

Case Study | AI for Verification of Employment

Background

A Houston-based senior home health care company with 250+ employees and several branches throughout the metro area. This company provides professional home health care to a senior population that requires assistance to care for themselves.

The Client's Challenge:

The CEO and Talent Acquisition team struggled to keep up with the volume of qualified candidates coming through the pipeline. With a growing business, recruiting and hiring professional caregivers is crucial to keeping up with the demand for senior clients. One area that became a bottleneck is employment verification. Candidates continuously missed sharing critical information from their former employers so we could conduct the employment verification efficiently. Additionally, employers were slow to respond when contacted to verify employment.

Our Solution:

Our approach to assisting our client to improve efficiency was two-fold. We created a form for candidates to complete prior to their interview to include the required details needed to properly complete the verification of employment. Secondly, we introduced AI to assist with obtaining employer feedback and verification. When we reached out to employers for verification and were forwarded to leave a voicemail message, we left a callback number to our AI assistant. Once the employer calls the AI assistant, they are led through a series of questions to verify the candidate's employment. The AI tool then produces the results of the call, including a summary of the overall call.