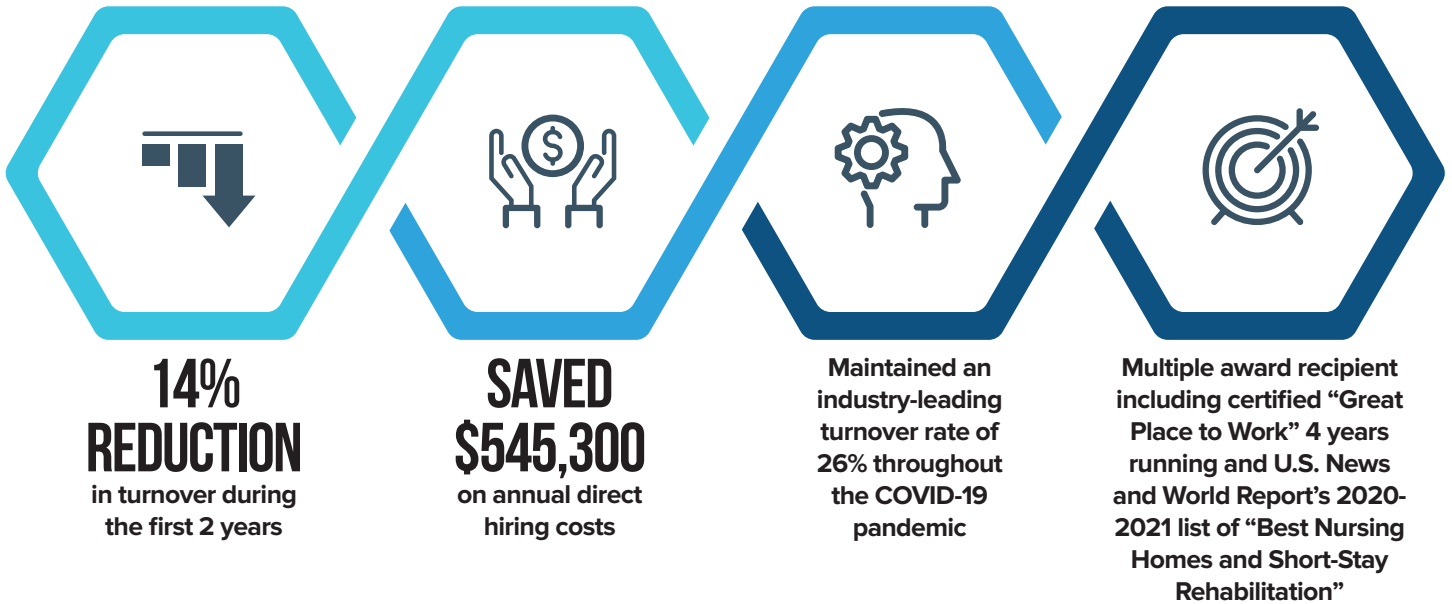


Senior Living Organization



BACKGROUND

Throughout a 112-year history, this senior living organization has continued to grow and innovate to meet the needs of older adults. Today, each of their full-service campuses have been designed as a continuum of care to allow residents to access multiple services and customized care under one roof.

CHALLENGE

Employee turnover was reaching 40% and leadership recognized a need to provide hiring managers with new solutions to identify, interview, and select top performing candidates. Additionally, a solution was needed that would not only address turnover, but one that would help build upon the organization’s culture and mission to serve residents.

SOLUTION

Leadership partnered with **Insight Worldwide** to implement an online behavioral hiring assessment. Insight assisted the organization by training community hiring managers on the best practices of using hiring assessments. Within 2 years the assessments assisted the organization to reduce turnover by 14% and to be continually awarded as a top employer of choice and place to live.



Return on Investment

- » 14% reduction in turnover during the first 2 years
- » Saved \$545,300 on annual direct hiring costs
- » Maintained an industry-leading turnover rate of 26% throughout the COVID-19 pandemic
- » Multiple award recipient including certified “Great Place to Work” 4 years running and U.S. News and World Report’s 2020-2021 list of “Best Nursing Homes and Short-Stay Rehabilitation”



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