

## **1.09 Policy on Outcomes**

### Policy:

It is the policy of Licking/Knox Goodwill Industries, Inc., to monitor the effectiveness and efficiency of the services and supports provided to clients and employees, as well as their satisfaction with the outcomes of these services and supports, with a program evaluation system.

### Procedure:

Program evaluation objectives reflect annual plans and preferences of clients, employees, service providers, and the community as identified by surveys, meetings, and consumer input.

Program outcomes are shared with clients, employees, staff, and the community using a variety of vehicles such as the agency newsletter and the annual report.

Program evaluation outcomes are used to maintain, modify, and improve the delivery of services and supports to clients and employees that promote the organization's mission.