

# Hiring Efforts

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Riverside County

# Overview

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- Marketing
- One Day Hiring Events
- In-person and Virtual Job Fairs
- Utilization of Cangrade Software (video interviews)
- Retention efforts



# Marketing

- Social Media
  - Facebook / Instagram / Twitter / YouTube / LinkedIn
- Email
  - Internal email
  - County Partners
  - Union
- Radio / Podcast
  - Interviews
- A day in the life video
  - [Eligibility Technician I/II Day in the Life Video](#)
  - [SSP Day in the Life Video vimeo.com/662332151/77974a7282](https://vimeo.com/662332151/77974a7282)



# DPSS One Day Hiring Events

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- **Conducted as a regular recruitment**
  - Candidates apply for the position as they normally would
  - Advertisement prior to event and inviting applicants to apply to the open posting
  - Once posting closed, recruiter screens all applicants (typically two weeks prior to event)
- **Referral List Sent to DPSS HR to schedule candidates**
  - DPSS HR would schedule candidates for interviews based on number of panels available and plan for the day
- **Candidates invited to attend event**
  - Candidates attend their scheduled interview time
  - After interview, candidates held in a room while hiring decision was made
  - HR recruiters extend offers to selected candidates
  - Selected candidates who accept the offer begin the background process and have their Livescan conducted at this event
  - Candidates who are not selected are notified they may be contacted in the coming days should additional vacancies occur.

# Job Fairs

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## In Person

- Colleges
- Community Partners
- Purchase booths
- Outreach Team will provide information on how to apply
  - Includes HR Recruiters
  - Program Staff to answer questions

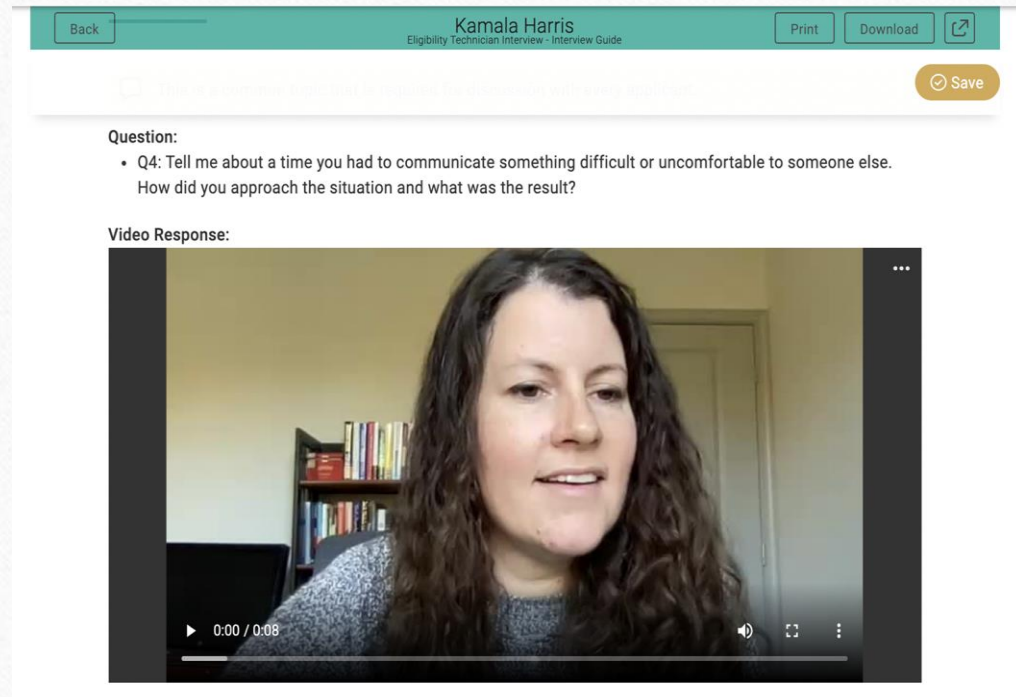
## Virtual

- Zoom Event
- Participant Registration
- HR Recruiters and Division Presenter attend
- Review position PowerPoint
- Program staff available to answer questions
- Recruiters available to discuss HR related questions and concerns

# Cangrade Software

## Cangrade Interviews

- For Mass Hires:
  - Once application is accepted and the individual passed the necessary testing they will be sent a link for Cangrade to interview.
  - Candidate will answer 4 to 5 questions via video link.
  - Cangrade interviews are scored by the Supervisors.
  - Reference checks will be conducted for higher scoring candidates.



The screenshot displays the Cangrade software interface for a video interview. At the top, a teal header bar contains a 'Back' button, the candidate's name 'Kamala Harris', and the title 'Eligibility Technician Interview - Interview Guide'. To the right of the header are 'Print', 'Download', and a share icon. Below the header, a yellow 'Save' button is visible. The main content area shows a 'Question:' section with a bullet point: 'Q4: Tell me about a time you had to communicate something difficult or uncomfortable to someone else. How did you approach the situation and what was the result?'. Below the question is a 'Video Response:' section featuring a video player. The video player shows a woman with long dark hair speaking, with a play button and a progress bar at the bottom indicating '0:00 / 0:08'.

# Retention Efforts

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- Increased pay for entry level positions for ETIs and SSPs
- Revamping Induction Training
  - Request anonymous feedback via Survey Monkey from staff on a quarterly basis to improve training in induction and post induction.
  - A refresh was done of training curriculum for SSPs and adjustments to field days to maximize coaching and readiness for case work through an Applied Practice model
- Specialized Training & Auditing Resources (STAR Team) for ETs
  - Every office has 1 to 2 units of STAR Eligibility Technician IIIs to mentor, train and audit ETIs.
- Post Induction Training
  - All ETIs have 90 day post-induction practicum plan
- Implemented Training Region for CSD
  - SSPs receive hands on mentoring & additional training for first 60-90 days, receiving support with their assigned investigations and cases
- Enhanced Communication
  - Regional Managers are required to check-in with their ETIs on a monthly basis
  - Supervisors check in at minimum once a week
  - STAR Team is in constant communication with the ETIs

# Questions

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