

Re-opening Campus

July, 2020

TalentBoost 

Contact Tracing
& Higher Education

Our Firm

GattiHR is a Workforce Solutions firm, with expertise in Talent Acquisition, Workforce Development and HR technology.

We help our clients in four key areas:



Search: Executive, Professional/Technical, Hourly/High Velocity Staffing



HR Operations: People, Process & Technology Solutions



Talent Optimization: Organizational Climate, Talent Identification & Leadership Development, Change Management



Interim Staffing: HR, Finance, Marketing, Communications, Engineering, Supply Chain & Logistics

Our Brands

GATTIHR
SEARCH | ANALYTICS | TECH

GattiHR

HR Search
Workforce Analytics
Consulting

GATTIHR
INDUSTRIAL

GattiHR Industrial

Manufacturing
Engineering
Integrated Supply Chain

 **PRAXI**
ALLIANCE

Praxi Alliance

Global network of
consultants
Capability in 50+
countries

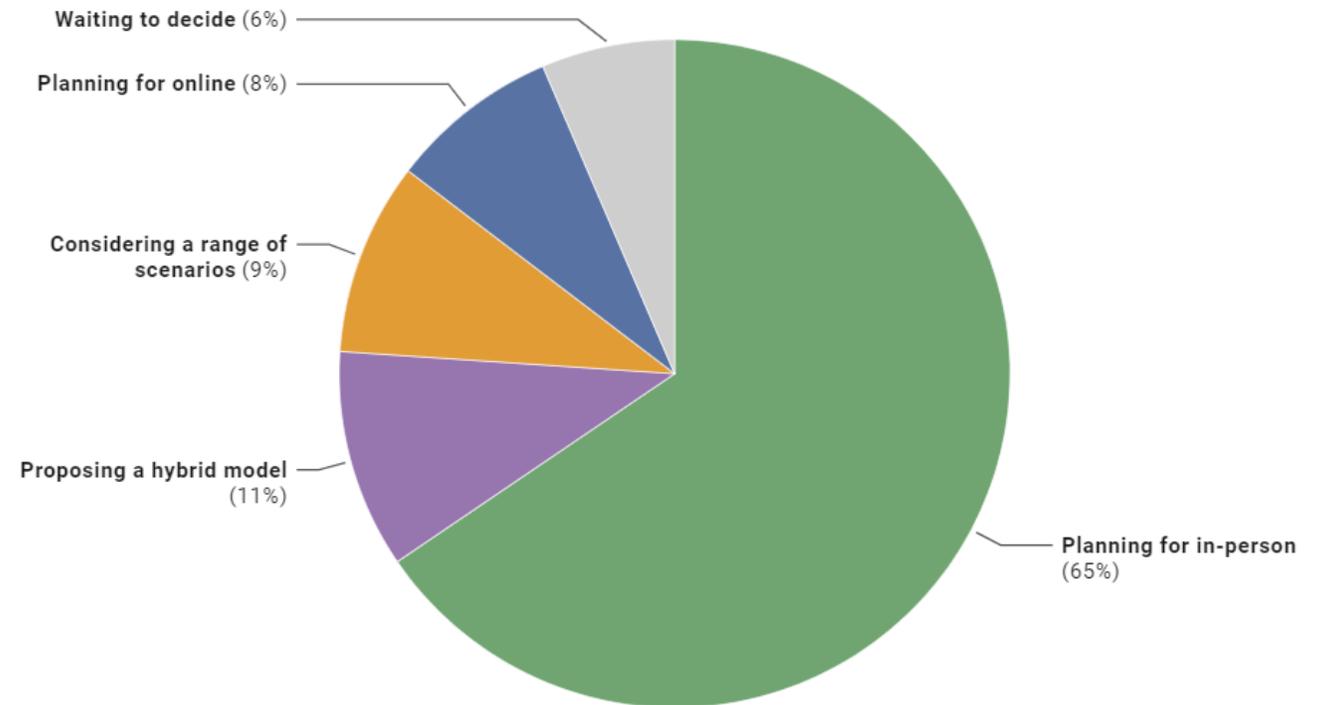
TalentBoost 

TalentBoost

Tech & AI-driven HR
High Velocity/
High Volume Staffing
Employee Engagement,
Development & Retention

Re-opening Challenges

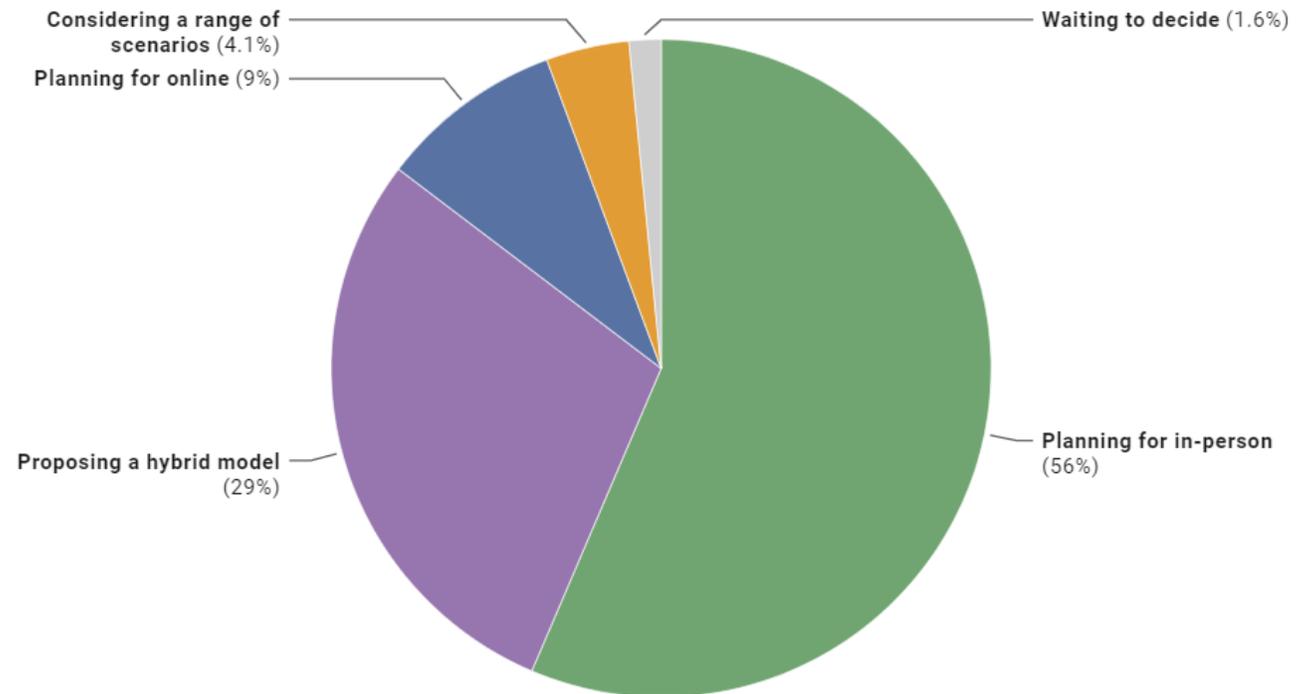
- On June 14, 76% indicate they would re-open.



Source: Chronicle of Higher Education

Re-opening Challenges

- As of today, 86% indicate they will re-open.
- Much broader use of a hybrid model
- Three essential actions:
 - Quarantine
 - Social Distancing & Infection Controls
 - Tracing & Testing



Source: Chronicle of Higher Education

Key Points

- Contact Tracing will be essential to *staying* open.
- Doing it well is difficult but...
 - *The challenges are people, organization and operations, not science.*
- Your interests and public health authorities do not align...
 - *Unless you align them.*
- You have options that other institutions do not have.
 - *Money is not the problem.*

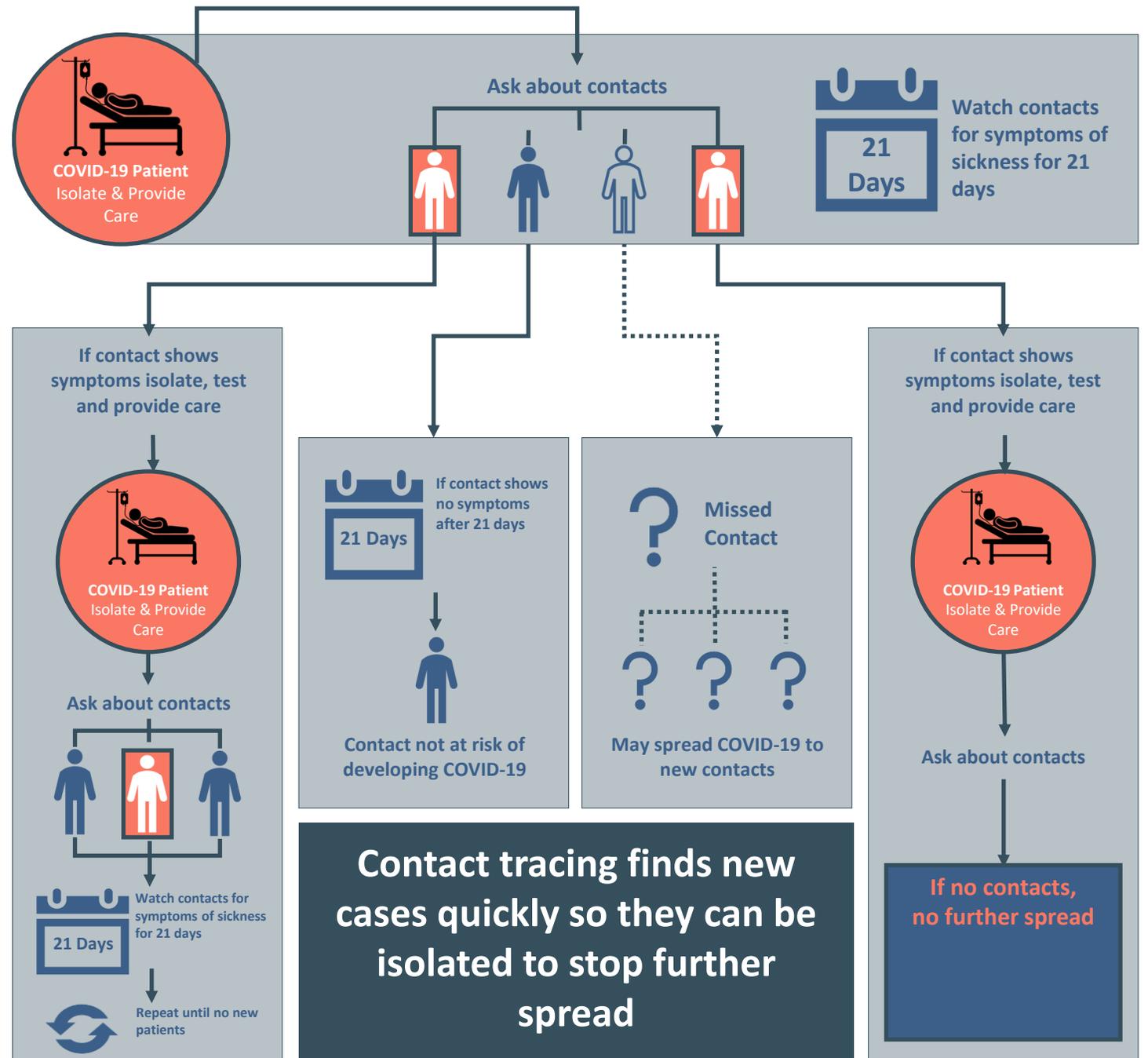
Key Points

Effective, technologically advanced contact tracing can be implemented on campus @

\$40-\$80 per student/per year

What is contact tracing?

Contact tracing can stop the Corona Virus outbreak in its tracks



*Adapted from CDC

What are Contact Tracing Organizations?

- Instant Organizations
- Standup  Sustainability
- Dynamic Teams
- *Not* a Call Center
- Purposeful, intentional culture-building
 - *Transactional logistics, systems, messaging, support structures and on-going training*
 - *Positive, operational and effective work environment*

Contact Tracing (The Job)

- It's difficult.
- Technical skillset can be acquired quickly
- Requires attributes that are harder to acquire
 - perseverance,
 - empathy,
 - attention to detail,
 - investigative skills,
 - overcoming resistance,
 - staying positive in adverse situations
- It's not one job
 - Case Investigation
 - Contact Tracing
 - Care Coordination
- *Recruit for attributes*
- *Enhance them with continuous training & support.*

THE CHRONICLE OF HIGHER EDUCATION

Colleges Say Hybrid Courses Will Make the Fall a Success. But Will Students Get the Worst of Both Worlds?

Why Contact Tracing?

Over 450 Colleges Are in Coronavirus Hot Spots

THE CHRONICLE REVIEW

JULY 07, 2020

This Will Be One of the Worst Months in the History of Higher Education

The Washington Post

Democracy Dies in Darkness

Why Contact Tracing?

Masks required and fewer parties (allegedly): What college will look like this fall.

June 12, 2020

Contact tracing is 'best' tool we have until there's a vaccine, health experts say.

June 15, 2020

The New York Times

Why Contact Tracing?

An Army of Virus Tracers Takes Shape in Massachusetts

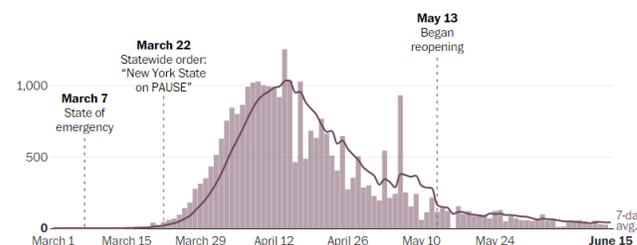
Asian countries have invested heavily in digital contact tracing, which uses technology to warn people when they have been exposed to the coronavirus. Massachusetts is using an old-fashioned means: people.

N.Y.C. Hired 3,000 Workers for Contact Tracing. It's Off to a Slow Start.

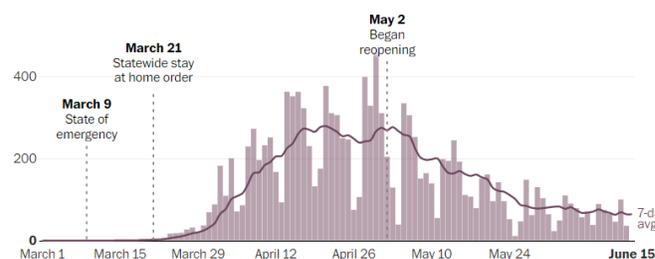
The program is crucial to the next phase of reopening, which begins on Monday. But workers have not had much success in getting information from people who test positive.

Why Contact Tracing?

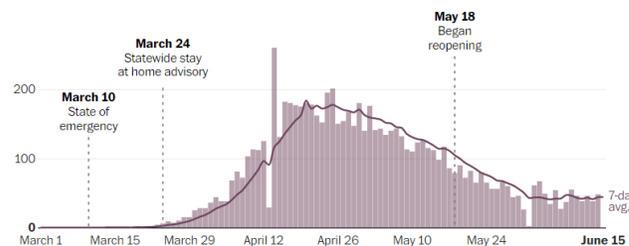
- As of July 14, only three states with large outbreaks are on a downturn...



- New York



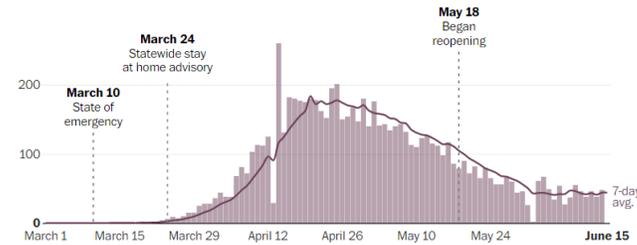
- New Jersey



- Massachusetts

Why Contact Tracing?

One of those now has the lowest infection rate in the US



- Massachusetts

39 other states are contending with dramatic increases

Isn't this a government obligation?

- Yes, but public health departments are out-gunned
 - Fiscally
 - Resources & Infrastructure
- They are a resource, not a solution
 - Technical advice
 - Acceptance and support
 - Forebearance
- Protecting the public is their priority, not keeping you open
 - If your institution threatens that priority, they have no choice but to impose restrictions or shut the institution down.

If they can't afford it, how can we?



Yes, this is expensive



The major expense: the tracer workforce



You have options that governments don't!

Financing Advantages



WORK-STUDY

ASSISTANTSHIPS

STUDENT
VOLUNTEERS

TUITION
SURCHARGES

COLLABORATION

Institutional Advantages



RESIDENCE
ASSIGNMENTS

CLASS SEATING
CHARTS

ID SWIPES

PURCHASE
PATTERNS

BRACELETS

- We're supporting two of the most successful contact tracing initiatives in the US, working with two of the best public health organizations in the world.



Why work with us?

- We've mobilized the first completely private venture in the US, focusing on the Florida crisis.

The logo for 'Rapid-Trace' is displayed. The word 'Rapid' is in a bold, red, italicized sans-serif font, and 'Trace' is in a bold, black, sans-serif font. The entire logo is set against a black rectangular background.

- We're advising public health institutes across the US.

Our role:

- *Organizational design*
- *Recruiting & Training*
- *On-going workforce support*
- *Performance optimization*

Why work with us?



54,000 Applicants

Four weeks

Why work with us?



6,000
Applicants
(to-date)

6 Weeks

What we know

- Contact tracing will be essential to reopening & staying open.
 - Especially in congregate residential environments
- We are building a trained, national, remote workforce
 - Healthcare professionals: RN's, MPH's, MD's.
 - Committed early-career students & professionals.
 - Call center technology, but it's not a call center
- Innovative *organizational* models are necessary
 - Flexible, responsive teams
 - Dynamic resource allocation
 - Workforce networks

What we know

- This is a service. There is a way to proceed. There is work to be done.
- “Instant” organizations need world-class technology & committed, well-trained staff.
- It takes partnership...
 - Institutions
 - Public Health
 - Workforce Management



Five ways we can help

- **Technical Advice**
 - Share what we know & have learned
- **Build-and-Support**
 - Platform & service center to recruit, train, sustain a contact tracing organization.
- **Outsource**
 - Complete outsource solution, delivering a remote organization staffed with local teams.

5 ways we can help

- Organizing a Collaborative
 - Most effective tracing model to-date
 - Dynamic teams for resource sharing & surge capacity
 - Cost effective institutional model
 - Addresses privacy issues
 - Mitigates surge risk
- Research Opportunities
 - Organizational formation & sustainability
 - Team effectiveness
 - Social Networks
 - Human/Technology Integration
 - Epidemiology/Public Health Outcomes

Organizing a Collaborative



Census

Institution commits 1 FTE per 1,000

Imputed cost: \$25/hour
(\$4,333/month)

Funding Alternatives

Volunteers
Work/Study
Assistantships
Surcharges

Infrastructure fee

40% of imputed staff costs
Tech licenses
Service Center Staff

Organizing a Collaborative

Collaborative Model

- 20 schools, 100,000 of census
- 100 FTE's total staff available for tracing

Institutional Example

- 5,000 students, faculty & staff
- Institution commits 5 FTE's to the collaborative (173 hours/month)
 - 100% are new staff @ \$25/hour

Costs

- | | |
|----------------------------|-----------------|
| • New staff costs: | \$20,833 |
| • Infrastructure costs: | <u>\$ 7,800</u> |
| • Total Costs/month | \$28,633 |

Estimated annual per-student cost: \$85.90

Organizing a Collaborative

Collaborative Model

- 20 schools, 100,000 of census
- 100 FTE's total staff available for tracing

Institutional Example

- 5,000 students, faculty & staff
- Institution commits 5 FTE's to the collaborative (173 hours/month)
 - 50% are student volunteers (no staff costs)
 - 25% are re-allocated existing staff (no incremental cost)
 - 25% are new staff @ \$25/hour

Costs

- | | |
|----------------------------|-----------------|
| • New staff costs: | \$ 5,200 |
| • Infrastructure costs: | <u>\$ 7,800</u> |
| • Total Costs/month | \$13,000 |

Estimated annual per-student cost: \$39.02

Thanks from the
TalentBoost Team

TalentBoost 