

Council of California Goodwill Industries

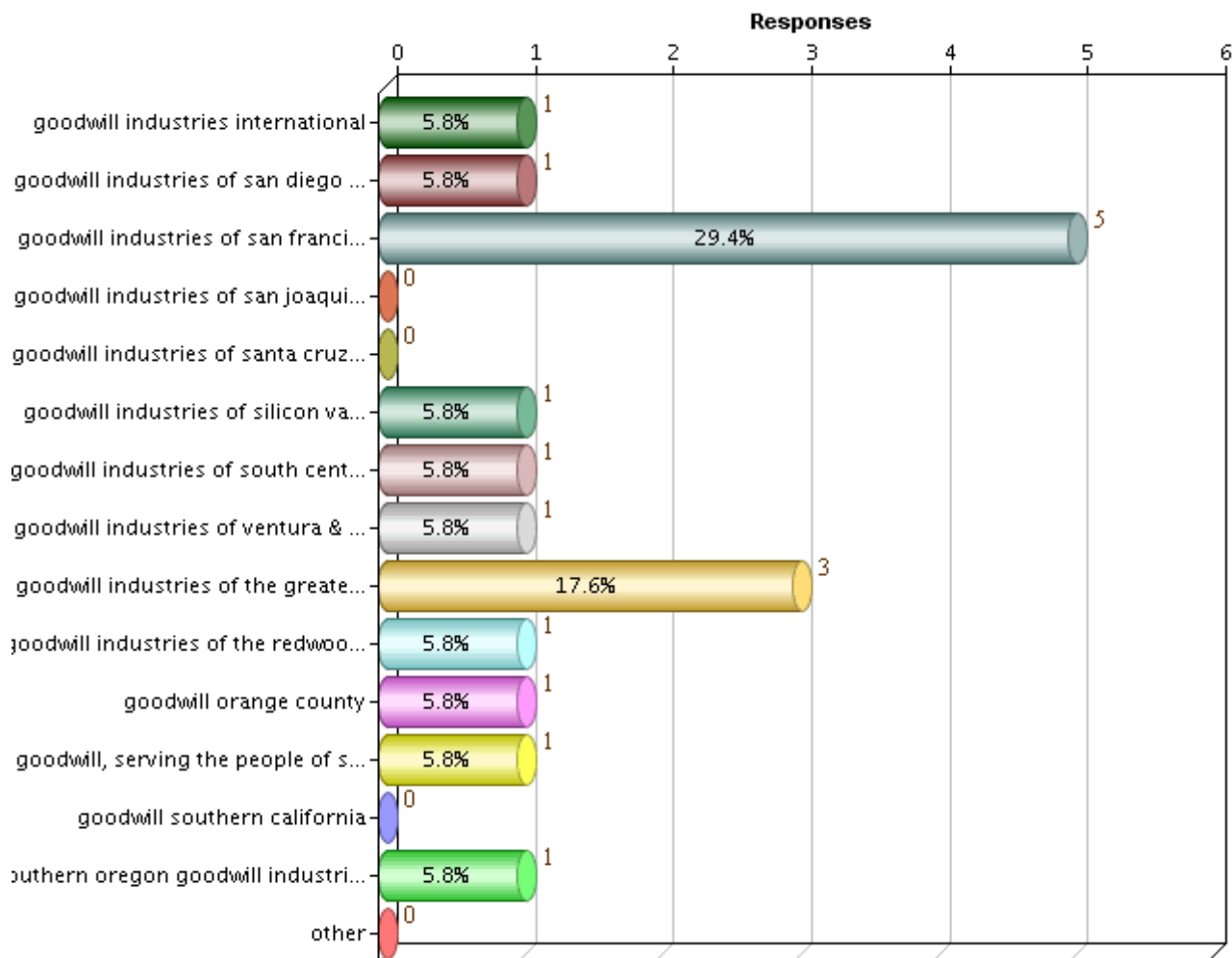
WORKFORCE DEVELOPMENT / MISSION SERVICES BEST PRACTICES MEETING  
SATISFACTION SURVEY RESULTS

Report Date: September 28, 2009 • Meeting Date: September 10-11, 2009  
Meeting Host: Goodwill Industries of the Redwood Empire

**Summary Page**

|                                |   |
|--------------------------------|---|
| Total Respondents:             | 17  |
| Total Meeting Participants:    | 23 (including 2 GII guests)   |
| Non-Participant Notes:         | Los Angeles 1 attended meeting / 1 no survey response<br>Oakland 4 attended meeting / 1 no survey response<br>Santa Rosa 3 attended meeting / 2 no survey responses<br>Bakersfield 2 attended meeting / 1 no survey response<br>GII Guests 2 attended meeting / 1 no survey response<br>Stockton none attended meeting<br>Santa Cruz none attended meeting  |
| Overall Meeting Ratings:       | 6 respondents rated "exceeded my expectations"<br>10 respondents rated "met my expectations"  |
| Agenda Items w / High Ratings: | Business development<br>Integrated participant services   |
| Agenda Item w / Low Ratings:   | Corrections / prisoner re-entry (based on 5 respondents citing "did not meet my expectations" although combined "exceeded" and "met" my expectations ratings (64.6%) suggests approval by a strong majority.  |
| General Analysis:              | Overall meeting ratings were favorable (combined "met" / "exceeded" expectations at 89%). Strong "met" expectations ratings were cited for "meeting format," "flow of meeting," "drawing / maintaining my attention" and "visual aids / handouts." Four (4) "un-met" expectations ratings were cited for "outcomes from the meeting" with narrative remarks further suggesting more focus in this area in the future.<br><br>All roundtable discussion topics received strong combined "met" / "exceeded" expectations – from 11 to 14 participants, with high and low rated agenda items as noted above. The vast majority of respondents (14) cited the agenda items as "very pertinent" while mixed remarks were cited for how many topics should have been on the agenda. A strong majority cited that MORE preparatory materials should have been developed and circulated prior to the meeting.<br><br>In the narrative remarks, networking, meeting counterparts and learning from other colleagues / agencies were cited with high frequency as "most useful or enjoyable from the meeting." Other narrative remarks provide feedback for fine-tuning in various areas. |

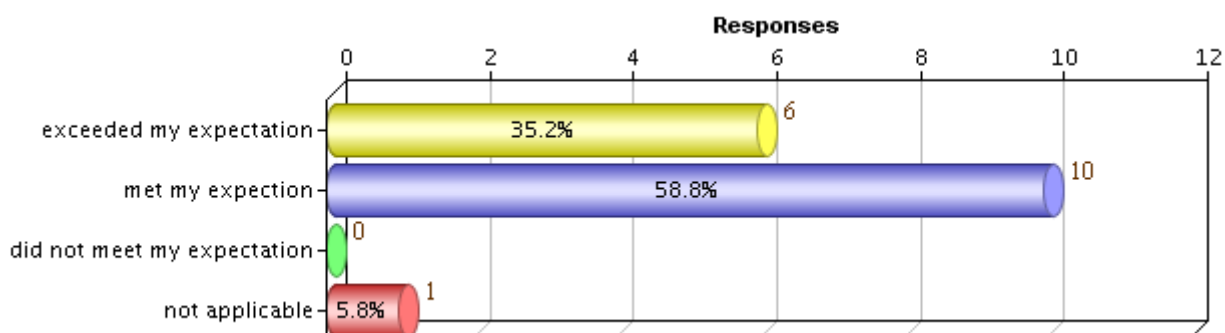
## The organization you represent is:



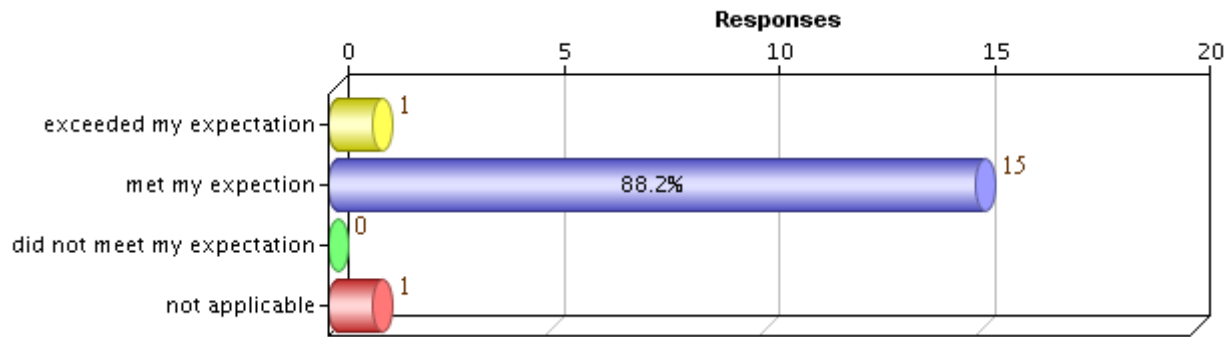
Total Number of Responses for this Item: 17

## How would you rate the Workforce Development / Mission Services Best Practices Meeting on September 10-11, 2009, in Santa Rosa, CA in terms of the following:

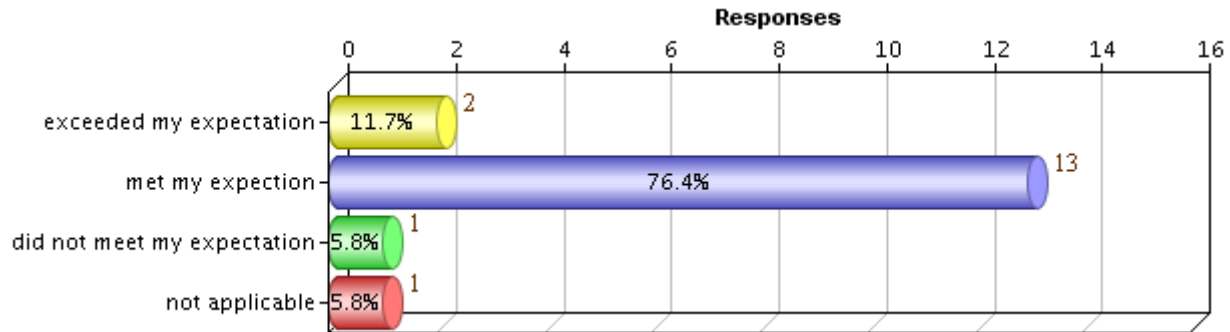
### Overall



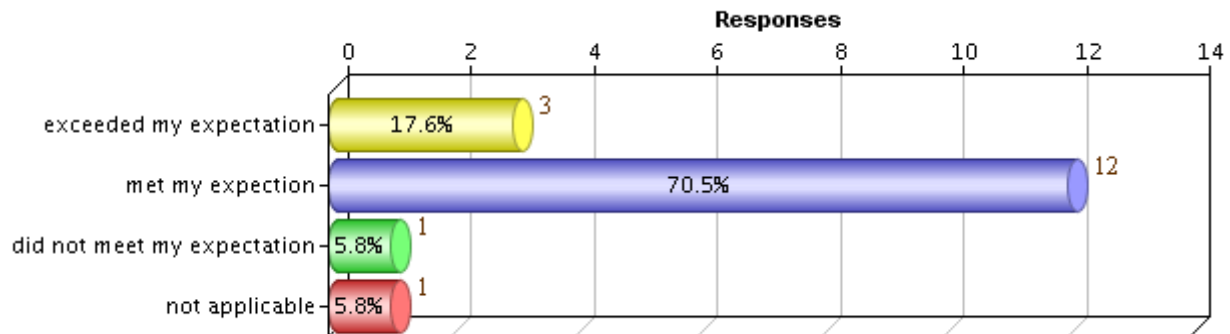
## Meeting format



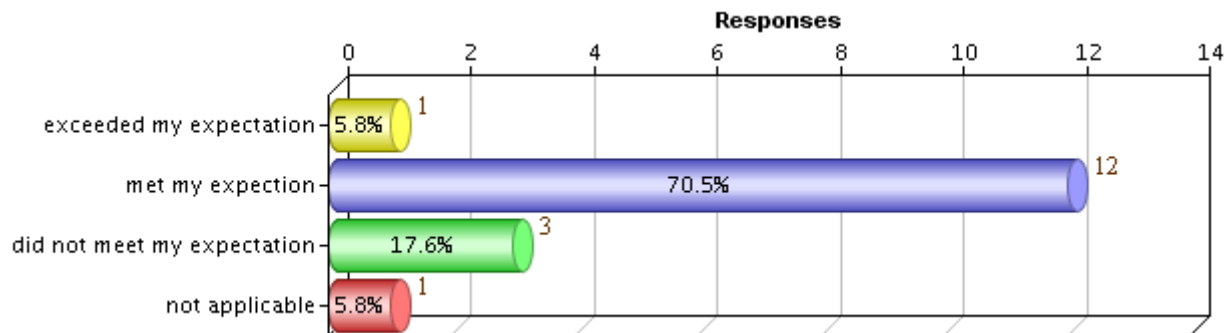
### General flow of meeting



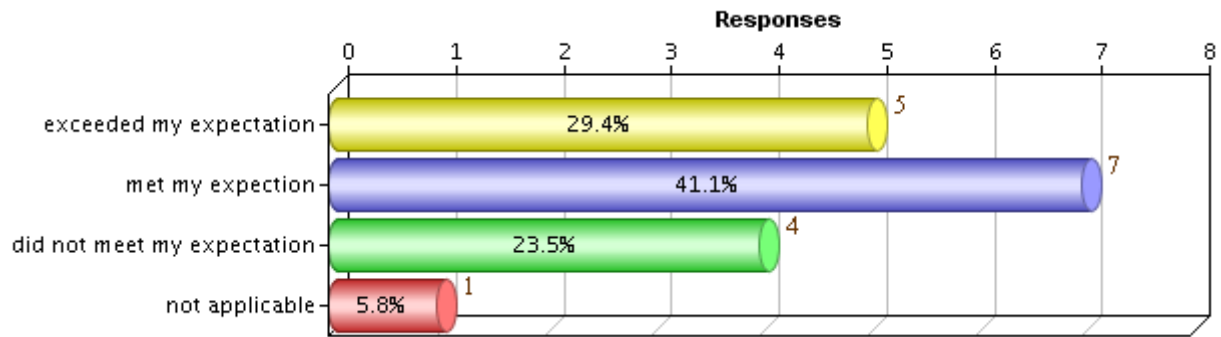
### Drawing & maintaining my attention



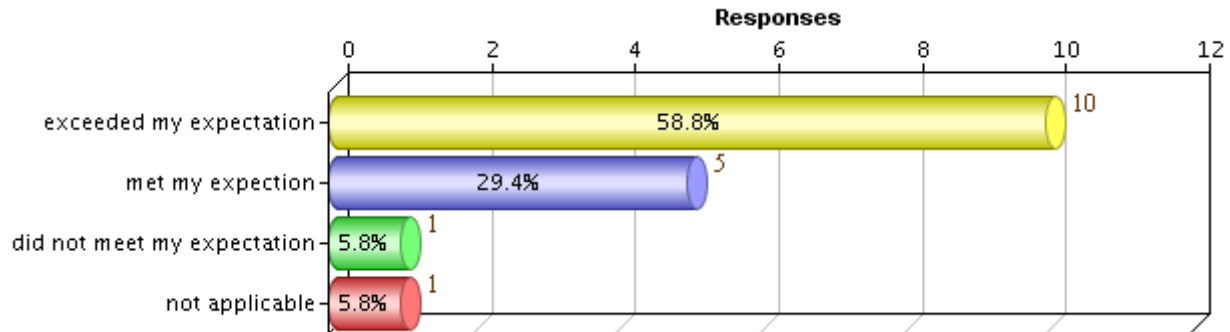
### Visual aids & handouts



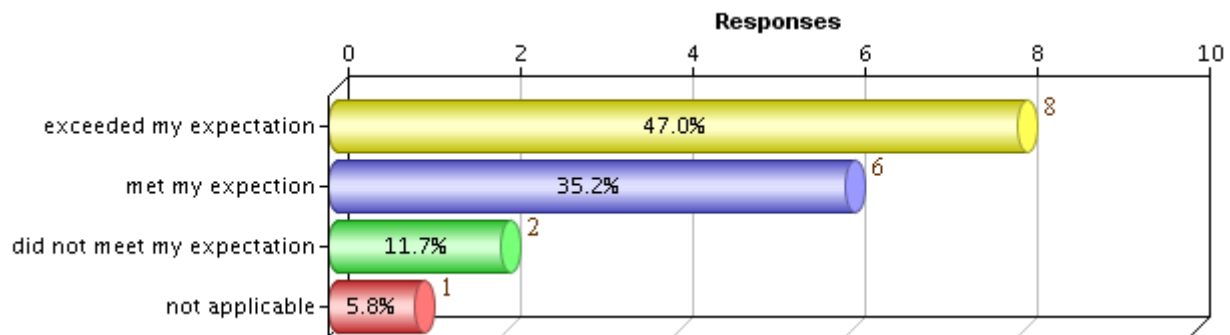
### Outcomes from the meeting



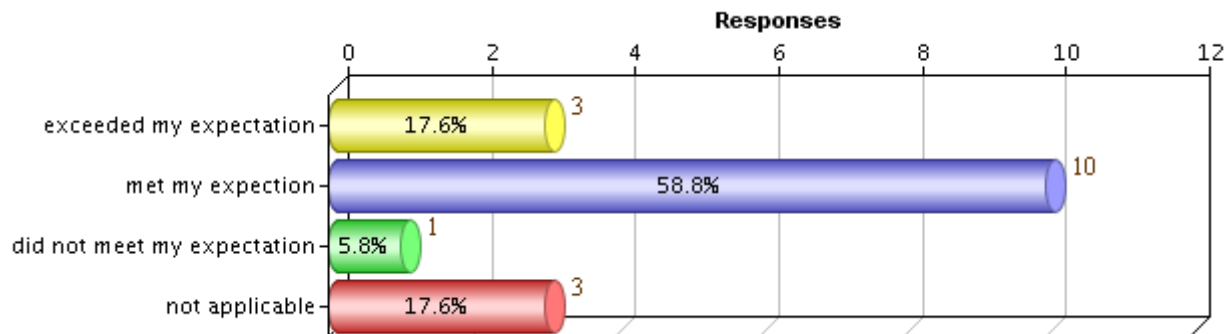
### Meeting facility



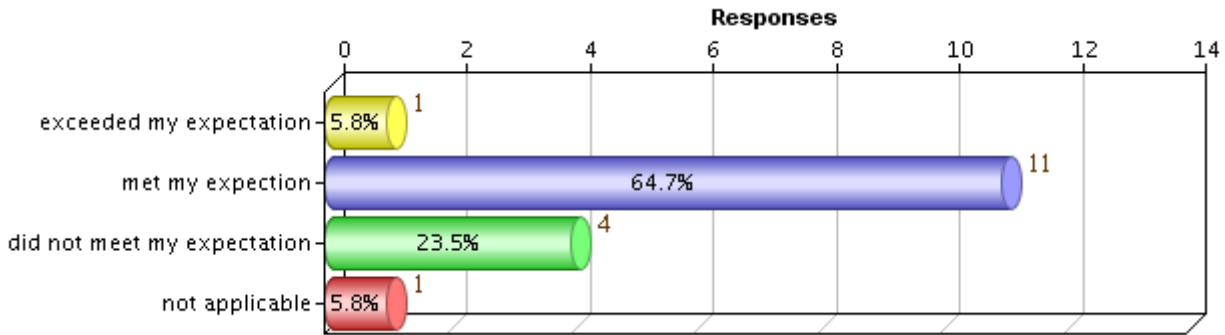
### Food & beverages



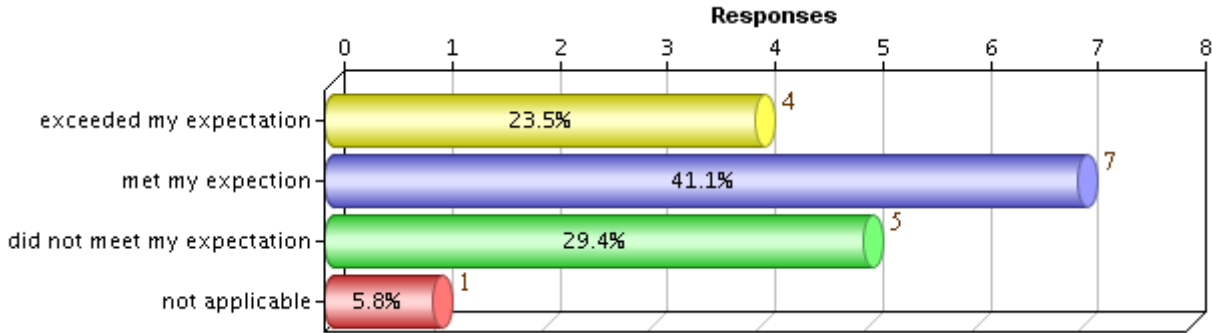
### GII Spotlight



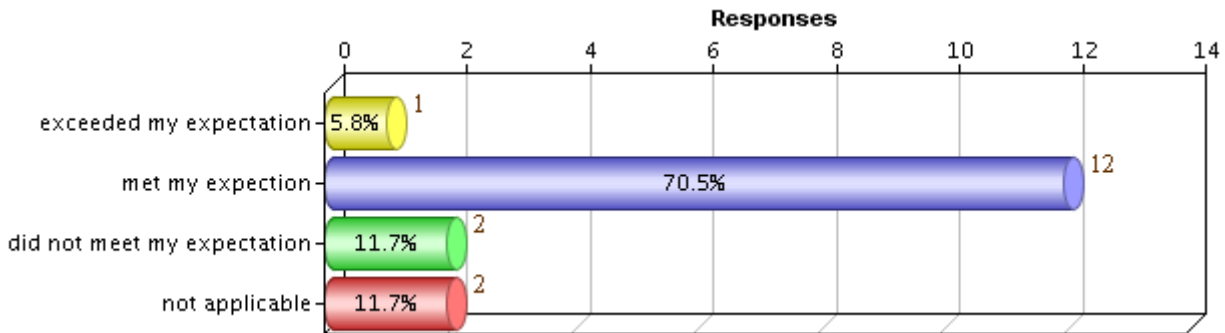
### Roundtable discussion: mental health services



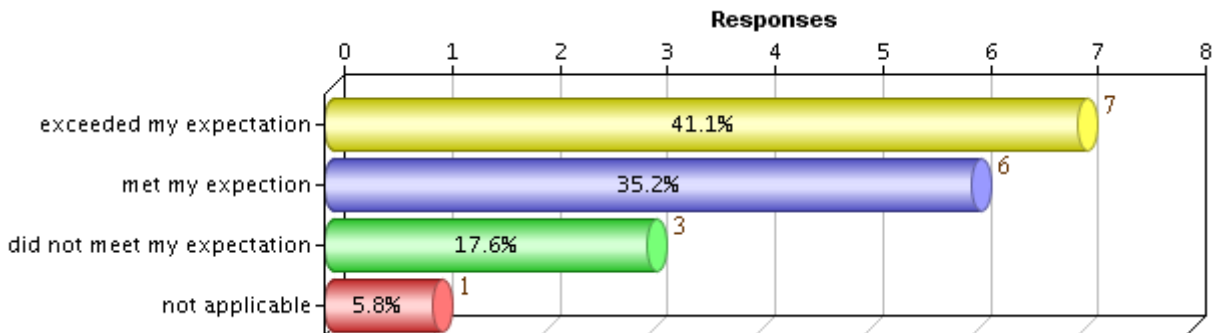
**Roundtable discussion: corrections / prisoner re-entry**



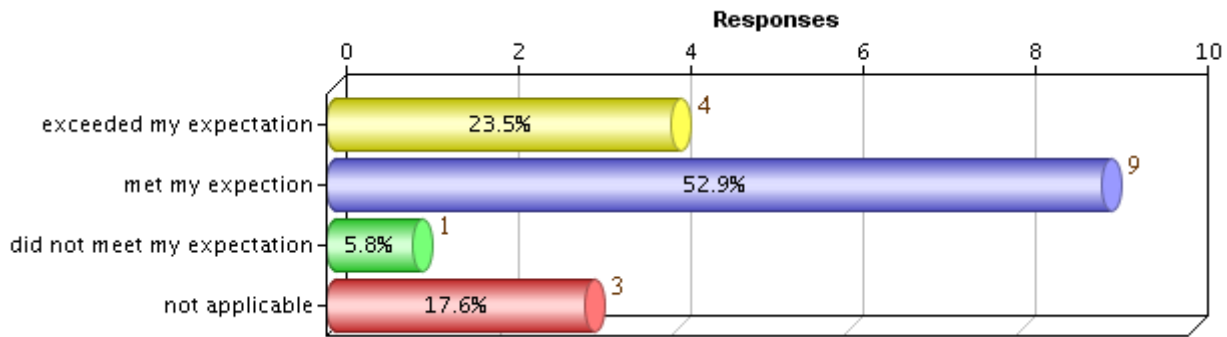
**Roundtable discussion: green jobs**



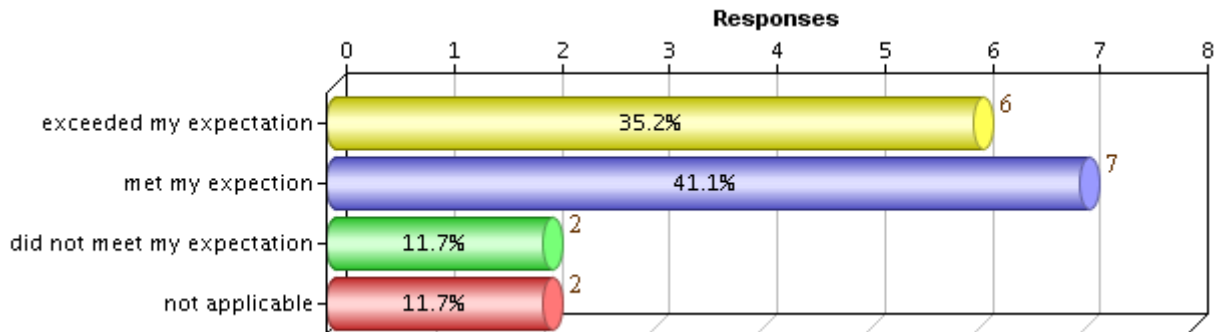
**Roundtable discussion: business development**



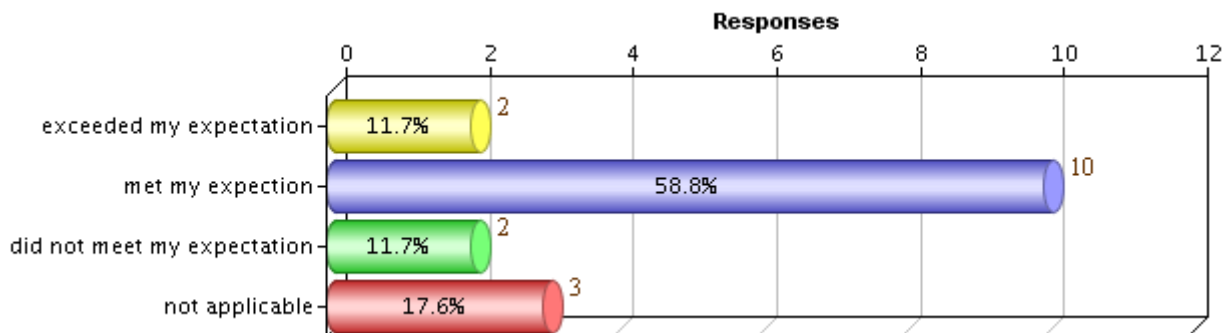
**Roundtable discussion: transitional employment**



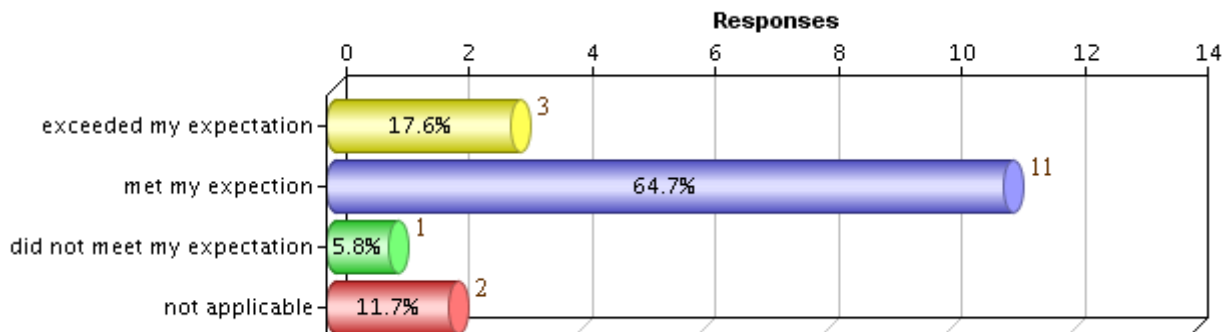
**Roundtable discussion: integrated participant services**



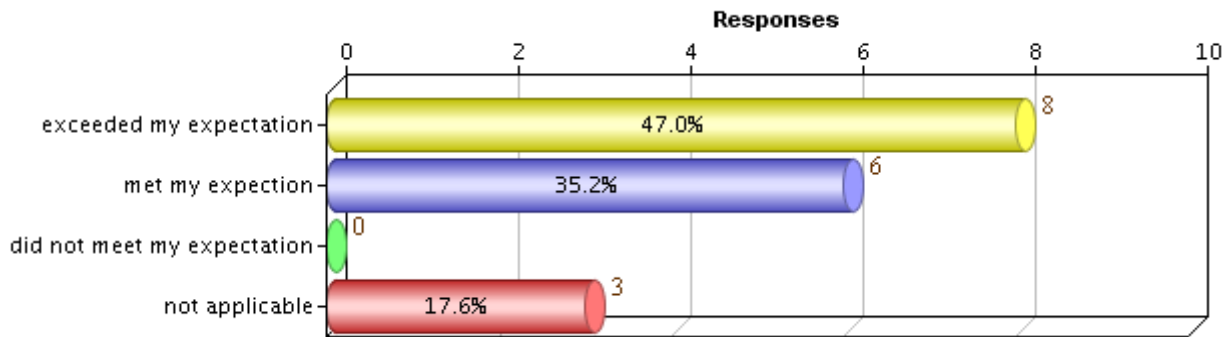
**Roundtable discussion: sectoral workforce development strategies**



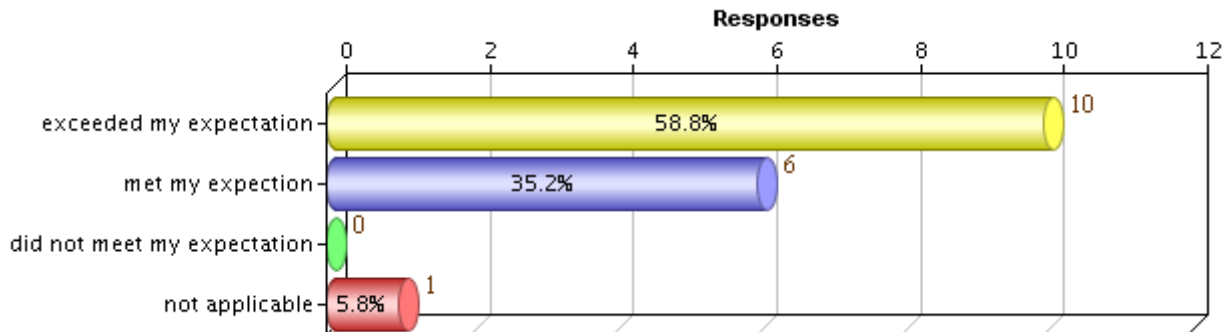
**Roundtable discussion: open forum / misc. topics**



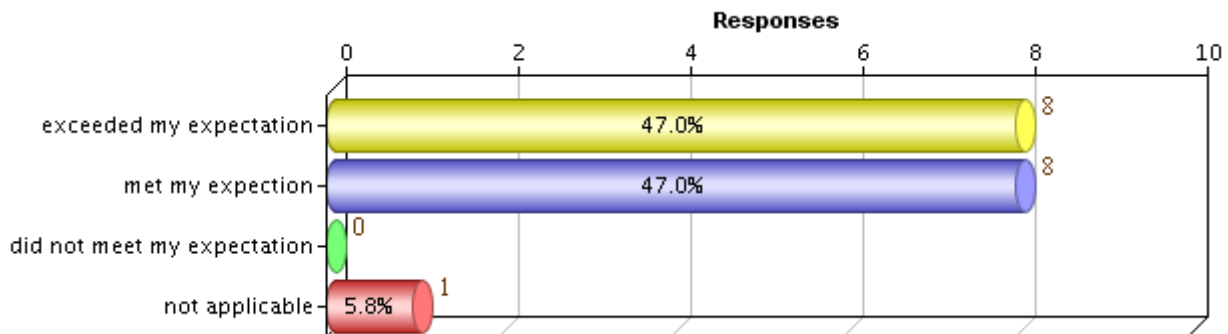
**Host agency tour**



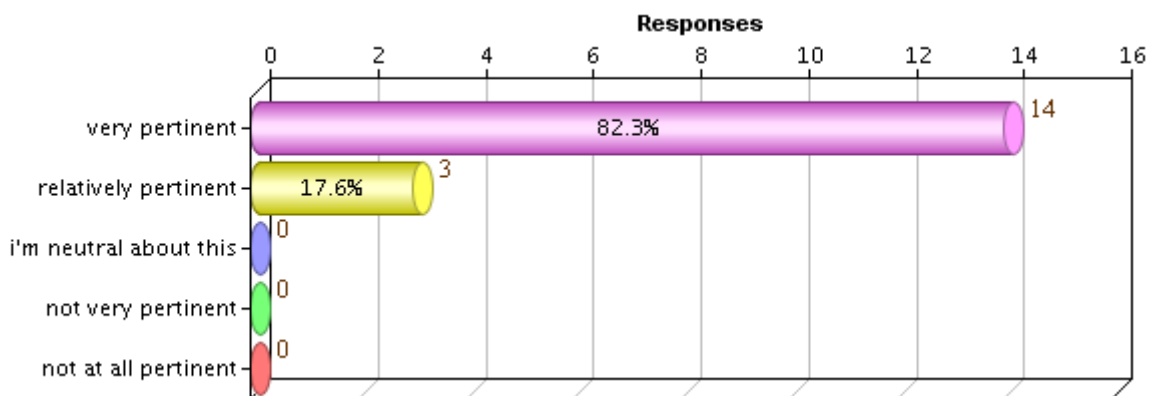
**Hosted dinner at the Camelot Patio**



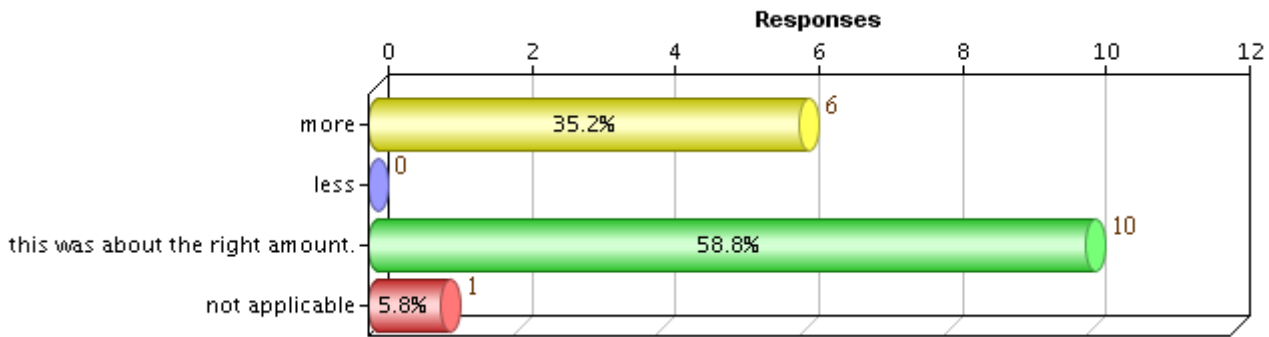
**General attendance / participation**



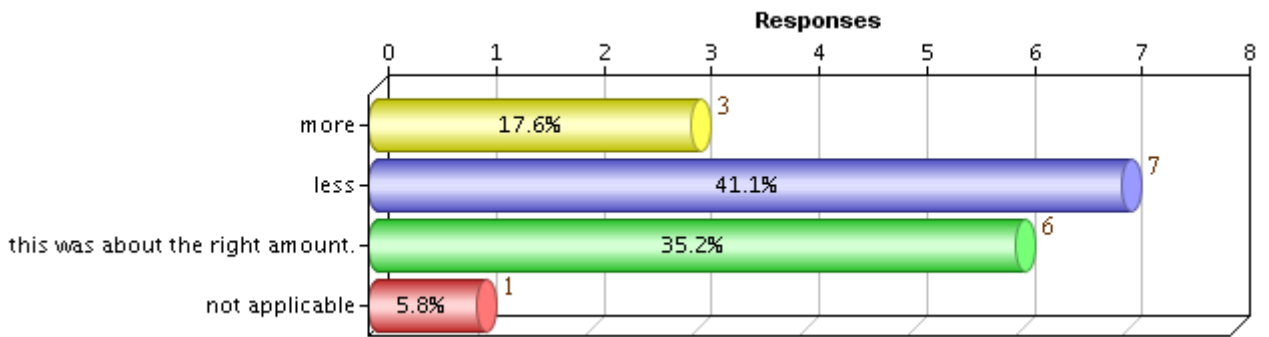
**Based on your understanding of the general needs of all meeting participants, how pertinent were the items on the agenda?**



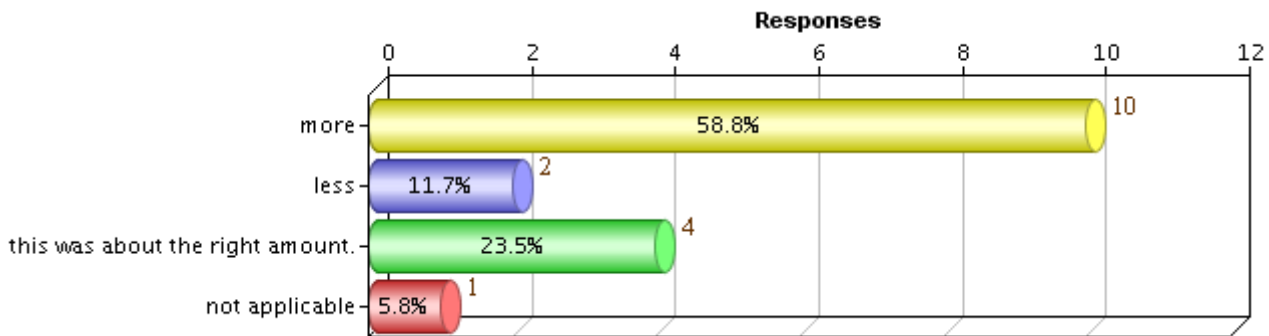
**In general, would you have liked more or less TIME devoted to each Roundtable Discussion topic?**



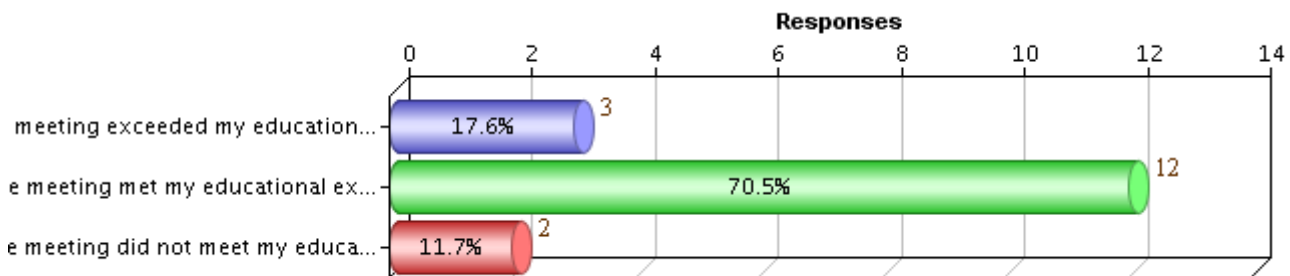
**Would you have liked more or less Roundtable Discussion TOPICS on the agenda?**



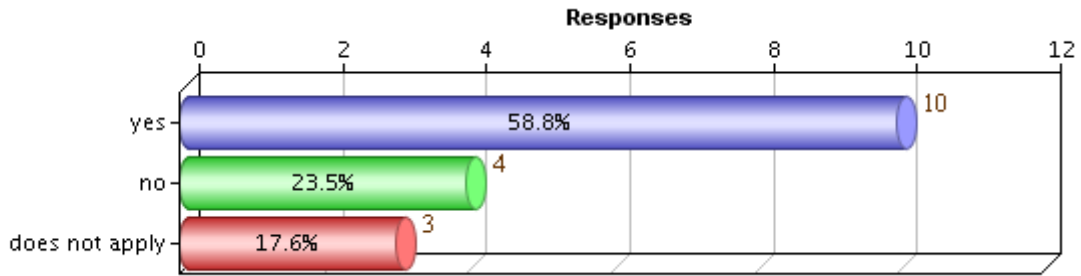
**Should more or less MATERIALS be developed and circulated to help participants prepare for this kind of meeting?**



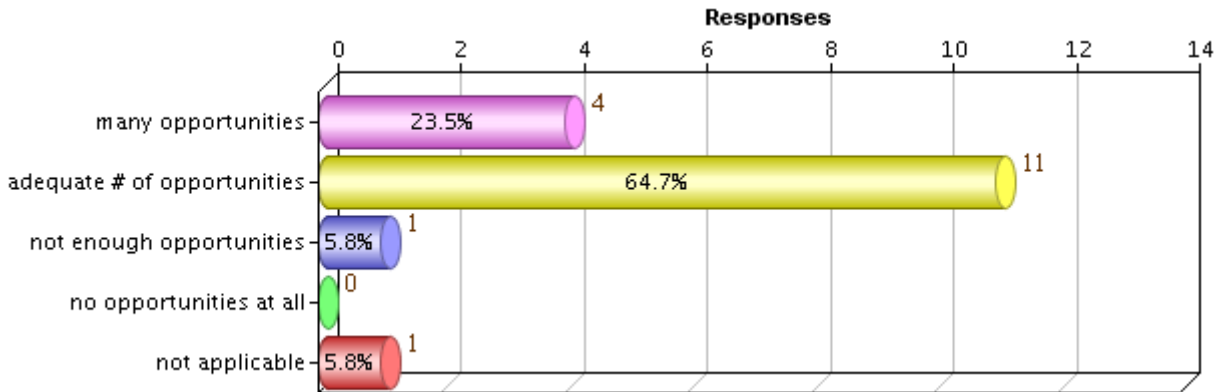
**Which statement best describes the educational offerings of the meeting?**



**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?**

The opportunity to network and possibly collaborate with other CA Goodwills.

The session was most inspiring. Interacting with other Goodwill Agencies and their ideas.

Meeting my colleagues and forming reliable and relevant relationships for networking and best practice sharing.

Informal networking opportunities

I enjoyed learning about the programs/services other Goodwills are offering in their communities. It seems like there are many possibilities for collaboration either on a regional or state level.

Learning how other California Goodwills dealt with similar programs and the issues that arise from these programs. Especially Prisoner Re-entry programs. Oakland and San Francisco are doing a great job!

Networking and ideas

Meeting my counterparts and getting an understanding of their programs/challenges/opportunities

I appreciated seeing all the Goodwills gathered together to share best practices and learn from each other.

Meeting colleagues, networking, learning about other goodwill programs and services

Discussions of development of ways to help each other and nationally. Also information sharing on current programs along with the funding opportunities that are available.

Networking, round table discussion/s and meeting some really wonderful people who have the same vision.

I found the round table discussions useful and interesting, but there were not a lot of good outcomes.

Networking with peers.

---

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

Lack of discussion about services to persons with disabilities.

I don't know that anything was actually resolved.

I would like to have seen more structure during the roundtable discussions (expectations, conclusions, next steps etc.).

Green Jobs presentation

I wish we had identified more measurable outcomes either at the end of each session or in a summary session at the end of the 2 days.

We needed more time to have a healthy discussion during our round table topics. Two half days was not enough time to adequately cover the topics.

Location was weak. Nothing surrounding or at the hotel.

Sometimes the group got sidetracked and the discussions weren't on topic. Facilitation to keep us on topic could have been better.

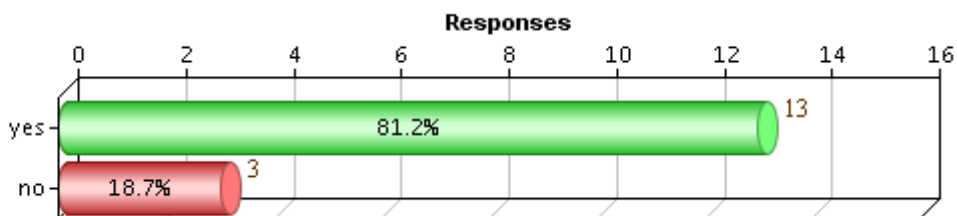
Roundtables were not outcome driven, more info exchanges more focus on collective actions

All very pertinent

Not structured enough....and I don't think there was a clear direction for the groups.

Nothing.

**Would you like a copy of the tabulated results from this survey emailed to you?**



**Any additional questions, comments or concerns (if none, please enter "none").**

Thank you for all your and the CA Council's efforts in making this meeting possible.

Program related handouts or resources are a need. I would have enjoyed some hands on training.

Brief introductions would have been useful to see what people's responsibilities were, their tenure with Goodwill etc. Thank you to the Council for forming and encouraging the opportunity; I greatly valued the experience and look forward to the outcomes.

Thanks for taking the time to put this together. I think a stronger collaboration amongst California Goodwills Workforce Development programs is a very good idea indeed.

This was a very valuable experience and I hope that continuation of these types of gatherings will be pursued.

I appreciated being included. GII is here to support members and it is so helpful to learn about their programs and services. In the future, I think I would like to have the opportunity to dialogue rather than present (talk with, rather than at) to learn more about these members on how GII can best support them.

I think this type of meeting is very important to have. Would like future meetings to have more concrete results and actions coming out of the meeting

It was a great networking meeting. I have never been to a Goodwill Meeting where all Goodwills shared and were very open in contributing ideas and support of each other.

Thank you

I would like to see workforce groups meet more....even if it's Norcal and Socal on a regular basis....

Otto was a tremendous help.