



GOOD GRID



Community
Homelessness
Advisory
Board

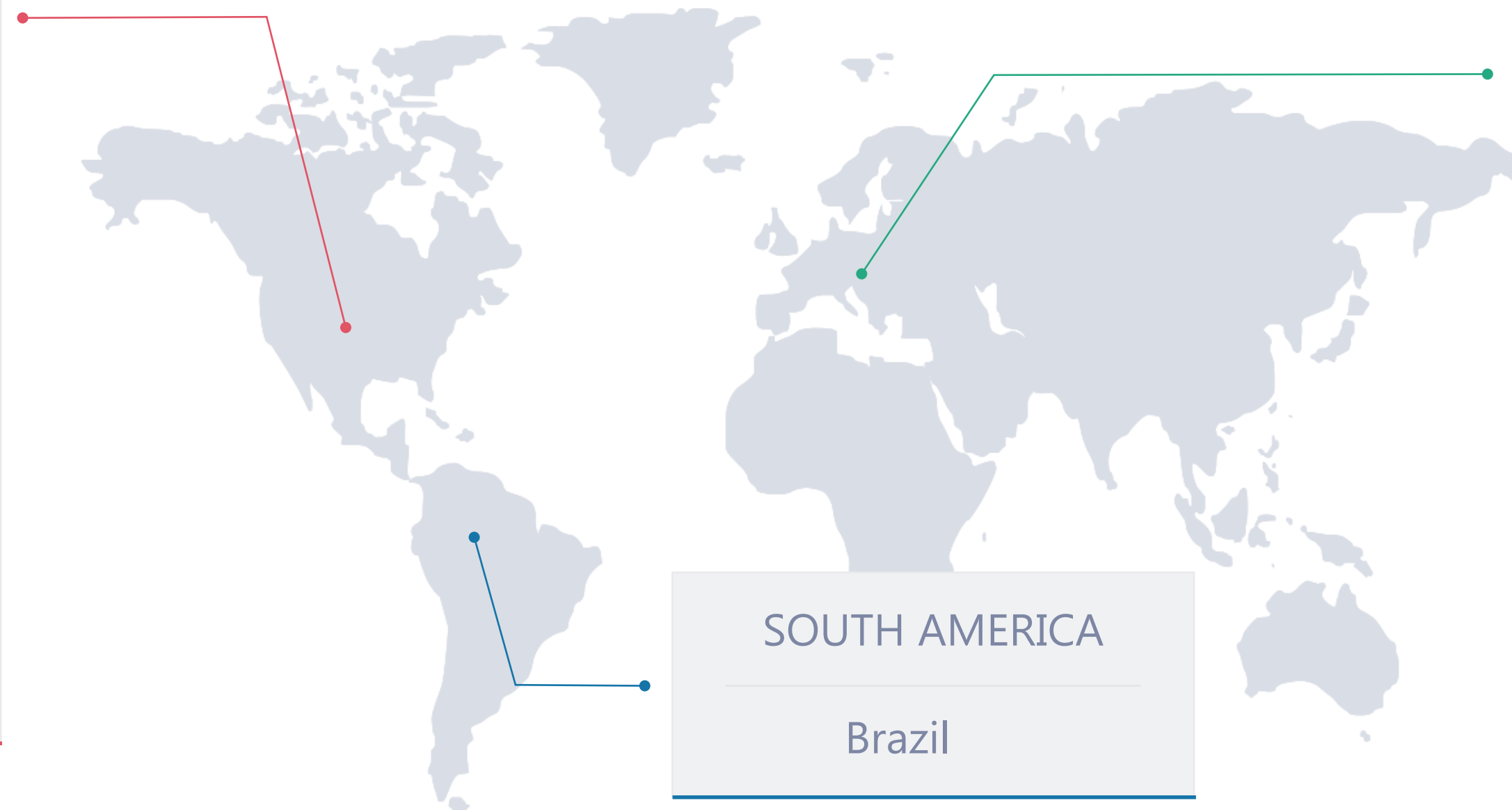


Nisha Garimalla, Product Manager, Good Grid



UNITED STATES

Nevada, Alaska, Kansas, Arkansas, Mississippi, Iowa, South Carolina, Virginia, Michigan, Delaware, New Jersey, Massachusetts, Maine, New Hampshire, US Virgin Islands



EUROPE

Austria, the Czech Republic, Estonia, Finland, France, Germany, Greece, Hungary, the Netherlands, Norway, Portugal, Slovakia, Switzerland

SOUTH AMERICA

Brazil

\$20B+

In Payments Processed

15

States with 5M+ Cases Managed

16

Countries

25+

Years of Experience



Child Support Enforcement



Government Benefits



State Disbursement Units



Re-Platforming



Collaborative Case Management

OBSTACLES

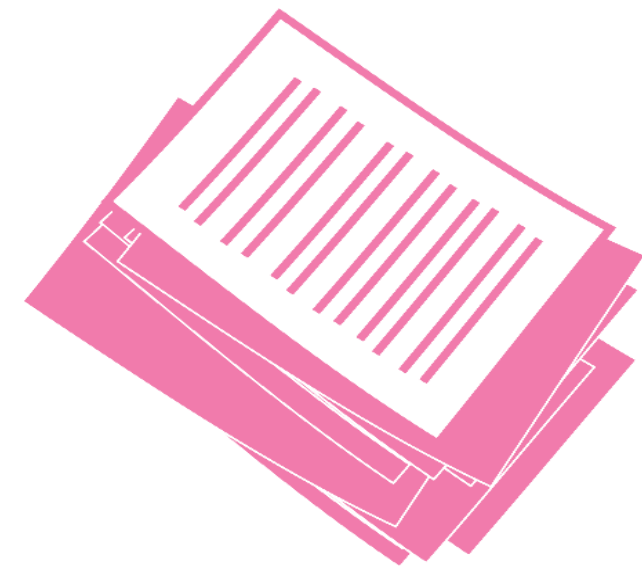
Before Good Grid



O B S T A C L E S

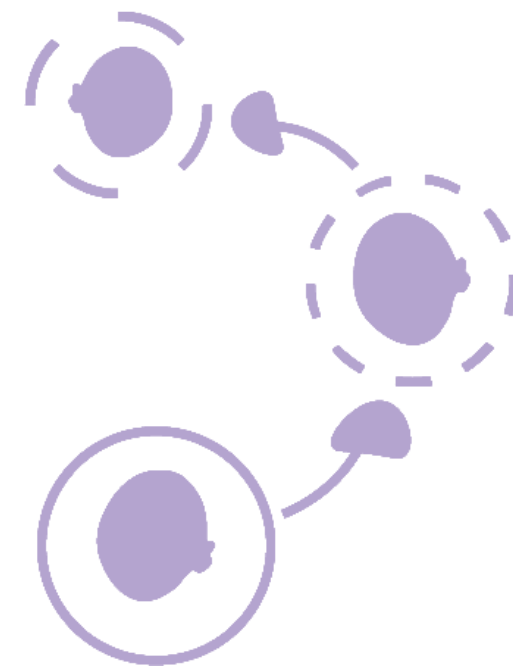
Before Good Grid for Caseworkers

4



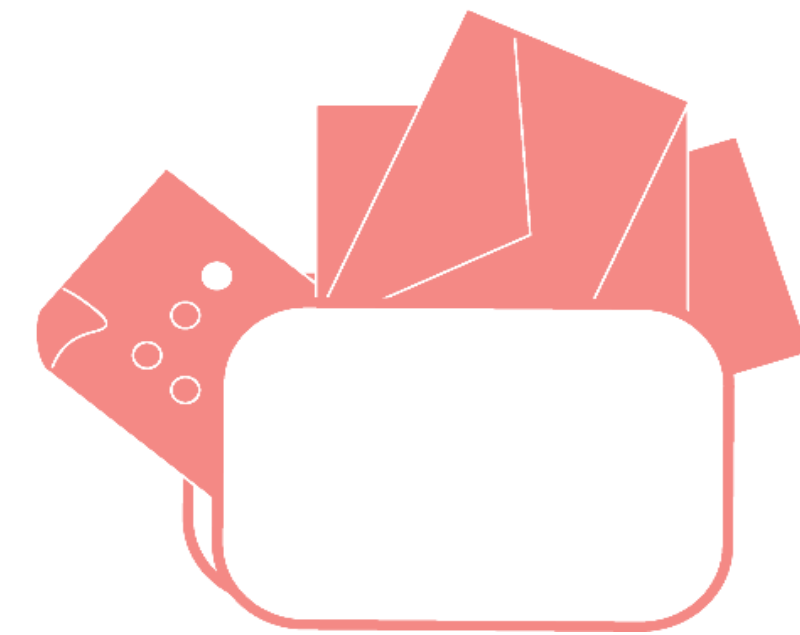
High Caseloads

Caseworkers, POs, IROs don't have enough time to dedicate to each



One-Way Referrals

Partnerships with community organizations are established mainly with handshakes & one-way referrals

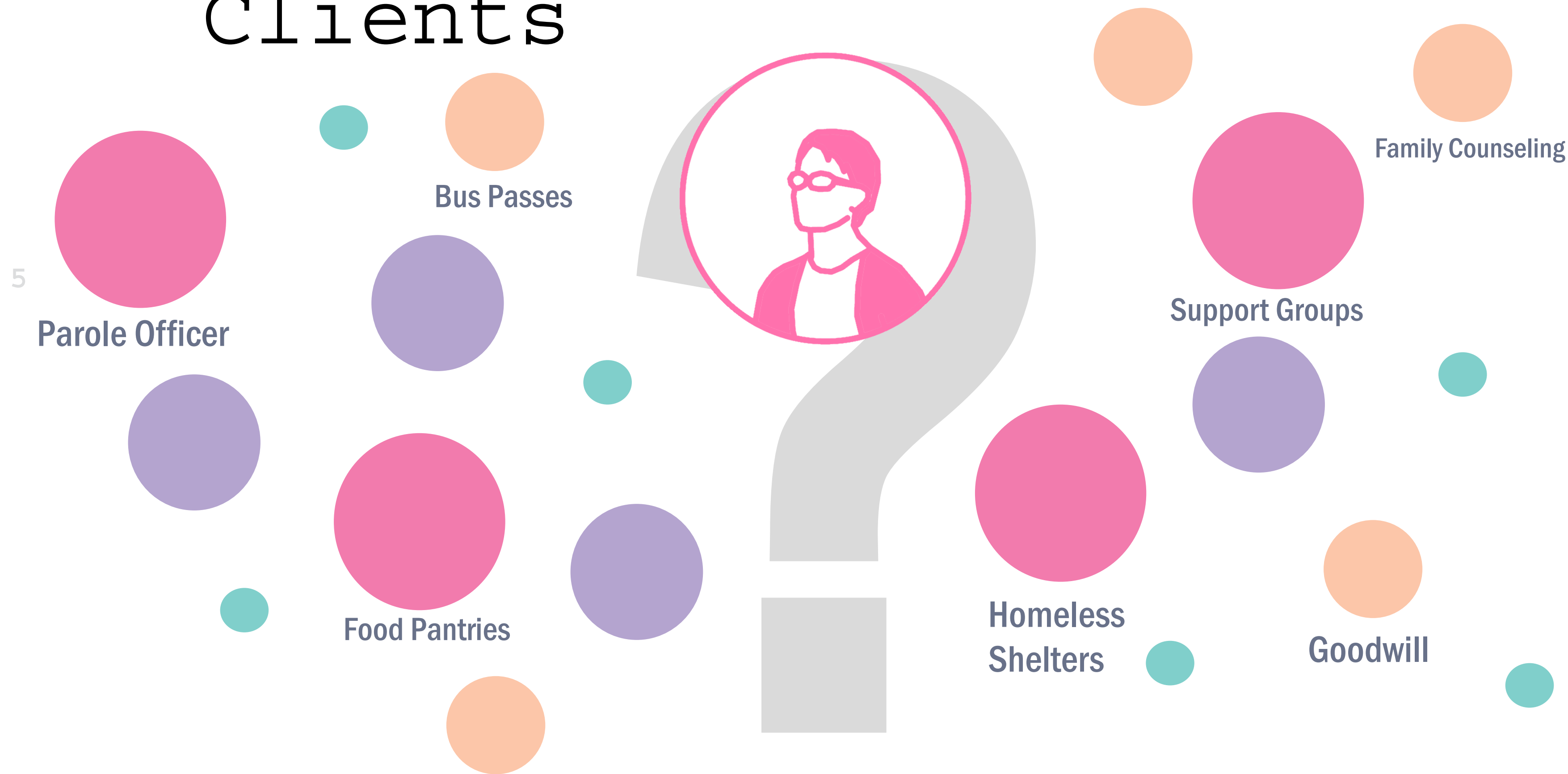


Disjointed Systems

Systems that don't talk to each other lead to partially or completely untracked data.

O B S T A C L E S

Before Good Grid for the Clients



Which organizations provide which **resources**?

Who should I go to first and which **services** do I qualify for?

How do I manage all the tasks I need to do to become **successful**?

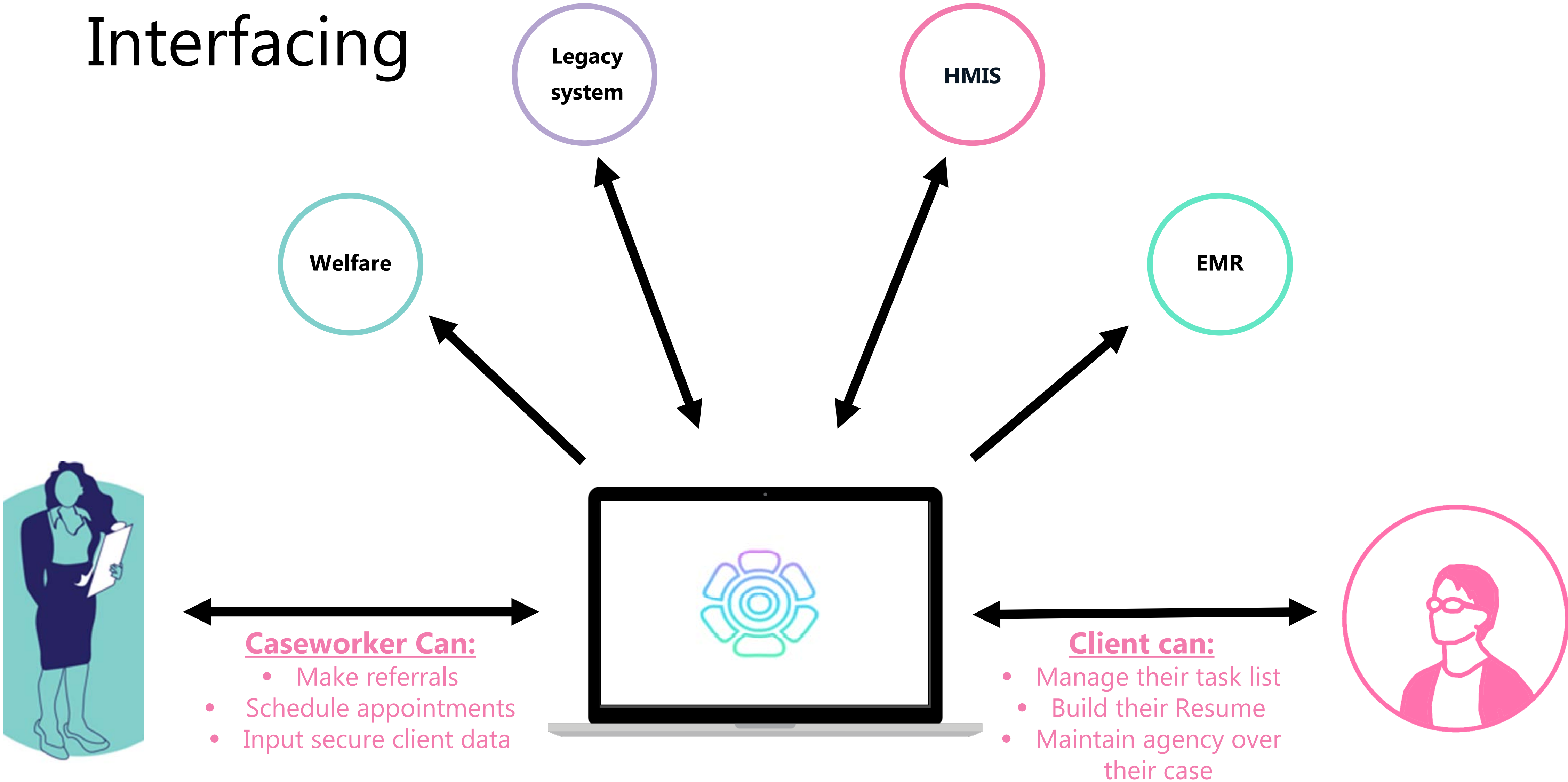
OBSTACLES

Solution



ACCOUNTABILITY

Interfacing

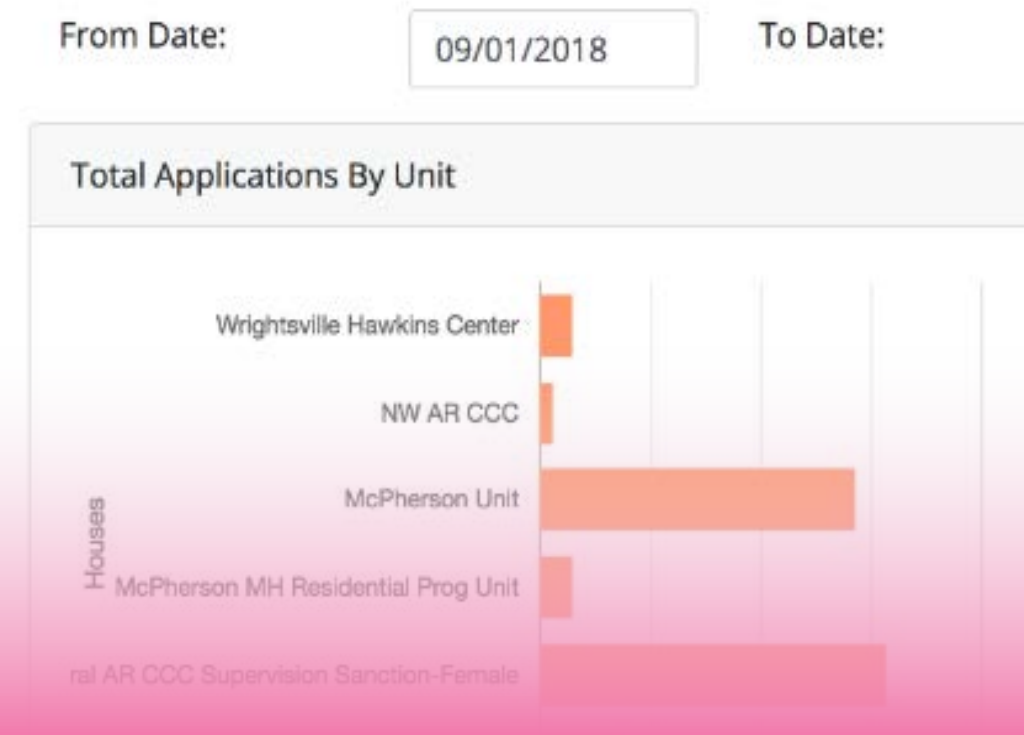
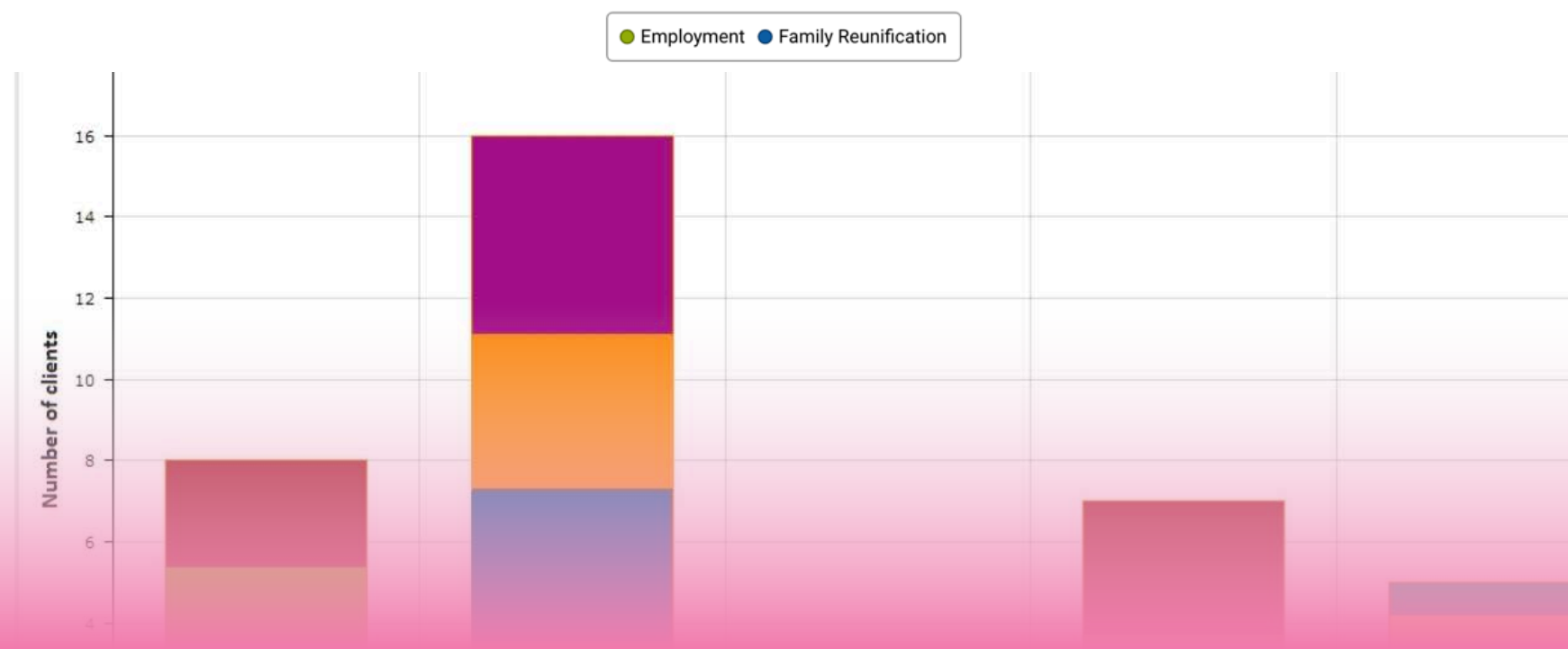
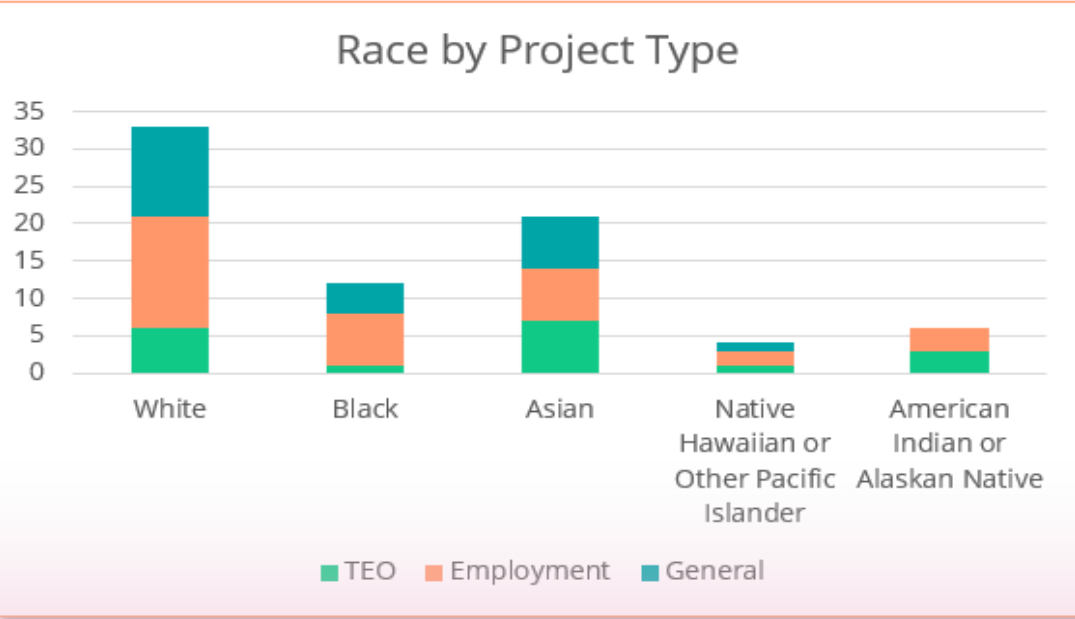
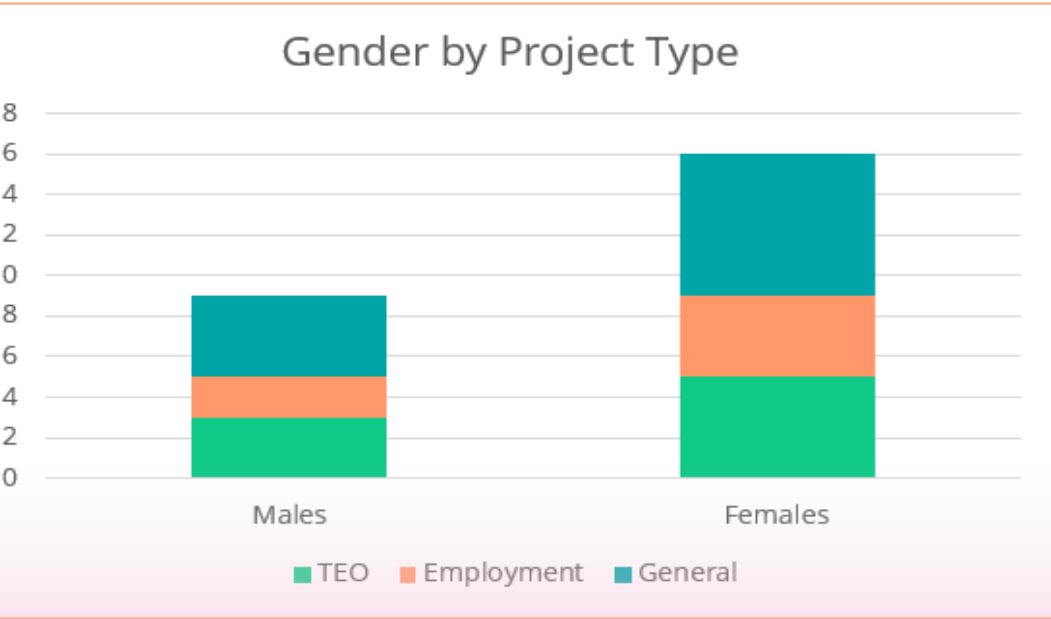
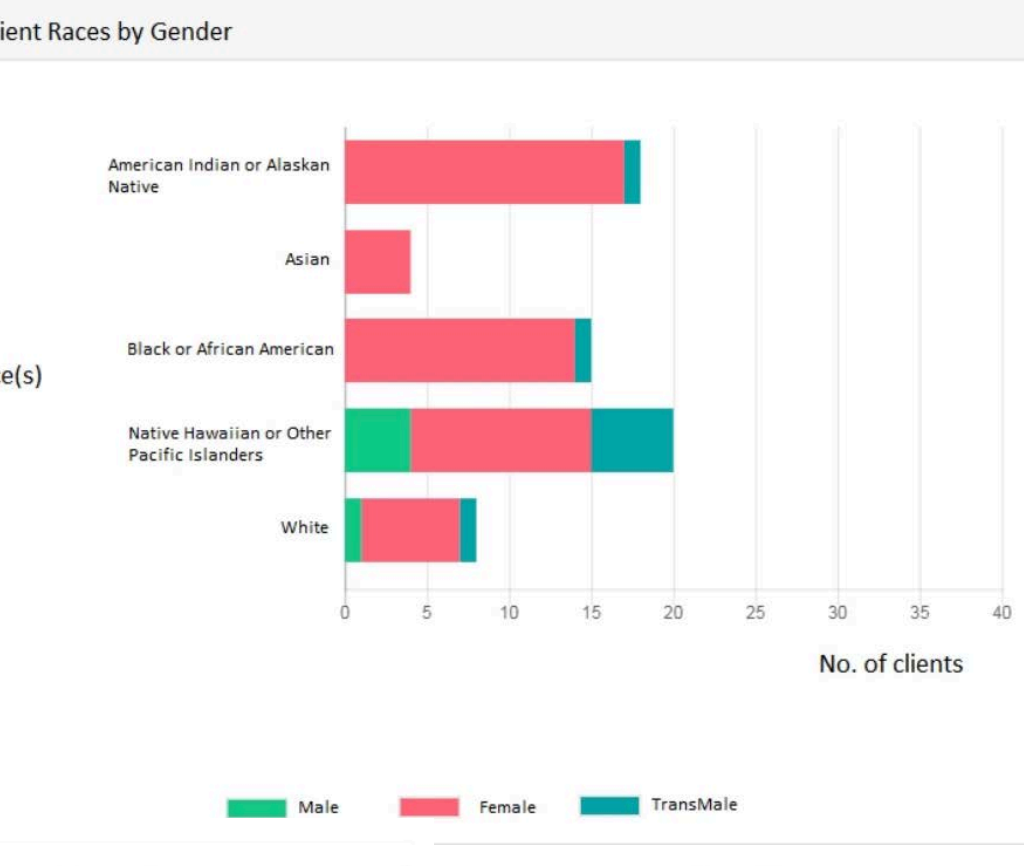
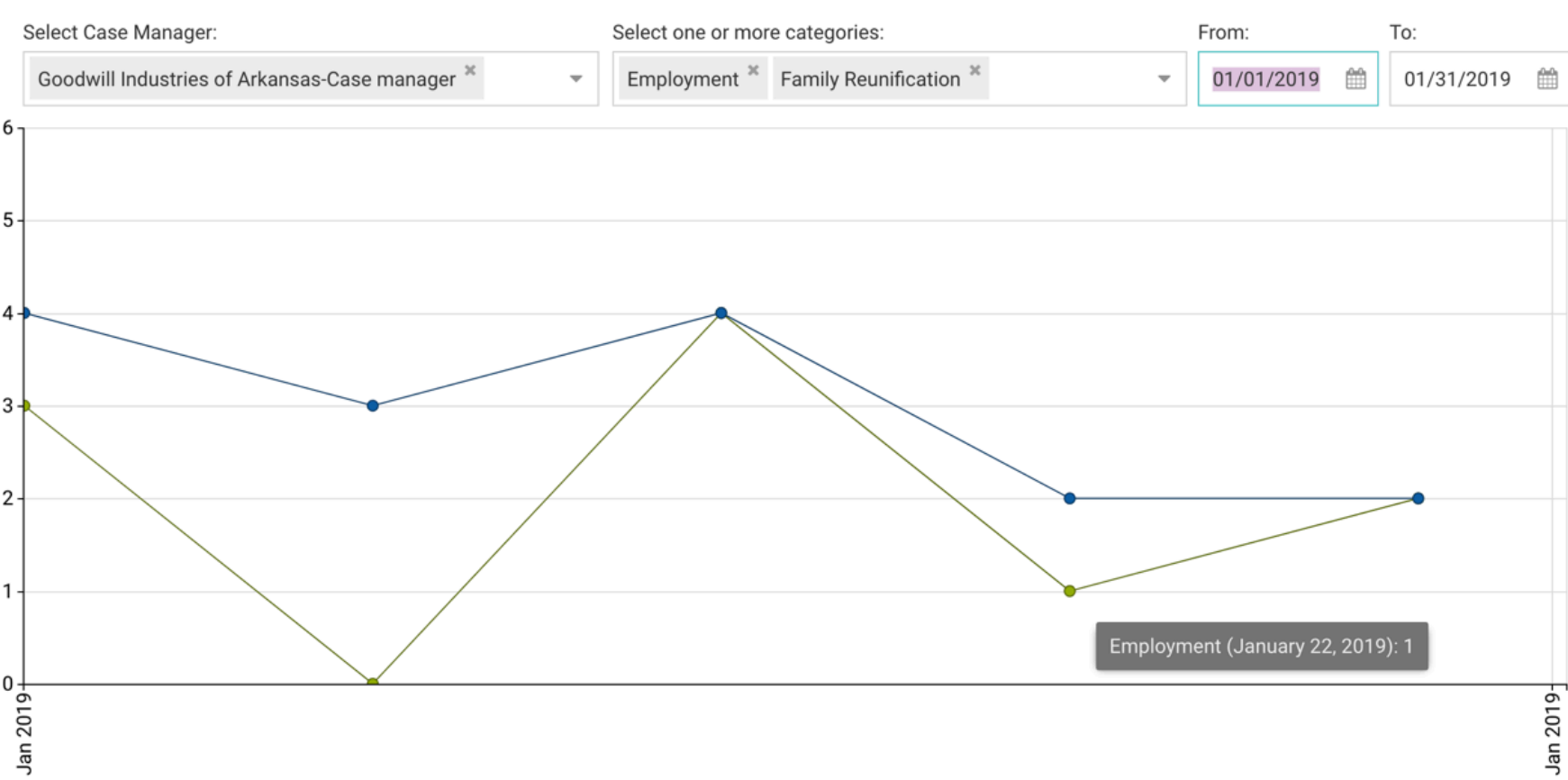
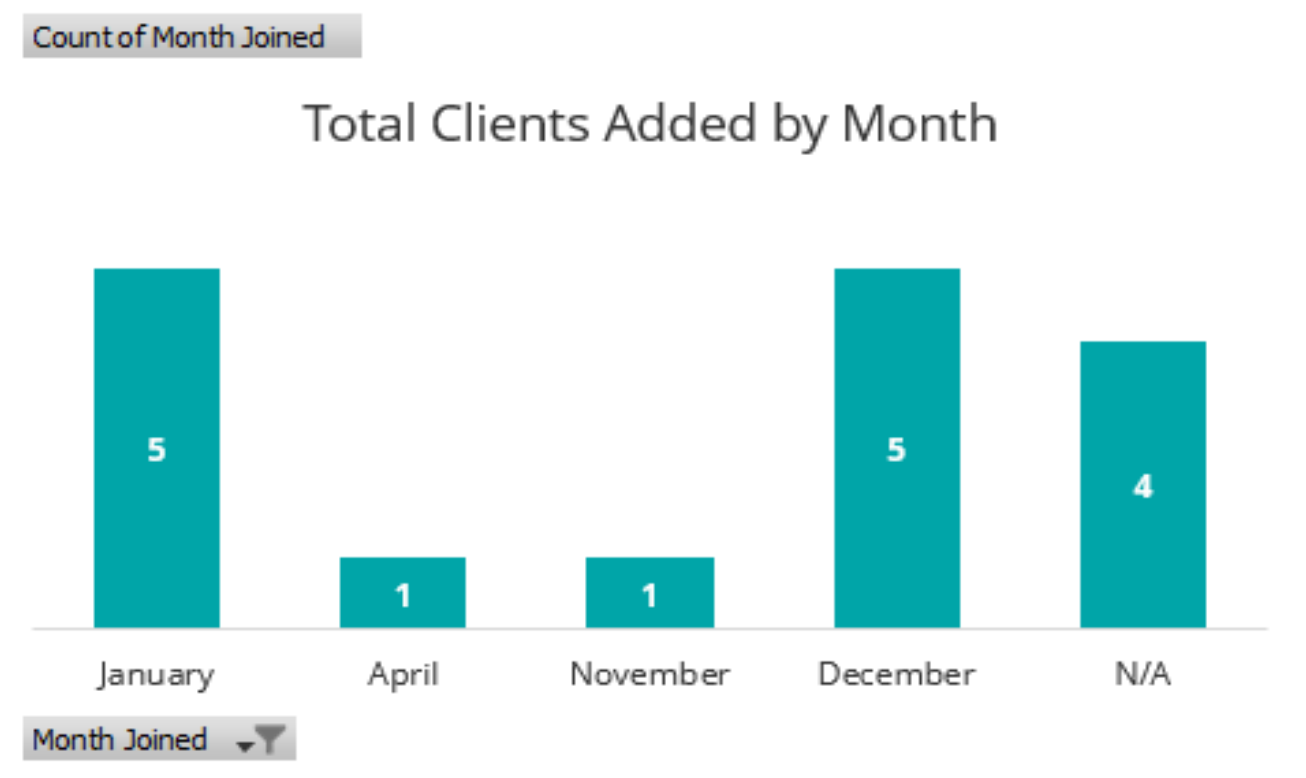
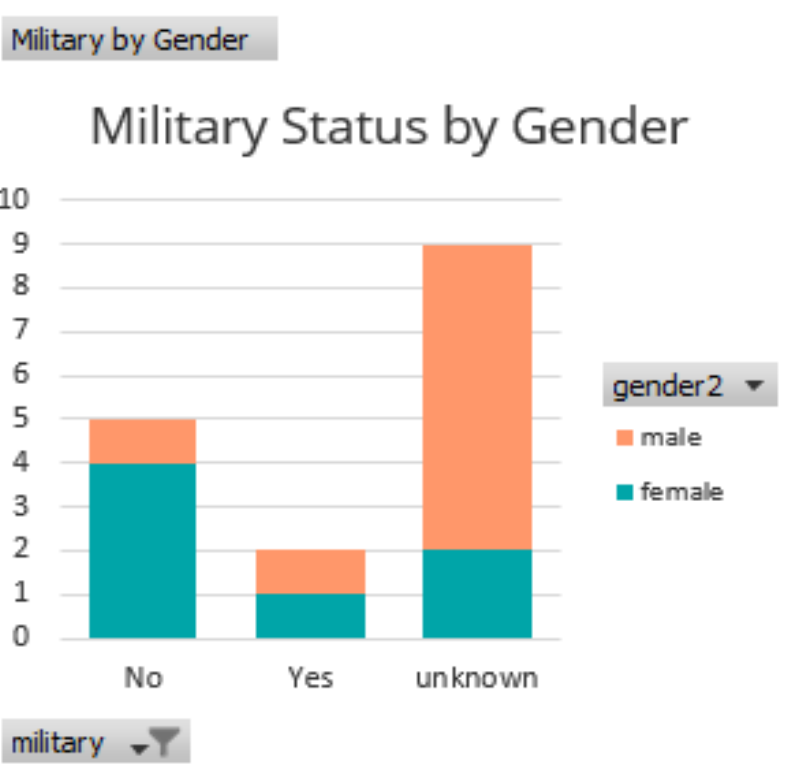
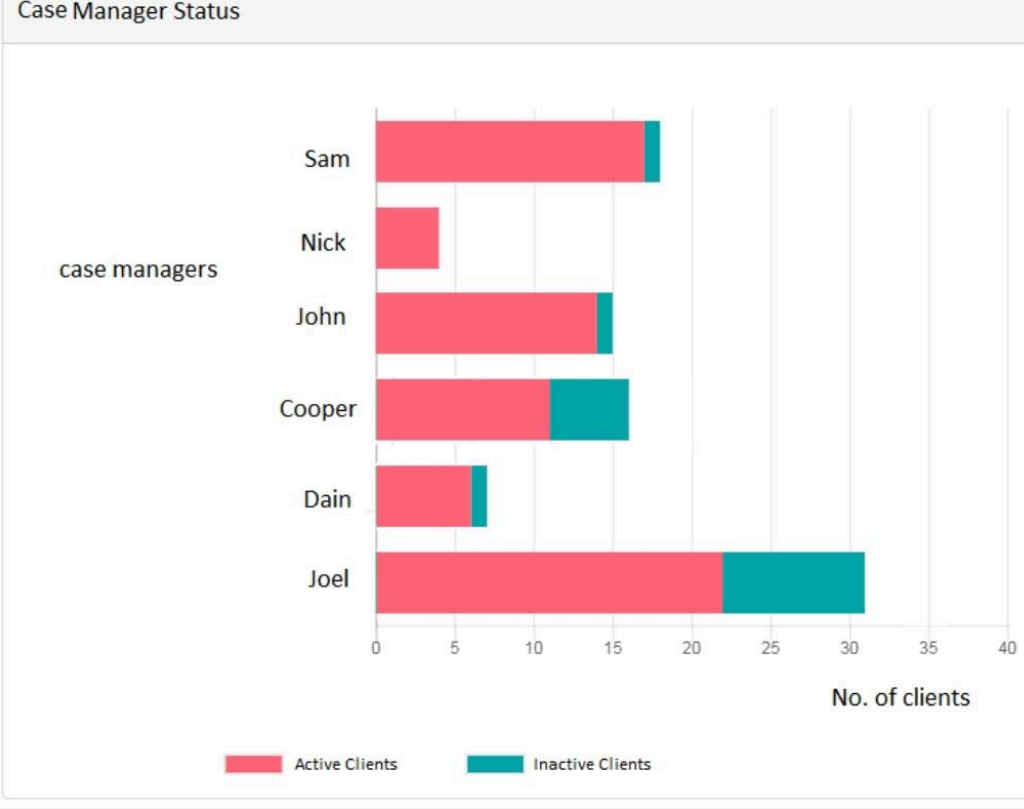
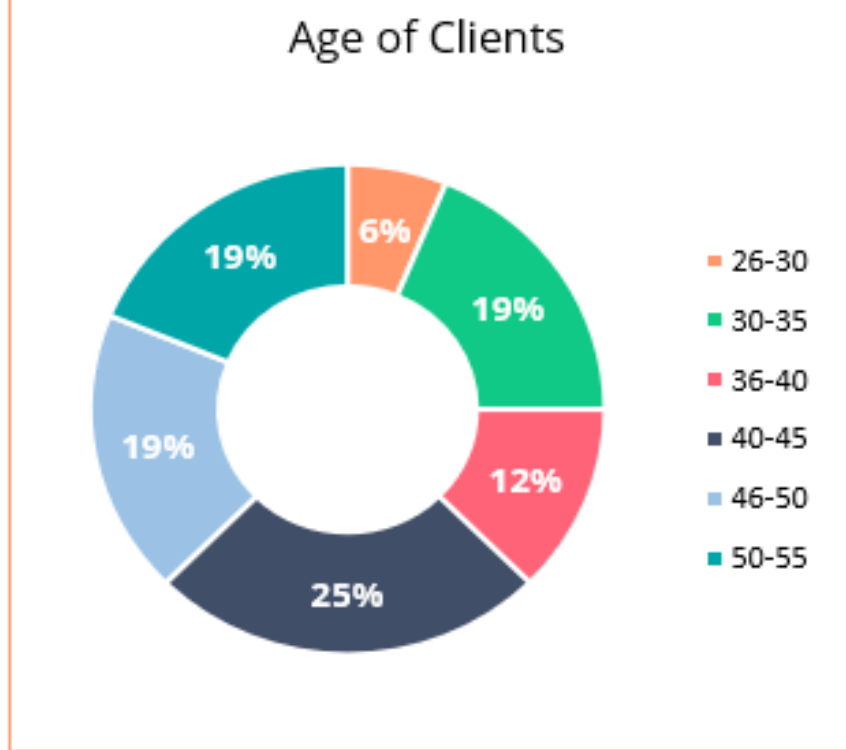
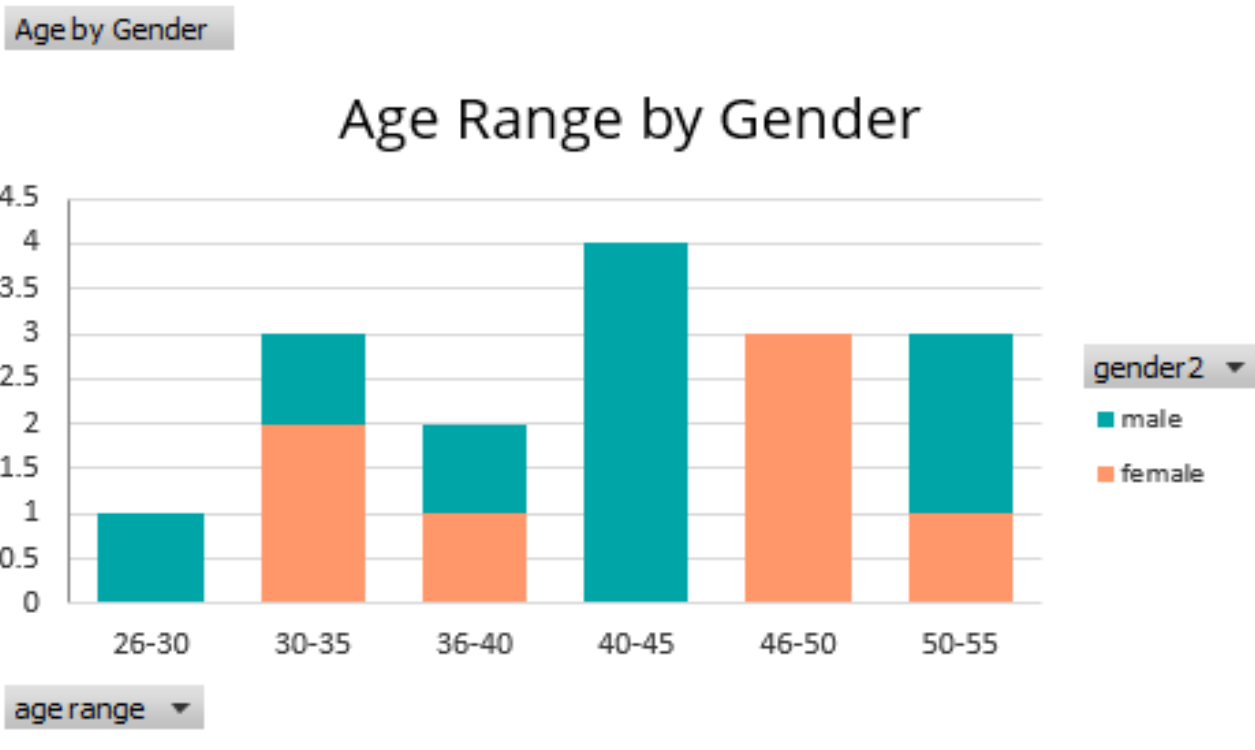


Caseworker Can:

- Make referrals
- Schedule appointments
- Input secure client data

Client can:

- Manage their task list
- Build their Resume
- Maintain agency over their case



Template & Custom Reporting Available
 Caseworker Productivity | Usage | Client Demographics | Aggregate Client Progress

← Back

Track Progress of Britney Spears

Integrated Data Collaborative Solution

Select Case Manager:

Goodwill Industries of Pleasantville-Case

Select one or more categories:

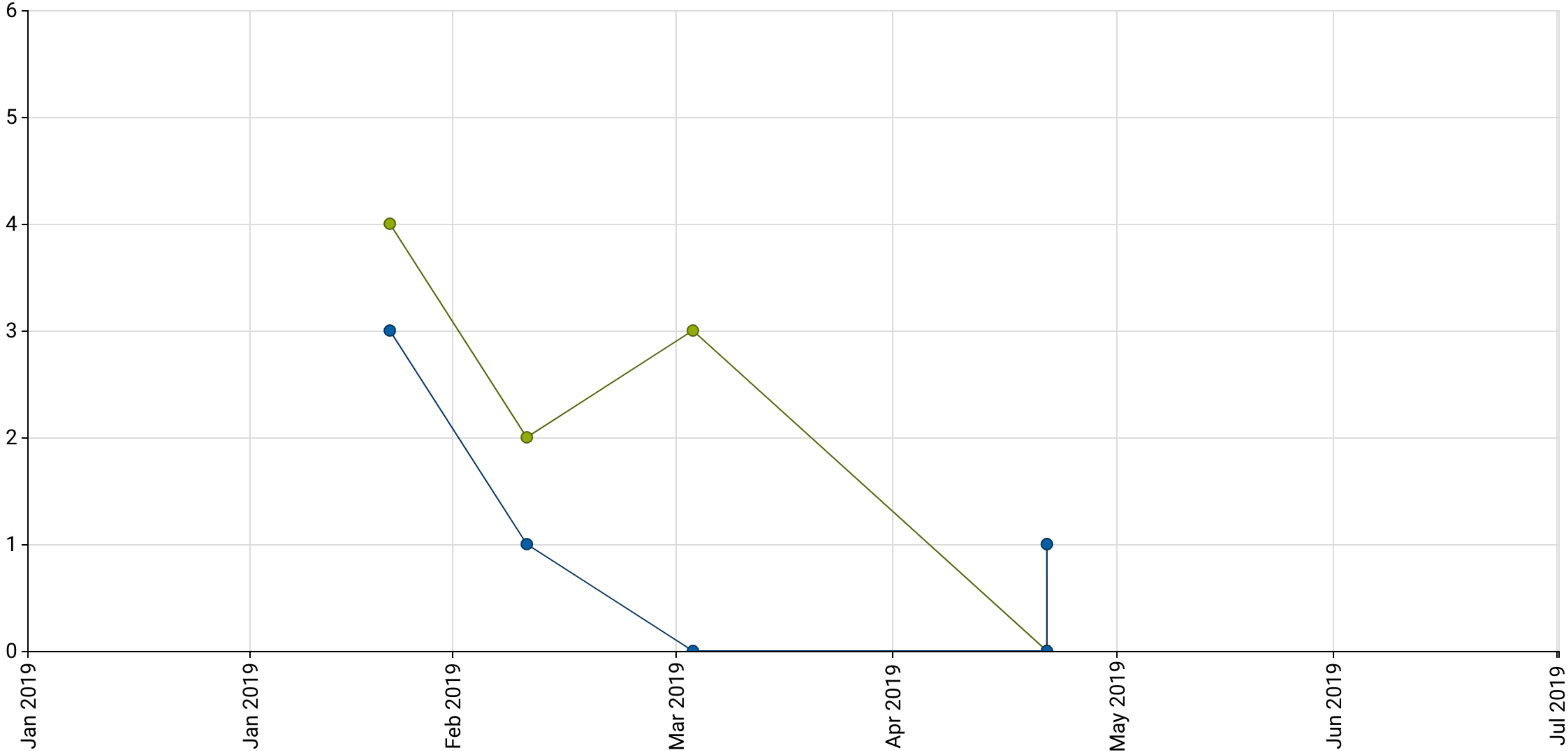
Employment Housing

From:

01/01/2019

To:

07/26/2019

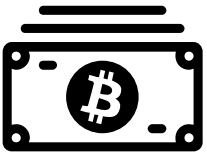
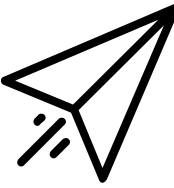
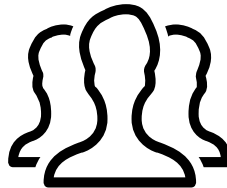


● Employment ● Housing



EMPLOYMENT
PORTAL

Good Grid by the Numbers - Employment



600

9,333

\$1,6

3,78

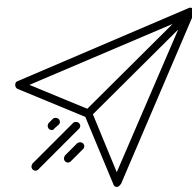
Hours of Time Saved
per Month for
Goodwill Caseworkers

Services
Accessed per
Month

Total Increase in
Wages after GG
Implementation per
Month per Inmate

Individuals
that Gained FTE
after the
launch of GG

Good Grid by the Numbers - Housing



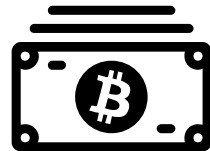
78%

Reduction in Response Time - 5 weeks to 1 week!



11,60

Total Applications since July 2018



\$101

Estimated Cost Savings per Inmate (only in paperwork and processing time)



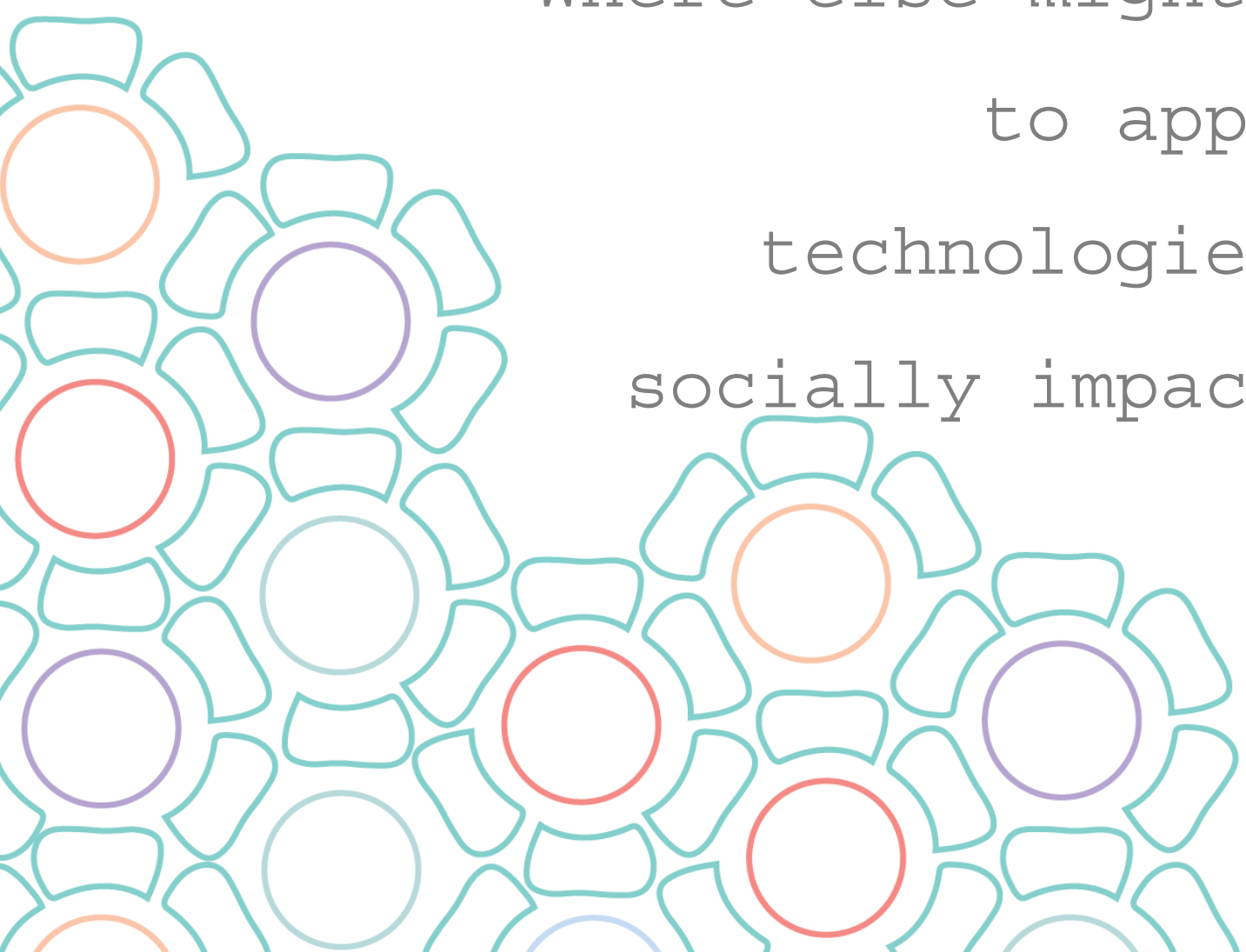
81%

House Acceptance Rate (new data point)

Impact

14

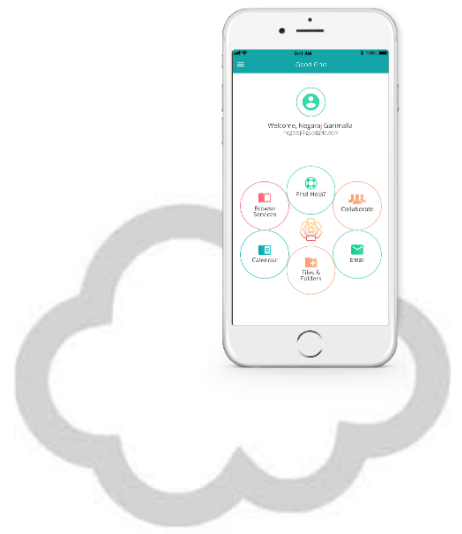
Where else might we be able
to apply the same
technologies for other
socially impactful gains?



Good Grid serves both clients & their families

A P P R O A C H

TRANSFERABILITY



Cloud Based & Accessible

Accessibility is key - making sure it was a cloud based solution that was mobile friendly was important.



Social Network

Standard features such as share/like/post allow for growth.- integrations with FB, TW, LI.



Community Certifications

Developing in House
Toolkits & best practices for community organizing



Easily Adaptable to other Domains



SC

Benefits Interface with DSS



AR

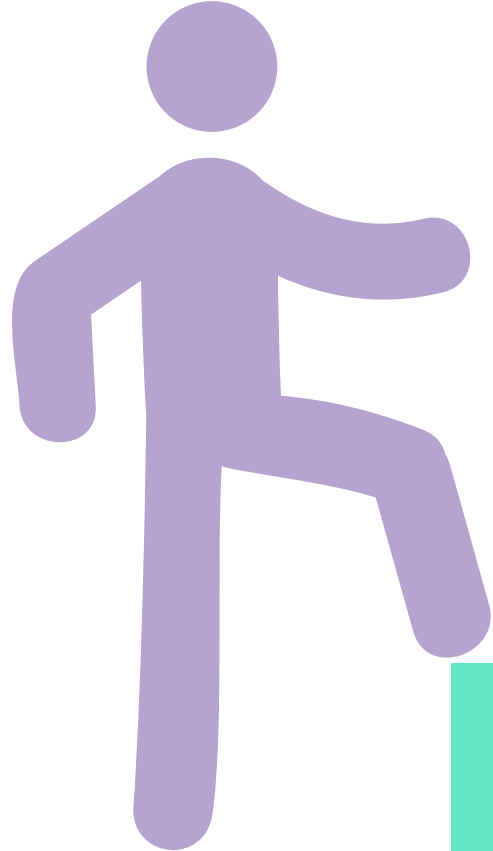
Reentry and Corrections



NJ

Child Support Fatherhood Initiatives

Partners



Phase 1 Pilot Partners

- Community Court
- Community Health Alliance
- Crossroads
- Department of Alternative Sentencing
- Foundation for Recovery
- Life Change Center
- Most
- RISE
- WC Family Shelter
- Volunteers of America
- Washoe County Sheriffs Office

Phase 2 Pilot Partners

- Alta Vista
- BID
- Catholic Charities
- Children in Transition
- HPN
- Renown
- Ridgehouse
- Salvation Army
- Step 2
- WCDA –Family Support
- Wellcare