

***TITLE OF THIS ENTRY:*** Same Day Hiring

***Overview:*** Same Day Hiring (SDH) allows public sector organizations to increase efficiencies in their recruiting and hiring to attract and onboard top talent expeditiously.

***Challenge:*** A primary goal of the Department of Human Resources (DHR) is to provide and retain a skilled and competent workforce for County of San Diego departments so that they may deliver superior services to residents and visitors. Post-COVID-19, workforce hiring has been a challenge to both public and private organizations. Job seekers have many opportunities and often desire prompt responses and expedited employment processes. To meet this goal and the desires of job seekers, DHR continuously explores ways to streamline recruiting and hiring processes to meet the demands and evolving trends of the labor market.

***Solution:*** The approach to overcoming the hiring challenges faced was multi-faceted. The County effectively addressed the challenges by streamlining our recruitment and hiring strategies by implementing a Same Day Hiring program. It starts by advertising our jobs with language that tells candidates the date interviews will be held, and that they will receive a job offer on that same date, if they are the successful candidate. Placing interview dates and pertinent information on job bulletins, engages candidates in the process by establishing clear communication channels to ensure they are provided necessary information and instructions about the process throughout their candidate experience- from application to onboarding. Same Day Hiring occurs daily within the departments through posting interview dates on recruitments and candidates receiving job offers the same day. We also hold Same Day Hiring events weekly, for varying classifications, and can be either walk-in or scheduled interviews. To accommodate candidate availability, we also hold hiring events at various times outside of business hours and on Saturdays for larger hiring events. Candidates can interview, receive an offer, and start their background process all in a matter of hours. To ensure success of the program it was critical to ensure compliance with Civil Service Rules, while fostering collaboration and strong communication between DHR, departments and Hiring Managers; integrate and leverage innovative technology solutions; and continuously monitor and evaluate effectiveness of Same Day Hiring processes and the program itself; all while remaining candidate experience focused. Integrating these strategies allowed the County to address hiring challenges and deliver efficient and positive outcomes for both candidates and the organization.

***Innovation:*** The County of San Diego created targeted recruitment strategies to attract qualified candidates for regular and hard-to-fill classifications. This includes collaborating with professional networks, industry-specific job boards,

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participating in job fairs, and partnering with relevant organizations to tap into niche talent pools. We also leveraged innovative technology solutions including utilizing applicant tracking systems, digital screening tools, video interviewing platforms to accelerate candidate evaluation, databases to track program progress and quickly share results, and initiate candidate pre-boarding process. While adhering to the often-strict confines of Civil Service Rules, we have changed our processes to reach as many candidates as possible. For highly competitive classifications such as nurses and clinicians, we invite every qualified candidate to interview at weekly Same Day Hiring events each Tuesday.

**Results:** SDH has not only resulted in top-notch talent that may have gone elsewhere but has also exceeded candidates' expectations in terms of timing. The public often thinks obtaining government work is a difficult and lengthy process. By removing needless bureaucracy and introducing efficiencies, Same Day Hiring has resulted in 1500+ same day offers of employment since 2021. The County has received numerous compliments from candidates who were pleasantly surprised with how efficiently and smoothly the hiring process was conducted, as well as expressing they feel valued and appreciated. SDH primarily focuses on Hard to Recruit classifications and is also now open for all department classifications to participate. Since the inception of Same Day Hiring in late 2021, there have been more than 100 events for over 30 classifications including, but not limited to healthcare, public safety, engineers, environmental planners, Protective services workers, housing program analysts, animal care attendants, and more. For our highly critical human services specialist (HSS) positions, the County has been able to consistently maintain nearly full staffing. Since program started, the County has hired nearly 900 new human service specialists, and the Department of Human Resources, has hired 30 employees on the same day of their interview. In DHR alone, this has resulted in shortening the application to time of hire by at least 45 days.

**Replicability:** With the primary goal of filling vacancies in an expedited manner, SDH is the ultimate solution for public sector organizations that wish to streamline their recruitment process and attract top talent and say goodbye to endless months of job postings, interviews, and waiting periods, and hello to an innovative approach that delivers results in a matter of hours – all while adhering to Civil Service Rules. SDH is readily replicable. Streamlining hiring processes and utilizing the latest innovative technologies will allow most organizations the ability to adopt this model. With SDH, organizations will be able to save valuable time and resources, reduce recruitment costs, and increase efficiency and productivity – all while providing the best candidate experience.

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