

# ADVISA

## Case Study: Children's Bureau

### 150-Year-Old Non-Profit Embraces Predictive Index® as Catalyst for Change

#### THE CLIENT

The Children's Bureau is a long-time community institution in Indiana working on behalf of more than 43,400 abused and neglected children and their families each year. The private non-profit was founded in 1851, and since then, has evolved to provide a full array of community-based prevention and intervention services, working in partnership with state and local government programs, as well as other community organizations.

#### THE OPPORTUNITY

2013 was a year of significant leadership change for the bureau when the previous CEO of 20 years stepped down and new CEO Tina Cloer was appointed. Tina identified these challenges:

- a lengthy hiring process with mediocre retention
- an entirely new leadership team
- a cultural transition to accountability and measuring success
- past promotions of personnel beyond their individual capacity.

#### THE SOLUTION

The ADVISA team and the Predictive Index® system are providing broadly applicable data, best-in-class training and learning reinforcement to meet the bureau's challenges:

##### Data

- Predictive Index® behavioral assessments for job candidates bring objectivity to the hiring process
- PRO job pattern tool enables better matches of candidates to positions while also improving hiring efficiency
- Behavioral competencies bring clarity to job descriptions by describing *how* job responsibilities are to be performed enabling more effective coaching
- Profiles of top and bottom performers illuminate why some persons thrive while others struggle.

#### After implementing the PI® system:

- Staff retention has improved from 58% to 84% after the first year of full implementation
- Time-to-fill positions has been reduced from 56 days to 33.62 days over two years.

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### Training

- Predictive Index® training for all executives, managers and employees, either overview or deep-dive according to the needs of their role, provides awareness, as well as a common language, and permits integration into all people-related processes
- Behavioral interview training for hiring managers empowers them to better analyze fits and gaps for better hiring outcomes.

### Reinforcement

- Monthly leadership meetings and ADVISA webinars frame learning as a journey, not a one-time event.

## THE RESULTS

- Staff retention has been improved from 58% to 84% after the first year of full implementation
- Time-to-fill has been reduced from 56 days (2 years ago) to 33.62 days.
- The time hiring managers spend interviewing has been reduced by 50%
- Hiring managers' confidence in the hiring process has increased. Specifically, Predictive Index has helped those managers understand fit-to-position.
- The ability of leaders to assemble balanced teams with the right people in the right seats has improved.
- The ability of leaders to understand and best support different types of people on their staff who are struggling with performance issues has improved
- Communication has improved.

“Change was immediate and easy to identify. The Predictive Index system, paired with the ADVISA team, gave us a roadmap for improvement as well as tangible results.”

- Children's Bureau CEO Tina Cloer

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