

2024 Program Services Performance Measurement



Goodwill Easterseals Miami Valley tracks the performance of its CARF accredited and other programs to ensure that individuals served achieve positive outcomes. GESMV gathers information through consumer surveys, exit interviews and program outcome follow up. Performance indicators are tracked in four relevant areas which are: Satisfaction, Effectiveness, Efficiency, and Service Access.



SATISFACTION

Objectives to maintain strong overall satisfaction with GESMV programming.

SATISFACTION RATINGS

96.60%

People served

99.65%

Families/caregivers of people served

91.77%

Referral sources

EFFECTIVENESS

Objectives to increase the number of participants placed in jobs, and to increase starting wages and weekly hours worked.

PROGRAM EFFECTIVENESS

945

Job placements

\$15.44

Average starting wage for persons placed

32

Average hours worked per week for persons placed

EFFICIENCY

Objectives to minimize the number of days from program start date to placement date.

JOB PLACEMENTS

53%

Placed within five months of beginning a job search

SERVICE ACCESS

Objectives to increase the number of people served, including the number of people served outside of Montgomery County.

ACCESS TO SERVICES

24,450

Total people served

4,470

People served outside of Montgomery County