CASE STUDY:

Community Health Association of Spokane (CHAS Health)

> "The customizable features are great! I don't have to constantly be on the phone with a representative, I can just do it myself."

12
Sites

93
Hiring managers

1
Applicant tracking software

> "ApplicantStack does everything I need and not a whole lot of what I don't."

ABOUT

CHAS Health is a nonprofit system of 12 community clinics providing medical, dental, pharmacy, and behavioral health services to families and individuals of all ages, regardless of insurance status. CHAS currently serves approximately 52,000 patients each year throughout Spokane County and the Lewis-Clark Valley in Washington state.

CHALLENGE

With 12 clinic sites spread across eastern Washington and positions ranging from administrative to doctors and nurses, CHAS was constantly hiring. Paper applications were being collected at each location, with no centralized system to keep track of it all. The sole recruitment manager oversees workforce development, providers and administrative staff, as well as credential specialists and clinical students. Hiring positions with so many different requirements for education, experience and credentials was challenging. On top of it all, advertising was minimal, and CHAS was relying on word of mouth to attract top talent.

SOLUTION

The goal was to to automate the hiring process for the whole organization, increasing efficiencies. ApplicantStack was selected primarily for its ease of use and quick learning curve. 93 hiring managers, spread throughout the sites, had to get up to speed and using the software in order for it to be effective. Even without training, hiring managers can review candidates instantaneously, and it's rare to have more than 2-3 questions a year on how to use the system.

RESULTS

ApplicantStack has helped CHAS reduce the time they spent processing applications. Hiring has become overall less cumbersome. For example, CHAS uses targeted questions to knock out applications based on certain responses, so they no longer have to be reviewed. The simplicity of ApplicantStack has kept hiring managers engaged and enthusiastic, allowing to only view information they need to review and to make their decisions.

ApplicantStack

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