



PROJECT FOCUS

To better understand the impact of Goodwill's Upward program on participants' self-efficacy/self-perceptions, ability to identify areas for personal growth, and ability to set and pursue goals.

DELIVERABLES

- Upward program logic model
- Data definition index
- Interview protocol for program participant interviews and focus groups
- Report summarizing findings from analysis of interview and focus group data



The Upward program is a supportive coaching model available to Goodwill, frontline employees. It is designed to help them stabilize and meet their basic needs, identify personal opportunities for growth, set goals, develop a plan to grow within Goodwill or to pursue job training for an external middle-skill career, and cultivate their ability to self-advocate.

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