



# Alera Group Client Success Story:

Solving technology challenges and  
creating a lasting business relationship

## Unlocking tech tools for efficiency and effectiveness

### THE CLIENT

This Alera ConnectHR client in Washington state is a nonprofit providing behavioral health, family services, and basic needs to thousands of children and families in the Tacoma and broader Pierce County areas. A recognized leader in behavioral health, early intervention, kinship care, home visiting, and parent education, the organization offers critical, life-changing support.

### THE CHALLENGE

As an organization that truly values its people—while also experiencing growth and a heightened need for its services—the nonprofit had purchased a HR Information System (HRIS) with powerful capabilities to support recruitment, learning and development, internal communication, and performance management. Implementing the system turned into a struggle, however, and leaders approached Alera ConnectHR to understand how we could help. The nonprofit also sought our assistance in recruiting; a more robust and cohesive process was needed to facilitate faster placements with qualified candidates.

### ALERA CONNECTHR'S SOLUTION

Our team first prioritized the various components of the HRIS, then assisted with the implementation of each module to support the organization and its goals. We wanted to ensure the nonprofit could actually use its new system, while at the same time increasing efficiency and effectiveness.

In addition to implementing the recruitment module of the system (which includes applicant tracking capabilities), our internal Recruitment team partnered with the organization's internal HR department to build a consistent process; we provided coaching, mentoring, and training to build skills. Following these successes, the original scope of our work expanded to include items such as building engagement and onboarding surveys in the HRIS, compiling results, and providing additional coaching to the nonprofit's HR team to effectively present to senior leadership. The client also now utilizes our reference-checking resource as another efficiency measure in the recruiting process.





## THE RESULTS

Our original engagement with the nonprofit was limited to system-implementation services and developing an enhanced, more consistent process for recruitment—but the excellent outcomes have led to a longer-term relationship, as the client sees us as a trusted business partner. We continue to provide additional services at the nonprofit’s request, and managed to “unblock the dam” in recruitment; roles that once were challenging to fill are now filling quickly, allowing the organization to serve the community more effectively.

To learn more, contact your local Alera ConnectHR representative or visit [www.alerachr.com](http://www.alerachr.com).

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