

# Caring for Communities:

Arc Human Services Helps Those in Need  
with Assistance from ClearCompany

## The Customer

Communities are only as good as the people they're made of, and for the last 60 years Arc Human Services has striven to ensure that people of all abilities can thrive within theirs. Based out of Southwestern Pennsylvania, their services have been helping those with intellectual and developmental disabilities and mental health challenges to fulfill their ambitions, protect their rights, and foster meaningful relationships at home, at work, and in their communities.

In order to continue fulfilling their mission, Arc Human Services needed the tools to hire, onboard, and retain the best candidates for their open positions.

## The Problem

Arc Human Services' Director of Human Resources, Denise Jones, faced two major challenges in the last few years. The first challenge was creating efficiency in the hiring process and ensuring transparency between the hiring managers and recruiters. Manual processes would often lead to communication gaps - and made the hiring manager dependent on phone calls and scans from the recruiters for information on their candidates. This was frustrating and inefficient for their managers that needed to fill vacancies as soon as possible to continue providing great care to those they serve.

The second challenge she faced was a prolonged onboarding process. Once their new hires were ready to start working, Denise realized that completing, receiving, and organizing their paperwork - and making sure it was fully compliant - was taking far too much time. It also delayed new hires from learning their jobs and helping the people in their community.



*[ClearCompany's Recruiting Platform] is very helpful for us because it's helped our managers define what specifically it is that they're looking for; not just in skills and experience, but what it really takes to be successful, to be a direct support professional in our field.*



**Denise Jones**  
Director of Human Resources,  
Arc Human Services

## The Solution

Things started to turn around for Denise and her recruiters the moment they implemented ClearCompany's Applicant Tracking and Onboarding systems. Not only were they able to attract top candidates with requisitions that automatically posted to a number of different job boards, but they were able to keep them engaged with advanced recruiting tools like ClearText.

*"I think my favorite tool or feature in ClearCompany is the texting capability because people are much more responsive. When we text a candidate and get an immediate response, we know they are engaged. If we don't get a response, we know we can move to the next applicant."*

Once their top A Player candidates were hired, the ease of ClearCompany's paperless, mobile-friendly Onboarding tools allowed recruiters to spend less time focusing on paperwork. This was made especially easy by our direct connection to their payroll provider, ADP. And new employees were able to start supporting Arc's mission, and the people they serve, right away.

*"It's very helpful to have the API connector between ADP and ClearCompany because we don't have to double key the information. My department has been re-keying information in multiple systems for years, and we're able to reduce that administrative burden and really bring them out into the field and work directly with managers."*

## The Results

After only a few months of using ClearCompany, the difference in their hiring process was clear. Not only were they hiring more quality candidates, but there was also a new transparency for Arc's hiring managers. With direct insight into recruiting, hiring managers were more engaged in the process, and could work directly with the recruiters to fill positions with candidates that could help achieve Arc's mission. The ability for their hiring managers to directly interact with both the candidate and the recruiter during the hiring process made a huge difference in the candidate selection and interview steps.

ClearCompany's paperless and streamlined onboarding process also helped to get their employees engaged and ready to learn on the very first day. Previously, new hire paperwork processing consumed nearly their entire first day of hire, but with ClearCompany, the new hire only needed to spend the first half hour or less with the recruiter finalizing their paperwork. That meant that Arc's training department could focus on getting to work with the new hires right away providing the necessary information they needed to perform their job.

## The ClearCompany Difference:

*"Many clients like Arc Human Services have been previously burdened with administrative HR work. ClearCompany strives to help ease this burden with our automated and seamless systems, so that they can focus on helping more people, faster."*



**Christine Rose**  
Vice President of Customer Success,  
ClearCompany



*Before, the hiring managers were reliant on recruiters calling them and sending them information. Now they can see the changes in real time, and see how responsive we are.*



**Denise Jones**  
Director of Human Resources,  
Arc Human Services

