

Senior Living



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BACKGROUND

Founded in 1989, this senior living organization has been operating with the philosophy of “a retirement community must reward its residents with value, comfort, security, and convenience.” Since the beginning they have done just that, and today are recognized as a top 20 employer by NRC Health with 40 communities across the United States.

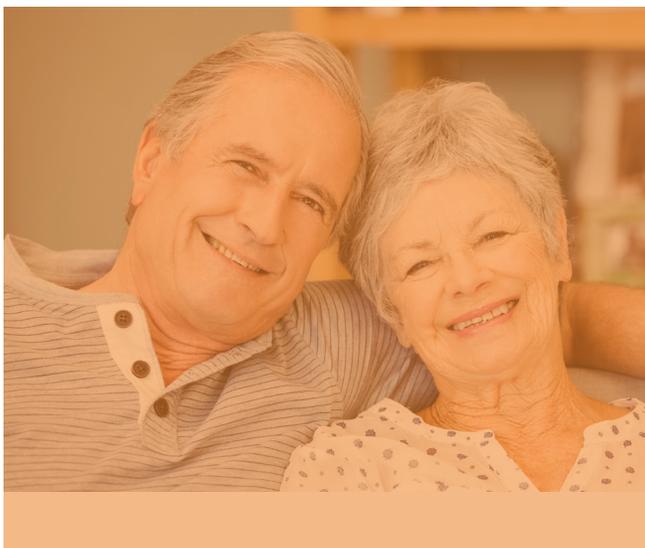
CHALLENGE

As shared by the founder and CEO, “we are enriching the lives of seniors, and at the heart of the organization, is our employees. It’s a passion, and we must find those who truly care about our seniors. If we do this, we will be great...we are great!” Positively challenged by his leadership to never be content with the “Status Quo”, the team continually seeks to meet the ever-persistent challenge of identifying, hiring and developing top performing employees; individuals who have the heart to serve, and those who stay long-term.

SOLUTION

Following the recommendation of their insurance broker, the leadership sought out and communicated their growing performance goals to Insight Worldwide. Through industry consultation, and PhD led staff hiring training, together they implemented an industry validated job fit hiring assessment into their hiring process. The results:

- Employees hired with Insight’s assessment, and recommendation, are 20% less likely to turnover than those without assessment records.
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Behavioral Hiring and Job-Specific Assessment

- » Improved employee retention
- » Higher quality workforce
- » Increased resident satisfaction
- » Fewer injuries and fewer workers’ comp claims



For more industry specific case studies —

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