

**Our Vision**

To excel as the provider of choice for innovative employment and life skills services that foster self-sufficiency for people in need throughout the Redwood Empire

**Location and Hours**

Services offered in Sonoma, Mendocino, Lake and Napa Counties

Goodwill Redwood Empire  
651 Yolanda Avenue  
Santa Rosa, CA 95404  
(707) 523-0550

**Hours of Operation:**

Monday-Friday  
8:00 AM-5:00 PM

**Contact:**

Hester Collins  
Program Supervisor

**Funding**



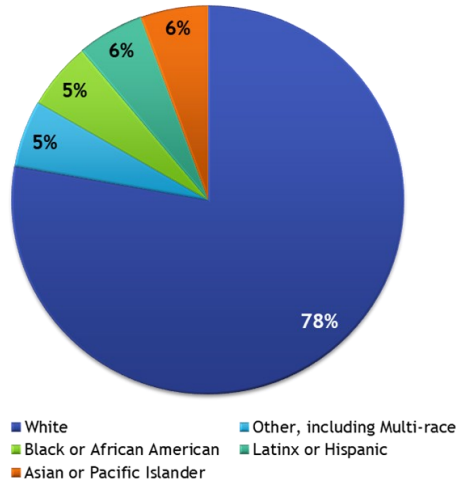
**Situational Assessment**

<b>Number served:</b>	<b>18</b>
<b>Completed assessments:</b>	<b>64%</b>
<b>Participant satisfaction:</b>	<b>91%</b>
<b>Stakeholder satisfaction:</b>	<b>83%</b>

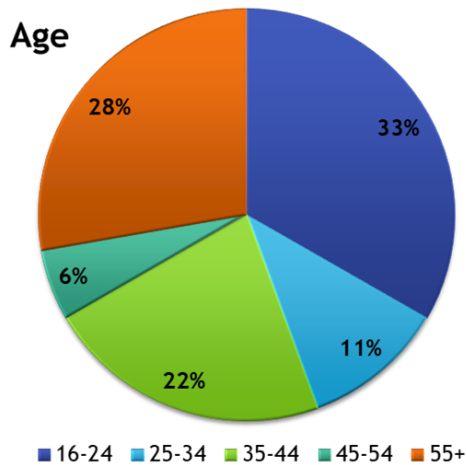


Assessment Participant

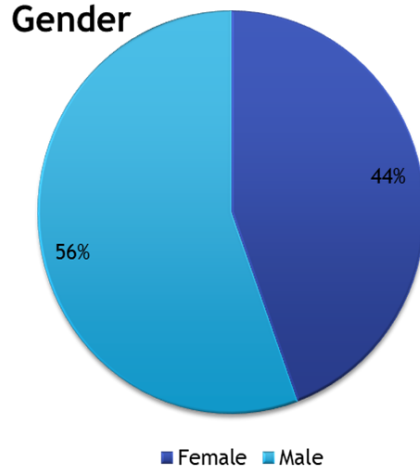
**Race/Ethnicity**



**Age**



**Gender**



The Situational Assessment program in Sonoma County has remained consistent with staffing and delivery of services. In 2019/2020 Goodwill provided assessment services to 18 people in our community, even though the program struggled throughout the fiscal year with inconsistent referrals from our referring partner.

Due to low referrals the program had difficulty managing a positive expense to revenue ratio per consumer served and exceeded the benchmark in the 3rd quarter by 74%. In the 4th quarter due to the Shelter in Place and Public Health restrictions we were unable to provide assessment services. Staff did explore offering remote services, but as of the end of the fiscal year had not received approval to move forward from the referring partner.

During the year the program received survey feedback from 9 consumers with an average score of 91%. There were 4 stakeholder surveys returned during the year with an average score of 83%.

Moving forward, with the steady decline in referrals over the past 2 years it would be beneficial for Goodwill to explore other program opportunities to retain staff.