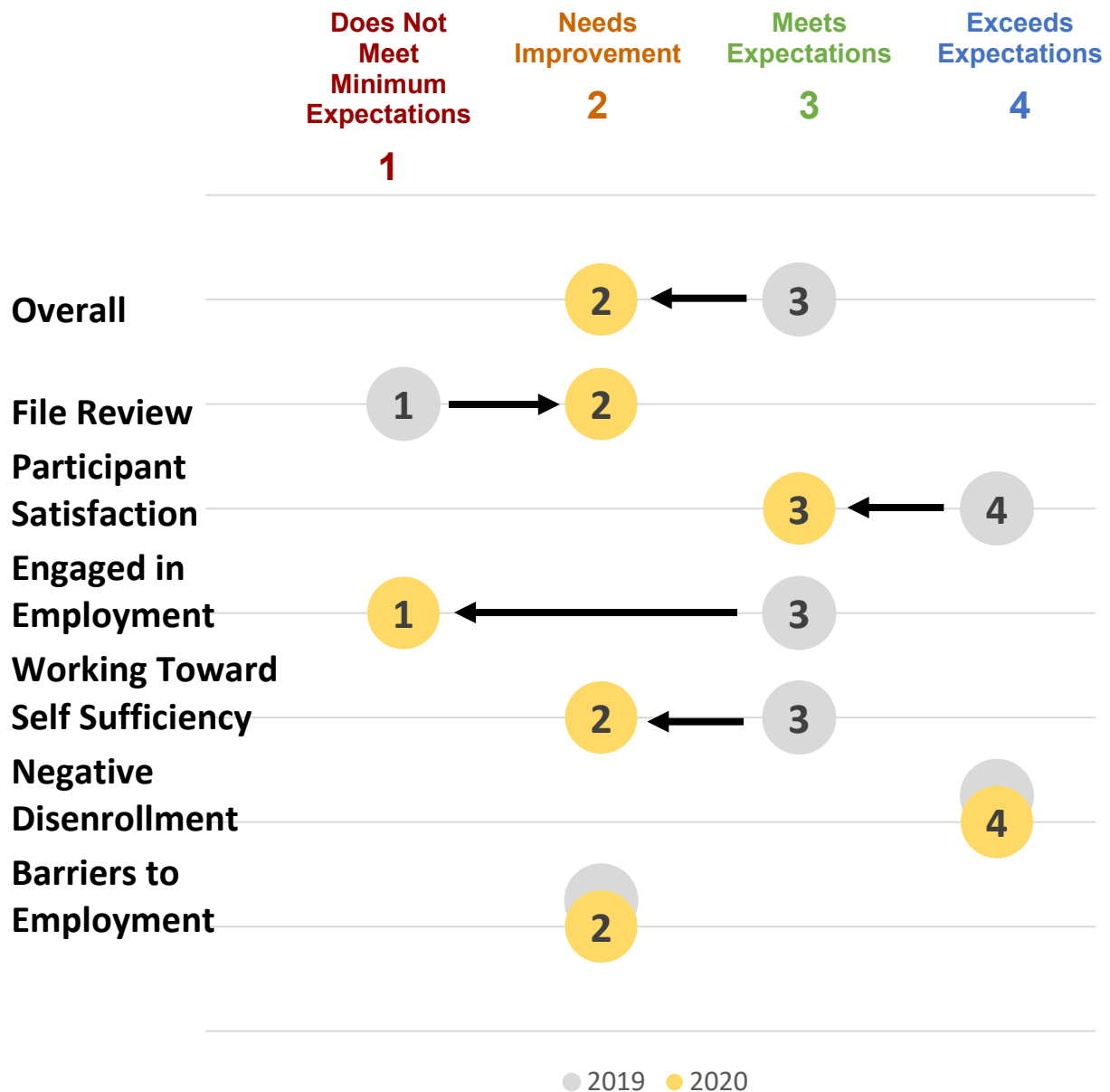
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Community Employment Evaluation Results Summary



The results of the 2020 evaluation indicate that Goodwill Community Employment Program ***Needs Improvement*** overall for the calendar year.

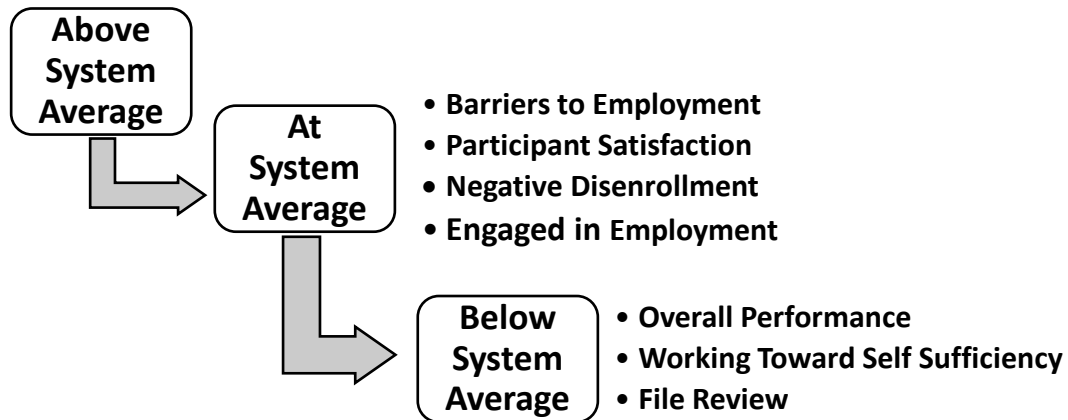
The program received an **overall performance of 58%**, which is a decline from Goodwill’s overall performance of 71% in 2019, and **below the 2020 system average of 67%**.

Goodwill 2020 Performance Overview

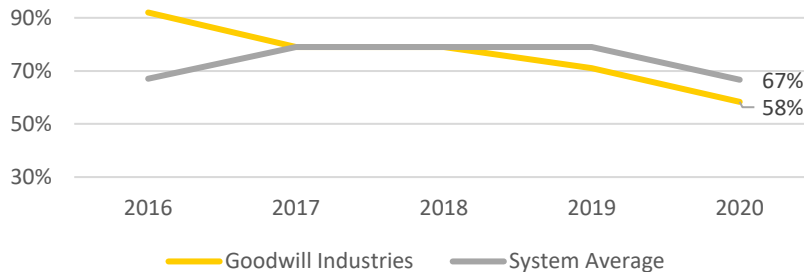
Purpose

To inform agencies about areas of strength and opportunities to improve participant outcomes and experiences guided by evidence from the evaluation.

Figure 1. Goodwill Performance in Community Employment Outcomes compared to 2020 System Average



Goodwill and System Average Performance 2016-2020



Overall Performance

Similar to the trend for the system average, Goodwill’s Overall Performance declined in 2020, from 71% in 2019.

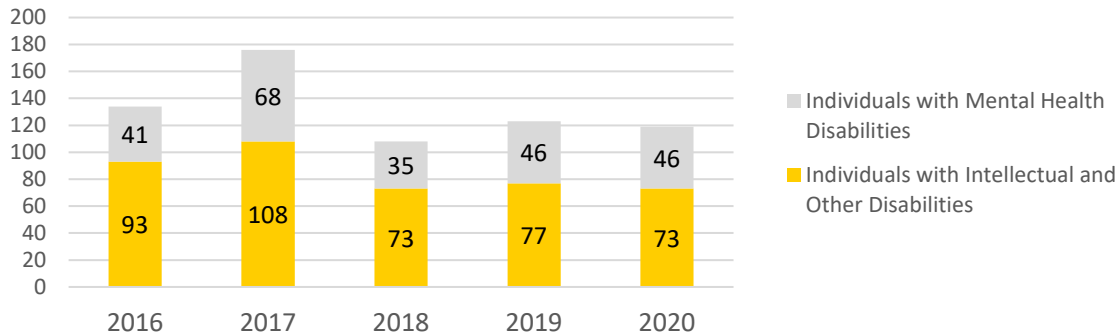
Agency Overview - Goodwill

| | |
|--------------------------------|--|
| Years operating in Polk County | Opened in 1955 |
| Services Provided | Supported employment, adult day activity, work activity, employment skills training, and benefits planning to anyone facing barriers to employment |
| Workforce | 320 employees |
| Service Area | 22 county area |
| COVID service disruptions | The Goodwill of Central Iowa Director noted the impact of Covid-19 on services, programming, and revenue in an agency newsletter, stating: “We are almost completely closed and made that decision to support the health and well-being of our employees, customers and program participants. And I really miss our employees – all 321 employees that we sent home and hundreds of our program participants.” |

Individuals Served

In 2020, Goodwill Industries served an average of 130 participants in Community Employment programming, 73 of which were individuals with intellectual disabilities. The disability type for eleven participants was unknown. Program enrollment decreased in 2018 and has remained stable over the last 3 years.

Goodwill Industries Participants by Disability Type 2016-2020

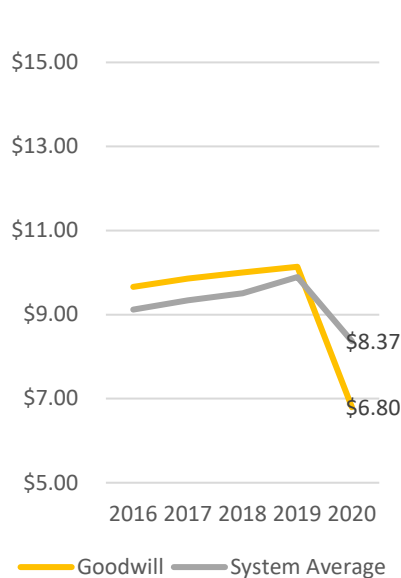


Participant Earnings

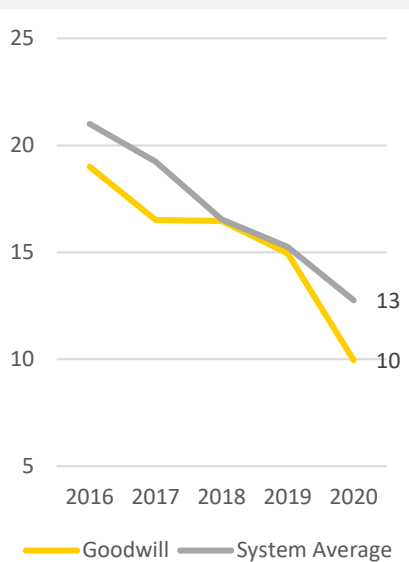
The following figures show trends in participant earnings across three metrics: hourly wages, weekly hours worked, and weekly income.

Goodwill Industries participants earned a lower hourly wage compared to the 2020 system average, reporting an hourly rate \$1.57 lower than the system average. Goodwill participants were also below the system average in weekly hours worked (10) and weekly income (\$80).

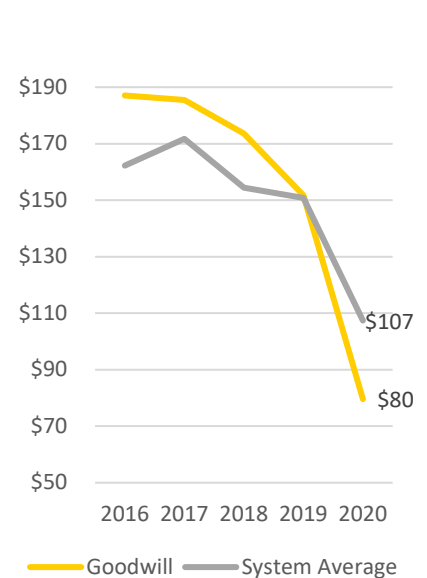
Hourly Wages 2016-2020



Weekly Hours 2016-2020

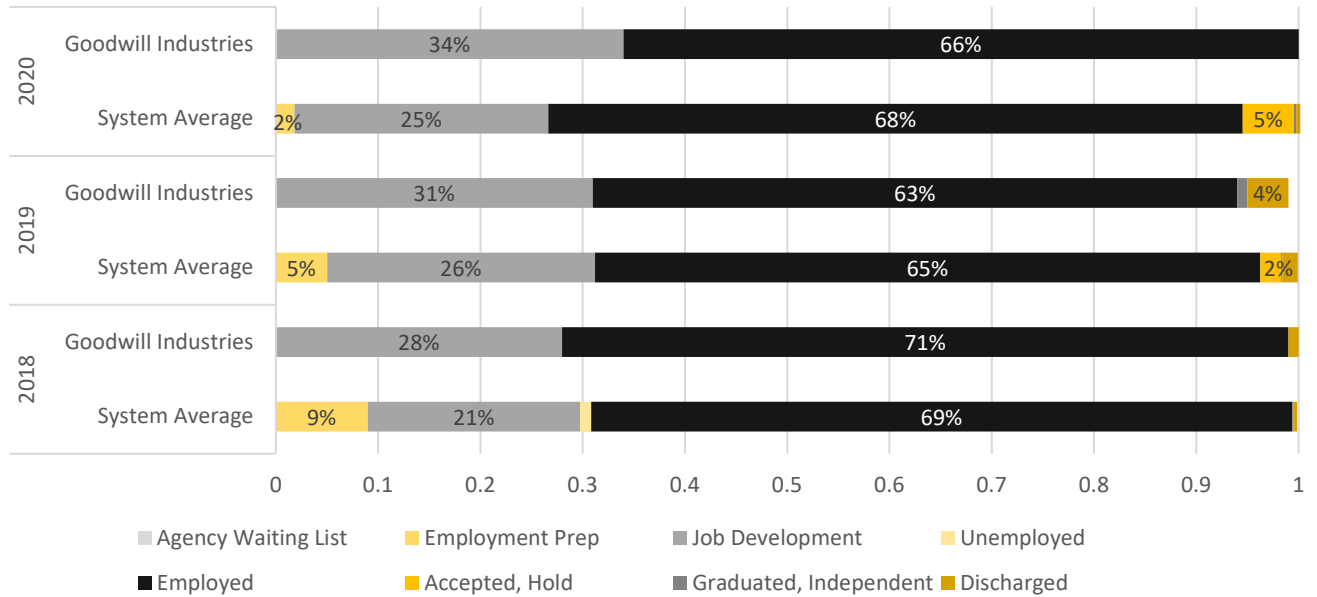


Weekly Income 2016-2020



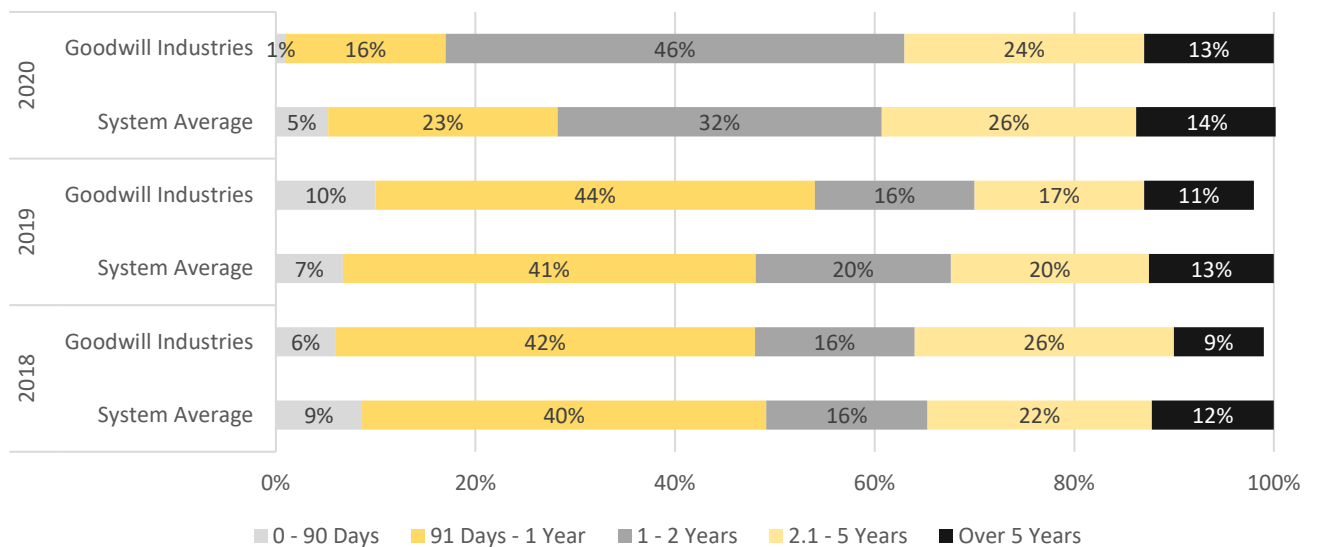
Employment Status

Goodwill Industries showed a steady percentage of participants who were continuously employed, with two-thirds employed in 2020. The agency compared with similar percentages to the system average in the last few years in almost all categories.

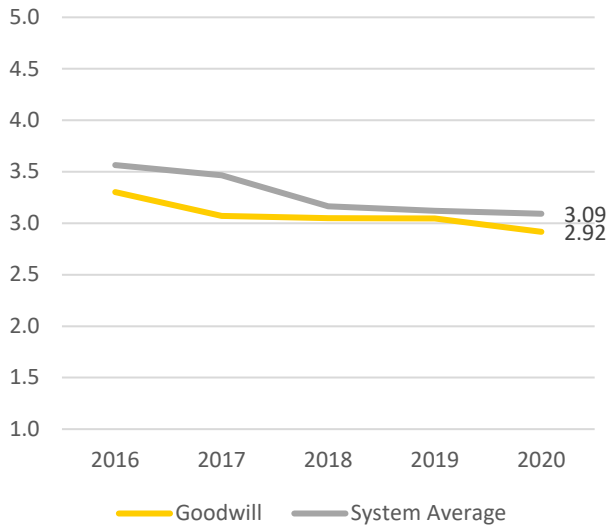


Community Employment Tenure

People can and do change jobs. An important goal is to maintain employment over time. Employment tenure was measured by length of duration in employment. In 2020 **about one-third of participants (37%) have been working continuously for at least two years**. Almost half of participants (46%) have worked between one and two years.



Community Employment Outcomes

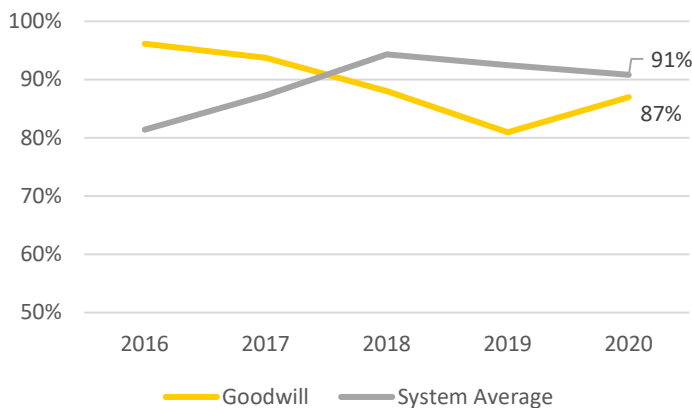
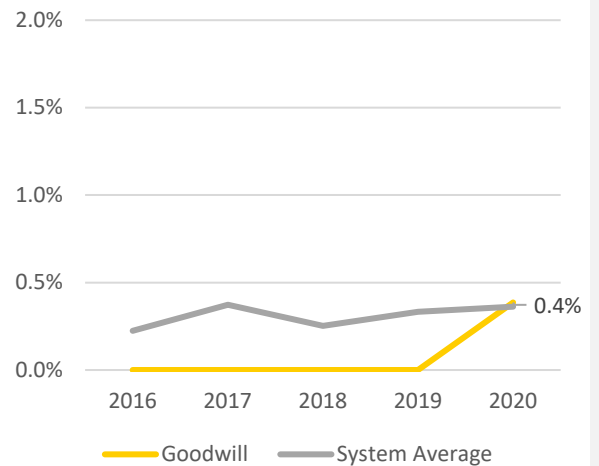


Barriers to Employment Needs Improvement.

Goodwill's level of support scored below the system average in 2020 at 2.92 and continues a trend of decreasing over the years.

Negative Disenrollment Exceeds Expectations

In 2020, Goodwill was at 0.4% for negative disenrollment, which is an increase from prior years for the agency, but similar to the system average. The agency reported one negative disenrollment for 2020.

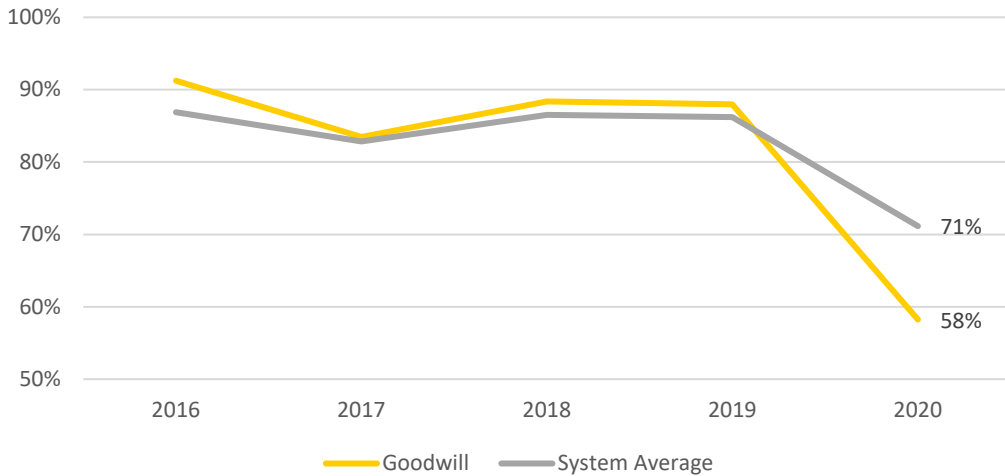


File Review Needs Improvement

Goodwill's file review was lower than the system average at 87% in 2020. This score was an increase of six percentage points from the agency's 2019 results.

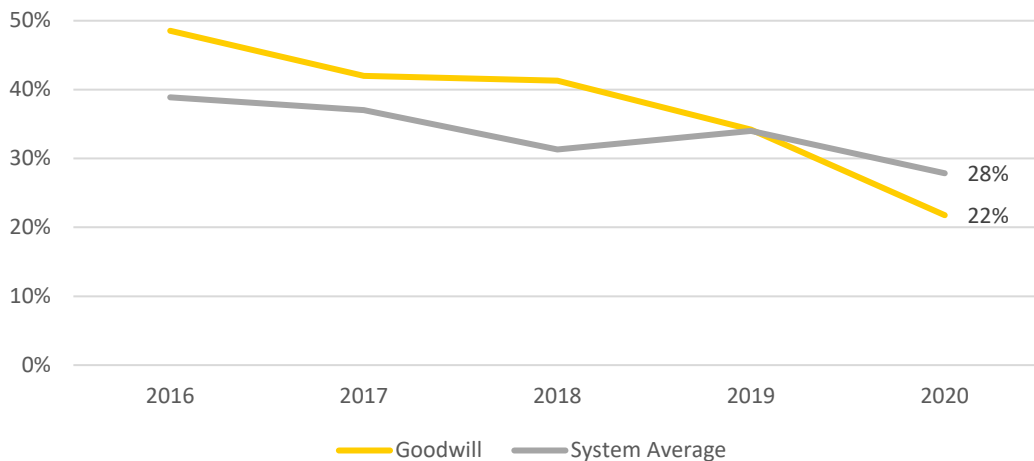
Engaged in Employment
Does Not Meet Minimum Expectations

In 2020, Goodwill had a lower percent of participants engaged in employment (58%) compared to the 71% system average. The system average declined in 2020, and Goodwill experienced a steeper decline than the system average.



Working Toward Self-Sufficiency
Needs Improvement

Goodwill's participants working toward self-sufficiency scores were lower than the system average of 28% by six percent. Goodwill's rate has been declining steadily over the last 5 years, dropping below the system average in 2020.



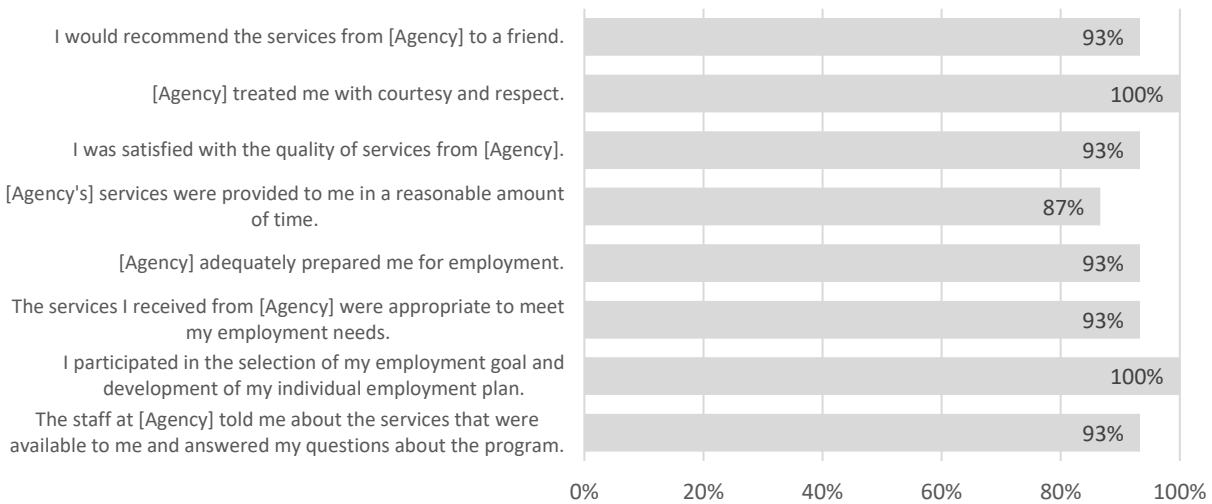
Participant Satisfaction

Goodwill Industries program participants reported being satisfied this year with the community employment services they received and the staff who worked with them. The evaluators interviewed 15 program participants (11%) of the 134 Goodwill program participants for whom contact information was provided.

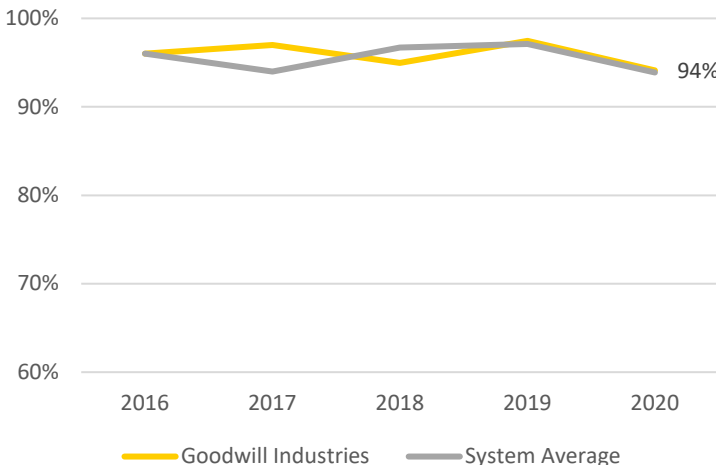
Participant Satisfaction

Respondents were asked a series of questions to assess their agreement or disagreement with certain statements.

Goodwill Participant Satisfaction results by item



Among those structured questions, program respondents generally agreed that they **participated in setting of their employment goals**, and that the **agency treated them with courtesy**. However, participants were somewhat less in agreement about whether **services were provided in a reasonable amount of time**.



Participant Satisfaction Meets Expectations

On average, **Goodwill participants reported 94% satisfaction with services** received, which is aligned with the system average (94%)

Open Ended Results

The themes listed below are described in detail in the Polk County Region report. The following representative comments are from Goodwill participants.

Staff and agency relationships

My worker helped me learn my job and helped me clean. She keeps me informed.

If I have situations I can't handle, they can help me with it.

Goodwill has probably been the best fit that I have had because they work with you.

They want to hear from me.

They asked me what my interests were.

I would say that they are helpful, and they listen to your needs. You tell them what you're looking for and they will do their best to help you.

Services Received

They said that they were going to help me get a job, and they did.

They helped me to get the job by practicing an interview and gave me advice about what to say.

My worker might give me advice, or she'll just give me advice and stand back and let me do it and say "good job" when I act on my own. And, like I said, she called me earlier today just to see how I was doing

Service Delivery

They were just good at explaining things to me so that I would understand it, and if I didn't understand it, they would walk through it with me. I was very happy with the experience.

I would change having them come to my work more. They come about once a year; maybe twice a year [would be better].

They have excellent services, and they do an excellent job at doing the services.

Pandemic and Quarantine

[At the beginning they did help, but then they dropped contact with me once the pandemic began.] Because, from my understanding, they dropped that entire service altogether, or that program.

I have not worked with them since March 12th. We did do a planning meeting in January. They will work with me when it is safe.

Impact of Services

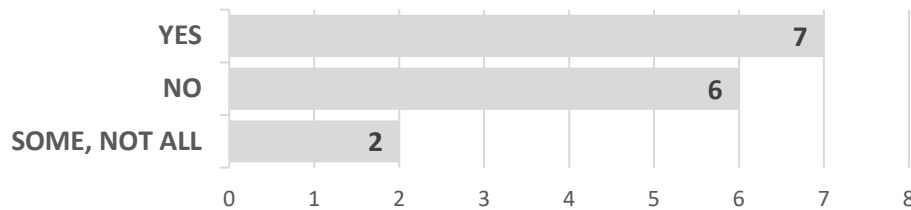
I like the best where they took us to many job sites and experience what the job is. I liked that. I really appreciate they're helping me find a new job because I really need a new job. I want to buy some stuff. And they also tell me the bus routes, so I memorize the bus routes to get out in the community.

Yes [they do listen when I want to contribute to my employment plan]. They have really answered questions.

COVID-19

During the satisfaction interviews, participants were asked three questions in addition to questions normally asked to assess satisfaction with the program.

1. Have your needs been met by your Supported Employment team since the Governor's Health Disaster Emergency Declaration on March 17th?

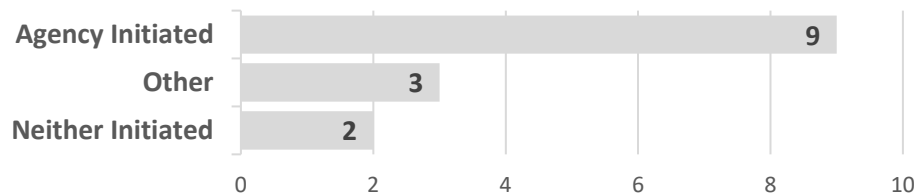


Of the 15 participants who responded to this COVID question, 7 responded “Yes,” 6 responded “No,” and 2 responded “Some, Not All.”

When asked to elaborate, 9 respondents explained that basically nothing had changed, though some added that there were some minor differences, such as wearing masks and social distancing. Two indicated that they had little or no contact since COVID. Two said that there was still contact, but not as much. One indicated that they had stopped work and weren't seeing staff.

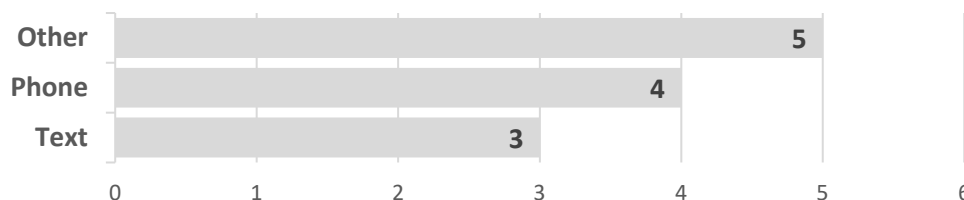
Of those who responded that some, or none, of their needs were getting met, 4 stated that they were no longer working with job coaching or it has been greatly reduced. Two indicated that their work had been shut down or they had been laid off. Two had needs but they did not seem to be related to the agency.

2. Who initiated contact between you and your team since mid-March?



Of the 14 respondents, 9 responded that contacts were initiated by the agency, 3 responded “Other,” and 2 responded “Neither Initiated.” Among the participants who responded “Other,” two explained that their guardian or family member initiated contact. The third did not respond to follow-up.

3. In what ways did you communicate?



Of the 12 respondents, 5 responded that contacts were conducted via "Other," 4 responded by phone, and 3 responded by text. Of the respondents who responded "Other," 3 indicated that they communicated with staff in person. One responded that they communicated via digital video or messaging. And one responded that they communicated through a guardian.