

Placers adds immeasurable value to long-term staffing project.

A Customer **STORY**

As one of the largest community health centers in the state of Delaware, this non-profit serves all three counties and provides quality care for tens of thousands of patients each year.

Areas of **FOCUS**

Industry:

- Healthcare Nonprofit

Positions:

- Community Relations
- Administrative

Customer **CHALLENGE**

With the changes that came from the Affordable Care Act (ACA), our customer received a federal grant for a community advocacy project for which they needed to hire a team of temporary contractors. The temporary employees for this project needed to go through a rigorous screening process in order to comply with state regulations. It was necessary that each temp placed was bilingual, available outside of standard business hours, able to pass background checks of the highest degree, and have access to reliable transportation. In addition, to keep within the grant funding, our customer needed stay within their budget.



Blank Sheet of Paper **SOLUTION**

A typical staffing project would include an interview process assessment, however because this nonprofit had a process that was dictated by state requirements, the Placers team was able to add value through our project management instead. Our team perfected the orientation process - we held our own customized orientation sessions to introduce both the client's process and the Placers culture. Placers was able to get the important background clearance process underway prior to the candidate's start date.

In addition to staffing all temporary openings for the project, as the Employer of Record, Placers took on employee relations and performance management responsibilities. To do so, we had to keep a high level of interaction with the customer and their employees. Because Placers had a high level understanding of the nonprofit's organizational chart and had strong relationships with their personnel, they leaned on us as a consultant. We made recommendations for which location each employee would be better suited for, and which employees should roll over onto a new grant (and which specific grant was best-suited for that employee). In essence, we did not simply process transactions, but we acted as a concierge for all of our customer's needs.

Another example of how Placers provided Service to Nth Degree is when we customized a solution for accommodating our customer's time system. They require employees to use a clock in and clock out system, and requested that we be able to provide a platform to accomplish this. Although Placers does not use a this type of system for its temporary workers, we were able to work with our time entry providers to create a new method that worked with our customer's process. This is just one small example of many creative solutions provided by Placers.

How did Placers add **VALUE?**

Over a period of 17 months, Placers filled 26 openings for various community advocacy roles, consistently meeting deadlines along the way. Placers President, Chris Burkhard reflects back, "Working on this project was a great opportunity for Placers to do what we do best - managed workforce management programs. We were challenged to provide meaningful service levels for managing a professional temporary workforce."

Our customer frequently shared that by selecting us as their staffing agency, their return on investment (ROI) was immeasurable. They placed their trust in Placers to handle all sourcing, screening, hiring, background checks, onboarding, orientation, feedback loops, performance appraisals, and when necessary, any disciplinary conversations and terminations. This allowed their team the time to focus on other important aspects of their job. Our service also included payroll costs, insurance, Affordable Care Act compliance, unemployment responsibilities, worker's compensation, and more! Placers was a true partner for this nonprofit customer.

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Temporary Staffing
SOLUTIONS