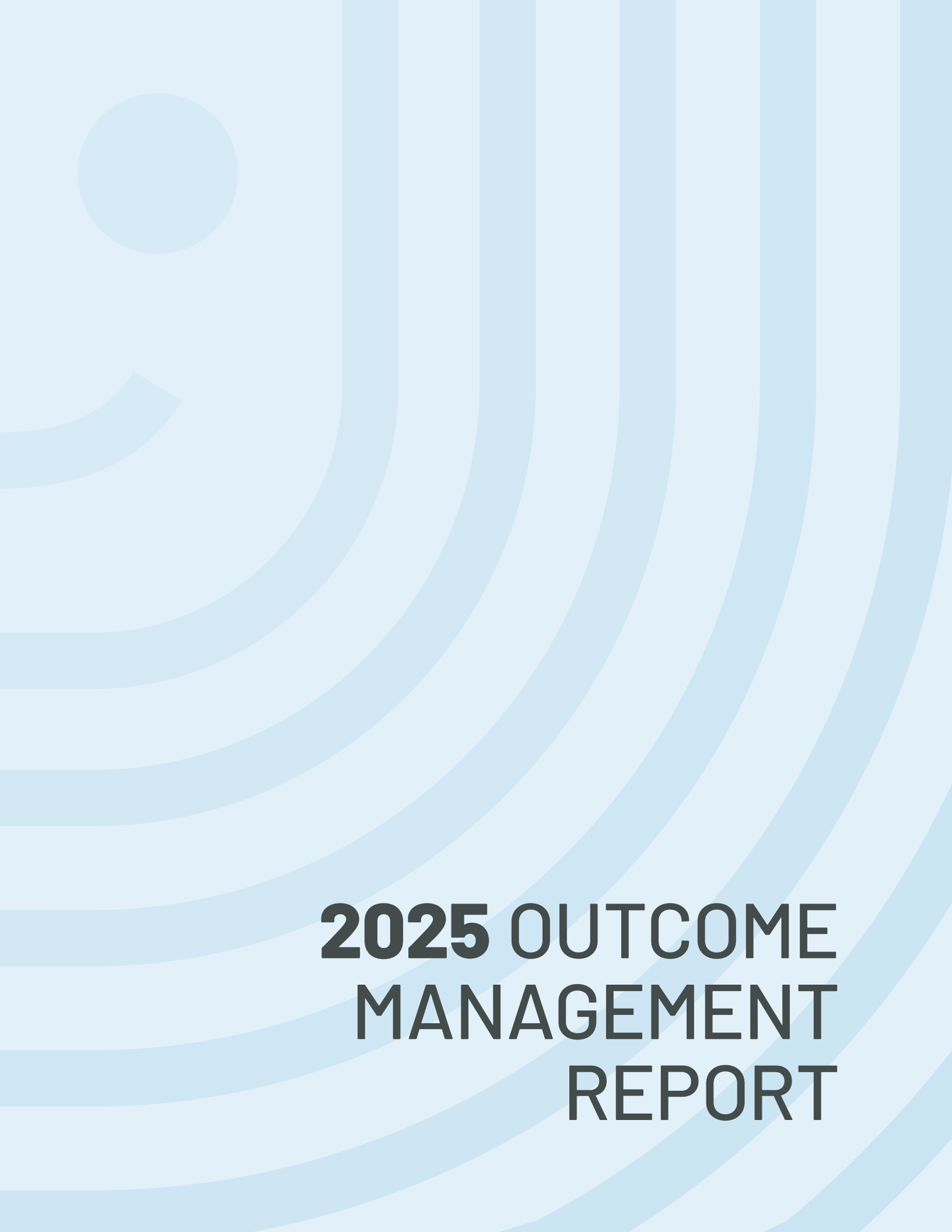




2025 OUTCOME MANAGEMENT REPORT



COMMUNITY CENTER



goodwill

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Executive Summary

This year marked continued progress and resilience across Workforce Advancement (WFA) amid an evolving landscape shaped by funding reductions, a nimble response to community needs, and a renewed focus on strategic alignment.

Across Goodwill Central Texas, 6,869 individuals were intensively served, including participants in The Excel Center, Exploration Center, Goodwill Career & Technical Academy, Goodwill Staffing Group, and Workforce Advancement programs. Within this, Workforce Advancement programs served 2,180 individuals, while Community Rehabilitation Programs supported 104 individuals, reflecting the breadth of services provided across the organization.

Across WFA, we deepened our commitment to digital inclusion. Through the distribution of digital devices and expanded digital skills training, including emerging areas such as artificial intelligence, we helped bridge the digital divide and better prepare participants for today's workforce.

As an organization, we secured 917 job placements at or above \$18.15 per hour, exceeding our goal. This accomplishment reflects the collaboration between Goodwill Staffing Group, Business Solutions, and the broader Goodwill Central Texas pipeline including WFA. While we are proud of this accomplishment, we continue to look to strengthen pipelines and partnership with employers in the community to make a greater impact

for those we serve.

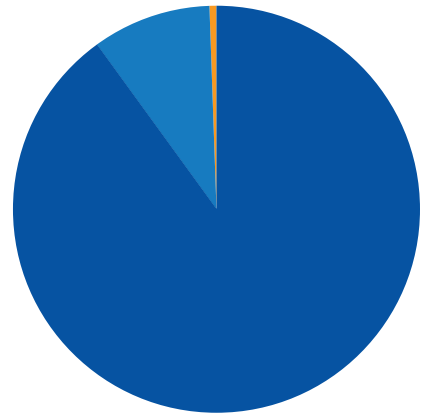
In addition, the Bridge Fund reached a record year in contributions, giving us the ability to respond quickly and effectively to urgent needs. As government benefits were paused, this flexibility proved critical in supporting individuals and families during times of financial instability.

Despite these successes, the loss of several major grants and associated programming presented significant challenges. These shifts required thoughtful adjustments and created an opportunity for Workforce Advancement to reassess core service delivery, refine priorities, and more intentionally align funding strategies to ensure long-term sustainability and impact. This work will continue into 2026.

As we look to the future, our work will continue to align closely with Goodwill Central Texas' Strategic Plan. A key priority is the development of a Center for Good model that creates an integrated, partnership-driven approach bringing together education, workforce services, and supportive resources in one place. This model will enhance our ability to meet individuals where they are and support them along their full journey: from foundational education to career placement and advancement. By building a more connected and responsive ecosystem, we aim to create greater access to opportunity and drive lasting economic mobility for individuals and families across Central Texas.

OVERALL FINANCIALS

● Program Services	\$230,773,230
● Support for Programs	\$17,947,280
● Fundraising	\$711,709
Total Expenses & Community Reinvestment	\$249,432,219

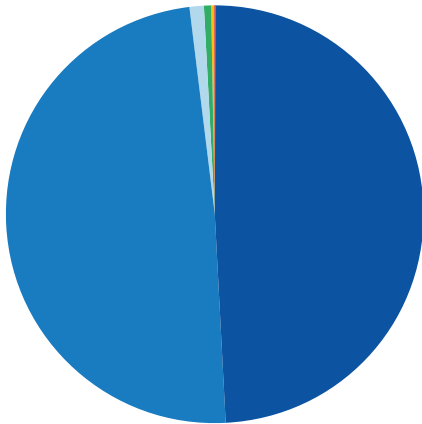


ASSETS	2023	2024	2025
Cash	14,806,15	17,718,856	15,545,038
Investments	10,782,162	11,870,346	10,405,124
Accounts and other receivables	10,140,669	7,692,209	5,103,374
Inventory	2,990,367	2,897,358	3,615,583
Property & equipment	69,492,308	68,597,431	81,910,358
Operating right of use assets	51,561,143	50,422,209	49,455,638
Interest rate swap asset	5,032,172	5,574,117	4,131,692
Other assets	1,822,640	2,703,270	1,698,966
TOTAL ASSETS	166,627,612	167,475,796	171,865,773
LIABILITIES	2023	2024	2025
Accounts payable	4,617,919	4,813,795	2,210,454
Accrued expenses and deferred revenue	7,833,734	7,912,322	8,760,299
Current portion of long-term debt	1,293,966	1,329,781	1,363,712
Financing lease liability	9,933,067	10,274,207	11,048,613
Notes payable, less current maturities	38,074,509	36,811,219	44,991,452
Financing lease liability, net of current portion	45,871,943	44,396,261	42,386,368
Other non-current liabilities	—	111,424	103,560
TOTAL LIABILITIES	107,625,138	105,649,009	110,864,458
NET ASSETS	2023	2024	2025
Without donor restrictions	56,377,304	54,963,998	52,865,287
With donor restrictions	2,465,325	6,862,789	8,136,028
TOTAL NET WORTH	58,842,629	61,826,787	61,001,315

WFA CLIENT DEMOGRAPHICS

Gender

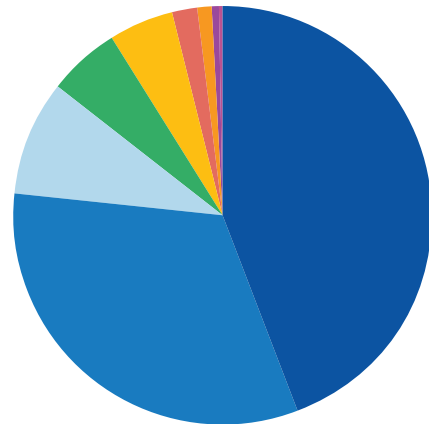
2,180 Total



Woman (Girl, if child)	1,075
Man (Boy, if child)	1,067
Data Not Collected	23
Transgender	9
Non-binary	5
Other	1

Race

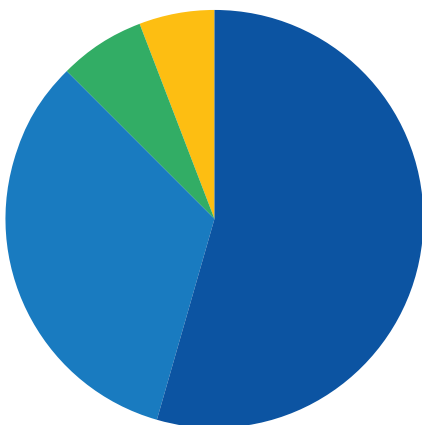
2,180 Total



Black, African American or African	966
White	707
Other	196
Two or More Races	121
Data Not Collected	110
Asian or Asian American	39
American Indian, Alaska Native, or Indigenous	28
Indigenous or Middle Eastern/North African	10
Native Hawaiian or Pacific Islander	3

Ethnicity

2,180 Total



Not Hispanic or Latino	1,187
Hispanic or Latino	725
Data Not Collected	146
Other	122

INDICATORS: WORKFORCE ADVANCEMENT PLACEMENT SERVICES

Workforce Advancement—All Programs

Category	Measure	Goal	Measured Achievement
Effectiveness	Number of unique Individuals enrolled in WFA Job Placement Programs that are placed into employment at or above \$18.15 per hour	114	210
Efficiency	Length of time from referral at entry to meaningful service	Median of 9 business days	Median of 11 business days
Service Access	Increase in total service delivery hours available per week/month	2 areas	3 areas
Satisfaction	Percent of surveyed clients expressing satisfaction with services.	78%	79%
Satisfaction	Percent of surveyed stakeholders expressing satisfaction with services.	85%	100%

Workforce Advancement—All Programs Indicator Information

Measure	Population Applied To	Persons Responsible for Collecting Data
Number of individuals that are placed into employment at or above \$18.15/hr.	Persons served and placed by Workforce Advancement Programs.	Information collected by Workforce Advancement and Business Solutions staff.
Length of time for referral from entry to meaningful service.	Persons served by Workforce Advancement Programming.	Information collected by Workforce Advancement Leadership Team.
Increase in total service delivery hours available per week & month.	Persons seeking services from Workforce Advancement Programs.	Workforce Advancement Leadership Team
Percent of surveyed clients expressing satisfaction with services.	Sample of intensively served clients.	Computer Lab Specialists conduct phone surveys, all staff include survey links in email signatures, and surveys sent by division leaders to all clients throughout the year.
Percent of surveyed stakeholders expressing satisfaction with services.	Sample of community stakeholders.	Workforce Advancement staff and Business Solutions Placement Specialists.



How Data Will Be Collected	Goal	Extenuating/Influencing Factors
Data entered into case management system and reviewed monthly.	114	Workforce Advancement met the goal in supporting <u>210 individuals with 220 placements</u> in obtaining new job placements or promotions that paid at or above \$18.15 per hour.
Data is collected and reviewed through CaseWorthy.	Median of 9 business days	An evaluation of Workforce Advancement program services revealed a median duration of <u>11 days</u> from program referral of participants at entry to receiving a meaningful service. Many changes in programs in 2025 limited resources and created obstacles to efficiency. Sunsetting grants required the absorption of clients into other existing programs as well as enrolling new clients into fewer programs with supporting staff.
WFA Leadership will use organizational records and staffing plans to identify staff serving more individuals.	2 ways	Accessibility increased in <u>3 ways</u> in 2025: • The hours of open computer labs increased by an additional day on Fridays as well as remaining open during weekday lunch hours. • Staff now work from the office every Friday instead of by appointment only to create a more accessible atmosphere for participant engagement. • BETTY, the digital/education access van, provided 10 workshops in the community for workforce readiness and foundational digital/financial skills, creating additional service delivery time for participants.
Online survey. Results to be shared on monthly Balanced Scorecard and analyzed in Leadership meetings.	78%	<u>79% of surveyed clients</u> (out of 708 responses) answered "Agree" to "Strongly Agree" to satisfaction with their experience with Goodwill services.
Online survey.	85%	<u>100% of stakeholders</u> (out of 7 responses) responded to the survey answered "Agree" to "Strongly Agree" to their satisfaction with Goodwill Services.

INDICATORS: WORKFORCE ADVANCEMENT PLACEMENT SERVICES

Trends and Recommendations

In 2025, the Workforce Advancement team focused on innovation and infrastructure development to strengthen service delivery and expand access across Central Texas. Meaningful progress was made across key recommendation areas identified in the previous year:

- The team advanced its use of real-time data to guide program interventions and performance management. The development of dynamic dashboards enabled staff to quickly identify trends to make timely adjustments in programs and monitor participant progress. This strengthened the team's ability to conduct proactive outreach, re-engage the community, and connect individuals to advanced placement services, ultimately improving program responsiveness and participant outcomes.
- Efforts to build and deepen sector-based career pathways resulted in new employer partnerships, particularly within the healthcare sector. These partnerships created expanded externship opportunities for Career and Technical Education (CTE) students and allowed employer partners to play a more active role in shaping training curricula and placement pipelines.
- A substantial infrastructure investment of time, cross-functional coordination, and strategic effort was dedicated

this year to designing and implementing a comprehensive onboarding system housed within SharePoint. This was not a simple update, but the development of an entirely new, structured onboarding ecosystem intended to improve accessibility, consistency, and staff readiness across programs. The process required extensive collaboration between program leadership, operations, and frontline staff to map workflows, standardize materials, and ensure alignment with workforce advancement goals. The resulting platform centralizes critical resources, streamlines training pathways, and creates a more intuitive user experience for new staff.

- Progress toward expanding work-based learning and transitional job opportunities was significantly impacted by a reduction in funding, which resulted in the loss of several internship opportunities that had previously supported participants not yet ready for full-time employment. Despite these constraints, the team continued to advance this priority through strategic adaptation and partnership development. In August, services were expanded to a new site, Baylor Scott & White Health, increasing access points for participants and laying the groundwork for future work-based learning integration. Additionally, new funding was secured through Hammill funds to support our

partnership with Austin Clubhouse, creating renewed opportunities to implement transitional and work-based learning experiences in 2026.

- Efforts to improve stakeholder feedback loops began with a new framework to engage stakeholders more through focus groups, listening sessions, and intentional relationship building. To continue this work, a recommendation has been made for 2026.

Recommended Actions

To improve placement rates and client success in 2026, Workforce Advancement will focus on:

- **Strengthen Sector-Specific Pipelines with Employer Input:** Workforce Advancement will deepen employer engagement to more intentionally shape training and placement pipelines. With new leadership focused on sector strategy, employer partners will be engaged to provide direct input on skill requirements, hiring trends, and workforce gaps. This approach ensures that training is aligned with real-time labor market demands and support services are relevant, improving job placement outcomes. Stronger employer collaboration will also support the development of clearer pathways from training to employment, including expanded opportunities for work-based learning and direct hire.
- **Strengthen Feedback Loops Through Stakeholder Engagement:** Workforce Advancement will enhance feedback systems to better inform program improvements

and service delivery. Efforts will include increasing the frequency and completion rates of stakeholder surveys, testing multiple formats (e.g., short-form, mobile-friendly, and embedded feedback tools) to improve accessibility and response rates. In addition, insights gathered through stakeholder engagement sessions will be used to drive continuous improvement, ensuring services remain responsive, participant-centered, and effective.

- **Increase Collaboration Through Strategic Partnerships:** The team will expand and redefine partnerships with local community-based organizations to strengthen service integration across the region. This includes identifying and aligning with partners whose services complement Workforce Advancement goals, particularly within the coming Centers for Good network and the broader community ecosystem. By leveraging these partnerships, the program can provide more holistic support to participants, improve referral pathways, and increase access to training, supportive services, and employment opportunities. Enhanced collaboration will also reduce service duplication and create a more coordinated, efficient system of care.



COMMUNITY REHABILITATION PROGRAMS (CRP): JOB PLACEMENT SERVICES

Workforce Advancement—Job Placement Services

Category	Measure	Goal	Measured Achievement
Effectiveness	Average wage for Job Placement Services clients who secure job placement.	\$15.50	\$17.00
Efficiency	Average time between completion of job readiness training and job placement.	90 days	97 Days
Service Access	Percent of clients receiving job readiness training.	70%	42%
Satisfaction	Percent of surveyed clients expressing satisfaction with services.	85%	0 Job Placement Services clients responded to the survey
Satisfaction	Percent of surveyed stakeholders expressing satisfaction with services.	85%	0 stakeholders responded to surveys

Workforce Advancement—Job Placement Services

Measure	Population Applied To	How Data Will Be Collected
Average wage is high.	All clients placed through the job placement services program in 2025.	Data entered into case management system and reviewed monthly.
Average time between job readiness completion and job placement.	Clients enrolled in program in 2025 and subsequently placed in 2025.	By reviewing and obtaining information from CaseWorthy case management system.
Percent of clients receiving job readiness trainings.	Clients enrolled into program in 2025, cross referenced with training service report (de duped to get unique client number).	By reviewing and obtaining information from CaseWorthy case management system.
Percent of surveyed clients expressing satisfaction with services.	Sample of intensively served clients.	Online survey.
Percent of surveyed stakeholders expressing satisfaction with services.	Sample of community stakeholders.	Online survey.



Goal	Extenuating/Influencing Factors
\$15.50	The goal of \$15.50 was identified based on data gathered from Texas Workforce Council for average wages for those with disabilities. The clients' prior participation in program services helped strengthen their resume and interview skills, contributing to successful employment. These preparatory experiences, combined with favorable timing and opportunity, resulted in an average wage of \$17/hr, \$2 higher than the initial target.
90 days	Placement occurred an average of 97 days after Job Readiness Training, slightly surpassing the 90-day goal. The extended timeline was largely due to the need for additional case manager training and cross-team collaboration while covering caseloads. These factors temporarily slowed progress, though the placement ultimately aligned well with the client's skills and goals.
70%	During the reporting period, 5 of 12, (42%), clients eligible to receive a Job Readiness Training successfully completed the training. Progress toward completion was influenced by several factors, including inconsistent client engagement, staff turnover, and the integration of new team members.
85%	Insufficient data to analyze. Quarterly surveys were distributed to clients in an effort to enhance client feedback. Over the course of the year, no Job Placement Clients completed the survey. Potential barriers to survey completion and access may have included limited client access to technology, challenges with digital literacy, or other unidentified obstacles.
85%	Insufficient data to analyze. The lack of survey responses was likely due to stakeholder turnover, which disrupted communication and follow-up efforts. With frequent changes in key roles, the survey may not have been prioritized or effectively promoted. Creating a structured process for survey distribution and outreach can help maintain engagement despite staff transitions.

COMMUNITY REHABILITATION PROGRAMS: JOB PLACEMENT SERVICES

Trends

In 2025, Job Placement Services maintained a strong focus on individualized employment services, client outreach, and workflow improvements. Despite operational challenges, staff remained committed to supporting clients through personalized employment services while implementing adjustments designed to strengthen service delivery and improve long-term outcomes.

Wage outcomes for placed clients exceeded program benchmarks, demonstrating effective job matching and placement practices. While this result was based on a single placement and therefore provides limited data for broader trend analysis, it reflects the program's ability to connect participants with quality employment opportunities.

The program also continued to refine internal workflows and implement staffing stabilization efforts to improve Job Readiness

Training completion rates, strengthen client retention, and enhance overall program efficiency moving forward.

At the same time, the program experienced several operational challenges, including staff transitions, onboarding timelines, and ongoing obstacles related to follow-up communication, engagement, and data collection. These factors impacted service continuity, client participation in Job Readiness Training, and overall program efficiency.

Additionally, the program received fewer referrals than in previous

Recommended Actions

To improve client outcomes and overall program performance in 2026, the Job Placement Services team will prioritize strengthening staffing competency, increasing referrals, and enhancing client engagement:

- **Strengthen Staffing Capacity and Consistency:** Invest in retention and professional development to ensure case managers are equipped to deliver consistent, high-quality services, while an increase in supervisory oversight, clarified performance expectations, and structured tracking of placement milestones will support efficiency and alignment with benchmarks
- **Increase Referrals and Access:** Support referral growth through enhanced coordination with key partners, streamlined processes, and proactive outreach to prospective clients.
- **Enhance Employer and Community Engagement:** Expand employer and community engagement strategies to create tailored employment opportunities, reduce access barriers (e.g., transportation and accommodations), and ensure placements meet local wage standards.
- **Improve Client and Stakeholder Engagement:** Revise survey processes by simplifying language, offering multiple formats, and distributing at key program milestones with follow-up reminders. Increase regular stakeholder and team meetings to strengthen collaboration, address challenges in real time, and promote shared accountability.

COMMUNITY REHABILITATION PROGRAMS (CRP): SUPPORTED EMPLOYMENT

Workforce Advancement—Supported Employment

Category	Measure	Goal	Measured Achievement
Effectiveness	Average wage is high.	\$15.50	\$15.00
Efficiency	Average time between VR plan meeting and placement.	180 days	478 days
Service Access	Percent of clients receiving job readiness training.	50%	55%
Satisfaction	Percent of surveyed clients expressing satisfaction with services.	85%	0%
Satisfaction	Percent of surveyed stakeholders expressing satisfaction with services.	85%	0%

Workforce Advancement—Supported Employment

Measure	Population Applied To	How Data Will Be Collected
Average wage is high.	All clients placed through the Supported Employment program in 2025.	By reviewing and obtaining information from CaseWorthy case management system.
Average time between VR plan meeting and job placement.	Clients enrolled in program in 2025 and subsequently completing an assessment and beginning job searching 2025.	By reviewing and obtaining information from CaseWorthy case management system.
Percent of clients receiving job readiness trainings.	Clients enrolled into program in 2025 cross referenced with training service report (de duped to get unique client number).	By reviewing and obtaining information from CaseWorthy case management system.
Percent of surveyed clients express satisfaction with services.	Sample of Intensively Served Clients.	Online Survey.
Percent of surveyed stakeholders express satisfaction with services.	Sample of Community Stakeholders.	Online Survey.



Goal	Extenuating/Influencing Factors
\$15.50	In 2025, the \$15.50 average wage goal was almost achieved with a placement at \$15 per hour. The client was highly motivated to work for a specific company where she had previously applied but was not selected. Instead of becoming discouraged, the client worked closely with their Career Case Manager to strengthen their resume, enhance their interviewing skills, and better articulate their strengths and experience. After reapplying with improved preparation and confidence, the client was successfully hired at a competitive wage.
180 days	This data reflects the journey of one client who completed a placement plan meeting and ultimately obtained employment in 2025. While nearly a year passed between plan completion and employment, several factors contributed to the extended timeline. Staff turnover and the time required for credentialing transitions impacted service continuity. Additionally, the client was focused on obtaining employment with a specific employer, which narrowed the scope of the job search and required patience and persistence. Once a consistent and experienced Career Case Manager was assigned, services became more focused and strategic. The Case Manager worked closely with the client to reassess job readiness, strengthen application materials, and prepare for interviews aligned with the client's preferred employer. This renewed engagement and targeted support ultimately resulted in successful employment, demonstrating the importance of stable staffing, individualized planning, and client-centered goals in achieving long-term outcomes.
50%	In 2025, 55% of clients enrolled in Supported Employment successfully completed a Job Readiness Training. For those who did not participate, the primary factors included challenges with client engagement and internal staff turnover, which contributed to delays in service delivery. Additionally, a few clients, after enrolling in Supported Employment, chose to shift their focus toward a Work Experience program rather than pursuing permanent employment thus not receiving a Job Readiness training under Supported Employment.
85%	Quarterly surveys were distributed to clients to strengthen feedback mechanisms and inform program improvement efforts. Over the course of the year, one Supported Employment client submitted a survey response and expressed dissatisfaction with services received. No additional Supported Employment clients completed the survey, leaving a 0% satisfaction rate. The concerns noted in the survey response were related to inconsistent communication between the Case Manager, the client, and the client's parent regarding agreed-upon employment goals. The low response rate suggests potential barriers to survey participation, including limited access to technology, challenges with digital literacy, or other obstacles associated with the distribution method. These factors will be evaluated to improve engagement and ensure more representative client feedback moving forward.
85%	The lack of survey responses was likely due to stakeholder turnover, which disrupted communication and follow-up efforts. With frequent changes in key roles, the survey may not have been prioritized or effectively promoted. Creating a structured process for survey distribution and outreach can help maintain engagement despite staff transitions.

COMMUNITY REHABILITATION PROGRAMS: SUPPORTED EMPLOYMENT

Trends

In 2025, the Supported Employment program remained committed to helping individuals with disabilities achieve meaningful employment through personalized support, resource coordination, and employer engagement. Staff dedicated themselves to close collaboration with both clients and employers to address transportation needs, workplace accommodation, and other obstacles to employment, helping participants access and retain opportunities that aligned with their goals and support needs.

The program also maintained strong collaboration with community partners and employers, creating a foundation for future growth in referral development, job placement opportunities, and stakeholder engagement.

At the same time, the program experienced operational challenges that impacted placement outcomes. Staff turnover, documentation gaps, and low referral volume contributed to reduced placement rates and

Recommended Actions

To improve placement rates and strengthen client outcomes, the Supported Employment program will focus on the following priorities:

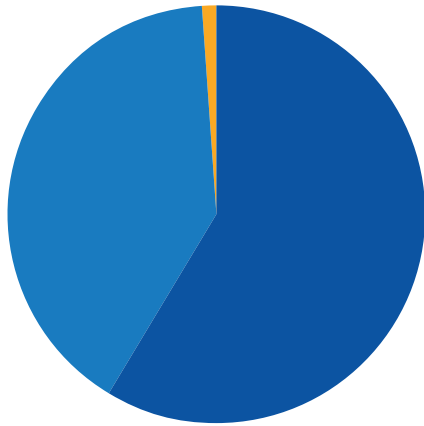
- **Strengthen Staffing Capacity and Consistency:** Improve retention of credentialed staff through structured mentorship, cross-training, and professional development to ensure continuity of services and reduce disruptions caused by turnover.
- **Enhance Processes and Documentation:** Reinforce clear documentation protocols and internal tracking systems to improve compliance, streamline workflows, and increase overall service efficiency.
- **Expand and Strengthen Referral Pipelines:** Increase referral volume through enhanced communication and coordination with Vocational Rehabilitation partners, including the Texas Workforce Commission. Efforts will focus on aligning expectations, streamlining referral processes, and improving service timelines.

- **Deepen Employer Engagement and Job Development:** Expand employer partnerships through targeted outreach, job carving strategies, and education around workplace accommodations to better support individuals with disabilities and increase placement opportunities.
- **Reduce Access Barriers:** Strengthen transportation solutions and community partnerships to address barriers that impact participation and job retention.
- **Align Wage Outcomes with Local Market:** Evaluate and adjust the 2026 average wage goal to better reflect competitive wages within the Austin labor market.
- **Strengthen Stakeholder Engagement and Feedback Loops:** Implement more consistent communication strategies, including a quarterly stakeholder newsletter highlighting program updates and client successes. Enhance survey methods by simplifying language, ensuring mobile accessibility, offering accommodations (e.g., translation or assisted completion), and distributing surveys at key service milestones with clear timelines and follow-up reminders. Regular stakeholder meetings will further support collaboration, real-time problem solving, and shared accountability for outcomes.

CRP DEMOGRAPHICS

Gender

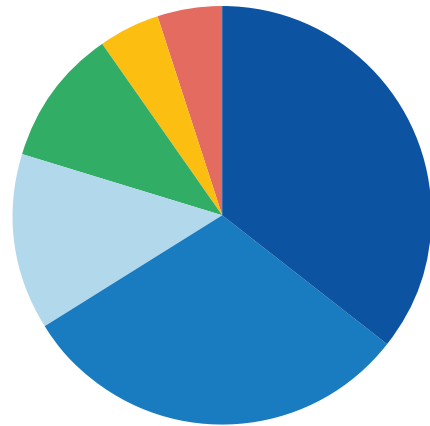
104 Total



Man (Boy, if child)	61
Woman (Girl, if child)	42
Transgender	1

Race

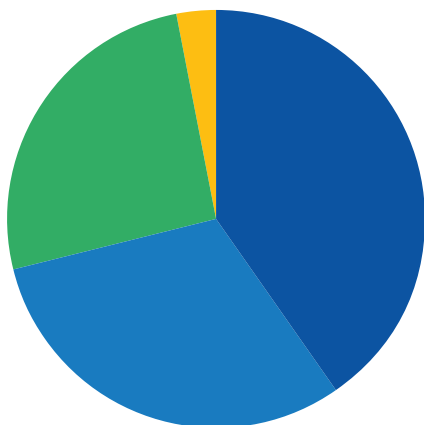
104 Total



Data Not Collected	37
White	32
Black, African American or African	14
Other	11
Two or More Races	5
Asian or Asian American	5

Ethnicity

104 Total



Not Hispanic or Latino	42
Hispanic or Latino	32
Data Not Collected	27
Other	3





Appendix I - Critical Incidents

In 2025, a total of 4 critical incidents were reported. A breakdown of the types of incidents is as follows:

- Aggression: 1 incident
- Suicidal Ideation/Self Harm Reporting: 2 incidents
- Slip/Fall: 1 incident

Recommendations:

- **Sustain De-escalation Training:** Continue annual de-escalation training, with targeted check-ins for teams that regularly encounter elevated behavioral incidents.
- **Expand Mental Health Support Capacity:** Maintain Mental Health First Aid training to strengthen staff ability to recognize warning signs and respond appropriately. Continue reinforcing partnerships that provide clients with access to low- or no-cost mental health resources.
- Continuation of staff training on slips/trips/falls.

Appendix II - Satisfaction Surveys

Stakeholder Surveys

Stakeholder feedback continues to highlight the value of strong relationships, clear communication, and collaborative problem solving in advancing shared goals across the community.

Our annual stakeholder survey was distributed to partners, employers, funders, and other key collaborators to better understand how our programs and partnerships are experienced across the community. Similar to prior years, the survey was made easily accessible and was shared directly with stakeholders through outreach efforts and ongoing communication with mission staff.

In 2025, we expanded the list of stakeholders who received the survey in an effort to capture feedback from a broader group of partners. While the survey reached more individuals than in 2024, the total number of responses received was lower. While the total number of survey responses decreased, largely due to the conclusion of several grant-funded partnerships during the year, feedback remained overwhelmingly positive, with 100% satisfaction among respondents who completed the survey.

Stakeholder Comments

Stakeholders highlighted strengths in:

- Collaboration and partnership development
- Clear communication
- Flexibility in addressing community needs

Feedback also identified opportunities to expand access to services, including increased collaboration around offerings such as ESL programming.

- “I would like to see more collaboration in bringing more of the services that Goodwill provides to the communities we serve. For example, ESL.” – EquidadATX
- “Goodwill is a fairly new partner with BCC. During our new partnership we have established great communication and have referred individuals to resources.” – Bastrop County Cares
- “I really appreciate the Goodwill team's openness to collaboration and trying new methods to connect with our HACA residents.” – HACA

Client Satisfaction

Client satisfaction remained positive throughout 2025, consistently meeting expectations. To measure client satisfaction across Workforce Advancement programs, Goodwill Central Texas continued to utilize the Client Satisfaction Survey. Ongoing review of survey feedback helps program teams identify trends, respond to concerns, and strengthen service delivery where opportunities for improvement emerge.

For reporting purposes, results reflect the cumulative 2025 year satisfaction rate for percentage of Client Satisfaction Survey responses indicating “Agree” or “Strongly Agree” to the question of “Overall, I had a good experience with Goodwill.”

Early in the year, satisfaction rates were particularly strong, beginning at 85.7% and increasing to a high of 95% as additional feedback was collected. During the second half of the year, satisfaction remained in the low 80% range before gradually stabilized as response volume increased, settling closer to the monthly goal of 78%.

The year concluded with a cumulative satisfaction rate of 79%, reflecting sustained positive experiences across programs.

Client Comments

Client feedback consistently emphasized the value of personalized support, strong case management, and respectful staff interactions. Many participants credited Workforce Advancement services with progress in employment, education, and overall life stability.

At the same time, feedback highlighted opportunities to continue improving program navigation and service timelines, reinforcing the importance of ongoing process refinement.

- “After moving to Austin, the team at Goodwill helped me out a lot with job placement that accommodates my current circumstances. And I am deeply grateful to them.”
- “Shout out to all of Goodwill employees. Everyone I had [the] pleasure of talking to and helped me was very respectful and pleasing to encounter with. Special shout out to my case worker, who I know stays busy with multiple cases but still made sure he stayed on point with time

management and responding quickly with any questions or concerns. Thank you Goodwill. I feel very eager to see my near future and you all helped with that.”

- “I really have accomplished a lot of my life goals and turning my life around with the help of Goodwill and really appreciate what they do in the community and as a company. I will always be grateful.”
- “If it wasn’t for Goodwill I don’t know where I would be right now. Not only have they helped me get back to school but they helped me financially to get where I needed. They helped me to train to get a better job. Let’s not forget they helped me mature a bit more mentally. I never knew being successful was this easy.”

Recommendations:

- **Strengthen Feedback Loops:** Increase response rates through more frequent, accessible, and varied feedback methods (e.g., surveys, focus groups, listening sessions) to allow for continuous improvement.

Moving forward, continued outreach to both existing and emerging partners will help maintain strong feedback loops and ensure stakeholder insights remain a key component in program planning and service delivery.

- **Leverage Feedback for Program Design:** Continue integrating client and partner insights into program planning to ensure services remain responsive and aligned with community needs.

In 2025, partner input highlighted the continued need for accessible language and workforce training opportunities across the region. This led to the launch of ESL programming at Goodwill Career & Technical Academy. Continued integration of client and partner insights into program planning will ensure services remain responsive to the community.



Appendix III -

Formal Complaints/ Grievances

In 2025, a total of 3 complaints were received, point to concerns related to client experience, particularly highlighting gaps in customer service, communication, and service alignment across key stages of the program.

Clients reported negative interactions with staff along with frustration around unclear communication, such as lack of signage about office closures and confusion about services offered at specific locations. These issues contributed to a sense of mistrust and dissatisfaction during initial interactions.

There were also concerns regarding case management. One client noted that job leads did not align with their skills and they felt unsupported by staff. Another client expressed frustration with exiting from programming without securing employment and felt that services provided did not meet their needs. A third complaint reflected urgent personal hardship, underscoring a need for more responsive support.

Recommendations

Recommendations for 2026 service delivery improvements include:

- **Strengthen Case Management Practices:** Target training and coaching with a greater emphasis on business development to improve job alignment for clients. This includes building stronger employer partnerships as well as developing deeper knowledge of local labor market trends and employer needs, allowing for more intentional and effective job matching.
- **Improve Client Follow-up:** Increase the frequency and quality of client check-ins, along with clear documentation and regular review of individualized career plans to help ensure services remain aligned and responsive to client progress.



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