

SECOND CHANCE WORKFORCE WEBINAR

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Workforce Solutions Capital Area has created RE:WorkNOW

- **260 full scholarships** for rapid, safe training programs for City of Austin and Travis County residents on a first-come, first-served basis *space is limited!*
- Supporting \$200/week stipends, transportation, digital inclusion and career guidance
- Made possible by Travis County and the City of Austin funding

reworknow.org/austin





- •Spaces are limited! You can apply today to learn more about eligibility and identify training programs that align with their career interests: reworknow.org/Austin.
- •All previously mentioned RE:Work NOW training providers' information/training program details can be accessed through the RE:Work NOW platform.
- •Questions? Email wfs.werc@wfscapitalarea.com or call 512-381-5160.

Use our referral tool to get started!

Referral Tool

Career trainings available:

- Certified Production Technician (CPT)
- Registered Apprenticeship Readiness Programs
- Welding
- Phlebotomist
- Medical secretary
- Data analytics
- Cyber security
- Full stack JAVA developer
- Administrative assistant
- Truck Driving
- HVAC
- and many more!



POLL ALERT!

TELL US A LITTLE BIT ABOUT YOU.







<u>Lindsey McQuistion, Manager of Career Services, Workforce Advancement:</u>
Career Advancement Training/GCT + Indeed

Alexis Denny, Senior Director, The Goodwill Career & Technical Academy: Goodwill Career & Technical Academy/Occupational Training Opportunities

Melisa Webber, Talent Acquisition Manager, Human Resources: Goodwill Recruiting/Retail Employment Opportunities

<u>Gabriel Spears, Business Solutions Placement Manager</u>: Business Solutions

<u>Keith Sommer, Vice President Business Solutions/GSG Talent Solutions:</u>
GSG Talent Solutions



Career Advancement Training

The goal of the Career Advancement Team is to empower participants as they begin their career and/or education path through Goodwill Central Texas services.

Through individual and group trainings, the Career Advancement Team facilitates opportunities for learning, growth, and development from entry-level to advanced skill levels.



Career Advancement Training – A Focus on Career Readiness

A *career-ready* person effectively navigates pathways that connect training and employment to achieve a fulfilling, financially-secure and successful career.

The Career Advancement Team works with clients to build an understanding of their interests, values, talents, and weaknesses while also considering the skills necessary for engaging in today's workforce:

- Goal setting and planning
- Clear and effective communication skills
- Critical thinking and problem solving
- Working productively in teams
- Effective use of technology



Goodwill Central Texas – Career Advancement Training

Job Search Trainings

- Career Exploration
- Resume Writing
- Cover Letters
- Letters of Explanation
- Interview Preparation
- Mock Interviews

Training is provided in small group or one-on-one setting with a focus on building confidence and independent job search skills.

Financial Empowerment

- Financial Values
- Budgeting Basics
- Understanding Credit
- Protecting Your Finances Online
- Predatory Lending

The Financial Empowerment Trainer works with participants in small groups or one-on-one focusing on basic financial concepts that assist in creating and maintaining stability.



Goodwill Central Texas – Career Advancement Training

Digital Literacy

- Computer Basics
- Online Application Best Practices
- Email Basics
- Indeed Profile Assistance
- Building Resumes on Indeed
- Job Searching on Indeed
- Northstar Digital Literacy Online Learning and Assessments

The Essential 8

Soft skills training to develop professional behaviors:

- Communication
- Dependability
- Working in Teams
- Professionalism
- Time Management
- Motivation
- Creating Stability
- Positive Attitude







FIND YOUR NEXT OPPORTUNITY

Goodwill[®] and Indeed are working together to help people like you find jobs and advance in their careers. Although much of the country has come to a standstill during the current health crisis, we are continuing to work for you.

Every day, Indeed is connecting people to new opportunities. Even if you are sheltering in place, you can be an active job seeker from the comfort of your own home. Using Indeed will give you access to information and a variety of useful tools to help you identify and apply for gainful employment — all at no cost to you.

START TODAY!



Indeed + Goodwill landing page for all your job search needs.

Review in this training how to build a complete resume on Indeed.

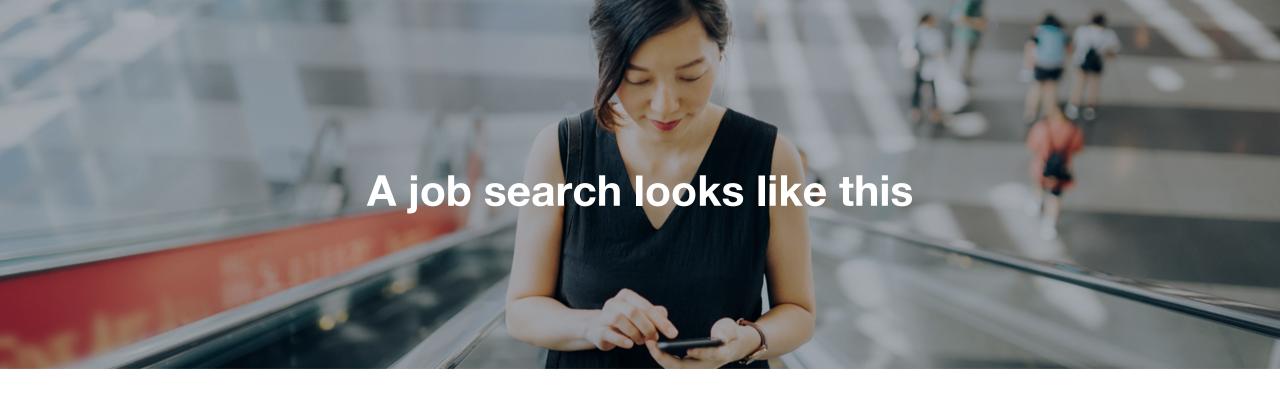




Take an Indeed assessment
to showcase your qualifications to
employers when you apply for jobs.
(Note: You will not be able to take an
assessment unless you have a profile on
Indeed.)

Email us at cat@goodwillcentraltexas.org today to learn how you can get connected to employment using Indeed.





Time to find a job

Search

Apply

Interview

Offer

Start









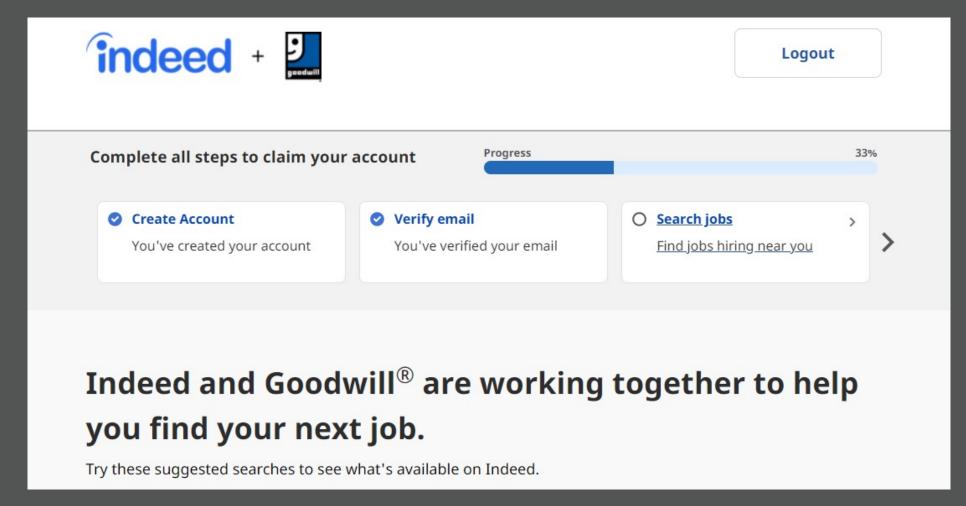






Indeed + Goodwill Landing Page

https://partner.indeed.com/goodwill/





What is a Resume Review?

- This typically costs \$19 but is free to clients who access Indeed through the landing page.
- Users will receive a personalized 10-minute video run-down of the areas where they can improve their resume's effectiveness and visibility on the platform.

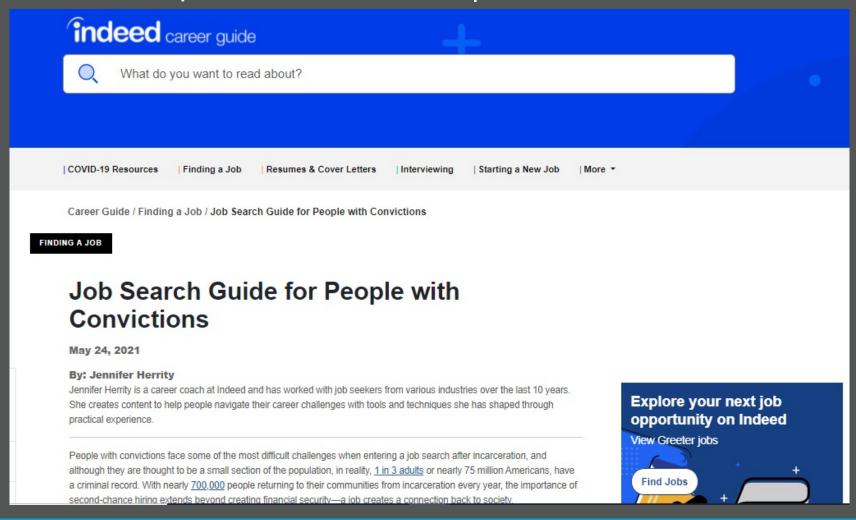






Indeed Career Guide

Job Search Guide for People with Convictions | Indeed.com





Digitally-Focused 1:1 In-Person Trainings



- Indeed-Centered Support
 - Setting up an Indeed profile
 - · Creating, updating, or uploading a resume
 - Job search skills (navigating the site, setting up alerts)



- Additional Digital Literacy Support
 - Email Basics (account creation, desktop/mobile navigation, sending/receiving emails)
 - Uploading, downloading, and attaching files
 - Password resets and how to prevent being locked out
 - Best practices for filling out online job applications



Indeed Assessments

 Short, timed tests that can be used to demonstrate skills and competencies on Indeed

- Can be requested by an employers as part of an application or taken proactively by a job seeker
- Indeed will recommend Assessment topics based on Resume Information provided





Indeed Assessments

The Value of Showing Skills

For job seekers with non-traditional resumes, Indeed assessments can help to communicate and highlight a candidate's skills to a potential employer

Warehouse Worker

Warehouse Associate

St. Louis, MO

I love to work no matter what my job requirements are, and I'm willing to do whatever it takes to get the job done.

Authorized to work in the US for any employer

Work Experience

Warehouse Worker

Goodwill - St. Louis, MO January 2016 to January 2019

Pack, stack, boxing items and preparing them for shipments etc

Education

High school or equivalent

Skills

- Warehouse Associate
- · Picker Packer
- · Shipping Receiving
- Order Puller

Assessments

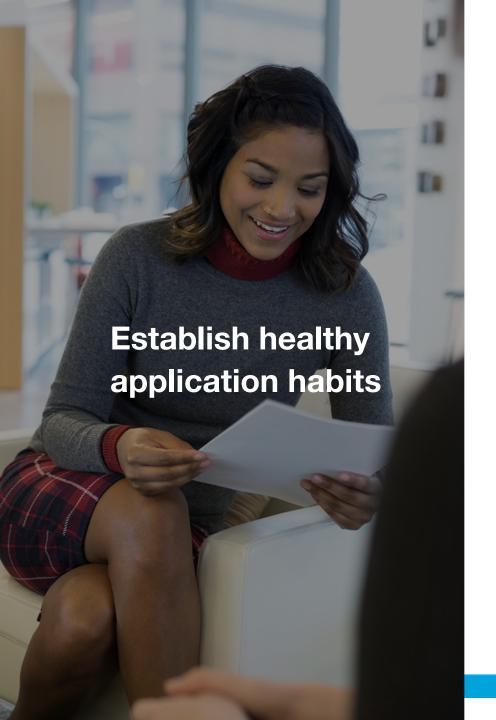
Merchandise & Supply Storage - Highly Proficient

April 2019

Measures a candidate's ability to apply systematic processes for managing and storing products and merchandise. Full results: <u>Highly Proficient</u>

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.





- Read the job description from start to finish
- Decide why you want the role
- Make sure that your work samples and experience show that you're a good fit
- Keep an eye out for any instructions on how to apply
- Read and answer all the application questions carefully
- Double check your responses before you submit

Virtual Training Videos

- Resume Training: Gathering Information
- Resume Training: Identifying Skills
- Interview Preparation
- Soft Skills: Professionalism Basics
- Soft Skills: Working in Teams
- Soft Skills: Professional Communication
- Career Exploration: My Next Move
- Job Search Success: Choosing References
- Job Search Success: Cover Letters
- Job Search Success: Online Application Skills

- Financial Literacy: Budgeting
- Financial Empowerment: Financial Values
- Financial Empowerment: Protecting Finances Online
- Digital Literacy: Email Basics
- Digital Job Search Skills: Indeed Profile Creation
- Digital Job Search Skills: Indeed Resumes
- Digital Job Search Skills: Indeed Job Search
- Digital Job Search Skills: Indeed Assessments



In-Person Training

- Digital Literacy
 - Email Basics
 - Computer Basics
 - Indeed Profile Set-Up
 - Job Searching on Indeed
- Resume Writing
- Mock Interviews
- Job Application Skills
- Cover Letter/Letter of Explanation Writing

- Financial Empowerment
 - Understanding Credit
 - Protecting Your Finances
 - Financial Values and Establishing Financial Goals
 - Tracking Spending
 - Budgeting Basics













About Us

The Goodwill Career & Technical Academy (GCTA) provides accelerated career training designed to:

- help individuals attain an industry recognized credential
- build job readiness skills
- secure meaningful employment.

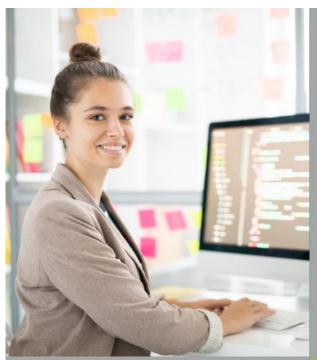




Why the GCTA?

- Not all aspiring students have the opportunity or desire to pursue traditional higher education.
- students want an accelerated training experience that allows them to move into the workforce -and begin earning an income- in a timely manner.
- students value the benefit of an inclusive and supportive culture that prioritizes the success of every student regardless of their previous academic experience or background
- Training is available at no cost to students who qualify





Structure

Social connections

Sense of purpose

In-demand training

Industry-recognized credential



Our Vision

Meaningful employment has both economic and noneconomic benefits. In addition to income, work provides structure, an opportunity for social connections and a sense of purpose.

It is our goal to:

- Provide students access to in-demand training, obtain an industry-recognized credential and secure employment in their industry of study; and
- Foster a supportive ecosystem that boosts confidence, builds connections and encourages individuals to provide for themselves and their families, building a more secure future.



Healthcare

Nursing Assistant Medical Assistant Phlebotomy

Professional

Project Management Professional

Microsoft Office/Business Communications



Skilled Trades

Commercial Vehicle Operator

Core Construction

Electrical Helper

Building Maintenance



Technical

Learn to program with Python

Python for data science



Certified Nursing Assistant







Certified Nurse Aide (CNA)

- Works with patients in a hospital, longterm care facility, home health, assisted living, or rehabilitation facility
- Median annual salary: \$29,640*

Phlebotomy



(J) 9 weeks



Certified Phlebotomist

- prepares students to work in a clinical lab in hospitals, laboratories, physician's offices, and other healthcare settings
- Median annual salary: \$35,510*

Certified Medical Assistant







Certified Medical Assistant+ Certified Phlebotomist

- prepares students to help nurses/physicians with exams, measure and record vital signs, medical office management
- Median annual salary: \$34,800*

Commercial Vehicle Operator







- Re-entry friendly
- Median annual salary: \$46,850*

NCCER Core Construction



(J) 4 weeks



- This is a great way to get your foot in the door to other career opportunities in the construction industry.
- Median annual salary: \$36,000*

NCCER Electrical Helper







NCCER Core + Electrical Helper Level 1 + OSHA 10 Authorization

- Great way to see if a career as an electrician is a good fit.
- Median annual salary: \$36,000*

Building Maintenance Technician







Certified Apartment Maintenance Technician (CAMT)

- You'll learn a variety of in-demand skills: HVAC, plumbing and electrical, performing safety checks, working with tenants and vendors
- Median annual salary: \$39,080*

Microsoft Office/Business Communications







- Students who complete this course can earn up to three professional certifications
- Median annual salary: \$39,850*

Project Management Professional

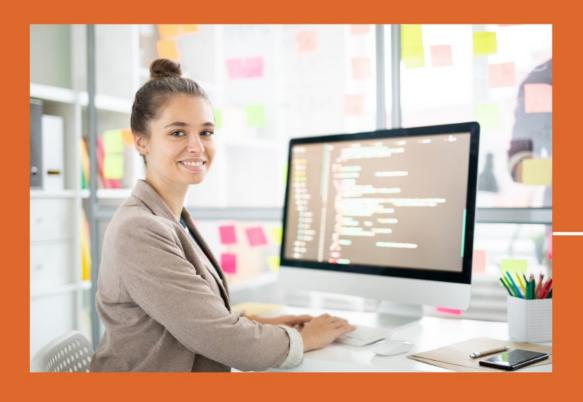






- requires three years of progressive project management experience
- Annual salary for a PM (with a BA/BS)
 varies based on industry from a low of
 \$54,430 to a high of \$146,430*

Learn to program with Python



- (J) 10 weeks
- Certified Entry-Level
 Python Programmer (PCEP)
- designed for students with little to no programming experience
- Salary ranges start at around \$70K for a junior developer*

Python for data science



7 weeks



Certified Associate-Level
Python Programmer (PCAP)

- designed to help students use Python to clean, analyze and report data
- Salary ranges start at around \$70K for a junior developer*

Why credentials matter

- Shows your employer and your customers/clients that you have the knowledge and skills to perform your professional function
- Credentials can help make it easier for a potential employers to envision you doing a specific job
- A credential may boost your pay potential



Applying is **EASY**.

- Call us
 - 512-637-7131
- Email us
 - gcta@goodwillcentraltexas.org

Full schedule: www.gctatraining.org



5 Minute Break

Looking for employment opportunities in the Central Texas area?

Contact our Talent Acquisition Department 512-637-7166









Business Solutions

Who we are, where we're going



BUSINESS SOLUTIONS PLACEMENTS TEAM

BUSINESS SOLUTIONS PLACEMENTS TEAM



What does the placements team do, and how?

- ► Helps individuals land job opportunities
- ► Analyzes the local job market and creates strategies to help individuals
- ► Coordinates job interviews and job fairs for clients
- Creates business connections and maintains partnerships
- ► Monitors and audits placements for grants and the org

BUSINESS SOLUTIONS PLACEMENTS TEAM

Job Placements

Job Placements					
	2019	2020			
Actual	3226	1907			

- In the past the focus was on quantity of placements.
- This year, the goals have been set to focus on the quality of placements, by focusing on job opportunities at \$13/hour or more.





GSG TALENT SOLUTIONS

GSG Talent Solutions

- GSG is a nonprofit, mission-driven staffing agency dedicated to connecting people to meaningful work.
- Division of Goodwill Central Texas
- Contract, Contract-to-Permanent, Direct Hire, and Contingent Labor solutions.
- Similar to other staffing agencies in that we focus on key verticals, and we have a business development team focused on forming partnerships with private companies and we have a recruiting team that fulfills the needs of those companies.
- Differ from other staff agencies in that the profit we generate goes back into the GCT mission, and we supply our temps with support services to assist them in gaining and retaining employment.
- We currently employ 20-25 internal staff members, and around 300 temp staff members.
- We recruit our candidates from most of the major platforms (such as Indeed, ZipRecruiter, Facebook Jobs, job boards) as well as our internal partners.



RECRUITING BRANCHES OF GSG

State

- Started in 1995
- Focused on fulfilling state temporary positions
- State exist due to a set aside contract procured by WorkQuest

Austin Private

- Started in 2012
- Focused on fulfilling the temporary employment needs of Austin Metro area businesses
- Competes with for profit staffing agencies but provides retention and assistance to employees

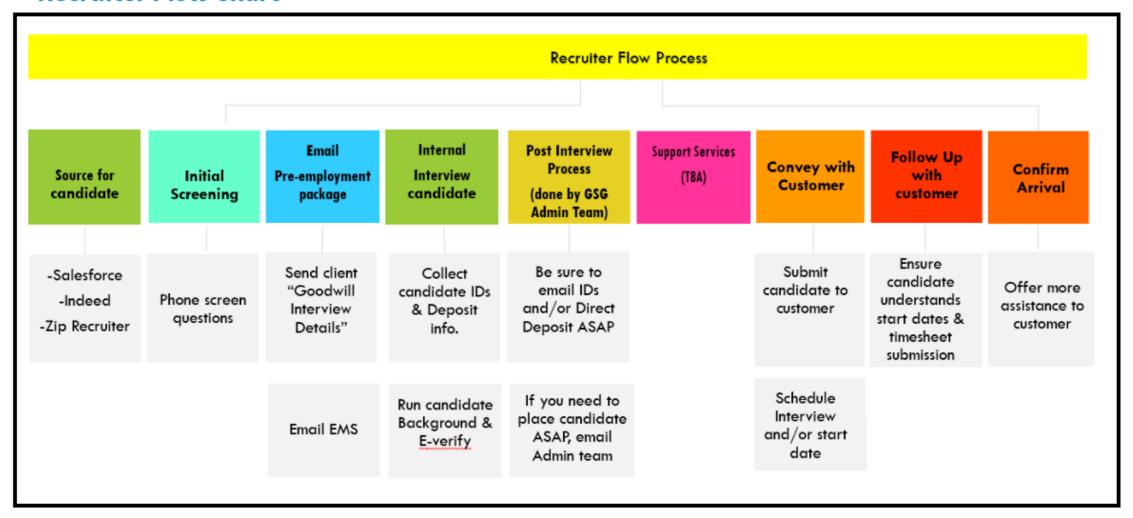
Memphis

- Started in 2020
- Within 4 months we reached 180 temporary employees working
- Started during the Covid 19 pandemic



RECRUITER PROCESS

Recruiter Flow Chart



VERTICALS

Manufacturing

Custodial

Warehouse

Assembly

CDL

Admin/Clerical

GSG QUICK STATS



Average # of team members on assignment in 2020: 215



Average wage: \$16.37 for placements that started last year



Temp-to-perm placements: Total Temp to perm placements for GSG Talent Solutions was 109. This was a new metric we tracked this year and we ended the year at 99% of our goal.



Supportive services distributed: \$52,818 client assistance and retention



Our company has been working with GSG Talent Solutions for over a year. When first partnering with GSG, our intention was to use them as a backup service to an organization we had already been using for several years. In just a few months, GSG surpassed the agency that we had previously believed was meeting all our expectations."

"The recruiters are exceptionally helpful. Our most recent hires have been perfect fits to our project. -Greg L

"Very happy with the contractor's work." – Juan H

"All three temps have worked out well." –James A

The words of our a comployers...

"Great support, expectational placement, screening, selections and hiring service, all for the purpose of serving the community. Your agency makes a difference, impacts peoples lives and livelihood. Thank you." – Evangelina D

"Completely satisfied." -Heidi B

"The employees GSG has provided have been incredibly hardworking and positive. While it does not happen often, any issues that we have faced have been resolved immediately with an explanation and a plan to ensure it doesn't happen again."

"Everything went well. The employees are well mannered and hardworking. I have not had any payroll issues which is great." -Jeremy



It's been great thus far. My recruiter has been great at providing me with the right information and answers to all of my questions. The Payroll team has also been really great at helping me resolve issues." –Anurag R

"I believe that GSG is an amazing group of talented workers. They went above and beyond expectations and very helpful when needing answers. I would love to continue finding employment through GSG as well as referring others that are in need of help finding employment." —Darcell E "GSG did amazing at contacting me about the recent job opportunity given to me. For the representative that contacted me, she deserves a ton of credit. She was upfront, honest, and did not give me a humiliating offer. They saw past my disabilities and yet accommodated me with my needs. They took time to notice my achievements and experience and found a good position for me."

—Jonathan M

"I feel that your staff has equipped me with the tools that I needed to get where I am now." –Robert H

"GSG hiring and payroll managers are phenomenal - such a pleasant hiring experience and great support!" -Kelseanna H

"Grateful for the opportunity. I love the job!" –Clarisa M

"I really enjoyed the hospitality and knowledgeable atmosphere of the training environment. Each representative was above and beyond kind, intuitive, informative, patient with working with everyone, motivating, considerate, professional and creative. Thank you so much again!" —Gregory D

The words of our employees...

"Very supportive and most responsive team I ever worked with. I had the best recruiter. She is prompt, helping, persuasive, kind and focused in her engagement with potential candidates. I am loving to be the part of the GSG Talent Network. Thanks for your services." –Neha S

"Working under GSG has been a great experience. The service and quick response I received from my hiring manager was what I needed at the time. GSG was there for me and I want to thank you for giving me this opportunity." –Allen W

"I feel that I was able to obtain a job very quickly and I was able to work with people that I really enjoy. I feel that I would highly recommend everyone who is looking for work to speak with a recruiter at GSG Talent Solutions. I honestly feel like since the Pandemic, I have more job security and I feel more at peace because of GSG Talent Solutions. I hope that everyone gets to work with you guys like I did." —Caitlin S

"Absolutely wonderful to work with, responsive, and you guys have helped me out so much, I can't thank you enough." –Katie B



ACHIEVE YOUR CAREER GOALS!

You can earn \$400 in 6 months!



WE REWARD YOUR HARD WORK AND SUPPORT YOU IN YOUR NEW JOB!

\$75 Upon

\$75 Checkpoint \$75 3rd

\$75 Checkpoint

\$100 Checkpoint

WHAT

The GSG Staff Support Program provides FREE career-development, including job search assistance. job-readiness and occupational training, and financial bonuses.

WHY

We assist people facing obstacles to reach their career goals & maintain long-term employment.

RETENTION PROGRAM

An Employee Assistance Specialist (EAS) will provide you with the support and guidance you may need for career advancement. You will meet with your EAS at specific checkpoints to discuss goals; incentives may be provided to assist you in achieving objectives.

Call to Get Started Today!

512.637.7127 or for more information email SUPPORT@GSGTALENTSOLUTIONS.COM

To qualify: 200% below the Federal Poverty Line AND have at mental illness, or substance abuse.

BENEFITS

· EARN \$400 in 6 months

4th

- · Gift Cards for Work-Related Expenses
- · Bus Passes/Gas Cards
- · Rapid Re-employment: If you lose your job, we will help you find another assignment ASAP.
- · Interview, Resume, & Financial Literacy Classes
- Free Occupational Training including:
- PC Tech - Food Handler
- CNA/Nurse Aid Low Voltage Installation
- Forklift
 - -Administrative Assistant
- TABC - OSHA 10
- -Customer Service

HOW IT WORKS

(If you qualify)

- 1. Fill out a GSG Staff Support Intake Form during your GSG Talent Solutions processing session.
- 2. Accept a GSG Talent Solutions assignment.
- 3. Start receiving support services (if eligible).
- 4. Accept a permanent job with the employer.
- 5. Stay in contact with your EAS.
- 6. Start receiving retention benefits.
- 7. Set up a regular check-in schedule with your Employee Assistance Specialist.

GSG STAFF SUPPORT PROGRAM



Current positions

City	State	Job Title	Rate RGPay
Austin	TX	Precision Operator	16
San Antonio	TX	Licensed Vocational Nurse II, Exprienced	18.46
Hutto	TX	Auto Auction Driver	11
Memphis	TN	Assembler 2	14.5
Austin	TX	Pre-Weigh Batching Technician	14
Austin	TX	Food Prep Team Member	14
Austin	TX	South Plant Concrete Mixer Driver	18
Austin	TX	North Plant Concrete Mixer Driver	18
Austin	TX	Porter	14
Austin	TX	Administrative Assistant II, Expert	21.28
Round Rock	TX	Maintenance Mechanic	25
Austin	TX	Physician II Expert	127.02
Austin	TX	Psychologist III Expert	62.9
Austin	TX	Assembler 1	15
Georgetow n	TX	Parts Associate	16
		Parts Tech III Lead	15
Round Rock	TX	Plant Engineer	40.87
Round Rock	TX	2nd shift Production Associate	15
Round Rock	TX	Date Entry Clerk	15
Round Rock	TX	Compounding	16
Round Rock	TX	2nd shift Warehouse Associate	16

City	State	Job Title	Rate RGPay
Austin	TX	Child Protective Services Specialist IV, Experienced	25.66
Austin	TX	Debug Technician 2nd Shift (2141)	19
Austin	TX	Certified Nursing Assistant	14
Austin	TX	Certified Nursing Assistant	14
San Antonio	TX	Child Protective Services Specialist III, Expert	25.41
Round Rock	TX	1st shift Production Associate	14.5
Round Rock	TX	1st shift Warehouse Associate	15.5
Memphis	TN	Material Handler 1	13.5
Austin	TX	Survey Technician	24
Austin	TX	Civil Engineering-Utilities & Public Works Project Manager	48
Austin	TX	Dishwasher	11
Austin	TX	Runner	11.5
Austin	TX	Site Civil Project Manager	48
Austin	TX	CNC Machinist	21
Memphis	TN	Test Operator	13.5
Memphis	TN	Material Handler 2 non lift	15
Austin	TX	Megasys Technician	20.68
Austin	TX	Debug Technician 3rd Shift (2141)	19



TO APPLY AND FOR MORE INFO, PLEASE VISIT OUR WEBSITE:

WWW.GSGTALENTSOLUTIONS.COM

