

Council of California Goodwill Industries

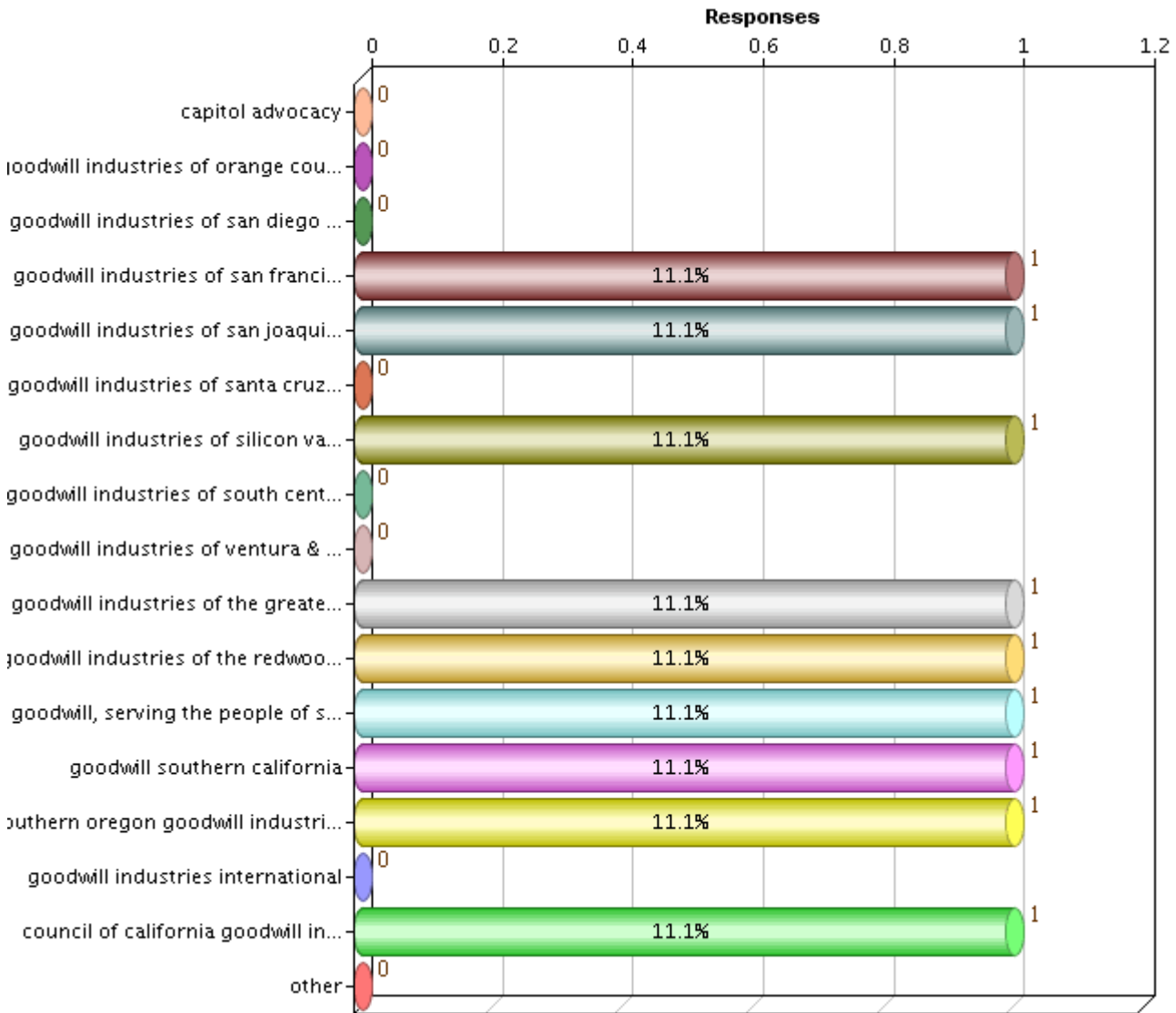
COUNCIL MEETING
SATISFACTION SURVEY RESULTS

Report Date: October 2, 2009 • Meeting Date: September 10-11, 2009
Meeting Host: Goodwill Industries of the Redwood Empire

Summary Page

Total Respondents:	9
Total Meeting Participants:	15 (3 officers, 8 members, 2 consultants & 2 GII guests)
Non-Participant Notes:	Santa Ana 1 participant / 1 no survey response Oxnard 1 participant / 1 no survey response Oakland 2 participants / 1 no survey response GII Guests 2 participants / 2 no survey responses Consultants 2 participants / 1 no survey response Bakersfield none attended meeting San Diego none attended meeting Santa Cruz none attended meeting
Overall Meeting Ratings:	1 respondent rated "exceeded my expectations" 8 respondents rated "met my expectations"
Agenda Item w / High Ratings:	Council finances discussion
Agenda Item w / Low Ratings:	GII update
General Analysis:	Surveyed items across the board received strong "met" expectation ratings with "general attendance / participation" receiving mixed marks quantitatively and qualitatively. Three agencies were not in attendance and two agencies participated only on the first day of the two-day meeting. A strong majority of respondents (66.6%) cited the agenda items as "very pertinent." In the narrative remarks, "roundtable discussions" were repeatedly cited as "most enjoyable or most useful" offerings of the meeting. Nearly all feedback regarding the WORKFORCE Best Practices Meeting was positive or very positive with a recommendation that participants should be limited to the Director or VP level for greater productivity.

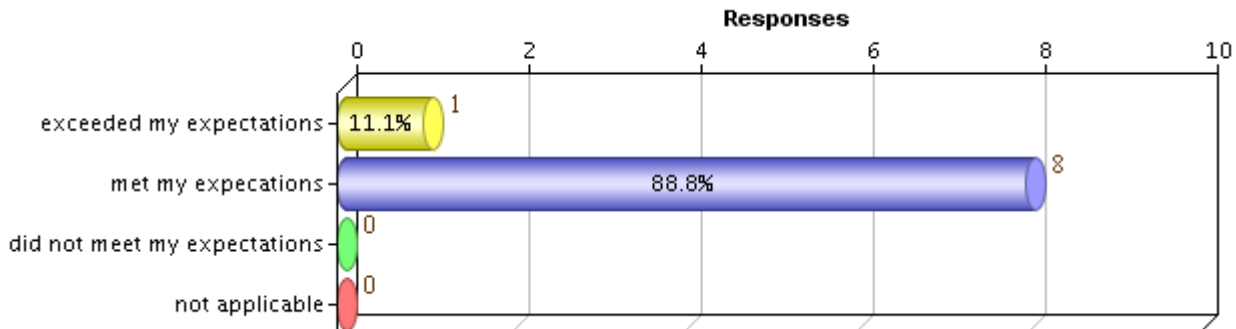
The organization you represent is:



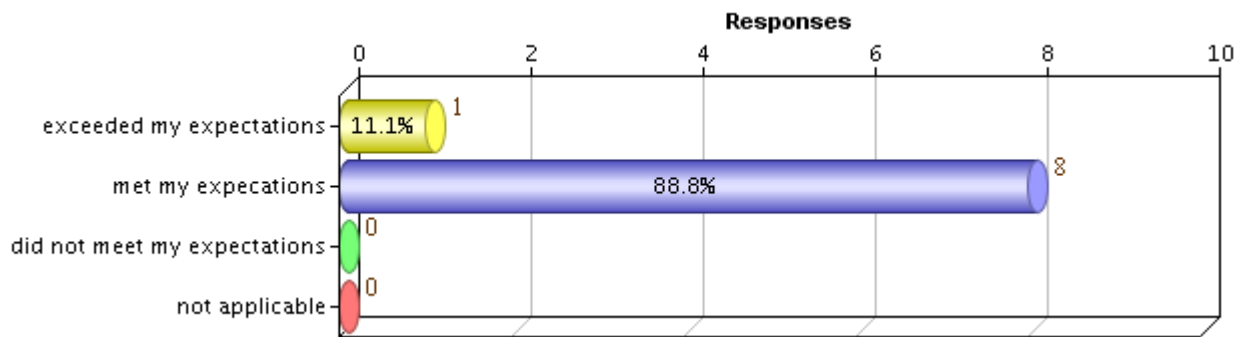
Total Number of Responses for this Item: 9

How would you rate the Council's September 10-11, 2009, meeting in Santa Ana, CA in terms of the following:

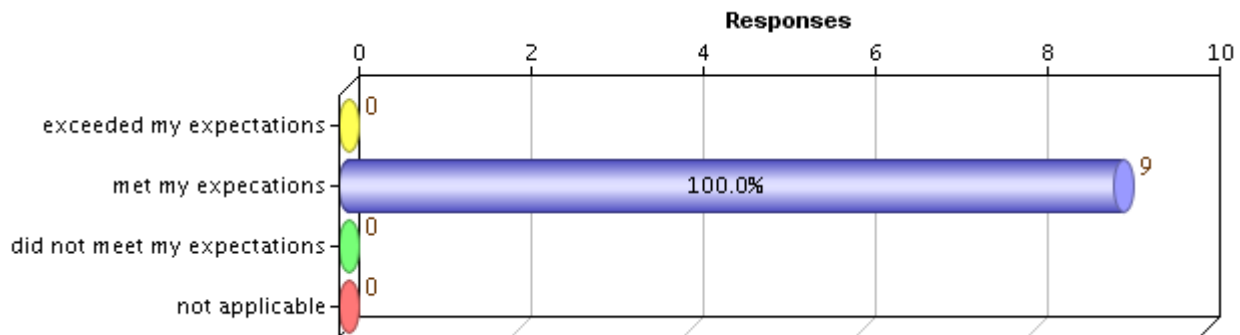
Overall



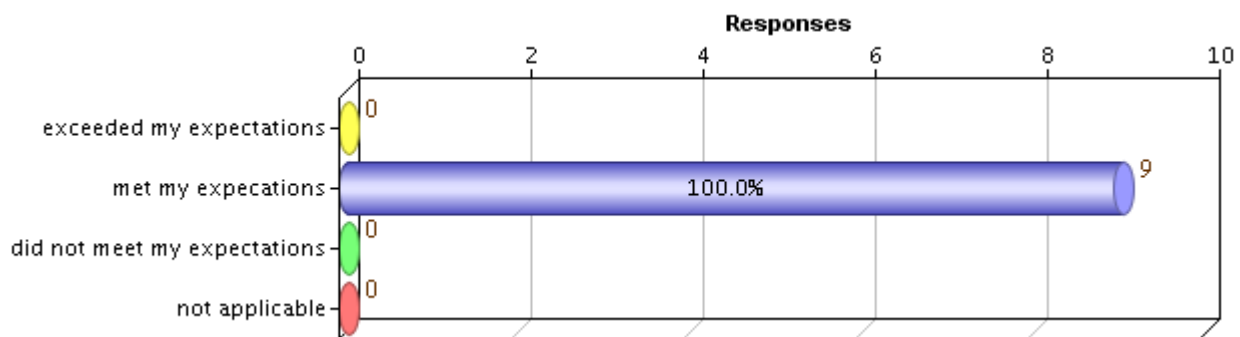
General flow of meeting



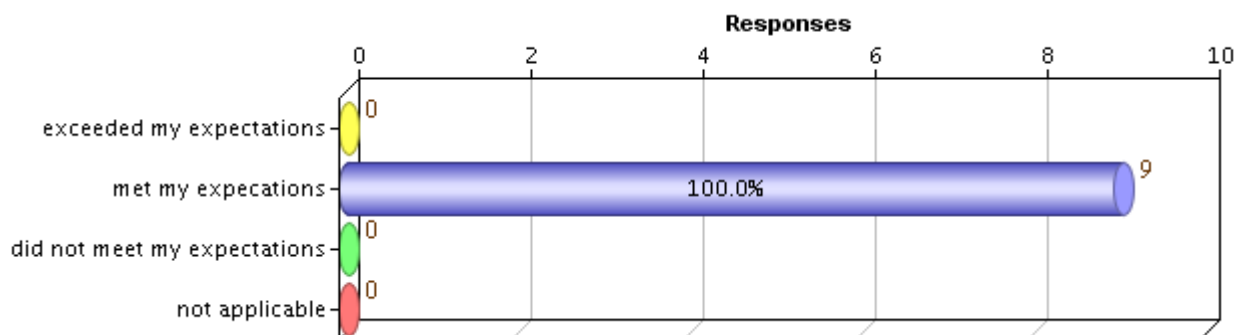
Drawing & maintaining my attention



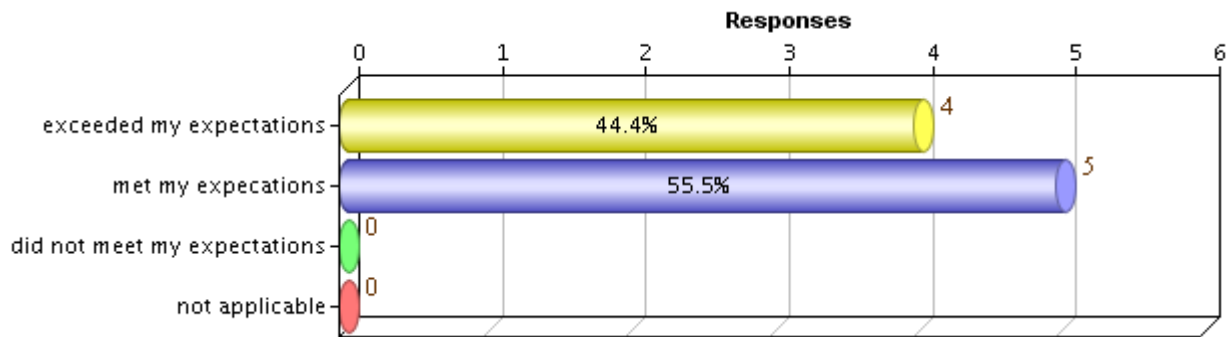
Visual aids & handouts



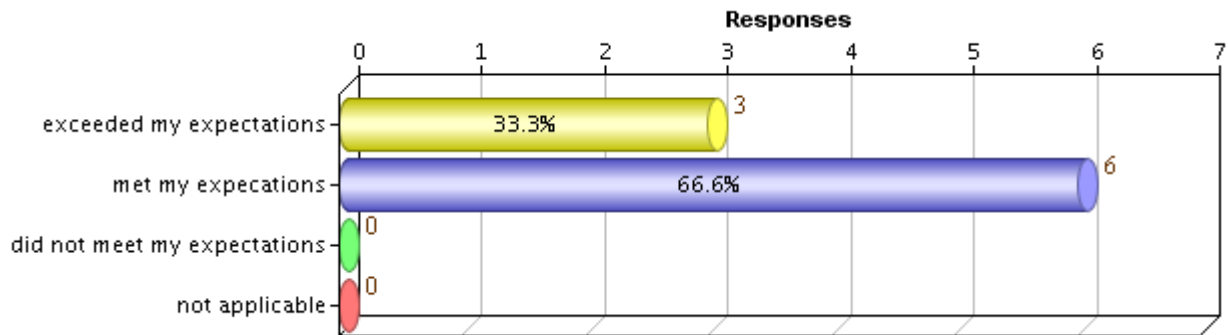
Outcomes from the meeting



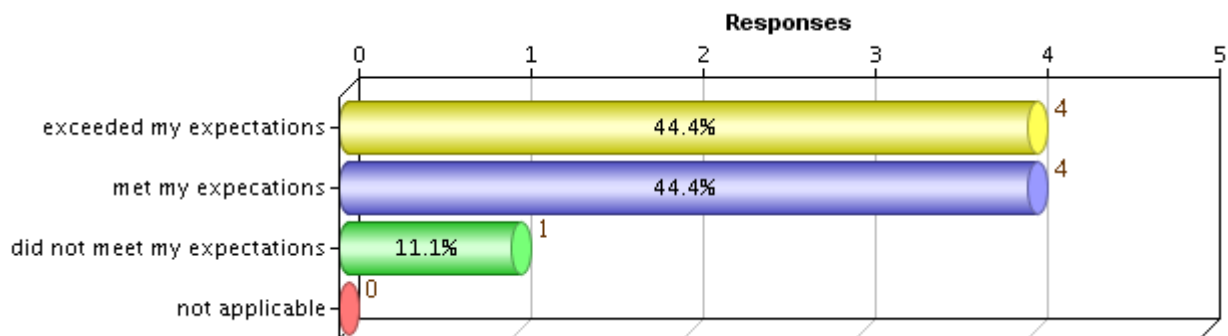
Meeting facility



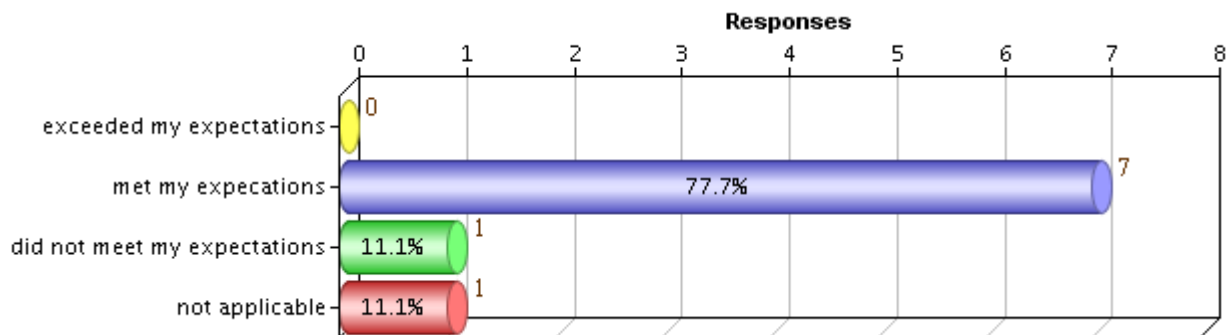
Food & beverages



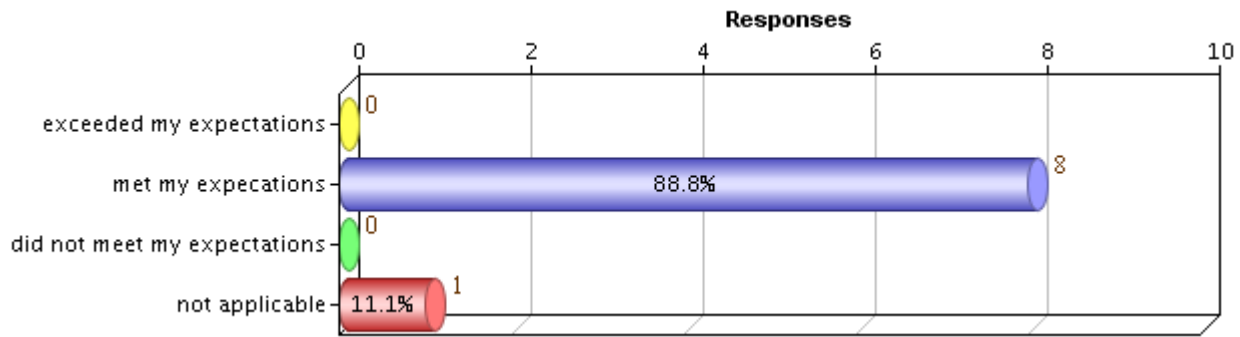
Council finances discussion



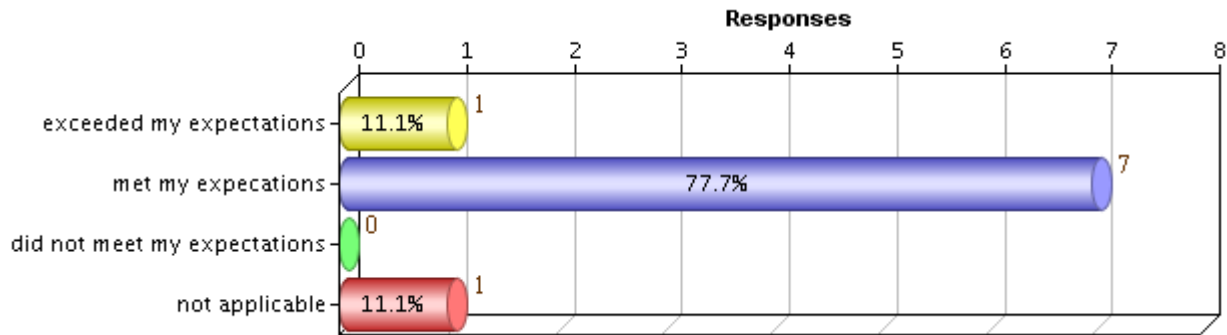
Roundtable discussion: state budget



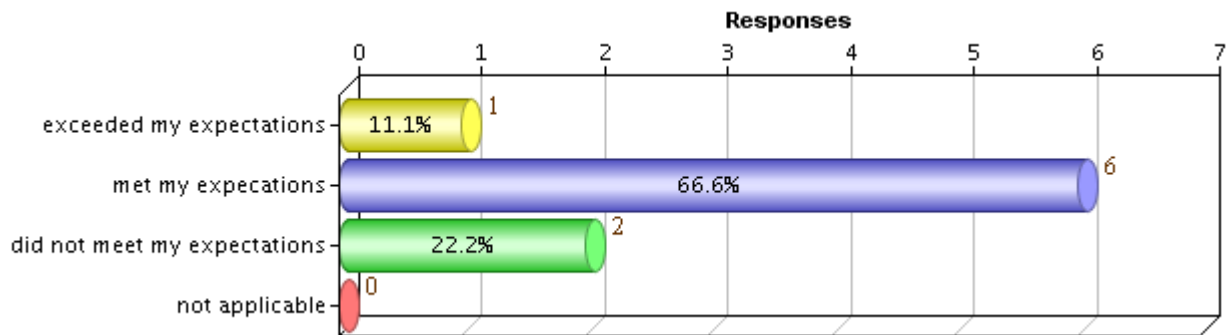
Roundtable discussion: grassroots advocacy



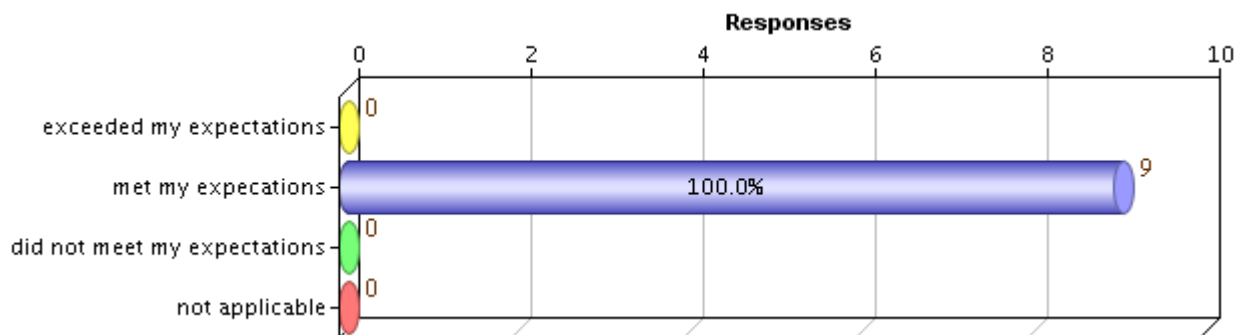
Roundtable discussion: agency strategic planning / board development



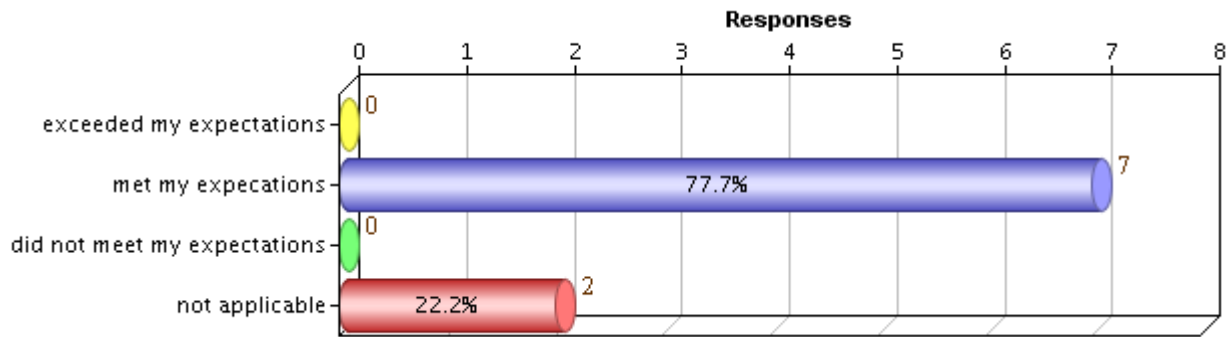
GII update by Steven Krotonsky



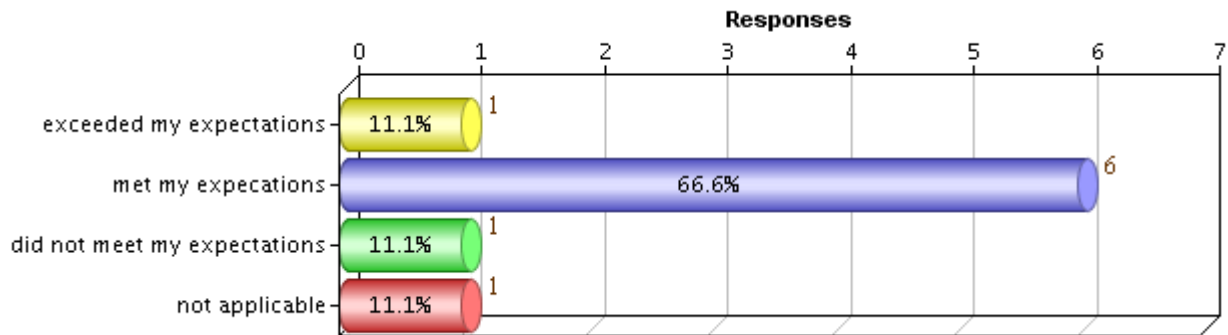
Public Policy Committee report



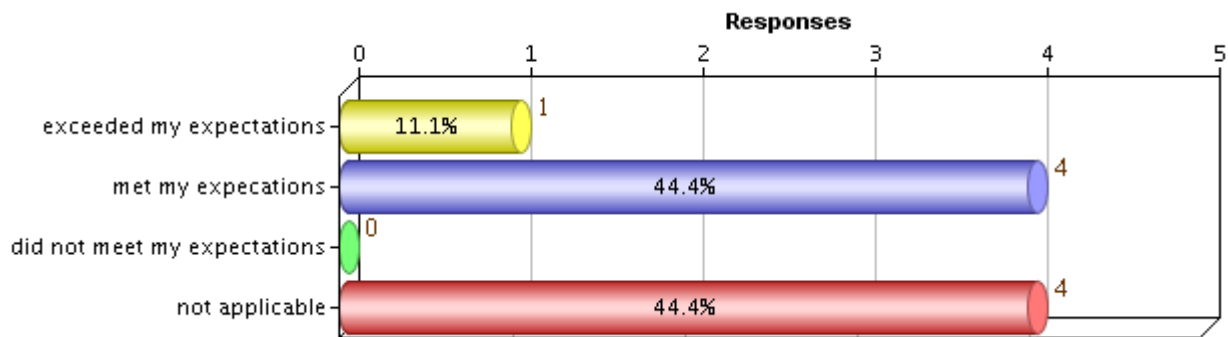
Year-end issues discussion



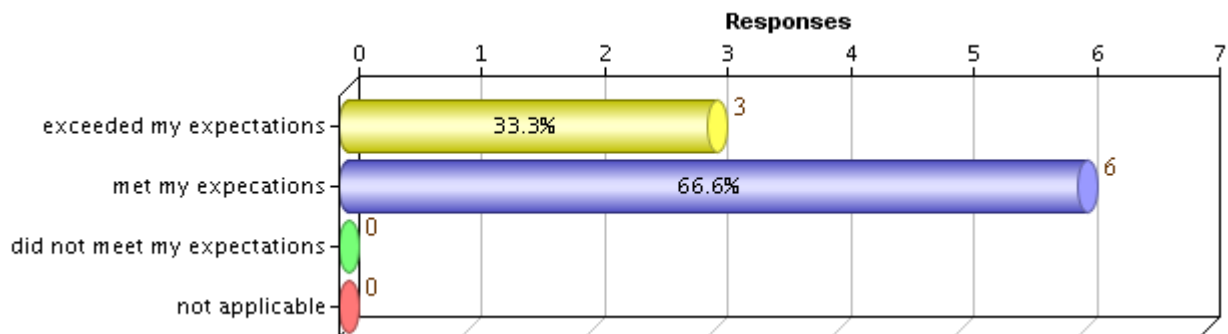
Strategic planning overview by Gretchen Evans



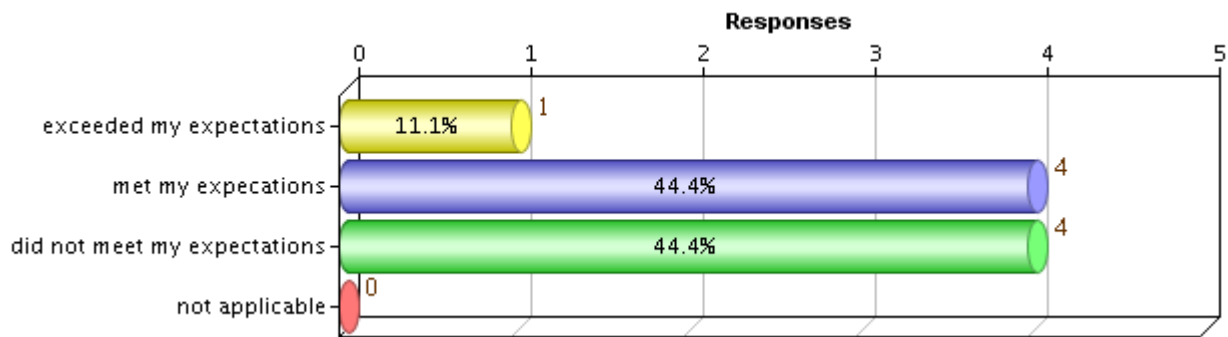
Host agency tour (Wellness & Advocacy Center)



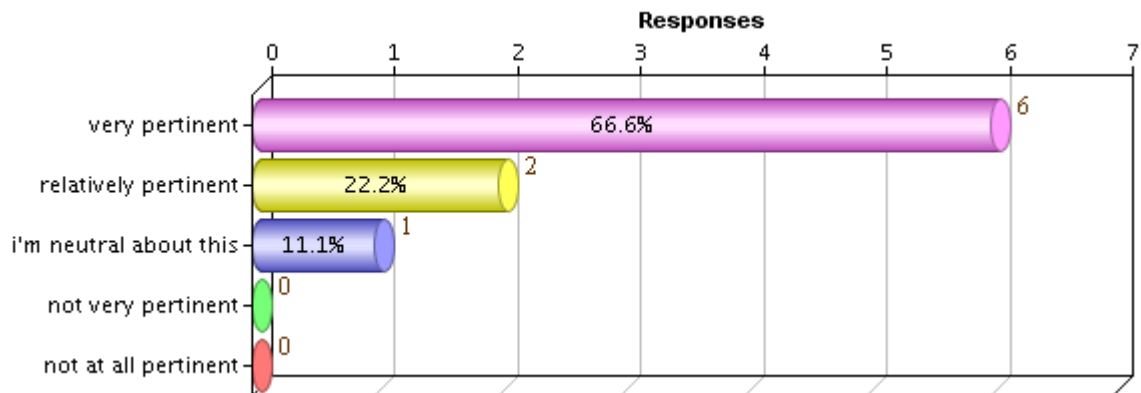
Hosted dinner at the Camelot Patio



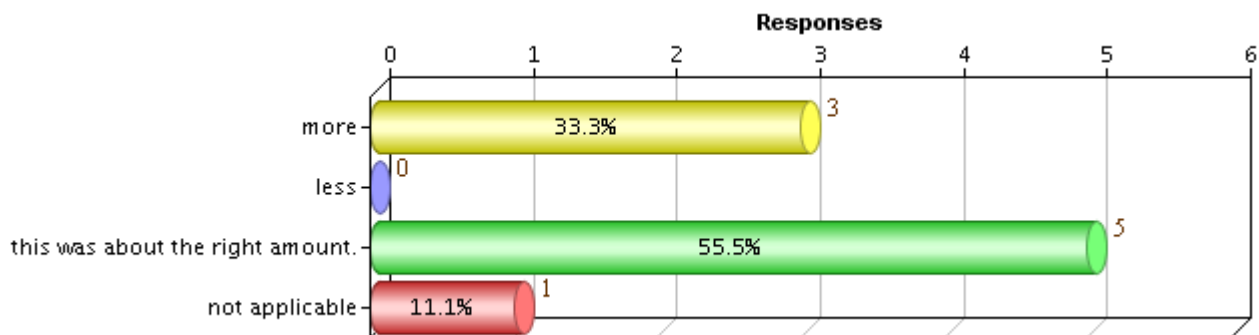
General attendance / participation



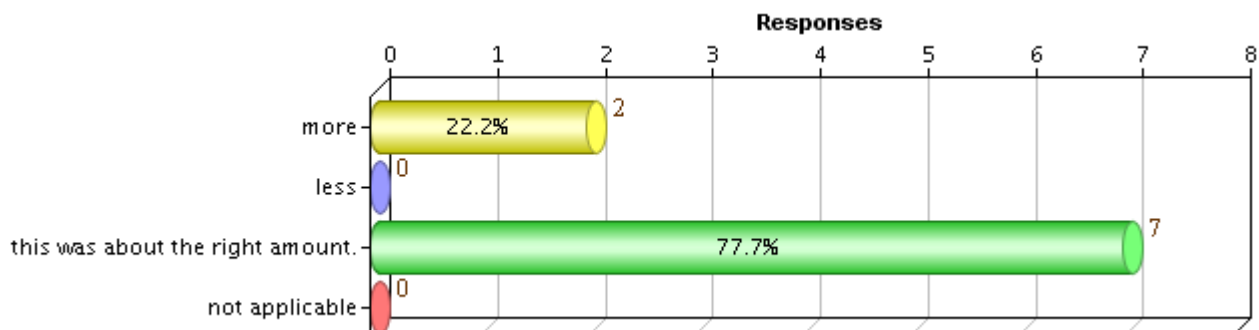
Based on your understanding of the needs of the general membership, how pertinent were the items on the agenda?



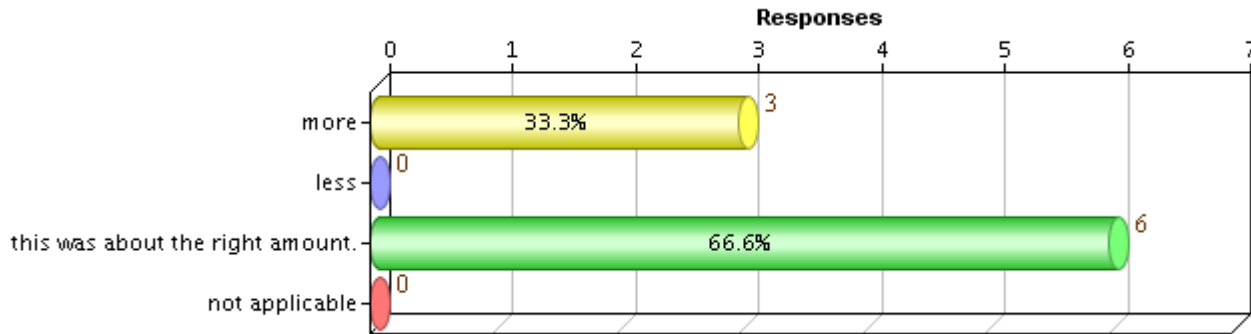
Would you have liked more or less TIME devoted to Roundtable Discussions?



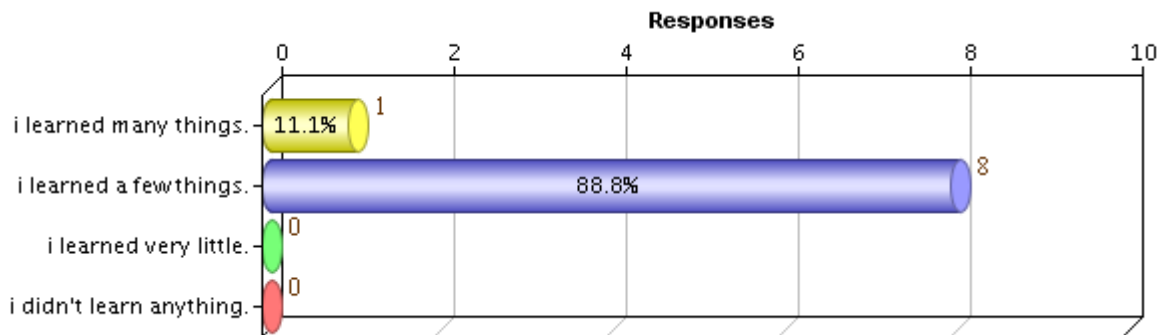
Would you have liked more or less SUBJECTS / TOPICS devoted to Roundtable Discussions?



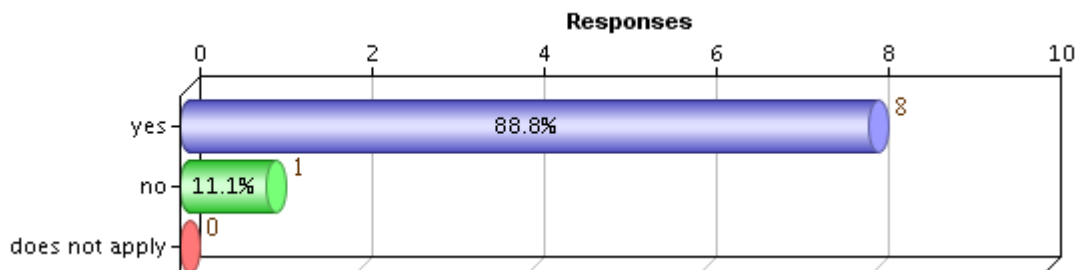
Should more or less MATERIALS be developed and circulated to help you prepare for the roundtable discussions?



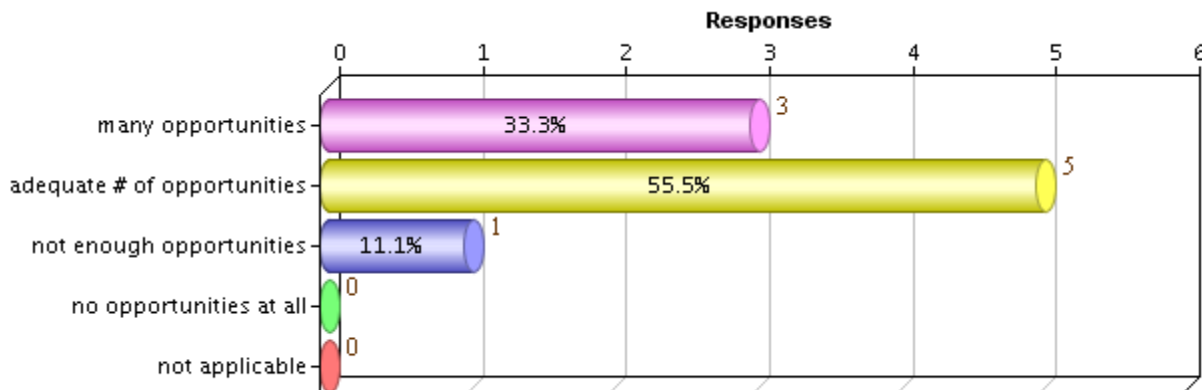
Which statement best describes the educational offerings of the meeting?



Were enough background materials provided to help you prepare for the meeting?



Were enough opportunities made available for you to network with other meeting participants?



What did you enjoy MOST or find MOST useful from the meeting?

Agency strategic planning roundtable discussion

Roundtable discussion

1. Good presentation on the need for Strategic Planning for the Council.
2. Good update on Public Policy
3. Presentation of information by Steve Krotonsky opened up good discussion points.

Roundtable discussions

Roundtable discussions

Very balanced, well organized and highly participatory. Really enjoyed meeting the workforce staff over cocktails and dinner.

Agency Strategic Planning and salvage discussion

What did you enjoy LEAST or find LEAST useful from the meeting?

Strategic Planning overview from GII simply because it was at such an elementary level.

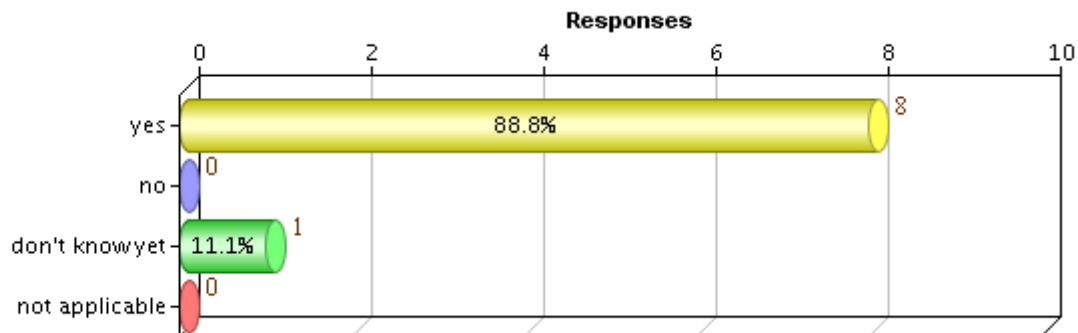
1. Very unfortunate about the Council's finances. No recommendations as it is what it is.
2. State Budget discussion seemed to be a non-starter. Not sure there was much impact to members overall.

GII strategic plan discussion

Attendance by all council members low

All was good

Do you plan to attend the Council's winter meeting in San Diego, CA on December 3-4, 2009?



Please note any issues or discussion items the Officers should consider in building the agenda for the next Council meeting.

Bond Financing: the pros and cons from GIs which have utilized this method of financing the expansion of capital assets

It was evident that Board member attendance has declined very significantly, almost non-existent, and it was spotty before. Whenever I travel around Goodwill, the Council is pointed out for its progressiveness in including Board members as a part of the Council. I am not sure that is true anymore. Perhaps we should have a discussion about this in Strategic Planning.

Otto my mind is blank right now sorry. G

Collaborative opportunities and opportunities to use our collective size to influence purchasing and salvage pricing.

Please provide any feedback that may have been shared with you regarding the "Workforce / Mission Best Practices Meeting" or any recommendations for next steps or future meetings for this group.

Overall very positive feedback but some felt more structured outcomes should have come forward.

Most of my staff were thrilled to be in attendance. They don't get out often and this was a chance to hear from their colleagues. Very positive development for the Council.

I received nothing but positive feedback from my workforce VP...excellent face to face meeting with other workforce good service discussions

Overall the meetings were good. While the attendance was terrific, it was felt that too many levels of staff were in attendance and should have been limited to Directors or VP of WFD for greater productivity.

Very positive

Staff felt it was a very productive meeting and are committed to keeping effort going regardless of Cal Council involvement.