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**Chester County Nonprofit
Innovation & Resiliency Fund
Grant Request Form**

Contact Information

Nonprofit Org Name: Good Works Inc	ED/CEO Name: Robert Beggs
Address: PO Box 1441	ED/CEO E-mail: bob@goodworksinc.org
City, State Zip: Coatesville, PA 19382	Board Chair Name: Betty Traver
Phone: 610-383-6311	Grant Proposal Contact Name: Robert Beggs
Website: www.goodworksinc.org	Grant Proposal Contact E-mail: bob@goodworksinc.org
EIN: 23-2513834	Grant \$ Amount Requested: 75,000
Year Founded: 1988	

In filing this application, the nonprofit certifies that it complies with all federal, state & local laws, including taxation; complies with current public health guidelines; and complies with coronavirus pandemic phased reopening restrictions.

Agreed by: Robert Beggs	Date: 10/30/2020
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Nonprofit Field/s of Interest

<input type="checkbox"/>	Arts, Culture & Historic Preservation	<input type="checkbox"/>	Education	<input checked="" type="checkbox"/>	Health
<input checked="" type="checkbox"/>	Community Development	<input type="checkbox"/>	Environment & Animal Welfare	<input checked="" type="checkbox"/>	Human Services

Figures	Current	PRE-COVID (as of 1/1/20)
Annual Operating Budget	\$	\$
Full-Time Equivalent Paid Staff	11	11
# Board Volunteers	12	12
# Committee Volunteers	28	28
# Active Direct Service Volunteers	670 (as of 9/30/2020)	1,750
Annual Volunteer Hours	14,895 (as of 9/30/2020)	37,000

Funding: Please indicate if your nonprofit has received funding from any of these regional sources over the past few years. We will invite them to review this funding request.

<input checked="" type="checkbox"/>	ChesCo Comm Fdn	<input checked="" type="checkbox"/>	Brandywine Health Fdtn	<input checked="" type="checkbox"/>	United Way ChesCo	<input checked="" type="checkbox"/>	ChesCo Dept Comm Devel
<input type="checkbox"/>	ChesCo Fund/W&Girls	<input checked="" type="checkbox"/>	Phoenixville Comm Health Fdtn	<input type="checkbox"/>	United Way S ChesCo	<input type="checkbox"/>	ChesCo Dept Health
<input type="checkbox"/>	Other significant funders:					<input type="checkbox"/>	ChesCo Dept Human Svcs

No	Yes	Federal Single Audit
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Is your nonprofit subject to a federal single audit (formerly known as the OMB Circular A-133 audit)?
<input type="checkbox"/>	<input type="checkbox"/>	If yes, did your nonprofit's most recent federal single audit disclose any issues?
<input type="checkbox"/>	<input type="checkbox"/>	If yes, have these issues been adequately addressed?

Narrative: In a few concise paragraphs, please explain:

1. **Mission** Good Works mission is to repair homes and restore hope for low-income families in central and northern Chester County. Poverty is a growing problem in Chester County exacerbated by the COVID-19 crisis. The recent census reveals that 19% of children in PA struggle in poverty exposing them to toxic stress, leading to chronic asthma, heart disease, diabetes, cancer, and other afflictions later in life. Homes that are unsafe and unhealthy compound the problem, but a roof over your head is better than living in a shelter or on the streets. Good Works Inc. is a non-profit, 501(c)3 organization that keeps low-income families in their homes by making houses warmer, safer, drier and healthier, at no cost to the homeowner. Without intervention, many of these families are otherwise facing eviction and homelessness. We believe that everyone benefits when people from different races, cultures, and backgrounds join together in a common purpose.

2. What geographic area is served? *(If not all of Chester County, specify primary Chester County regions served)*
Good Works serves vulnerable individuals and families residing in forty nine (49) county municipalities. From four warehouse locations in Coatesville, West Chester, Phoenixville and St Peters Village, Good Works staff and volunteers can efficiently provide services in the surrounding local communities.

3. What population is served? How have your service numbers been impacted by COVID? Good Works assists low-income families and individuals who are at or below 200% of the federal poverty level and reside in Chester County. Applicants must own and live in their homes, and have their taxes up to date.

Key demographics of the people Good Works served in 2019 includes: 47% Disabled, 37% families in mobile homes, 53% senior citizens, 22% families with children.

Good Works serves three distinct population categories who need help with repairs:

1) Residents who were previously middle or lower middle class, but due to a job loss, debilitating injury, chronic illness, divorce or other unfortunate circumstance, now have needs their resources cannot meet. Many in this new group are living in situational poverty and applying for assistance with other agencies and nonprofits. This category includes those affected by the COVID-19 pandemic.

2) Low-income residents, often working one or more jobs in the service sector, who can't afford a traditional home given the median price for a home in Chester County is over \$375,000, up 11% compared to last year. Instead they opt for a mobile home. Unfortunately much of the inventory of mobile homes on the market today have exceeded their manufacturer's suggested life and require costly repairs such as new roofs, wiring, flooring and plumbing. It is extremely difficult to find contractors who will even repair a mobile.

3) Thirdly, there is a group of residents who are at the bottom of the socioeconomic scale - those in entrenched poverty. Their financial situations have become even more devastating. The tragic part is that many of these people live in such hopelessness and despair that they are not even asking for help because they don't think it will make a difference in their lives.

The COVID crisis has dramatically affected the number of families assisted and homes completed this year. We are forecasting a 25-30% reduction from our original 2020 plan, mostly due to depressed volunteerism.

4. What has been the impact of COVID-19, and how has your nonprofit responded?

On March 6th, the Governor of Pennsylvania declared a disaster emergency in an attempt to stem the spread of the coronavirus. Within a week, everything changed. All non-essential businesses were directed to close down and people told to stay home. With the swipe of a pen, people living paycheck to paycheck suddenly found themselves without an income and forced to remain inside substandard houses that often contained risks far more hazardous than the virus itself. After considerable deliberation and prayer, Good Works elected to proceed with fulfilling our mission to repair homes and restore hope, not because it would be a popular decision, but because it needed to be done. We applied for and were granted a waiver from the Pennsylvania Department of Health to continue to provide life-sustaining repairs for our homeowners and after publishing COVID protection protocols and acquiring requisite personal protective equipment for our staff and volunteers, we quickly returned to work.

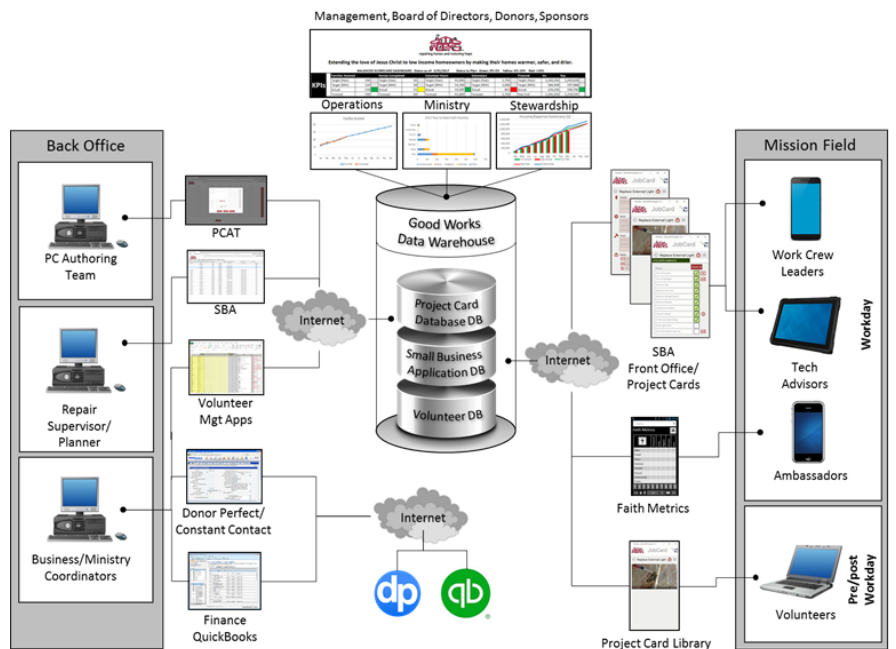
However, volunteerism dropped precipitously after "stay at home" orders were promulgated. In April 2020 Good Works volunteer hours had dropped 95% to a mere 174 hours for the month. Although, volunteer numbers are steadily returning, they are still 50% behind Pre-COVID numbers for the same period last year. Interestingly, more young people are applying to volunteer since the crisis began and herein lies the innovative opportunity. Few young people have home repair knowledge, or skills and training is more of a challenge due to the need for social distancing. Historically, Good Works technical advisors would perform on the job (OJT) training by demonstrating how to perform a plumbing repair, or install a window or door. Many tasks require detailed instruction, but that is difficult to do from 6 feet away with a mask on. Additionally, many of Good Works more senior (age 60+) volunteers with extensive technical knowledge are remaining on the side lines until a COVID-19 vaccine is available.

5. What would this funding be used for? How does this demonstrate innovation and resiliency in dealing with COVID impacts? What would be the community impact of this anticipated funding? Why is it important to fund this now?

An innovation is a new or breakthrough idea or product. Although helping others is not an innovative concept, how Good Works will help people using Good Works Digital Toolbox is truly innovative because it leverages automated maintenance system and business intelligence technology to enable and empower more volunteers to prevent homelessness.

Good Works Digital Toolbox (GWDT) is an initiative to apply state of the art information technology to workday planning and execution functions to; 1) enhance the volunteer experience, 2) teach home repair skills, and 3) complete more homes. After extensive research into commercial residential construction software systems, we concluded that a cloud based solution for use by unskilled volunteers was simply not available on the market today. In response, Good Works embarked on a pilot program with Freya Systems, LLC of Media, PA to develop an automated work management and training system. Freya develops similar systems for industry and is partnering with Good Works to design, develop and host the capability. After conducting a Kaizen, i.e. process re-engineering event, a software requirements document was published and the prototype system jointly developed. The training module of the Good Works Digital Toolbox provides video-based point of maintenance training to enable volunteers to understand the proper way to perform home repair and maintenance tasks. Its task-centric online maintenance library helps volunteers and homeowners to "see, then do". This builds initial confidence and ultimately skills that will last a lifetime. It also improves first time quality in the repairs being performed because volunteers will have first witnessed the correct procedures demonstrated. And, when volunteers are learning and contributing they are more likely to come back and volunteer again! When homeowners are educated, they are better able to maintain their homes in the future.

Each work team will be provided with a tablet computer hosting the Good Works Digital Toolbox software application. It is also accessible on smart phones. Like their physical toolbox containing hammers, screw drivers and tape measures, this digital toolbox is a shared resource that can be accessed by various volunteers or even the homeowner with approval of the Work Crew Leader. GWDT includes modules for home inspection, work planning, progress tracking, training and materials management. All work accomplished and work remaining is accounted in the system making it easy to ascertain project status against the approved statement of work. This level of task planning and materials management will make Good Works a better steward of donated funds and that extrapolates into more families served. A particularly innovative feature of the GWDT is its ability to operate connected, intentionally disconnected and unintentionally disconnected from the internet because Good Works projects are not always in range of cellular or WIFI hot spots.



Good Works Digital Tool Box Architecture

Good Works Digital Toolbox will be a game changer for:

- 1) Volunteers - as it will enable volunteers to preview standard repairs during or prior to the workday to improve their confidence, knowledge and skills.
- 2) Work Crew Leaders - as it will serve as a force multiplier by providing approved technical information on standard repairs to multiple volunteers enabling more work to get done.
- 3) Technical Advisors - as it frees them up to focus on more difficult assignments.
- 4) Repair Supervisors - as it allows them to simultaneously track progress across multiple homes and better plan.

As an example: Good Works hosts summer youth work camps where groups come from near and far to spend a week repairing up to 10 homes in parallel. Most of these youth have little or no home repair experience. GWDT will be accessible from their mobile phones, so they can preview the type of work they will be doing and see step by step instructions for correctly completing each task. Imagine the confidence that comes from seeing how to do something you have never done before and the productivity and job satisfaction that comes from then performing the task. It will provide skills and confidence that will last a lifetime.



Good Works measures organizational effectiveness using metrics that are calculated monthly. Key Performance Indicators used to manage the operation include: 1) Homes Worked On, 2) Homes Completed, 3) Weekday Repair Calls, 4) Applications Received, 5) Applications Approved, 6) Volunteer Hours, 7) Number of Volunteers, 8) Number of Workdays. We forecast GWDT to positively impact several of these standard metrics. A GWDT pilot will also be the opportunity to introduce new metrics such as: 1) Volunteer Satisfaction, 2) Planning time reduction, 3) First Time Quality, and 4) Training Effectiveness - in addition to system performance metrics associated with the user interface, network connectivity and content effectiveness. Given a successful pilot program, Good Works will roll out the system across all workdays. Now is the time to complete this innovative project to attract, safely train and retain new volunteers!

6. How much funding is sought? How does this compare to your annual operating budget and this years' projected deficit? What is the expected timeframe for use of funds?

A Chester County Nonprofit Innovation & Resiliency Fund grant of \$75,000 will enable Good Works to complete software development and testing, procure equipment and conduct a Good Works Digital Toolbox pilot on a COVID response initiative entitled the "Clean Air Initiative" to retrofit low-income homes with HEPA filtration and UV lighting in ducts to eliminate airborne pathogens and contaminants. In the future, the Good Works Digital Toolbox will be expanded to address all major home repair tasks and enable to Good Works to replicate its operations in other communities in the Philadelphia region and across the nation.

Good Works annual operating budget is \$1.3M. Good Works is not forecasting a deficit in this fiscal year which concludes in April 2021. The Chester County Nonprofit Innovation & Resiliency funds will be expended over a 12-month period following grant award. Good Works will provide status reports at 6 and 12 month milestones.

Freya System, LLC (<http://www.freyasystems.com>) is a systems consultancy and software development company headquartered in Media, PA. Freya consultants have been working with Good Works to develop a commercial maintenance management system for residential construction and non-profit use. Freya has been performing this work on a pro-bono basis as a community service. Freya has committed to match funds received through the Chester County Nonprofit Innovation & Resiliency Fund in the form of software engineering hours invested in the Good Works Digital Toolbox pilot program.