



# Arc Broward Uses UKG Pro to Overcome Recruiting, Retention Challenges

Since 1956, Arc Broward has changed how people with developmental disabilities and life challenges are embraced and included. Arc Broward operates at 10 locations and provides 21 programs that deliver groundbreaking efforts to transform the community.

Employees: 375  
Industry: Non-profit

## Top Challenge

Prior to UKG Pro, Arc Broward relied on paper-intensive, manual processes for nearly all of its human capital transactions. The agency's recruiting process was particularly inefficient, with one staff member dedicated to filtering emails and sending applicant information onto managers.

## Solutions

Agency is reaching new talent pools because UKG Pro Recruiting automatically posts opportunities to UKG's job-distribution partners.

Once applicants engage with a job posting, the UKG Pro Recruiting platform is extremely user friendly and visually appealing.

## Results

Staff formerly responsible for managing hundreds of applicant emails and paper based checklists have elevated their roles and added value.

Better systems and processes have improved the work experience for all staff.



## Key Benefits

- Simplified posting process has saved the time of posting ads on individual job sites, as well as the cost of single job postings
- Managers are now able to participate directly in the recruiting process, reviewing and advancing candidates on their own, without involvement from HR
- Employees in the field are using the convenience of the UltiPro mobile app to spend

"UKG Pro is a cornerstone of our employee engagement efforts, and better systems and processes have improved the work experience for everyone."

Eddie Safille, Vice President of Talent Management

## Challenges

Prior to UKG Pro, Arc Broward relied on paper-intensive, manual processes for nearly all of its human capital transactions. The agency's recruiting process was particularly inefficient, with one staff member dedicated to filtering emails and sending applicant information onto managers. Developing a robust recruiting program was crucial for Arc Broward because, like other social service agencies, employees work in a demanding environment, and resource limitations affect rates of pay. The challenges associated with recruiting also impact retention, and the agency is continually seeking ways to optimize the work experience for its employees.

## Solutions

Arc Broward selected UKG Pro, formerly UltiPro, and went live in May 2017.

"We are reaching new talent pools because UKG Pro Recruiting (formerly UltiPro Recruiting) automatically posts opportunities to UKG's job-distribution partners, such as Indeed and LinkedIn," said Eddie Safille, vice president of talent management at Arc Broward. "This simplified posting process has saved us the time of posting ads on individual job sites, as well as the cost of single job postings."

Safille noted that, once applicants engage with a job posting, the UKG Pro Recruiting platform is extremely user friendly and visually appealing.

"Our recruiting gateway is often our first touchpoint with a candidate, and we are proud of how it represents Arc Broward and enhances our reputation," said Safille. "We can also control the length of the application so that candidates stay engaged in the process."

## Results

According to Safille, managers at Arc Broward are now able to participate directly in the recruiting process, reviewing and advancing candidates on their own, without involvement from HR. Efficiencies from UKG Pro Onboarding, formerly UltiPro Onboarding, have also significantly reduced demands on HR, decreasing the need for Arc Broward staff to handle new-hire compliance paperwork. As a result, staff formerly responsible for managing hundreds of applicant emails and paper-based checklists have elevated their roles and added value: setting up job fairs, making college visits, and forging relationships with community partners.

"UKG Pro is a cornerstone of our employee engagement efforts, and better systems and processes have improved the work experience for everyone," said Safille. "In HR, we are avoiding employee burnout because audits can be run quickly and accurately, and talent acquisition is so much faster. For our employees in the field, the convenience of the UKG Pro mobile app enables them to spend more time focused on their jobs, and no news is good news—our people are being paid accurately and on time, and their administrative headaches are gone."

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