

# County of Riverside California

## Case Study

### The County of Riverside California cuts application-to-interview processing time by 75%

#### Challenges:

Many government entities react slowly to the world around them. Riverside County, California defies this stereotype. In fact, the county enjoys a reputation as a responsive employer and is ranked among an elite group of 150 U.S. companies chosen as “Great Places to Work.”<sup>1</sup> But, it wasn’t always this way. For years, the HR department depended on paper-based testing to process up to 200 applicants a day. Manually rating, ranking and processing candidates was time intensive and cumbersome and the time that passed between a candidate applying for a position and the candidate being hired took too long.

#### Solution:

Using PreVisor® skills tests and psychometric evaluations, candidates looking for work can now take a series of online assessments. Results are available instantly, and recruiters can immediately determine a candidate’s qualifications. The online testing solution also helps Riverside manage the candidate screening process by comparing applicant scores, delivering comprehensive reporting, conducting background checks, and storing applicant data for later reference. This is a great benefit to the County because they need to process a high volume of job seekers to sustain a list of qualified, multi-skilled candidates to 50 different departments and agencies. The County also routinely uses the assessment center to allow current employees to test their own skills and certification knowledge in the areas of clerical, IT, public safety, technical and inspections expertise, trade, craft, and professional knowledge.

<sup>1</sup> Herman Miller and Context Research conducted a two-year ethnographic study in 2002 to achieve its list of “Great Places to Work.”



APPLICATION TO  
INTERVIEW TIME



**Results:**

With PreVisor's help, the County has reduced the time from application to interview by more than 75 percent, cut the process from ten days to one, and improved the quality of its skills tests and new hires. In addition, the County Assessment Center proves that this government organization is not only a great place to work, but also a great place to look for employment.

**CHALLENGES:**

- Paper-based testing
- Slow applicant processing
- Poor screening results
- 200 applicants daily
- Manual candidate ranking

**RESULTS:**

- Applicant processing time shortened more than 75%
- Better qualified candidates
- Improved applicant satisfaction
- Greater recruiter productivity
- Objective ranking system