

Case Study:

Lakeshore Community Services, Inc.

Assessment Platform Provides Tools to Make Successful Hires

Headquarters: Erie, PA

Industry: Non-Profit Agency

Lakeshore Community Services, Inc. is a non-profit agency that provides services to individuals with a variety of needs in a multi-county area in Northwestern Pennsylvania. The agency was created in 1986 in response to the need of the Erie County Department of Human Services for a new residential service provider. Under the direction of a volunteer Board of Directors, Lakeshore has continued to expand its efforts and provides residential care or assistance to more than 700 individuals. Lakeshore is licensed by the Commonwealth of Pennsylvania, Department of Human Services and Office of Intellectual Disabilities and is certified by the Office of Mental Health.

The Challenge

Lakeshore Community Services, Inc. provides diverse employment opportunities for persons with advanced degrees, as well as those who choose to provide direct care to others. The challenge is to find direct support professionals that blend with the agency's mission statement and the overall culture of the agency. Fortunately, Lakeshore belongs to a trust of eighteen similar agencies, and so when Lakeshore was contemplating applicant testing, the question was brought to the group and DeGarmo's name came up with glowing recommendations.

Assessment Strategy

Carla Georgal, Vice President of Human Resources, contacted the DeGarmo Team to discuss Lakeshore's specific needs regarding applicant assessments. She was convinced that adding an assessment to their application process could be the missing tool needed to identify quality direct support professionals amongst a very large candidate pool.

Together Lakeshore's Management Team and the DeGarmo Team redefined their candidate experience and selection process. Carla notes that, "The interaction between DeGarmo representatives and our team was professional, focused, trait specific with a method to monitor and identify the attributes and work styles of the applicants that applied."



“DeGarmo’s team provided expert guidance, information, and the process was enlightening as to what we as an agency were looking for and what is needed to capture that information.”

**Carla Georgal
VP of Human Resources**

Profile Build

Georgal presented what the agency was looking for in terms of experience, empathy, professionalism and dedication needed in this type of environment. The DeGarmo Team consulted with the Lakeshore Management Team as they reviewed various job duties, skills and human behavior to build a job analysis-based profile.

The profile build was an opportunity to engage subject matter experts by gathering data regarding their opinions on the relative importance of different work style elements. DeGarmo was able to provide analytics that reflected the similarity and differences among leaders' ratings that could be used for consensus building in finalizing the job analysis-based profile for Lakeshore.

Assessment Impact

The job analysis-based profile lead to the creation of an assessment that has provided us with a useful tool to assist in the on-boarding process.

When asked how the assessment has impacted Lakeshore, Georgal states: "The use of the assessment assisted the agency in hiring candidates that blended with the agency's mission statement and the overall culture of the agency. Though the turnover rate in this social service arena continues to be high, the use of the assessment tool did help to narrow the potential candidates with the parameters that were set for hiring criteria."

She goes on to mention, "The experience with DeGarmo was a very positive one. DeGarmo's team provided expert guidance, information, and the process was enlightening as to what we as an agency were looking for and what is needed to capture that information." Georgal also acknowledged that the assessment tool gathers a wholistic snapshot of the candidates--which has proven to be an "accurate predictor of a person" who embodies the experience, empathy, professionalism and dedication needed to succeed at Lakeshore.

“The DeGarmo assessment tool is a valuable part of any on-boarding process and useful in the toolbelt of any Human Resources department fulfilling the need for human capital.”

What is DeGarmo?

DeGarmo is a recruitment, assessment and consulting organization that has provided services globally for more than 20 years. DeGarmo helps organizations identify the best talent in less time through recruitment optimization, superior assessments, and predictive analytics. Our solutions provide the talent intelligence you need to make better selection decisions, support effective coaching, and drive the development of your people.

With talent insights from DeGarmo, you can more effectively build talent pipelines and support the long-term growth of your business.