

2019/2020

Changing lives and strengthening communities through the dignity and power of work.

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:

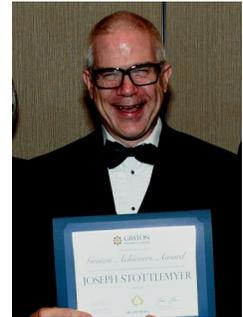
Hester Collins
Program Supervisor

Funding



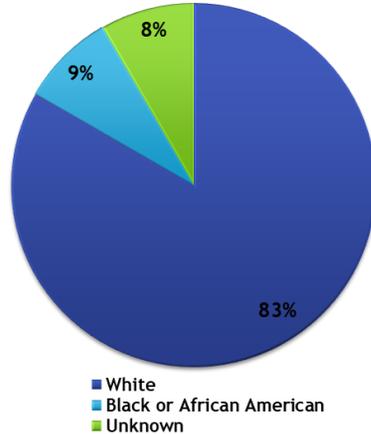
Supported Employment

Number served: 12
Participant satisfaction: 96%
Stakeholder satisfaction: 92%

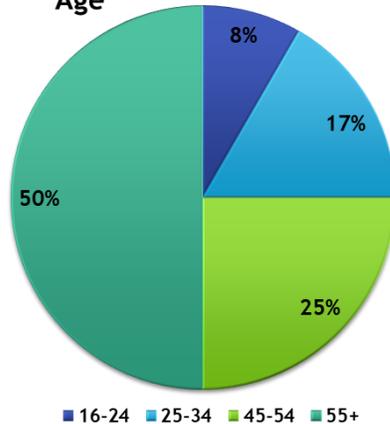


Supported Employment Participant

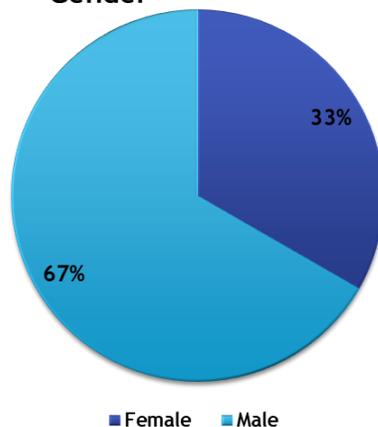
Race/Ethnicity



Age



Gender



In Sonoma County we were successful providing services that helped 9 consumers maintain their current employment in the community over the past year. All Supported Employment consumers are working in unsubsidized employment with an average wage of \$13.92 per hour. For the 9 consumers in the program the average number of years employed is 12 years. The program does face some challenges with consumers being inconsistent about reporting work schedules, vacations and other requested time off, which can hinder coaching.

Consumers have benefitted from coaches being cross trained to work in various locations to ensure timely delivery of coaching services to each consumer. In the 3rd and 4th quarters of the year we did lose 2 consumers who, for various disability-related reasons, were no longer able to benefit from coaching services. Due to COVID-19 the services provided were limited to phone check ins during early Shelter in Place. The program has 4 consumers working in "Essential" positions that continued working throughout the Shelter Order. There were 2 consumers that were temporarily furloughed, but did go back to work late in the 4th quarter. The 2 consumers employed by Goodwill remained employed and had no negative financial impact. The program did have 1 consumer considered to be an essential worker who by choice had not yet returned to work by the end of the 4th quarter.

Growth in the Supported Employment program has been a challenge without having a job search component to help generate coaching referrals.

Moving Forward: Staff will explore the possibility of Goodwill bringing back Supported Employment placement services. The Program Supervisor will continue to work closely with coaching staff to ensure that all service hours are utilized monthly to fully benefit each consumer. An open line of communication will be maintained with the regional center to encourage program referrals. The coaches will continue to encourage consumers to report work schedules and other requested time off.