

EMPLOYER SPOTLIGHT: YMCA of Greater Grand Rapids



How JOFI[®] helped one of West Michigan's leading nonprofits overcome the disruption of the pandemic and launch an evidence-based selection process.

THE EMPLOYER

The YMCA of Greater Grand Rapids has about 1,300 employees at eight main branches across West Michigan.

THE CHALLENGE: IMPROVE SELECTION PROCESS

The Y was committed to launching an evidence-based selection process to improve its diversity and help ensure its team reflects the communities it serves. But it also had to overcome the disruptions of a six-month shutdown and widespread layoffs during the pandemic.

THE SOLUTION

After enrolling in the 2020 cohort of HireReach,¹ the YMCA team had to pause its evidence-based selection efforts but resumed its work upon reopening, with a focus on senior leadership hires. The first hire using JOFI was for senior vice president of operations, who quickly became an advocate. The goal is to expand to all full-time lead teacher roles and, eventually, all hiring.

THE RESULTS

By the end of 2022, the Y had used JOFI for:

- Five internal promotions and 40 new hires
- Expanding into more job families
- Improved efficiency in time to fill
- Consistency of hiring process builds trust between HR and hiring managers

¹ The integrated selection, career navigation and team-building technologies of JOFI power the evidence-based process promoted by HireReach, an initiative that West Michigan employers have been using to meet their talent demands since 2019. HireReach grew out of a 10-year collaboration of Trinity Health and Metrics Reporting Inc., the creator of JOFI, to redesign and optimize their hiring process. The success of this pilot created the framework for HireReach to extend the evidence-based process for other employers to emulate, with JOFI as a key component.

"I have looked at a lot of other vendors and I always come back to that evidence-based piece. ... The JOFI team is a partner, incredibly understanding and willing to customize to fit your needs. Their goal truly is to make a difference in the hiring process and to have people sit in the right seats and be in roles to succeed. They really, really want to see us succeed with it and are willing to do what it takes to do that."

— MEGAN WILK
Talent Acquisition &
Engagement Director
YMCA of Greater Grand Rapids

CONTACT

James W. Guest
JOFI Product Manager
support@jofiscore.com

jobfitscore.com

Data-driven accuracy in hiring,
career navigation, and team building.

