



ROSWELL [inc]
building business | connecting community

PANDEMIC: CHANGING PEOPLE, CHANGING PLACES

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G R E A T E R
N O R T H
F U L T O N
C H A M B E R

KALI BOATRIGT
PRESIDENT AND CEO

A top-down view of a person's hands writing in a notebook on a desk. A laptop is open to the left, and a white coffee cup sits in the top left. The scene is softly lit and slightly blurred, creating a professional and focused atmosphere.

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STEVE STROUD
EXECUTIVE DIRECTOR



JACKSON
HEALTHCARE®

BUSINESS
RADIO X®

THURSDAY, JUNE 18
9:00 - 10:00 AM



Matthew Harrison
JACKSON HEALTHCARE



Jenny Taylor
GOODWILL OF NORTH GEORGIA



Jay Litton
ROSWELL UMC JOB NETWORKING



Felton Anderson
SOUTHERN COMPANY
MODERATOR

Goodwill
of North Georgia



Our mission is
to put people
to work





**One of the oldest
social enterprises
in America**

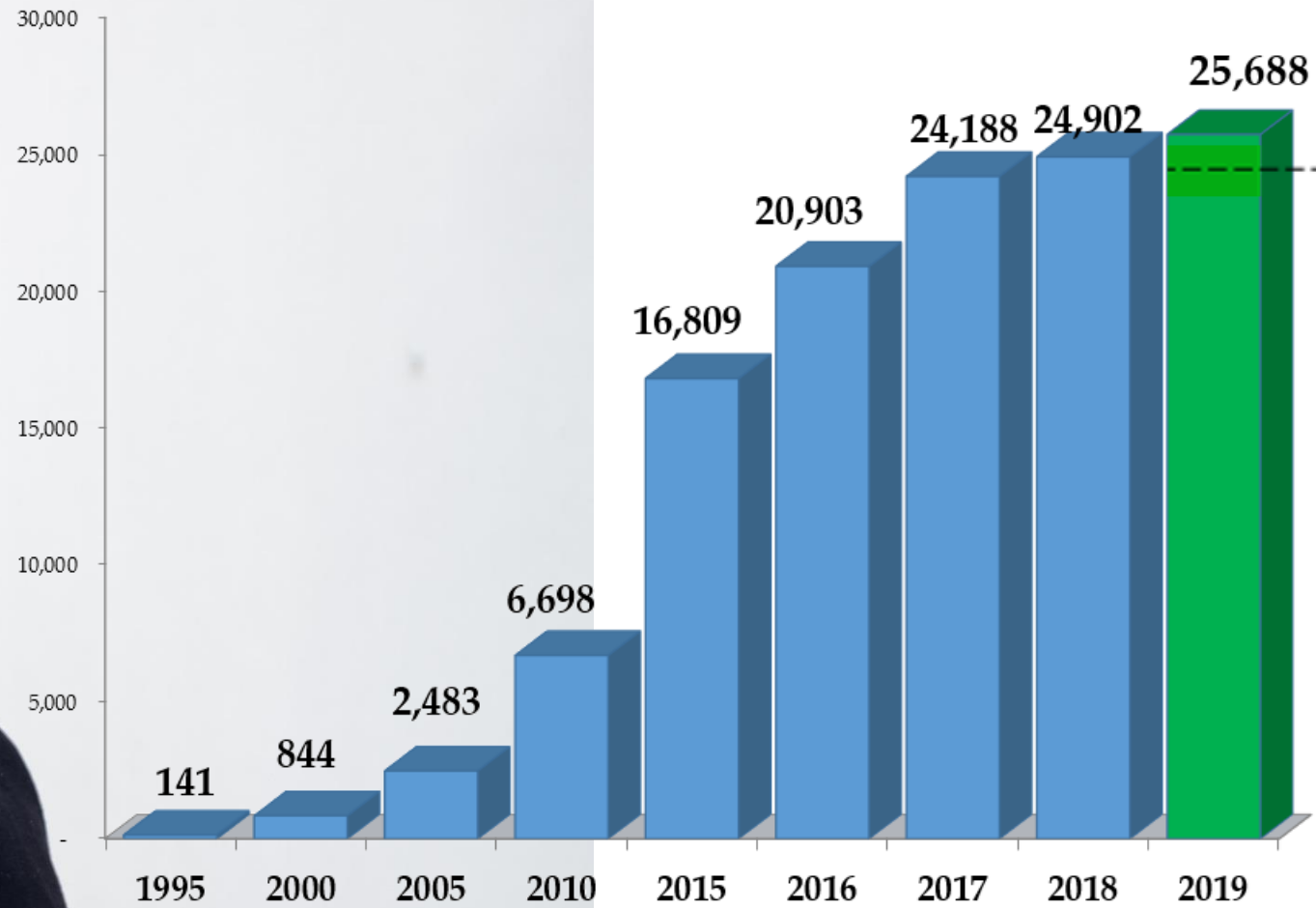
**Three main lines
of business today**

Facilities Maintenance Essential Workers During Pandemic

Decades-long contracts with some of Atlanta's most visible federal facilities, including the environmental services and warehouse/shipping/receiving for the **Centers for Disease Control and Prevention.**

200+ employees, most with documented disabilities that would make it difficult to find and keep competitive employment.





Career Services
Significant growth
in job training and
employment services

We Put 100,000 People To Work From 2013-2018!



Donated Goods Retail Stores



DID YOU KNOW?

- Nationally, our **retail footprint is larger than Target**.
Donated goods retail social enterprise sustains our mission.
- We are the **largest federal facilities maintenance contractor** in Greater Atlanta, maintaining millions of square feet every night.
- We are one of the **largest private employers** in Greater Atlanta with 3,400+ team members
- Over **51 million pounds of materials diverted** from landfills last year (2019)



Goodwill of North Georgia's Coronavirus Response



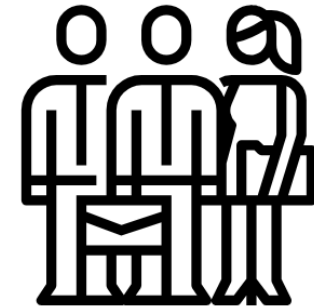
**We had a plan.
Prioritize:**



**Health &
Safety**



**Maintaining
Mission**



**Keeping Team
Employed with
Benefits**

Public Messaging:

Thanks for Your Donation!

Go ahead and stay in your car.

We will be right out to serve you!



Team Messaging:



Here's How We're Making Donations Safe for Everyone



1 Wear Protective Gear

Wear gloves while handling donations and equipment.

We're Sanitizing All Hard Surfaces

2

Increased cleaning and sanitation processes are in place at each location.



3 We're Practicing Social Distancing!



Stay in your car. Pop your trunk and we'll do the rest.

Donations are Set Aside Before Handling

4

To be extra cautious, donations are placed directly in bins and stored for an extended time before handling.



Sudden massive increase in people out of work.

Our mission is to put people to work.

How do we help people with shelter-in-place order?

Virtual Career Services



Take Our Career Center with You!

Be a part of the response to this critical need.

Employers are hiring now!

Get connected through our virtual career services.



Register or log on to [CareerConnector.org](https://www.CareerConnector.org) to have live chat with your virtual career coach.

Call us at
1.844.344.WORK
to speak directly with our
Career Services staff.



Sign up for one-on-one appointments with Career Center staff.

Don't have WiFi at Home? | Resources for free or low cost internet.

Spectrum and Charter are offering 60 days of free access for some households.

To learn more about the Spectrum and Charter Communications offer call 1-844-488-8395

Comcast: www.internetessentials.com/covid19#thingstoknow&all_HowdoIgetthepromo





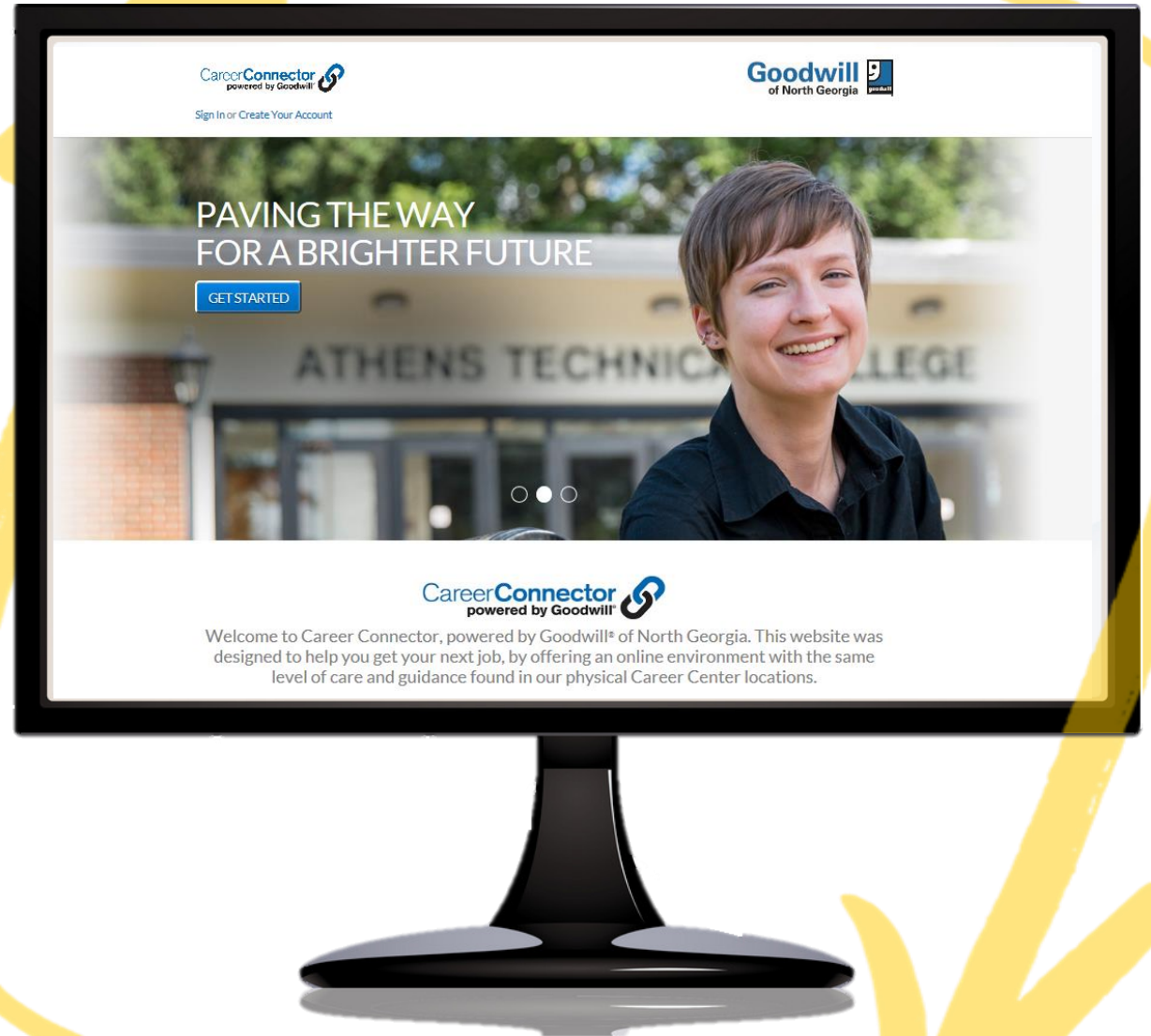
**Rapid increase
in capacity**

5,855

People accessed
virtual career services
since the last week
in March 2020

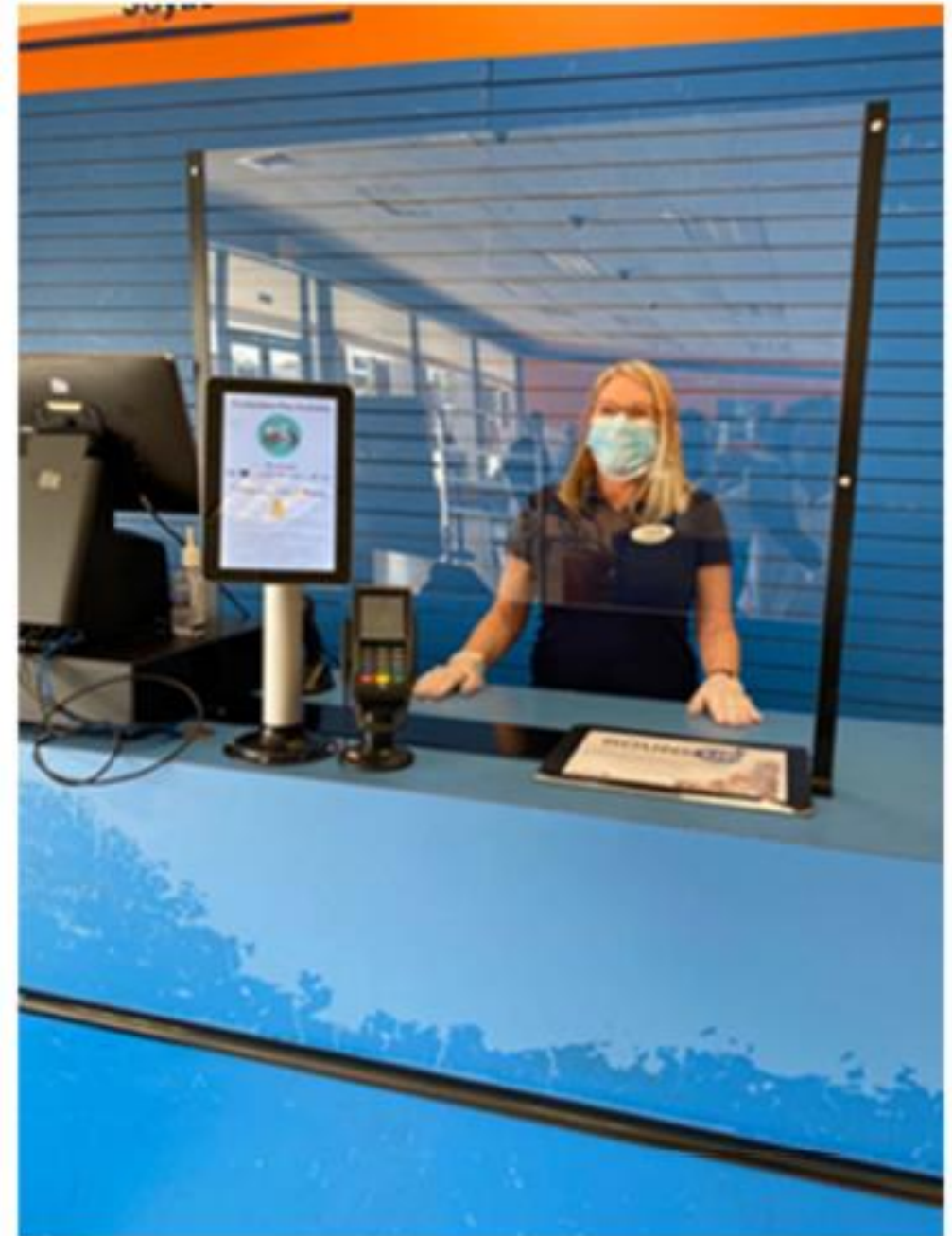


CareerConnector
powered by Goodwill®



Reopening Goodwill

- Ensuring our Goodwill team members and guests are practicing safe behaviors, including social distancing, and masks for all
- Sanitizing all high-touch areas
- Contactless pay and donations
- Gen-Eon Mist Sanitation in all locations.



What we learned during the pandemic

1. **Business continuity crew:**

Walking a mile in the shoes of other departments during the time where only essential operations continued was a valuable experience for staff.

2. **Less travel = more hours of the day.**

Virtual and work-from-home meant highly productive workers.

Digital literacy skills are key. Immediately apparent which staff could deliver and lead online business, and who lacked the newly critical skills.

3. **Pandemic Unemployment Assistance is suppressing return-to-work**

Workers who made less than \$15/hr pre-pandemic are better off financially on UI. Reluctant to lose cash benefit.

4. **Regular and transparent communication yielded success.**



Goodwill = a **cycle of good**:

When you **donate** ... and when you **shop** ... you help us **put people to work**





COVID-19: Preparation, Navigation & Returning to the Workplace

Matthew S. Harrison, PhD
VP, Human Resources -- Jackson Healthcare



FAST FACTS

ONE OF THE LARGEST PRIVATELY HELD
HEALTHCARE STAFFING, SEARCH AND TECHNOLOGY
COMPANIES IN THE U.S.



FOUNDED IN
2000

3RD
LARGEST

HEALTHCARE
STAFFING COMPANY
IN THE U.S.*

Source: Staffing Industry Analysts

IMPACTS MORE THAN

7 MILLION

PATIENTS IN OVER 1,300
HEALTHCARE FACILITIES ACROSS
THE COUNTRY EACH YEAR

HEADQUARTERED IN THE
ATLANTA METRO-AREA IN
**ALPHARETTA,
GEORGIA**



POWERED BY

1,500

PROFESSIONALS



PARENT ORGANIZATION TO
16 SPECIALIZED COMPANIES
THAT SHARE A COMMON MISSION



what we did to prepare

- ❑ Kept associates top-of-mind in all decisions
- ❑ Implemented work from home options and immediate computer deployment
- ❑ Closed physical offices and amenities
- ❑ Modified protocols for our onsite clinic
- ❑ Promoted the CDC's symptom checker and telehealth/virtual medicine
- ❑ Closed our Childcare Center (Allegro) -- deployed teachers for in-home childcare for select associates

how we've navigated during the pandemic

- ❑ Worked 24/7 to staff the front lines (New York, Albany, Georgia World Congress Center)
- ❑ Re-introduced & enhanced utilization of Microsoft Teams and/or Zoom
- ❑ Even greater flexibility re: work-life balance (e.g., childcare)
- ❑ Introduced PTO buyback or roll-forward program
- ❑ Heightened communication via regular posts/videos from executives
- ❑ COVID gear sent to everyone's homes -- we are in this together!

how we've handled returning to work

- ❑ Phased re-entry process for campus, gym and restaurants
- ❑ Social distancing
 - Workstations placed 6' apart
 - 4-person capacity in elevators
- ❑ Sanitation and extra precautions
 - Increased cleanings and nightly sanitation
 - Hand sanitizer and disinfectant stations
 - Temperature check stations
 - Masks
- ❑ Re-opening of our Childcare Center
 - Additional cleaning, food services, health/safety protocols

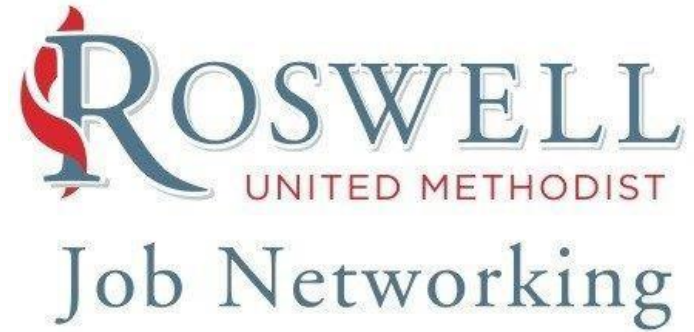
logistics & protocols

- ❑ Accommodation Forms
 - Higher Risk
 - Childcare Issues
 - Travel
 - Exposure/Illness
 - Disability
- ❑ Campus re-entry process
 - Phased re-entry
 - Voluntary Occupancy
 - 30% Occupancy
 - 50% Occupancy (indefinite)
 - Attestation form for associates, visitors and contractors
 - Temperature checks at gate for all visitors

Thank You

For further inquiries, please reach out to:
rsmith@jacksonhealthcare.com





“Where Employers and Job Seekers Meet”

RUMC Job Networking Corporate Partners 2019-2020



AppleOne



June 22nd
11-Hour
Job Search Event

Every 2nd & 4th
Monday

10:00 10:45 a.m. – The Seven Steps for Your Job Search.

Are you new in the job search process, or is your search stalled and you are not sure how to proceed? You will be guided through effective and competitive methods. The content addresses both the spiritual and practical aspects of navigating a complex job search process.
Coordinated by Anne Riggsby, High Impact Career Coach, Job Search Strategist, Certified HR Consultant

11:00 –11:45 a.m. – Intermediate LinkedIn

Now that you have a LinkedIn profile, learn how to use LinkedIn to make the connections that will lead to a job or other career opportunities.
Led by Jeff Sheehan, MSM, MSF

12:00 – 12:15 p.m. – Inspirational Moment with Rusty Gordon – “Gracious Uncertainty”

1:00 – 1:45 p.m. – Resume Writing Workshop.

This workshop will lead you step-by-step on the creation of a resume that gets through scanning software and impresses hiring managers.
Led by Al Smith, Executive Career Counselor, Amazon #1 Bestselling Author, Career Coach, Keynote Speaker.

2:00 – 2:45 p.m. – The Interview...Making it an Art Form.

Comprehensive snapshot of the modern elements of the interview process, including the different types of interviewing, interview and follow up!

Led by Richard Morgan, Partner, The Hired Authority, LLC, MBA – PARW/CC.

3:00 – 3:45 p.m. – Don’t Bother with the Cold Ones.

There are new thriving industries with huge shortages of professionals. Make an informed decision before jumping into a government-funded training.

Led by Hamid Arjmand, Professional Development Manager at Emory University.

4:00 – 4:45 p.m. – Three Strategic Phases of Job Search; Understanding ROI/Brand/Interview

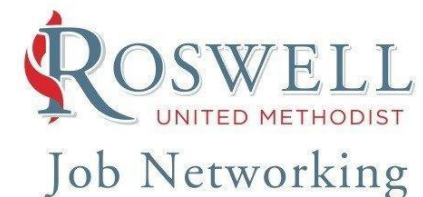
Most job seekers are in a “hurry to fail”. In this session, we’ll explore how understanding your ROI, building a brand and conducting an effective interview.
Led by Dan Guelzo, Regional Recruiting Director at Optomi, CTS, CPC, Lifo®.

5:00 – 5:45 p.m. – Keynote Speaker – Brian Horvath

6:00 – 9:00 p.m. – Professional One-on-One Resume Review.

“Finding Talent Today”

1. Go where the talent goes.
2. Largest Job Networking Ministry in the United States with 300-400 registrations each bi-weekly meeting (2nd and 4th Mondays) – 11 Hour events.
3. Groups.io to post employer openings every day
4. Over 10,000 “opt in” email database from those that have attended our meetings.
5. 5,070 LinkedIn members
6. Candidate base is strong today
7. Layoffs mean quality candidates are available from NCR, Macy’s, Inspire Brands, Hilton, SunTrust, and Delta.
8. Candidates considering that small to mid sized companies might be more stable.
9. Don’t be shy to hire over-qualified candidates
10. Time for talent land grab.
11. Starting July 13th - One Hour “Mini” Job Fair Event - Live via Zoom (Jackson Healthcare and Grady confirmed). To participate email Karen Griggs at kgriggs@rumc.com.





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NORTH FULTON BUSINESS RADIOX

Zoom Pro Tips From the Source

Thursday, June 4

9:00 - 10:00 AM



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Losses, Leases and Litigation

Thursday, June 11

9:00 - 10:00 AM



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Pandemic: Changing People, Changing Places

Thursday, June 18

9:00 - 10:00 AM



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Recovery Sales, Marketing and Promotion

Thursday, June 25

9:00 - 10:00 AM



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REGISTER NOW AT GNFCC.COM