

Skill Building in a Post-COVID World

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Specialized Employment and
Training

Skill Building &
Supported Employment



History of Specialized Employment and Training at Goodwill

- What worked?
- What did not work?
- COVID
- We looked at trends of other day programs and realized we needed to make changes.

SKILL BUILDING PROGRAM

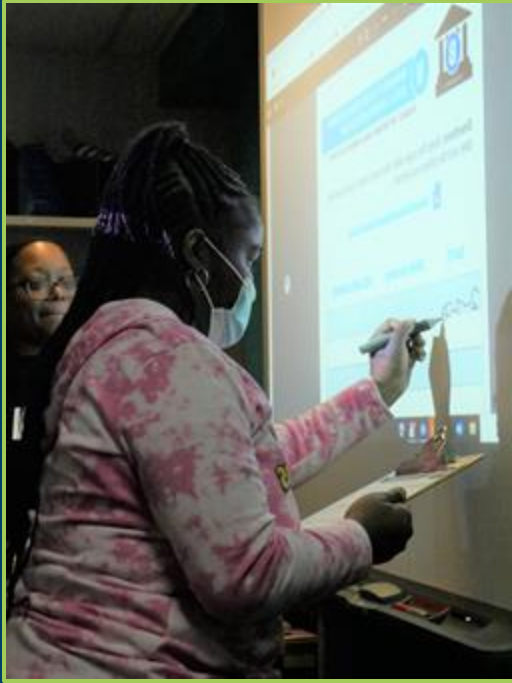


Digitability

An online award-winning platform that provides evidence-based opportunities to enhance employment and digital literacy skills that include internet responsibility and safety, electronic communication, professional presentation skills, and collaboration. A major feature is Bankability, a virtual banking system that allows trainees to experience a modern banking app while learning financial literacy and workplace behavior.



SKILL BUILDING: Digitability



"In Digitability, I've learned how to be careful on social media, like Facebook and Instagram, and about other things like using passwords and video chat. My facilitator is nice and has taught me how to save money and how to use the online store in Bankability."

-Dajshya Johnson

Digital Literacy

- Internet Basics
- Account Basics
- Connecting Online
- Google Workspace
- Using Email
- Spam & Phishing

Professional Skills

- Presenting information to others
- Giving appropriate feedback to others
- Receiving feedback from others
- Accountability to yourself and others
- Being on task
- Taking initiative

SKILL BUILDING: Digitability

Financial Literacy

- Making income
- Reading pay stubs
- Paying bills
- Importance of saving
- Money transfers
- Reading bank statements
- Budgeting



Bills



Rent



Internet



Transportation



Cell Phone

Rewards



Snacks



Computer Time



Classroom Resources



Word Search
Books & Journals



Paying Bills Online

Pay A Bill

Bill	Amount	Due Date	Pay
Rent ⓘ	\$10.00	09/01/2021	Pay
Pens & Pencils ⓘ	\$2.00	09/01/2021	Pay
Paper ⓘ	\$3.00	09/01/2021	Pay


Paid Bills

Bill	Amount	Paid
Rent	\$10.00	08/01/2021
Electric	\$2.00	08/01/2021
Paper	\$3.00	08/01/2021
Pens & Pencils	\$2.00	07/01/2021
Rent	\$10.00	07/01/2021
Paper	\$3.00	07/01/2021



Virtual Funds Transfer

Checking Account Balance: \$168.00 Savings Account Balance: \$103.00


Transfer Funds

From

Select Account ▼

To

Select Account ▼

Amount (in dollars)

\$ Amount .00

Transfer Funds

Paystubs

Student Reports

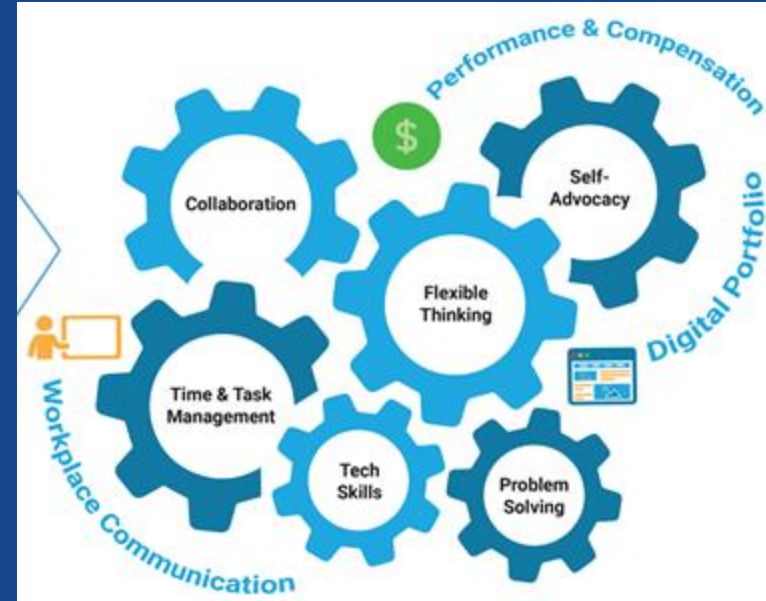
March 2022 Download Report

Most Recent Payroll 03/15/2022	Year-To-Date (YTD) Payroll
Earnings	Earnings YTD
Gross Pay \$105.00	Gross Pay \$381.00
Deductions	Deductions
- Behaviors -\$12.00	- Behaviors -\$48.00
- Federal Income tax (15%) -\$15.75	- Federal Income tax (15%) -\$51.45
- State Income Tax (5%) -\$5.25	- State Income Tax (5%) -\$17.15
Net Pay \$72.00	Net Pay \$264.40

What are Digitability Work Simulations?

Introduction to Employment Pathways Through Project-Based Learning

- Select final project (e.g. website creation)
- Learn about project jobs (e.g. project manager, multimedia team, copywriting team, web UI design team)
- Identify professional skills and strengths, develop a résumé, and apply to a job of interest
- Get assigned a job and learn about chain of command
- Develop work skills (e.g. collaboration, problem-solving, meeting expectations, working as a team/independently, giving/receiving feedback)
- Finalize project and give individual presentations



Digitability Work Simulation: Final Project



Building a Webpage



Project
Presentations

SKILL BUILDING: Applied Digital Skills

Using a variety of resources including the Northstar Digital Literacy curriculum, Applied Digital Skills focuses on Google Workspace and Microsoft Office, time and task management, personal finance, interview skills, online research, and project-based learning. Certificates are awarded upon passing proctored assessments.



Internet Basics	Docs
Email	Social Media
Windows	Information Literacy
Mac OS	Career Search Skills
MS Word	Your Digital Footprint
MS Excel	K-12 Distance Learning
MS PowerPoint	Telehealth

SKILL BUILDING

A photograph of three people working in a garden bed. A woman in a red shirt is on the left, holding a yellow-handled tool. A man in a plaid shirt is in the middle, leaning over the bed. A man in a white shirt is in the foreground, also leaning over the bed and holding a long-handled tool. They are all working in a wooden garden bed filled with dark soil. The background is a light-colored stone wall.

Life Skills

Supports independence by providing experiences that develop and strengthen functional skills in areas of self-advocacy, communication, obtaining and maintaining employment, and daily living skills. Features a vegetable garden and a full kitchen to learn proper kitchen use and safety.

SKILL BUILDING: Life Skills



"Skill Building has helped me learn how to cook, use the computer, and grow plants and vegetables. Support from peers and staff means a lot to me because we need that support for when we move on to other things beyond Goodwill."

-Cedric Hood



LIFE SKILLS: Garden Project



Goodwill Green Thumb Garden was created
in partnership with Lowe's of Westland



LIFE SKILLS:

Garden Project



"I like gardening - planting cabbage, collard greens, tomatoes, carrots, squash, and cucumbers. I like to cook using food that I grew myself. I've learned how to use netting to keep squirrels from eating our peppers and beans.

-Sandra Gilkey



LIFE SKILLS:

Kitchen Project

Our goal is to provide opportunities for trainees to develop safe and useful cooking skills that will allow them more independence.

Lessons range from simple food preparation to the planning and cooking of complete meals for oneself and others.

We learn about healthier food choices and use farm-to-table fresh produce grown in our Goodwill Green Thumb Garden, when available.



LIFE SKILLS: Kitchen Project



SUPPORTED EMPLOYMENT PROGRAM

Transitional Work Experiences

Goodwill's Supported Employment Program provides the opportunity for individuals to train and work with a job coach at one of Goodwill's social enterprises. This gives them an understanding of real world employment expectations with person-centered support. We offer two areas of employment:

- Donated Goods/Retail
- Goodwill Integrated Solutions



SUPPORTED EMPLOYMENT: Transitional Work Experience

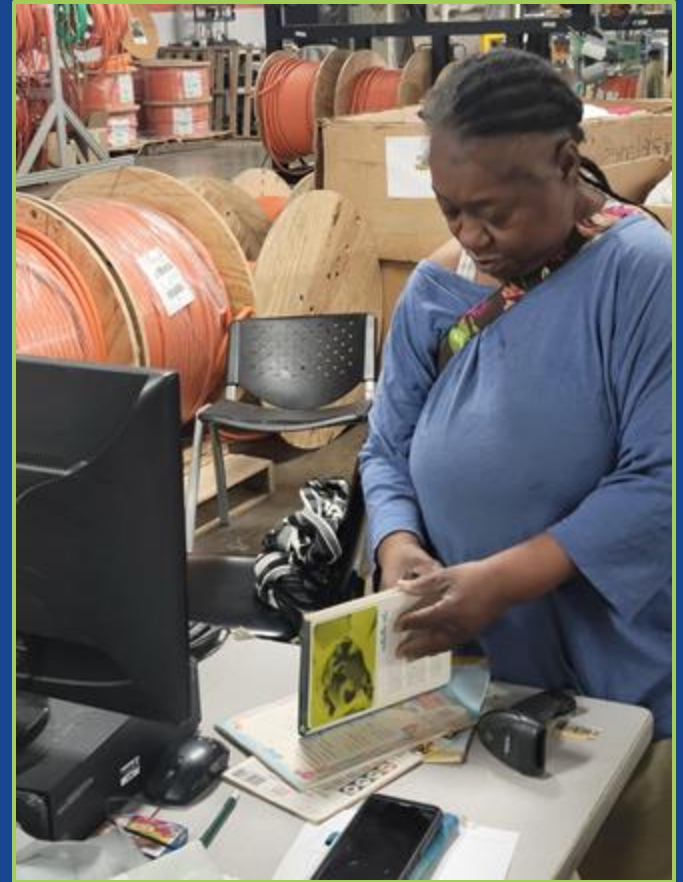
Donated Goods/Retail Operations

Pre-COVID

- We had two independently placed trainees in our warehouse and one in a retail store

Post-COVID

- We have four independently placed trainees in our warehouse and two in a retail store
- We also have 10 trainees per day in the warehouse that are job coached



TRANSITIONAL WORK

EXPERIENCE: Donated Goods/Retail



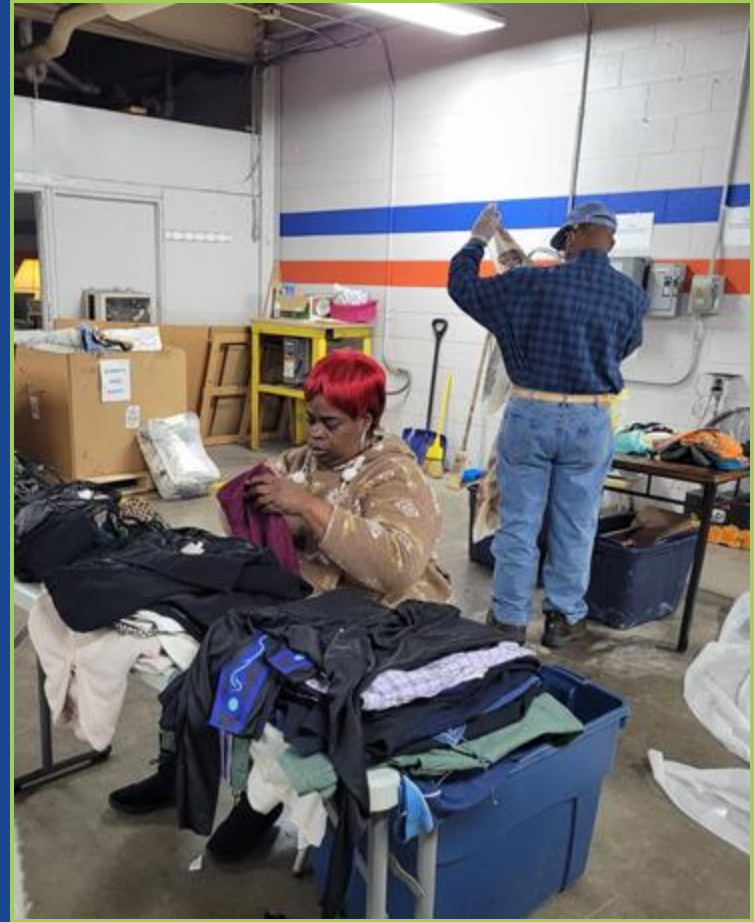
"Goodwill has helped me feel more confident, it's a place where I can be myself. My co-workers are like family - we help and support one another. I also talk to the staff about anything on my mind and they will listen and help me work through the problem - they make me feel better."

-Jermell Nelson-Hunt



TRANSITIONAL WORK

EXPERIENCE: Donated Goods/Retail



SUPPORTED EMPLOYMENT: Transitional Work Experience

Goodwill Integrated Solutions

Pre-COVID

- We had 10-15 trainees per day
- We only did group assembly work (1-2 steps)

Post-COVID

- We have 40-45 trainees per day
- Trainees are learning complex multi-step machines and jobs



"I like working and learning new things. Goodwill has given me the opportunity to do things I wouldn't be able to do otherwise."

-LaShonda Gillam

TRANSITIONAL WORK EXPERIENCE:

Goodwill Integrated Solutions



"I enjoy working for Goodwill. Because of my training, I am able to back up my co-workers when they are absent or need help. The job coach lets you know when you're doing good and when you need to change something, but he does it respectfully."

-Kymon Smith

"The job coach helped me practice my job skills so that I could become a sealer. With his help and encouragement I can do any job in the warehouse. That makes me feel proud."

-Chad Knox



SUPPORTED EMPLOYMENT:

Community Integrated Employment

- Through partnerships with other rehabilitation service agencies, we continue to support trainees interested in community employment find and maintain work.
- Kionne recently achieved his goal and was hired at Walmart. He is doing great and is making plans to get his own place.
- Juneen has been employed at Cadillac Place for four years. We continue to maintain a positive relationship with the employer in order to work together to resolve issues.

SOCIAL EXPERIENCES



Fellowship, Loyalty, Belonging

We organize several annual events and community outings:

- Summer picnic on Belle Isle
- Halloween party
- Holiday party in December
- Shopping and lunch day trips
- Activities and events hosted by the Downtown Detroit Partnership



DEDICATED STAFF



What We Learned

- Improve scheduling
- Structure curricula and deliver with consistency
- Increase participation in Goodwill enterprises
- Trainees thrive in a more structured environment
- Improve the social climate

What's Next?

- More community employment
- More community activities
- Curriculum growth: garden project, kitchen project, Northstar Online Learning (NSOL)
- Curriculum development: art curriculum
- Improve data collection – quantitative and qualitative

Final Thoughts

In conclusion, Goodwill used the pandemic as an opportunity to redefine our services and provide our trainees with a coherent environment of consistent and intentional social practices.

"Motivation plays a large role in maintaining engagement, and technology as a tool enhances the motivation of students with disabilities" (Bouck et al., 2010)

"Participants learn to rely on themselves rather than instructors, which leads to more confidence in exploring their strengths and enables them to play more roles in the learning environment" (Faux, 2005)

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Questions?

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