



Digital Resource Guide for Reentry Organizations Pilot

Overview

The Illinois Office of Broadband will identify up to five reentry organizations and partner with them to integrate the Guide into their current work streams. The purpose is to work hand in hand with organizations to identify digital gaps of clients and refer them to relevant digital resources. This pilot will also help inform and improve the Resource Guide to better meet the needs of reentry organizations and scale statewide.

About the Digital Resource Guide

Compiled by the Illinois Office of Broadband, the Guide gathers assessment tools and digital resources organizations can integrate into their reentry work and help guide individuals towards finding low-cost internet and devices and accessing free digital skills training.

Criteria for Pilot-Eligible Reentry Organizations

- The organization currently does not have or has limited resources on digital access.
- The organization has a dedicated case manager or counselor whose main focus is needs assessment and resource navigation and has the capacity to integrate digital resources in their process.
- The organization regularly interfaces with returning residents and has a process/is open to setting up a process to track their program impact.

What to Expect

- Individualized implementation timeline based on your organization's capacity
- One-on-one onboarding (one-hour) to go over the Resource Guide
- Discovery conversation to identify integration points in existing process
- Regular check-ins for progress sharing and troubleshooting
- Co-craft impact metrics
- Opportunity to provide feedback



Timeline

- While the specific start and end dates can be customized to participating organization's needs, the pilot will run for a duration of six months. Here is the outline for the six-month milestones and activities:

Time	Activity	Deliverables
Month 1	Onboarding, discuss integration point and impact metrics	Finalize impact metrics
Month 2-5	Integrate resource guide in daily work, document metrics, questions and feedback, and monthly/bi-weekly check-in	Monthly report and feedback
Month 6	Collect final feedback, finalize metrics and report	Final impact report and recommendations

Reporting

Participating organizations will track impact metrics, help assess effectiveness and use of the Digital Resource Guide. Tentative metrics include:

- # of participants who are offered digital needs assessment and resources
- # of participants who participated in digital needs assessment
- # of participants who got resource referrals for
 - Internet plan
 - Devices
 - Digital skills training (by type, such as workforce development, health, social engagement, etc.)
- Comments from participants about how helpful digital resource navigation is
- Stories from participants about how this service has affected their life in terms of employment, health, social engagement, etc.
- Document additional digital needs from participants