

Goodwill Industries Summary Report

Information about the Applicant

Mission: Provide training, employment, and supportive services for people with disabilities and disadvantages who seek greater independence.

Core Values: Inspired by People, Power of the Whole, Results Matter

Founded in 1919, Goodwill has been serving individuals with disabilities for over 100 years. The original vision for Goodwill was to fight poverty not with charity, but through teaching important work skills. We began by helping people with disabilities and disadvantages repair donated items. During World War II, Goodwill focused on the growing number of persons with physical disabilities and developed the internationally acclaimed "case management" model that extends personalized service to program participants. In the 1960s, to respond to the growth in services, a state-of-the-art rehabilitation center was built on the northwest side of Milwaukee. Individuals were referred for services from throughout Wisconsin as well as surrounding states. In the 1980s, ten additional centers were established for adults and seniors with developmental disabilities, building on the success of community-based services. In 1986, Goodwill Industries of Southeastern Wisconsin became the largest Goodwill organization in North America. For more than 30 years, Goodwill's Day Services programs have helped adults with disabilities maintain independent and active lives in the community.

Statement of Need

In the wake of the COVID-19 pandemic, however, the lives of our participants were dramatically impacted and their opportunities for creating and maintaining connections in their communities greatly decreased. The Day Services team was profoundly concerned about the negative and lasting effects that social isolation and disengagement from a normal routine was having on our members. In collaboration with other area Day Services providers, Goodwill developed a technology-based approach to meeting our participants outside of our facilities and supporting their connections with peers, community resources, and supportive services. Beginning in September of 2020, Day Services introduced virtual classes and tours as a supplemental service, connecting our participants who were able to return to Goodwill locations with their friends who remained at home. Goodwill Industries is seeking a grant to provide more technology and tools to provide for more virtual participation in day programming for those who cannot come in person.

Project Goals and Expected Benefits

Goals of Goodwill's updates and increased access to technology for our Day Services program participants include helping program participants take steps to reach their personal goals, access community resources, and explore opportunities for growth in their community. Having access to technology will also help Goodwill continue to serve individuals who otherwise do not have any social outlet or opportunity to build skills.

Outcomes of increased technology include improving our program participants' ability to learn or build on existing computer knowledge including things like logging on to the internet, sending an email, and using search engines. Technology also allows participants to connect to supports such as therapists, case managers, or relatives. In addition, it supports program participants' exposure to community employment opportunities.

Many of our participants have program objectives or outcomes that are directly tied to increased independence in the community which may be best facilitated through increased access to technology. The skills learned in Goodwill programs will directly lead to increased independence in the community in areas such as accessing public resources, transportation, telehealth, and emergency health services, and

maintaining peer relationships. These skills, learned in program and supported directly by Goodwill staff, translate across multiple environments including home and community employment sites and further facilitate independent communication with key stakeholders (guardian, medical professionals, social worker) in the participants' lives. Progress toward these specific objectives is measured monthly and reported to stakeholders. Participants, funding case workers, and caretakers are also surveyed on the success of programs and interventions in moving participants toward targeted goals.

Project Implementation Plan

Once funding is received for this project, Day Services staff would work closely with our IT department to start ordering the technology identified in the budget. It will take approximately three months from purchase for delivery/ programming of hardware. IT will also identify the external IT support partner for the new equipment.

Evaluation Plan

Progress toward these specific objectives is measured monthly and reported to stakeholders. Participants, funding case workers, and caretakers are also surveyed on the success of programs and interventions in moving participants toward targeted goals.

Budget

Item	Cost	Total	Wispect Support
iPad/tablet {20}	\$329 each	\$6,580	\$3,800
Mobile storage/charging unit {4}	\$569.99 each	\$2,279.96	\$1,300
Laptops {4}	\$900 each	\$3,600	\$2,050
External IT Support Partner	\$5,000 per year	\$5,000	\$2,850
		\$17,459.96	\$10,000

Staff Recommendation

The grant application can be recommended for approval in the amount requested of \$10,000. The purchase of ipads and laptops align with the initiatives of the Foundation and will directly benefit the persons with disabilities to be served. This will create an opportunity for participation in day programming and development of technology skills.