A first job, a Better job, and a Career  |  Career Pathways ABCs

At Goodwill of North Georgia, our mission is to put people to work. Last year, we connected 16,649 individuals with jobs. Learn about our North Georgia neighbors who we helped get the tools they wanted for the jobs they needed.
We put people to work.

Career Centers
At Goodwill of North Georgia, our mission is a simple one: We put people to work. We provide job training, placement, case management, work supports, paid internships, and opportunities to anyone who wants it. With the support of donors, shoppers, and community partners, we help people overcome the barriers to employment. Last year we helped connect 16,649 individuals with jobs. Since the year 2000, the number of people who have gone to work with assistance from our career services has increased exponentially.
Virtual Career Services And Digital Literacy

Program

Virtual Job Fair Attendees
4,298

Hiring Employers & Resources
355

CareerConnector powered by Goodwill
www.careerconnector.org

Scan QR code for more information about our digital literacy program.

For more information, call 844-344-WORK (9675) | email CareerServices@ging.org | visit goodwillng.org
Goodwill Career Services
Registered Apprenticeship Program Sponsor
Pre-Apprenticeship Program Provider

In order to prepare a skilled and certified workforce, Goodwill of North Georgia has aligned our workforce development programming with apprenticeship. As the largest non-profit employer in Metro Atlanta, and the largest non-profit workforce development agency in the Southeast, we understand talent pipelines. We are now using our expertise to help employers easily onboard new staff as apprenticeships with all the paperwork and regulations taken care of by Goodwill as the RAP sponsor.

Understanding the Basics of Apprenticeship
Five Core Components of Registered Apprenticeship

1. Related Instruction
   Before beginning work, apprenticeship candidates complete vocational training courses at Goodwill that exceed industry minimum standards. Employers help us develop the curriculum and ensure the right credentials are earned.

2. Occupational Credential
   Program participants will earn their credential either at completion of Goodwill’s vocational training program or will have met the standards to take the exam after the required amount of time on the job.

3. Employer Engagement
   After interviewing pre-screened candidates and making the decision to hire, employers assign a mentor to the apprentice and help facilitate Goodwill’s job retention check-ins for one year after hire.

4. On-The-Job Learning
   Apprentices build on their classroom instruction with hands-on training in the workplace, including new hire orientation and specifics about the job duties and tasks for your business, just like most of your regular employees.

5. Rewards for Skills Gains
   If successful after one year on the job, the apprentice is rewarded with a merit increase or similar annual raise in recognition of the skill gains they achieved, again just like most regular employees.
"I always thought a traditional bachelor's degree was the only way to achieve the type of success that I needed to have a better life. Through the Technology Careers Program, I learned that wasn’t my only option."

Lyric McGhee
Salesforce Administrator, NCR Corporation

Offered in partnership with Techbridge and Nevada Help Desk, TCP programs train individuals for high-paying jobs in the technology sector. Coursework includes database administration, web development, SCRUM, and cybersecurity.

<table>
<thead>
<tr>
<th>Success Rate G</th>
<th>Program Start to Industry Career (in days)</th>
<th>Average Starting Wage for Graduates (per hour)</th>
</tr>
</thead>
<tbody>
<tr>
<td>78.7%</td>
<td>126</td>
<td>$23.66</td>
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</table>

<table>
<thead>
<tr>
<th>Graduates Still Employed after 6 months</th>
<th>Placements into Full-Time, Living Wage Careers</th>
<th>Total Wages Earned by Graduates Last Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>88.1%</td>
<td>48</td>
<td>$2,362,214</td>
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</table>

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GoodBIZ! graduates become job creators, creating 431 jobs in the last 5 years.

Designed to help entrepreneurs launch or expand their micro business, this self-employment program helps participants refine their business and marketing plans.

“\"I went through the Goodwill program to learn to run my business more as a business and not a hobby.\"

Linda Sumner Twist and Bend, Owner

GoodBIZ! PROGRAM

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<table>
<thead>
<tr>
<th>Business Feasibility Studies</th>
<th>Program Start to Business Start (in days)</th>
<th>Average Starting Wage for Graduates (per hour)</th>
</tr>
</thead>
<tbody>
<tr>
<td>527</td>
<td>84</td>
<td>$14.61</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>New Business Starts</th>
<th>New Jobs Created</th>
<th>Total Wages Earned by Graduates Last Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>145</td>
<td>431</td>
<td>$2,157,605</td>
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</table>
Highway Construction Program

Within this program participants receive hands-on training and job placement services for highway maintenance, construction, and transportation. This program is made possible in part with support from the Georgia Department of Transportation, one of our community partners.

“I learned flagging, CPR and carpentry, light plumbing and electrical wiring. If you have a desire to improve yourself then Goodwill is there for you.”

Shay Felder
Construction Materials Testing Technician
Georgia Department of Transportation

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Success Rate
Enrolled to Placed*
78.9%

Program Start to Industry Career (in days)
92

Average Starting Wage for Graduates (per hour)
$17.28

Placements into Full-Time, Living Wage Careers
30

Total Wages Earned by Graduates Last Year
$1,078,272

Graduates Still Employed after 6 months
81.3%

Registered Apprenticeship Program

*Many colleges’ and community-based organizations’ job training programs report % of Graduates to Placed. Goodwill of North Georgia holds itself to the more rigorous standard of % of the Total Number Enrolled/Served to Placed.
Maintenance Technician

This program prepares participants for a career in residential or commercial facility maintenance and repair. Participants receive certification in multiple skills.

Success Rate Enrolled to Placed* 81%

Program Start to Industry Career (in days) 61

Average Starting Wage for Graduates (per hour) $19.13

Placements into Full-Time Living Wage Careers 23

Total Wages Earned by Graduates Last Year $915,179

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Floor Tech/Custodial prepares participants for careers in the fields of floor care, cleaning, and environmental services.

Success Rate
Graduates Placed*
79%

Program Start to Industry Career (in days)
61

Average Starting Wage for Graduates (per hour)
$13.41

Graduates Still Employed after One Year
85%

Total Wages Earned by Graduates Last Year
$446,285

Placements into Full-Time, Living Wage Careers
16

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Healthcare Environmental Services

Program Start to Industry Career (in days) 58
Average Starting Wage for Graduates (per hour) $14.25
Placements into Full-Time, Living Wage Careers 10
Total Wages Earned by Graduates Last Year $296,400

Success Rate Enrolled to Placed* 70%
Graduates Still Employed after One Year 90%

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Logistics and Supply Chain Management

The key skills attained by program participants for logistics positions are customer service principles; computer software proficiency (such as spreadsheets, email and GPS); and an understanding of basic shipping methods, warehousing and tracking systems.

Depending on the career pathway, workers may also attain forklift and CDL-A certifications.

“Goodwill found me. Thanks to this program, I can work.”
Kozman Stroman III

Success Rate
Enrolled to Placed
70%

Program Start to Industry Career (in days)
78

Average Starting Wage for Graduates (per hour)
$19.87

Placements into Full-Time, Living Wage Careers
35

Total Wages Earned by Graduates Last Year
$1,446,536

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Welding

Program

In collaboration with our Technical College partners, Goodwill’s program graduates will earn industry credentials in Gas Metal Arc Welding (GMAW), Flux Cored Arc Welding (FCAW), Shielded Metal Arc Welding (SMAW), Metal Fabrication Procedures, CPR/First Aid and OSHA 30.

Job applicants who can weld are in high-demand and are attractive candidates to employers in a variety of industries.

Success Rate Enrolled to Placed* 92.9%

Placements into Full-Time, Living Wage Careers 56

Total Wages Earned by Graduates Last Year $1,938,227

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“Many colleges’ and community-based organizations’ job training programs report % of Graduates to Placed. Goodwill of North Georgia holds itself to the more rigorous standard of % of the Total Number Enrolled/Served to Placed.

“The more skills you learn, the better prepared you are. Just learn everything – whatever you learn you can use to better yourself for the future.”

Jorge Lugo, Intern, Kubota Manufacturing of America
Customer service is not a department, it’s a philosophy. Learn the ins and outs of delivering exceptional customer service in our three-month program. The skills you will learn in this program are essential in every work environment and will prepare you to land your next job.

Success Rate Enrolled to Placed*
64%

Program Start to Industry Career (in days)
109

Average Starting Wage for Graduates (per hour)
$13.78

Graduates Still Employed after 6 months
59%

Placements into Full-Time, Living Wage Careers
116

Total Wages Earned by Graduates Last Year
$3,324,838

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Healthcare Career Pathways

Through our Healthcare Career Pathways, job seekers have the option of enrolling in several training programs that lead to careers in healthcare, including Medical Administration, Medical Coding & Billing and Phlebotomy.

Success Rate Enrolled to Placed*  
69%

Program Start to Industry Career (in days)  
95

Average Starting Wage for Graduates (per hour)  
$14.88

Graduates Still Employed after 6 months  
75%

Placements into Full-Time, Living Wage Careers  
27

Average Wages Earned by Graduates Last Year  
$835,660

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Youth Employment Services (Y.E.S.)

“An 2016 study from the Brookings Institution found that students with low incomes were more likely to drop out of high school if they lived in areas with large income inequality. Youth between the ages of 12 and 17 are at the highest risk of making harmful choices such as delinquency, dropping out of school or joining a gang.”

Goodwill of North Georgia is committed to helping youth gain the confidence and skills needed to advance into successful futures.


Graduation Rate
64%

Program Start to Industry Career (in days)
106

Average Starting Wage for Graduates (per hour)
$12.03

Graduates Still Employed after One Year
80.4%

Placements into Full-Time Careers
81

Average Wages Earned by Graduates Last Year
$2,026,814

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College Career Catalyst (C³)

Goodwill currently works with 8 technical colleges and 2 universities to co-enroll students.

The C³ initiative bridges the gap between secondary education and higher education with training opportunities and the ability to earn college credit or certifications prior to entering college.

Graduation Rate: 74%
Graduates Still Employed after 6 months: 83.6%
Program Start to Industry Career (in days): 53
Average Starting Wage for Graduates (per hour): $15.28
Average Wages Earned by Graduates Last Year: $1,493,773

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“Without Goodwill I would probably still be working in poultry, working third shift, making minimum wage and unable to go to school.”
Rosita Aranad
C³ program graduate
People with Disabilities

FOCUS POPULATION

Success Rate Enrolled to Placed* 78.3%
Placements into Full-Time Careers 90
Average Starting Wage for Graduates (per hour) $13.59

People who are Unhoused

FOCUS POPULATION

Success Rate Enrolled to Placed* 62.5%
Placements into Full-Time Careers 5
Average Starting Wage for Graduates (per hour) $15.85

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People Receiving Public Benefits (TANF/SNAP)

**FOCUS POPULATION**

- Success Rate Enrolled to Placed*: 80.1%
- Placements into Full-Time Careers: 213
- Average Starting Wage for Graduates (per hour): $16.42

**FOCUS POPULATION**

- Success Rate Enrolled to Placed*: 73.3%
- Placements into Full-Time Careers: 22
- Average Starting Wage for Graduates (per hour): $15.32

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Veterans

FOCUS POPULATION

Career Pathways Completion 87.5%
Placements into Full-Time Careers 547
Average Starting Wage for Graduates (per hour) $15.75

Women in Non-Traditional Occupations

FOCUS POPULATION

Success Rate Graduates Placed 69%
Placements into Full-Time Careers 94
Average Starting Wage for Graduates (per hour) $17.14

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

#1 Goodwill in the nation for job seekers

## Goodwill Training Programs

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<td>Forklift</td>
<td>Welding</td>
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<tr>
<td></td>
<td>Medical Billing &amp; Coding</td>
<td>Medical Administration</td>
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</tbody>
</table>

## Career Services | Leadership Team

**Vice President and Chief Mission Officer**  
Jenny Taylor

**Mission Strategist**  
Myndi Kuhlmann Pryor

**Senior Directors**  
Alicia Battle, Jonathan Wilson, Stacy Rozier

**Director of Mission Outreach**  
Raffiel Worthem

**Director of Employment Services**  
Glorivee Cruz-Velazquez

**Director of Instructional Design & Career Pathways**  
Kerry Tracey

**Director of Workforce Services**  
Rashida Daniel

**Director of Quality Development**  
Corrie West

**Director of Grant Development & Coordination**  
Joanna Carabello

**Director of Mission Engagement**  
Summer Dunham

**Assistant Director of Technical Assistance**  
Ariella Mendez

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www.careerconnector.org