

SUMMARY

Civitas Senior Living: Scaled and Adapted Hiring Capabilities with Pre-Employment Assessment Tools

THE CHALLENGE

Civitas Senior Living operates more than 50 residential communities in six states. In 2020, the organization was faced with the challenge of scaling its team of 2,500 employees to staff new facilities while adapting to the disruption of COVID-19. Civitas turned to the Predictive Index platform to help it assess, inspire and engage candidates and existing team members across its locations.

THE SOLUTION

To meet its hiring needs, Civitas streamlined its candidate search, evaluation, and hiring process. First, Civitas updated its job postings to better reflect the behavior needed for each role. Next, it incorporated a short Behavioral Assessment from Predictive Index into the application process to provide insights into a candidate's workplace behavior. These two steps enabled Civitas to compare the Behavioral Assessment results to the job's behavioral requirements to identify candidates with those required characteristics.

Civitas then used a structured interview process using Predictive Index's adaptive interview guides. The guides are generated by the PI software and are tailored to each applicant to highlight strengths and caution areas that are important for the interviewer to bring up. These two steps provided Civitas with the ability to identify and hire the candidates that best fit its needs.

THE RESULTS

This streamlined candidate search and hiring process allowed Civitas to tap into a pool of workers who were displaced at the beginning of the Pandemic. They were able to evaluate each candidate for fit and confidently fill more than 100 positions in a matter of weeks.

CASE STUDY SOURCE

[The Predictive Index](#)