

Windfall Industries Outcomes Report -- January through December of 2017

Windfall Industries enrolled nine new individuals into our programs in 2017 and all but two individuals received services within one month. We provided both employment and vocational habilitation for 100 individuals from three counties (Medina, Summit and Wayne) at the following locations: our M.A.P. production site, seven enclave sites, two roadside rest areas, and a mobile horticulture crew. Seventy of the individuals are male and thirty are female. Supported employment services were provided to one individual who is employed as the M.A.P. facility receptionist and received our supported employment services. Work training opportunities were provided to twelve students from three Summit county schools at nine sites. Windfall Industries workers successfully completed jobs for approximately 50 companies, individuals, or organizations. No formal complaints were received during 2017. Stakeholder satisfaction with our services was generally high overall as can be seen in the graph below 95% of our participants were happy with our services. Other satisfaction surveys showed that 100% of referral sources and Service and Support Administrators were satisfied however the fact that only 4 satisfaction reports were returned impacted this percentage significantly, while 89% of guardians and family members were satisfied, and 94% of business customers were satisfied with our services.

Satisfaction	percent
Participants	95%
Guardians & Family	89%
Customers	94%
Referral Sources & SSA	100%

