

CALIFORNIA
PRISON HEALTH CARE

CHANGING PRISON HEALTH CARE FROM THE INSIDE OUT

Building the Ultimate Career Site

ASSESS

California Prison Health Care Services (CPHCS) offers jobs that are rewarding on many levels, but weren't easy to attain – or manage. Candidates had to endure a highly complex series of self assessments. CPHCS was working with a manual process dependent on a variety of evaluation schedules and an arduous internal tracking system that made metrics gathering inefficient.

In short, CPHCS had some large recruitment hurdles to overcome, and providing an easier, streamlined candidate experience was key in accomplishing them. Hiring all levels of health care professionals, from Physicians and Nurses to Allied Health and Support Professionals, CPHCS requires candidates to undergo a series of vital pre-screening assessments. With the current setup involving physically visiting multiple locations, taking various assessments, re-testing when assessments were not passed, and seeking personalized follow-up from multiple parties, CPHCS was faced with backlogs.

With all candidate data and assessment scores being manually tallied via Excel spreadsheets, reporting capabilities were extremely limited. Developing a simplified experience, from both the candidate and Human Resources perspective, was a priority – and the entire system needed to be built, tested and brought online within an aggressive timeline.

STRATEGIZE

After conducting an RFP involving a series of technology providers, the iQ solution was selected for its ability to provide a consolidated system that was easy to use, incorporated robust reporting, and allowed for a customer-centric approach towards a rapid implementation. "We gave Technomedia-Hodes iQ a very aggressive timeline which they delivered on. Our expectations were met and exceeded," said Lesa Saville, Manager of the Recruitment Outreach and Support Unit.

CPHCS plans to expand health care facilities and increase candidate hiring over the next few years. Because of this, the ability to implement a scalable system that could grow to accommodate their expanding needs was a key factor in their decision. But perhaps most important in their decision was iQ's understanding, flexibility and ability to save the state money by developing "self-assessment exams."

With state budgets being scrutinized, CPHCS was keenly interested in reducing the costs of their custom-built candidate assessments, priced at approximately \$80,000 per assessment. CPHCS currently features 36 of these assessments in their process, with a plan to implement additional tests. CPHCS expected to see a savings by being able to create and manage the assessments internally, without having to utilize outside resources.

After an intensive requirements assessment and multiple checkpoints, the programming team at Technomedia-Hodes iQ worked with CPHCS to provide a "one-stop" career site where candidates can take key assessments, learn about the unique challenges and rewards of being involved with CPHCS as well as integrate much needed efficiencies in the overall process.

IMPLEMENT

The iQ solution was launched with the new CPHCS comprehensive career site and system allowing candidates to create a personal profile, take online assessments, complete a legal application, store resumes, and search and apply for vacant positions all from one site. In addition, the new site featured recruitment videos, compelling content regarding benefits, location information as well as insightful employee testimonials. Every day, a 50-person team uses the system to recruit and assess candidates.

Additionally, one of the most critical features is the ability for CPHCS to create their own "self-managing assessment modules." Working in conjunction with the Technomedia-Hodes iQ team, CPHCS developed a highly complex, intuitive series of candidate assessment tools consisting of different groups of questions. The new system presents questions based on a candidate's answers and helps them find the right position within CPHCS. What was once a multi-step, laborious process now takes place from one convenient online site. And best of all, the state can now reallocate precious funds that were going toward developing costly, individual assessment tools.

MEASURE

Since iQ's implementation, traffic has skyrocketed to triple previous numbers—proof positive the new streamlined assessment system is working—without adding to staff headcount or using additional resources. Initial estimates indicate the iQ technology has saved the State of California more than \$1 million dollars using the consolidated process and its efficiencies.

“The new system enables us to create an attractive recruiting tool and expedited hiring process all while saving immense sums. We were looking to provide a different experience to job seekers looking for health care careers. Thanks to Technomedia-Hodes iQ, this is a mission accomplished.”

– Lesa Saville,
Manager of the Recruitment Outreach and Support Unit

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