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ClearCompany

Help in a Time of Need:

HELP USA creates sustainable, long-term housing with an assist from ClearCompany



The Customer

For over 30 years, HELP USA has assisted homeless individuals and families with finding long-term housing and employment. They run a variety of programs from temporary shelters, to affordable housing development, job training, and programs to support veterans. Starting with one facility in Brooklyn, HELP USA now operates over 50 programs across 5 states.



HELP USA's programs have served over 500,000 people.

The Problem

As HELP USA grows, they need to continuously hire new people, especially for entry-level roles. And they often hire people from their own job training programs - people who are ready to start working right away. Their manual recruiting process just couldn't keep up. A time-intensive onboarding process didn't help either, requiring new hires to travel to a central office to fill out a pile of paperwork. This was compounded by retention issues that come from working in such a challenging environment.

"There's a fair amount of churn in the homeless support services industry. It's a difficult environment. You're literally dealing with life and death issues every day."



We used to have to bring every new employee on their first day into our central location, which is time and money for them and for the business. And now they can complete their onboarding paperwork on their mobile phone, before they even start.



Missy Flower
Chief Administrative Officer, HELP USA



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The Solution

ClearCompany's powerful, flexible talent acquisition tools, seamlessly integrated with ADP for payroll and HR, were just what HELP USA needed. ClearCompany's industry leading Applicant Tracking System gave HELP USA a fast, intuitive, and organized process to find, engage, and hire more people. Tasks like scheduling interviews and creating offer letters were a breeze and features like Talent Communities allowed them to create a pool of qualified candidates that they could return to when new positions opened. This all added up to a massive improvement in time to hire.


6x HELP USA's average hiring time for entry level positions is six times faster with ClearCompany, dropping from 3 months to just two weeks!

"We'll have a job fair and we're able to process the candidate within a day, and get the offer letter out to them that quickly. Which, prior to ClearCompany, is absolutely unthinkable."

ClearCompany's paperless Onboarding solution organized all of their new hire data in an easily accessible, online platform. This was critical for HELP USA to comply with complex regulations that nonprofits are often subject to. And the ADP integration helped as well by syncing data across systems, saving them valuable time and reducing errors. Most importantly, allowing new hires to complete onboarding paperwork from any connected device removed a huge burden - for the HR team and the new employees.

The Results

With ClearCompany and ADP, HELP USA was able to reduce their time to hire, onboard faster, and save time, money, and effort for their HR team. Comprehensive records for every candidate, new hire, and employee are available at the touch of a button, and ClearCompany's best-in-class reporting tools give them easy access to critical metrics. This allows HELP USA to focus on what really matters - helping more people to gain long-term housing, employment, and a brighter future.

 HELP USA uses ClearCompany's bi-directional integration with ADP's payroll and HR platform to seamlessly sync data for an all-in-one solution.

The ClearCompany Difference:

"The team at HELP USA is deeply committed to their mission of helping people find long-term housing and employment, and ClearCompany is deeply committed to making their talent acquisition process organized and hassle-free. We're proud to partner with an organization that is making a difference in the lives of so many people, every day."



Christine Rose
Vice President of Customer Success,
ClearCompany



When I go out to our sites and see the people that we're helping, when I talk to our social services teams and the teams who are working with our clients in the field, it makes me understand how important the work that I'm doing to support them is, so that they don't have to worry about things like HR.



Missy Flower
Chief Administrative
Officer, HELP USA