

JUST ONE THING

Submitted by: Heather Steeves, heather.steeves@goodwillnne.org

Company/Organization: Goodwill Northern New England

Type of Organization: Nonprofit organization

Number of Employees: 2000

Category: Community

Challenge or Opportunity: Goodwill offers brain injury services, programing for adults with disabilities, and workforce programs ... but in COVID how could we help people recover after a stroke, play BINGO with their pals, or help with job interviewing skills? The other problem: We offer these programs in Maine, but not NH or VT, our other service areas bc brick/mort cost

Approach or Solution: Goodwill NNE pivoted to telehealth with our current clients who could not come into the NeuroRehab center, the LifeWorks centers, and to tele-services for the newly unemployed folks who needed access to our Workforce centers.

Impact: This allowed us to continue providing needed services in Maine to the people who need it most (our workforce services are in the highest demand EVER), but will also allow us to expand to New Hampshire and rural parts of Maine and Vermont. Hopefully soon NH will be able to access programs for adults with disabilities and brain injuries.