

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



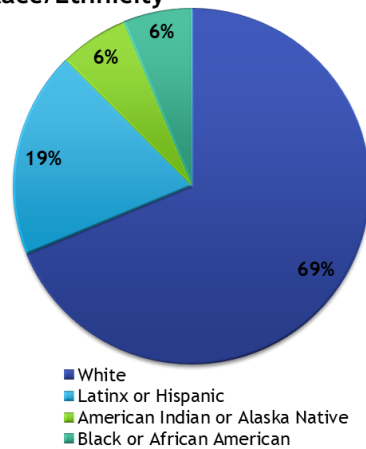
Work Adjustment Training (WAT)

Number served:	15
Percent completing WAT:	62%
Participant satisfaction:	93%
Stakeholder satisfaction:	84%

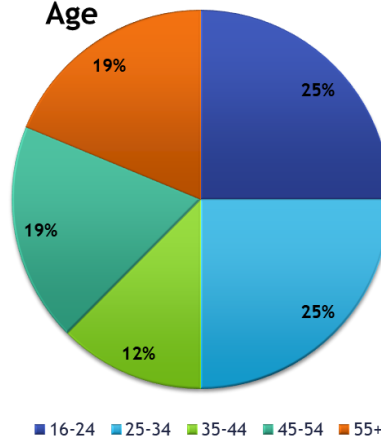


Work Adjustment Training Participant

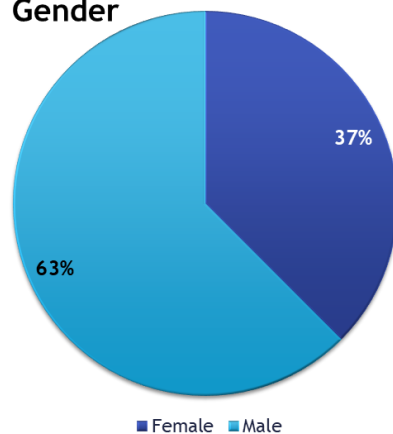
Race/Ethnicity



Age



Gender



The Work Adjustment Training program in Sonoma County has remained with staffing and delivery of services despite referral challenges. In 2019/2020 Goodwill provided services to 11 people in our community, even though the program struggled throughout the fiscal year with referral stability from our referring partner.

Due to low referrals the program had difficulty managing a positive expense to revenue ratio. In the 4th quarter due to Shelter in Place and Public Health restrictions we were unable to provide Work Adjustment Training services at any GIRE location. The program struggled with a 54% non-completion rate due in part to COVID-19 and consumer disability related issues.

During the year the program received survey feedback from consumers completing the WAT program and they reported 94% satisfaction. Stakeholder's surveys were sent out several times throughout the year, but only 3 were returned reporting 84% satisfaction.

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.