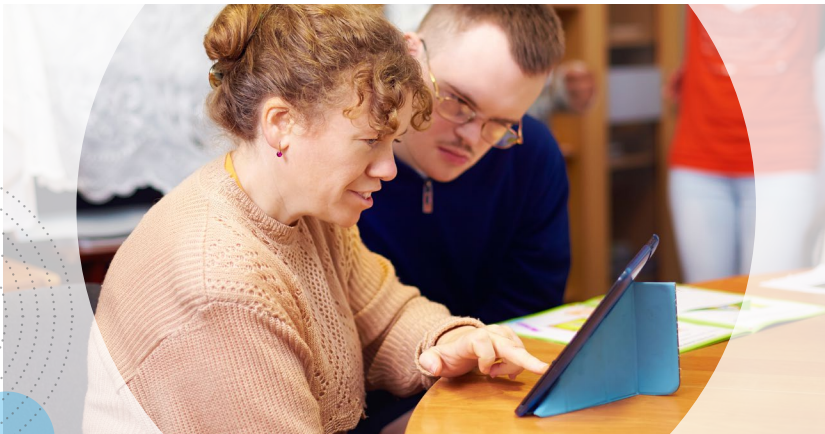


Caring for Communities



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.

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

About the Company

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 with intellectual and developmental disabilities 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.



"[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.

"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."

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.

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

The Results

After only a few months of using ClearCompany, the difference in their hiring process was clear. Not only were they hiring top-quality candidates, but there was also a new transparency for Arc's hiring managers. With direct insight into recruiting, managers became more engaged in the process, and could understand how hard the recruiters were working to help achieve Arc's mission. The ability for their team to gain visibility into the process, as well as see which candidates were engaged right away and which were not, made a huge difference.

ClearCompany's paperless and streamlined onboarding process also helped to get their employees engaged and ready to learn on the very first day. Previously, paperwork processing would sometimes take up to six hours, but with ClearCompany, that time was cut down to thirty minutes. That meant that Arc's training department could focus on getting to work with the new hires right away, without any assistance from recruiters.



"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

Arc Human Services