AGENCY WORKFORCE MANAGEMENT

myApplicants: Applicant Tracking and Hiring for Agencies

myApplicants is a cost-effective applicant tracking solution for providers.

Today's Agenda

1. Agency Workforce Management
2. HR Challenges Agencies Face Today
3. HR Solutions for Providers
   - myApplicants
   - myTraining
   - myCommunications
   - myMITC Employee Self-Service
   - ACA Compliance & Reporting
   - Accruals and Awards
   - Absentee and Late Tracking
   - Employee Database and Reporting

AGENCY WORKFORCE MANAGEMENT

AGENCY WORKFORCE MANAGEMENT

Agency Workforce Management

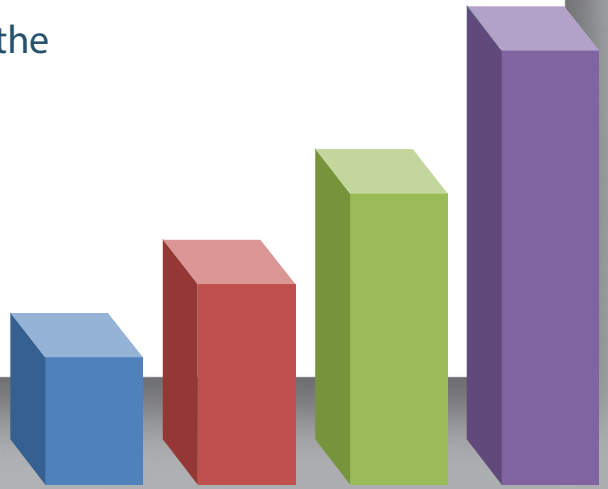
About MITC, What We Do, Who We Serve

Hundreds of Agencies Use Agency Workforce Management

- MITC has provided 28 years of continuous service to customers in every state in the USA, Canada, the United Kingdom, New Zealand, & Australia.
- Agency Workforce Management is used by I/DD and Behavioral Health agencies.
- Thousands of employees and managers use Agency Workforce Management every day.

2018 Facts & Figures

- **145,680:** Number of employees & clients managed by customers using MITC.
- **26,763,600:** Number of telephone timekeeping calls managed per year.
- **73,955,516:** Number of time and attendance transactions managed per year.
- **53,922,480:** Number of timecard pre-payroll & billing records managed per year.
- **145:** Number of new implementations in progress at the end of 2018.
- **15,684:** Number of service requests received in 2018.



AGENCY WORKFORCE MANAGEMENT

Providers Throughout the USA and Canada Use Agency Workforce Management

Available as an Integrated Solution or to Solve Discrete Problems

myCLIENTS

mySCHEDULES

myATTENDANCE

myTRAINING

myCHECKIN

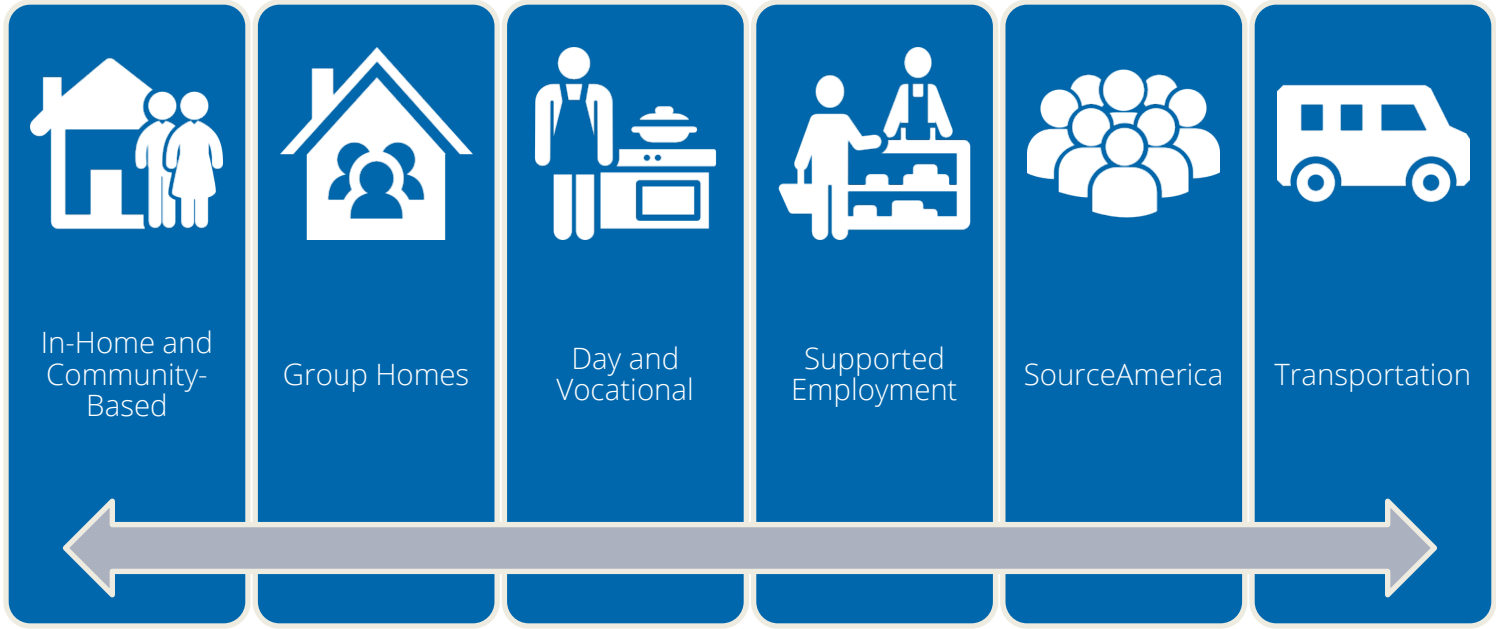
myCOMMUNICATIONS

myMAINTENANCE

myAPPLICANTS

AGENCY WORKFORCE MANAGEMENT

Agency Workforce Management Is Used in All Programs



Unlike general purpose systems, MITC provides a complete solution and services to support all the needs of an agency.

AGENCY WORKFORCE MANAGEMENT

Agency Workforce Management Solutions for Staff & Clients

Staff Solutions

- Time & Attendance
- Scheduling
- HR Manager
- Payroll Integration
- Applicant Tracking
- Mileage & Expenses

Client Solutions

- Door Clock
- Client Timesheets
- Piece & Production
- Scheduling
- Billing
- Documentation

AGENCY WORKFORCE MANAGEMENT

Flexible and Modular Solutions Make Up Agency Workforce Management

- Solutions are modular and scalable
- Different hardware and software
- Choose a customer-hosted or a cloud solution

What Makes Agency Workforce Management Different?

- Continuous stream of software updates and services designed for agencies.
- Specially trained personnel to help agencies successfully implement solutions.
- Structured implementation plans have been proven at hundreds of agencies.
- Choose from customer-hosted or cloud solutions.
- Software, services, and implementation plans are all designed for agencies.
- Agency Workforce Management includes 24x365 service.

AGENCY WORKFORCE MANAGEMENT

Causes of the Labor Shortage

What is Causing the Labor Shortage

Example

- The labor shortage does not have one simple cause. The American Network of Community Options and Resources (ANCOR) released a report in 2017 to address some of the reasons for the shortage, and some of them are surprising.

Take a look at a United States Supreme Court case called Olmstead v. L.C. In this case, two women with mental illnesses received treatment at state-run institutions. Eventually, mental health professionals said the women were ready for community-based programs, where they could lead more “normal” lives. However, the women were kept institutionalized for years afterward. They sued, and in 1999, the Supreme Court decided that separating disabled persons from society longer than necessary violates the Americans with Disabilities Act.

What is Causing the Labor Shortage

Since that decision, the federal government has made policies that encourage more home and community-based care for people in the I/DD and behavioral health communities. The problem, however, is that these policies are not backed with an appropriate increase in funds. If more people want home-based care, more workers need to take jobs as care providers. But if the states are unable to expand their budgets proportionally, wages are stretched thin.

What is Causing the Labor Shortage

- Another reason for the labor shortage is that the working population is shrinking. Too few people are entering the workforce to replace retiring baby boomers. Even worse, the primary direct support professional (DSP) demographic (working-age women) is getting smaller. This means that even if DSP wages increase, there will still be a shortage of workers from the typical DSP demographic.

What is Causing the Labor Shortage

At the same time, the need for DSPs is rising fast. The Bureau of Labor Statistics predicts that the job outlook for home health aides and personal care aides will grow 40% between 2016 and 2026 – that is much faster than the 7% average growth rate for all jobs.

The United States labor shortage is creating stress for employers across the country, but especially for providers serving the I/DD and behavioral health communities. Their work is crucial to the communities they care for, but they are struggling to fill positions. The situation appears more critical by the day. Fortunately, it is possible for an agency to hire and retain employees, even if it cannot raise wages.

AGENCY WORKFORCE MANAGEMENT

What Can Agencies Do

Recruit Creatively

Use A Web-Based System To Track The Entire Applicant Process

- An online system can save you time by automatically notifying passive job seekers of new positions, parsing resumes, and tracking every step of the way, among other things.
- It can also make the process more intuitive for applicants, which makes a good first impression (millennials, especially, expect clean and user-friendly websites).

myApplicants Overview

myApplicants is a robust, web-based, end-to-end hiring solution, offering a line-up including: applicant tracking, pre-employment assessments, background checks, drug screens and even the ability to push your new hire data right into Agency Workforce Management with just a click!

myApplicants Overview

myApplicants Has Your Agency Covered

- Branded career site & internal job board
- Additional pages & external links
- Automated passive job seeker alerts
- Custom employment & internal applications
- Unlimited custom job templates
- Unlimited job screening questions
- Push to free job aggregators
- Push to paid job board accounts
- Push to state workforce sites
- Social media integration
- Unlimited user logins
- Testing and communication inbox
- Employee referral portal
- Resume parsing
- Affirmative Action reporting
- Job requisition tracking
- Job question scoring/weighting
- Calendar events
- Chat support, ticket system, FAQ and live training

Agency Success Story

A provider in Eastern West Virginia will save about $2,000 in click fees alone by switching to myApplicants. Other applicant systems charge a per-click fee, regardless of whether the person actually applies for the position.

The provider previously advertised open positions on Indeed. But after trying myApplicants, the CFO realized that filling positions does not need to cost so much money.

Agency Success Story

A provider in Lucasville, Ohio has chosen to improve its hiring and onboarding process using myApplicants. The agency currently advertises open positions through Indeed and by word of mouth, and its website does not have an option for prospective workers to apply.

While Indeed is a popular job advertising website, it does not track applicants through the onboarding process. With myApplicants, the provider will be able to:

- Create job requisitions
- Post on up to 20 job boards
- Build its own interview questions
- Check references
- Generate text messages to applicants
- Send offer letters
- Generate Affirmative Action reports

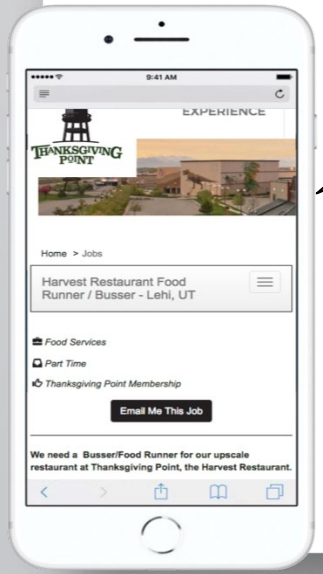
With these capabilities, the provider hopes to reach more prospective applicants, eliminate unqualified applicants, organize its hiring procedures, and fill all its open positions with well-qualified employees.

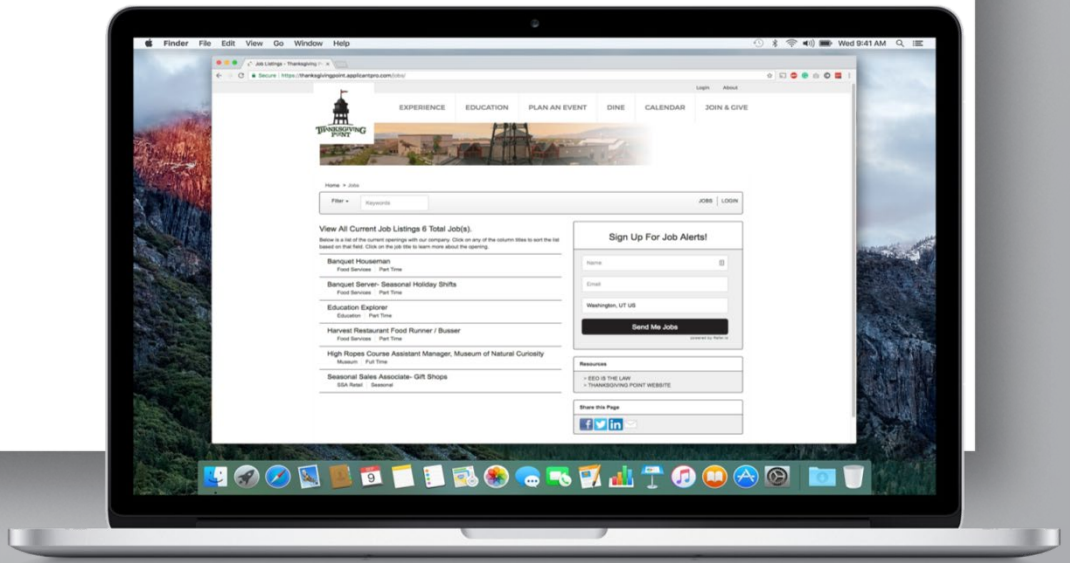
AGENCY WORKFORCE MANAGEMENT

How myApplicants Works

Where We Start

Did you know that over 70% of job seekers use this type of device?





AGENCY WORKFORCE MANAGEMENT

How We Do It

Push your jobs to over

500

Job Boards

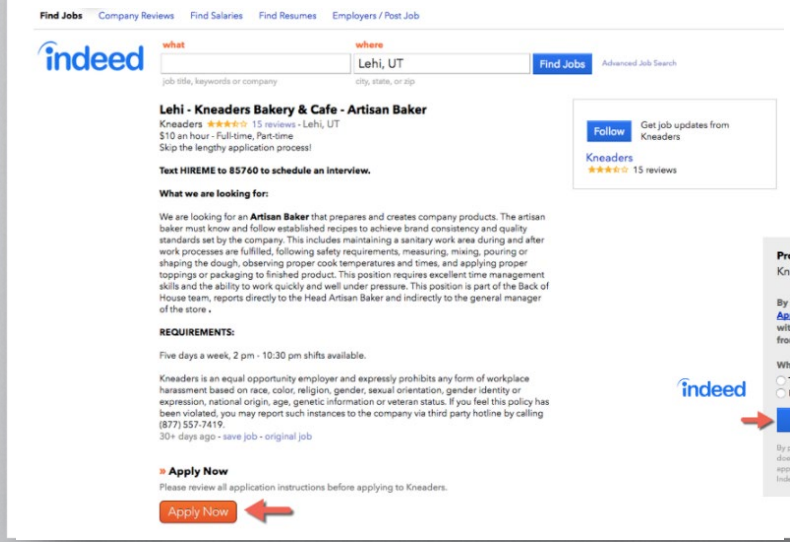
in a single click!

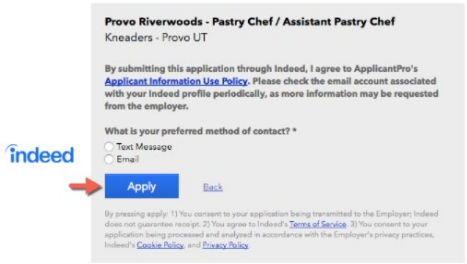
SimplyHired recruit·net facebook
twitter oodle marketplace jooble
LinkedIn jobsgalore.com trovit
glassdoor MONSTER Dice
careerbuilder jobinventory Your Next Blog Is Here indeed one search. all jobs.

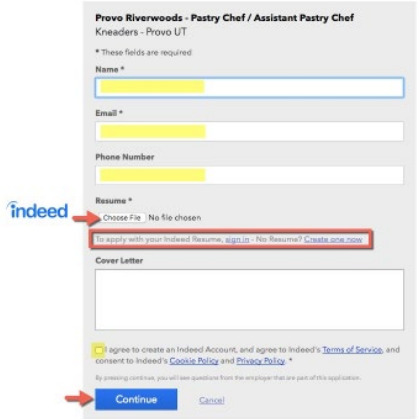
AGENCY WORKFORCE MANAGEMENT

“Quick Apply” Application Start

Available with job boards like Indeed.com and others!

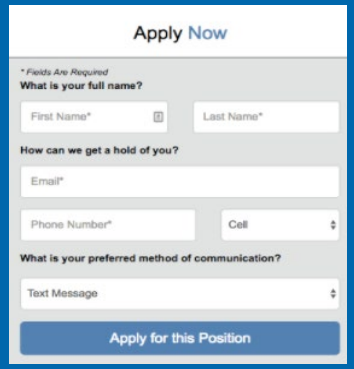


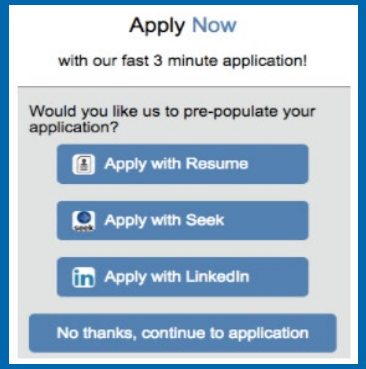


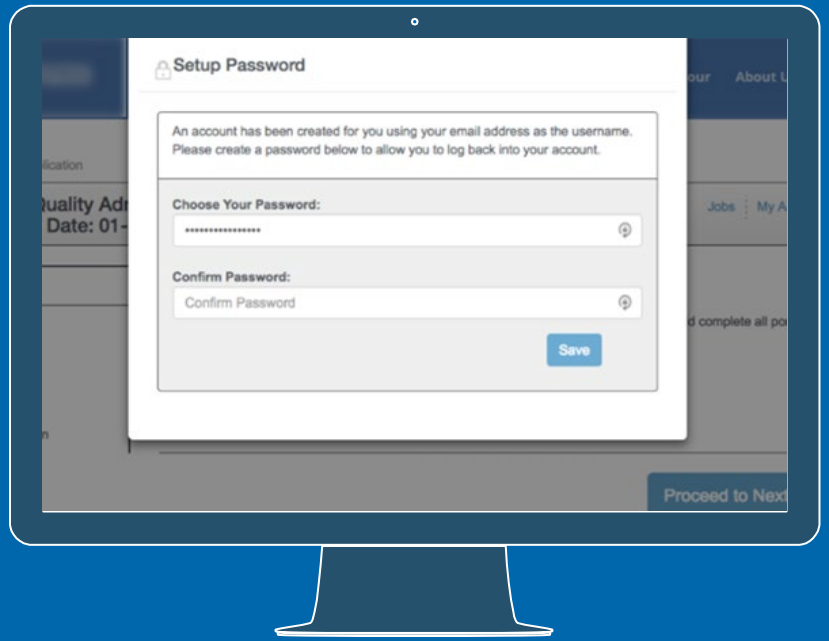


AGENCY WORKFORCE MANAGEMENT

Career Site Application Start

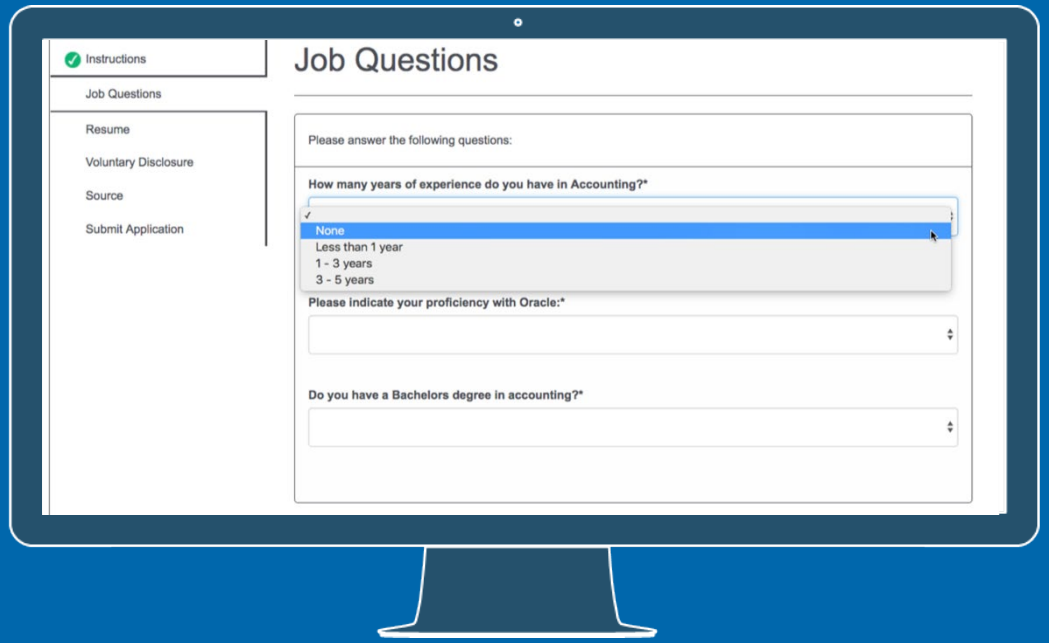






AGENCY WORKFORCE MANAGEMENT

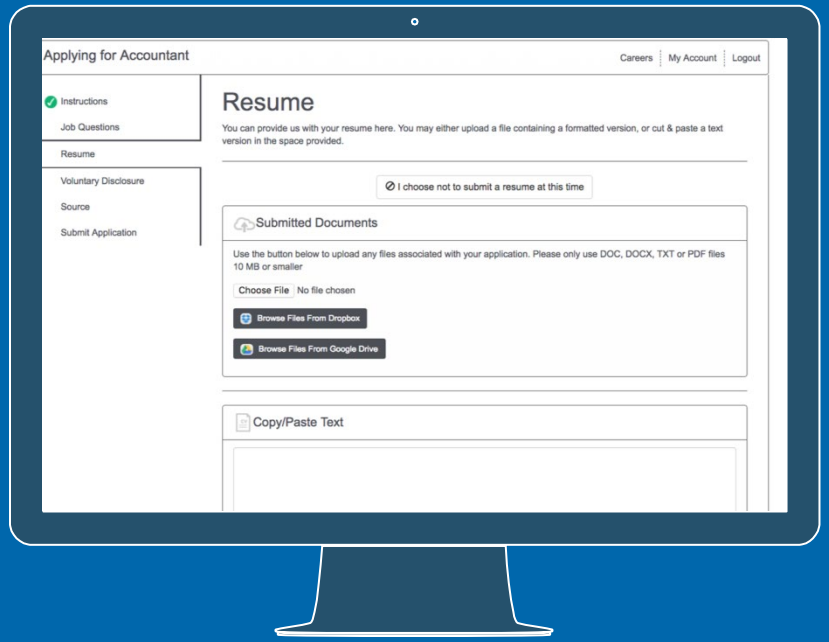
Application from a Job Seeker's Perspective



AGENCY WORKFORCE MANAGEMENT

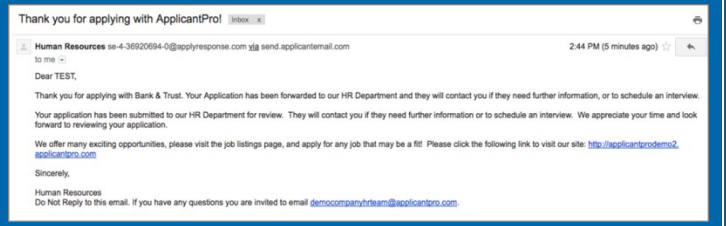
Application from a Job Seeker's Perspective

- Resume Section - set the parameters to fit your job



AGENCY WORKFORCE MANAGEMENT

Thank You for Applying



Thank you for applying with ApplicantPro! Inbox x

Human Resources se-4-36920694-0@applyresponse.com via send.applicantemail.com 2:44 PM (5 minutes ago)

to me

Dear TEST,

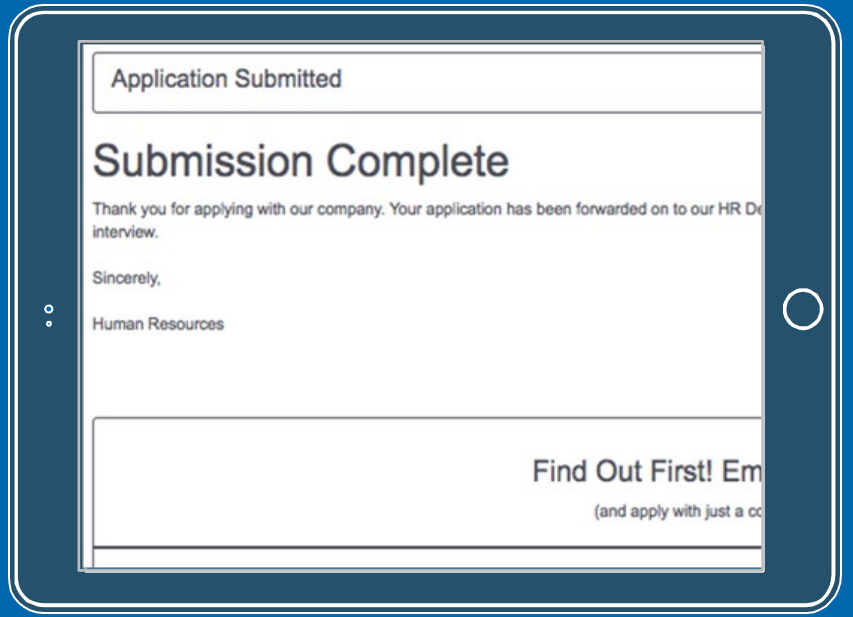
Thank you for applying with Bank & Trust. Your Application has been forwarded to our HR Department and they will contact you if they need further information, or to schedule an interview.

Your application has been submitted to our HR Department for review. They will contact you if they need further information or to schedule an interview. We appreciate your time and look forward to reviewing your application.

We offer many exciting opportunities, please visit the job listings page, and apply for any job that may be a fit! Please click the following link to visit our site: http://applicantprodemo2.applicantpro.com

Sincerely,

Human Resources
Do Not Reply to this email. If you have any questions you are invited to email democompanyhrteam@applicantpro.com.



Application Submitted

Submission Complete

Thank you for applying with our company. Your application has been forwarded on to our HR D
interview.

Sincerely,

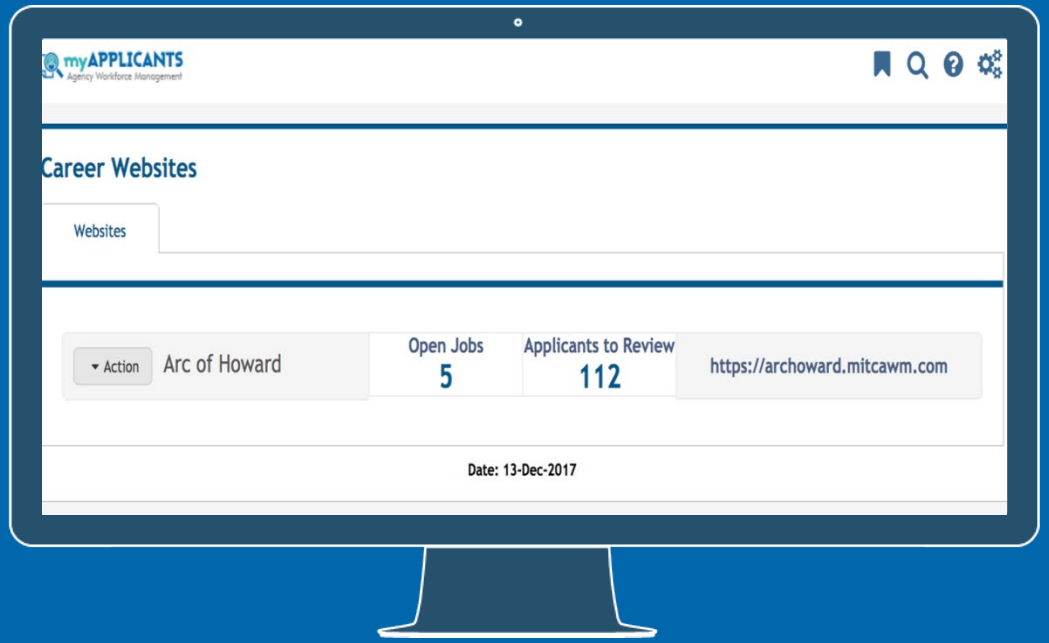
Human Resources

Find Out First! Em

(and apply with just a c

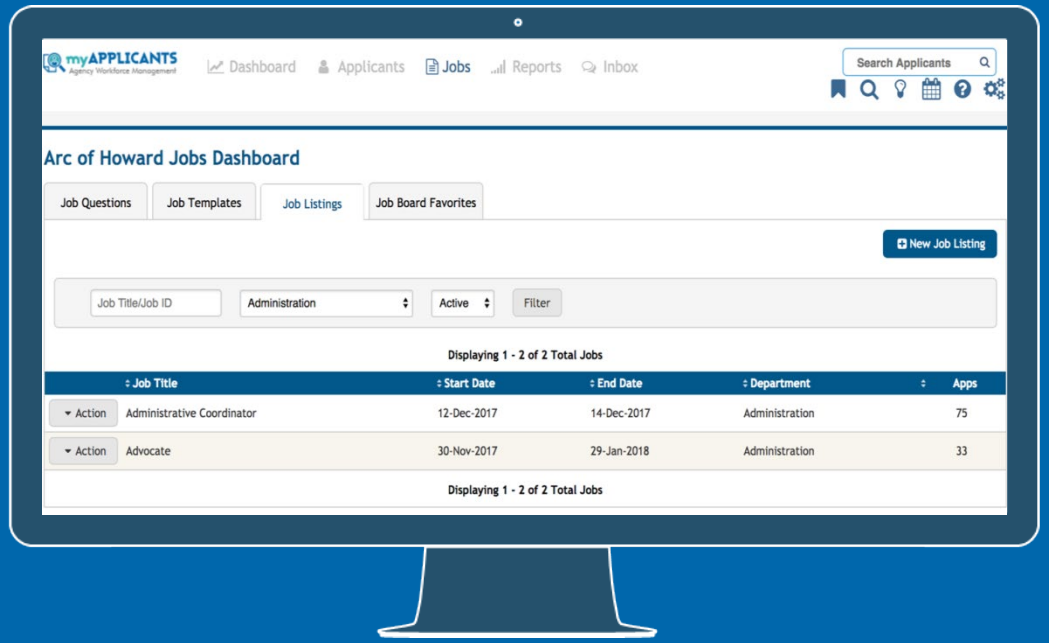
AGENCY WORKFORCE MANAGEMENT

Admin Login Area



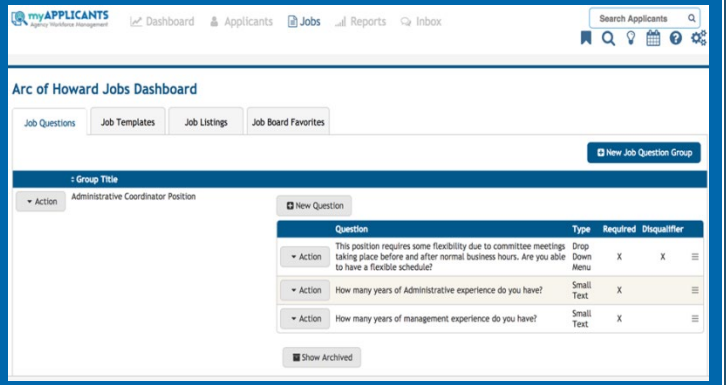
AGENCY WORKFORCE MANAGEMENT

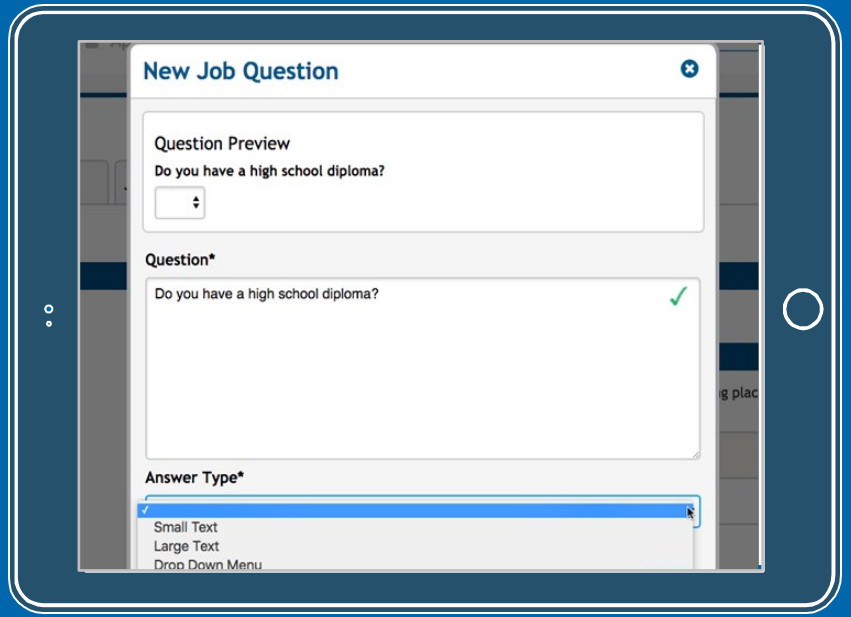
Jobs Dashboard



AGENCY WORKFORCE MANAGEMENT

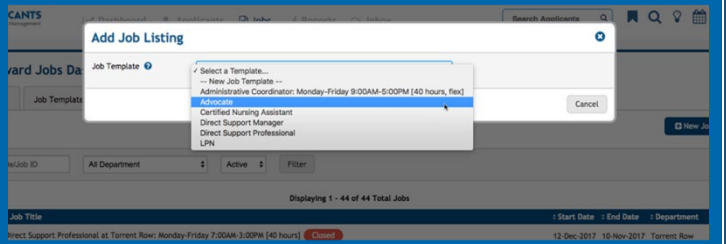
Job Questions

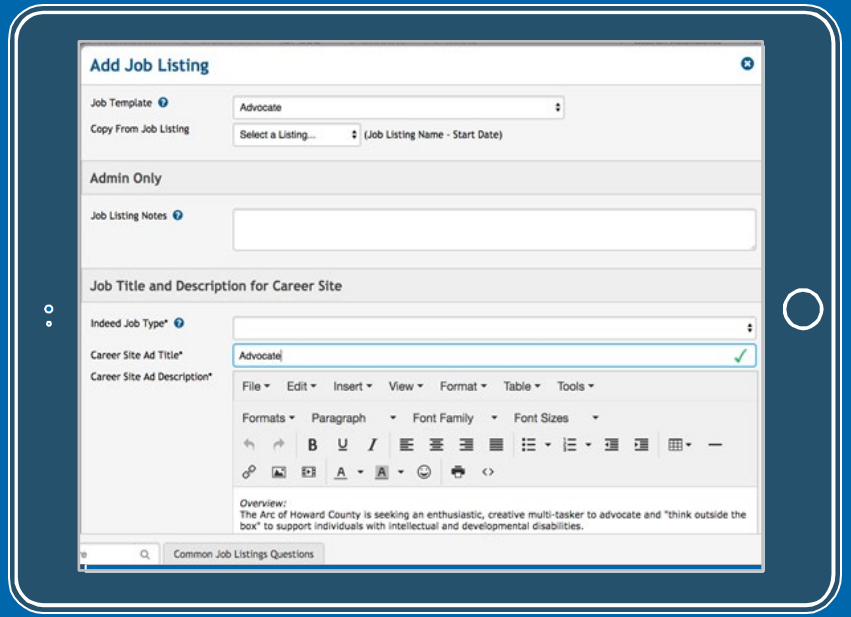




AGENCY WORKFORCE MANAGEMENT

Job Posting

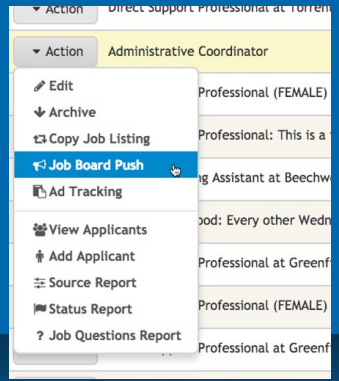


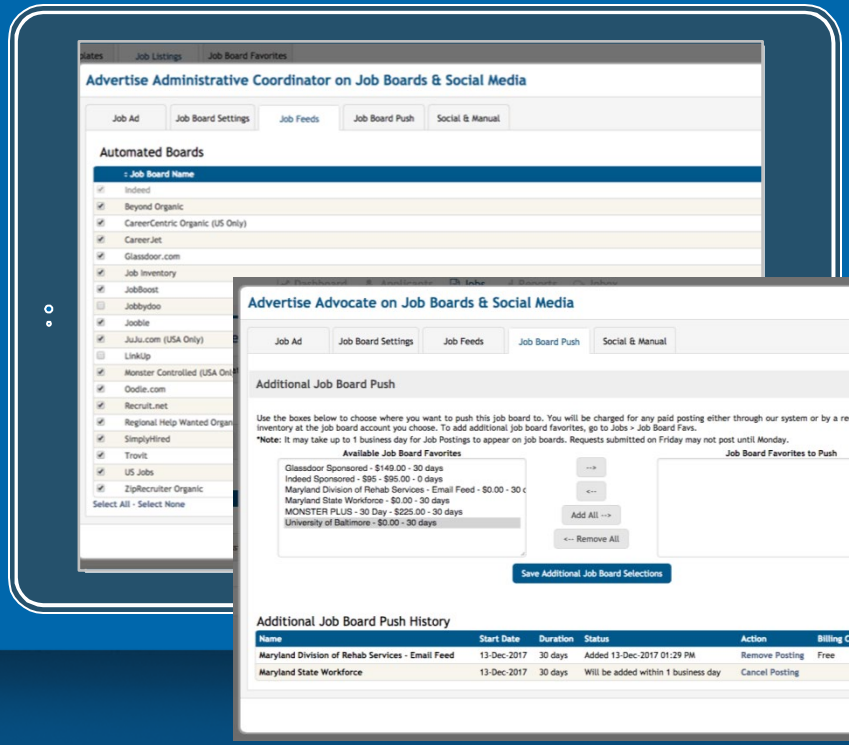


AGENCY WORKFORCE MANAGEMENT

Job Dashboard

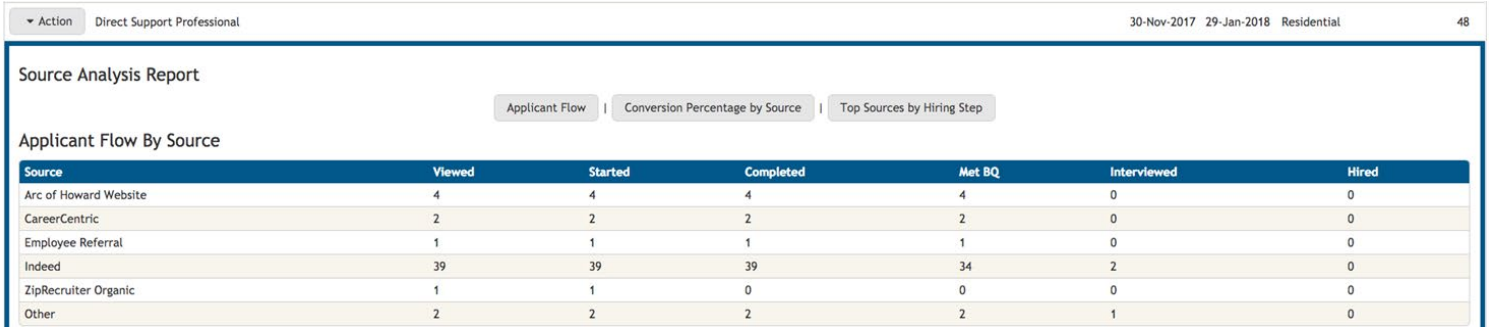
- Job Feeds, Paid Sites,
- Social Media and Craigslist





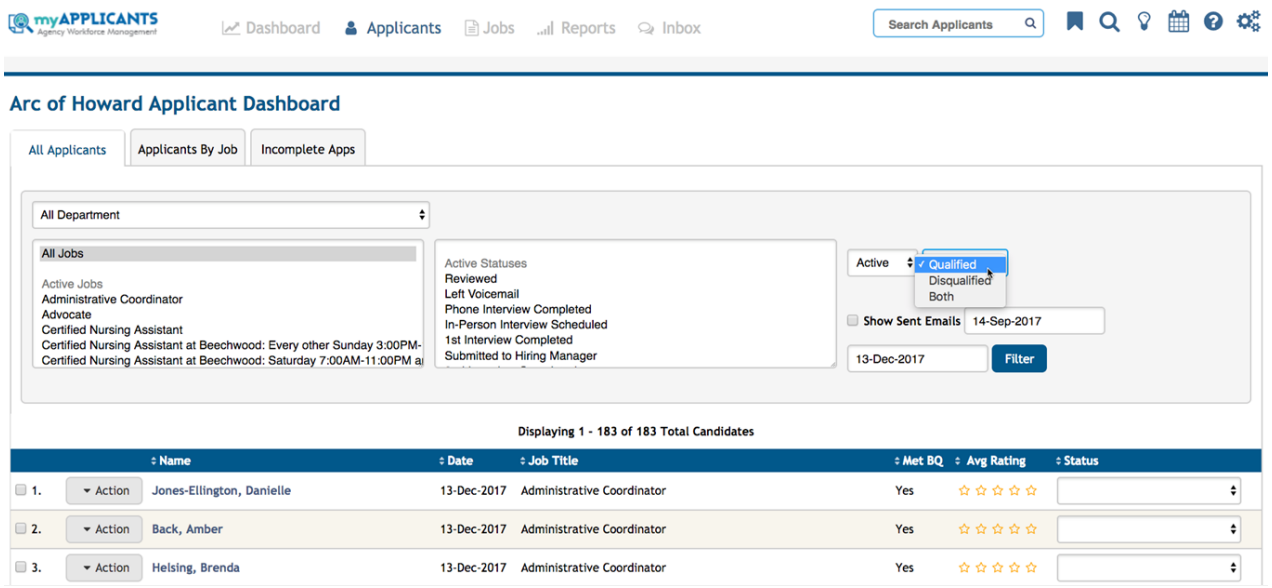
AGENCY WORKFORCE MANAGEMENT

Source Reporting



Source	Viewed	Started	Completed	Met BQ	Interviewed	Hired
Arc of Howard Website	4	4	4	4	0	0
CareerCentric	2	2	2	2	0	0
Employee Referral	1	1	1	1	0	0
Indeed	39	39	39	34	2	0
ZipRecruiter Organic	1	1	0	0	0	0
Other	2	2	2	2	1	0

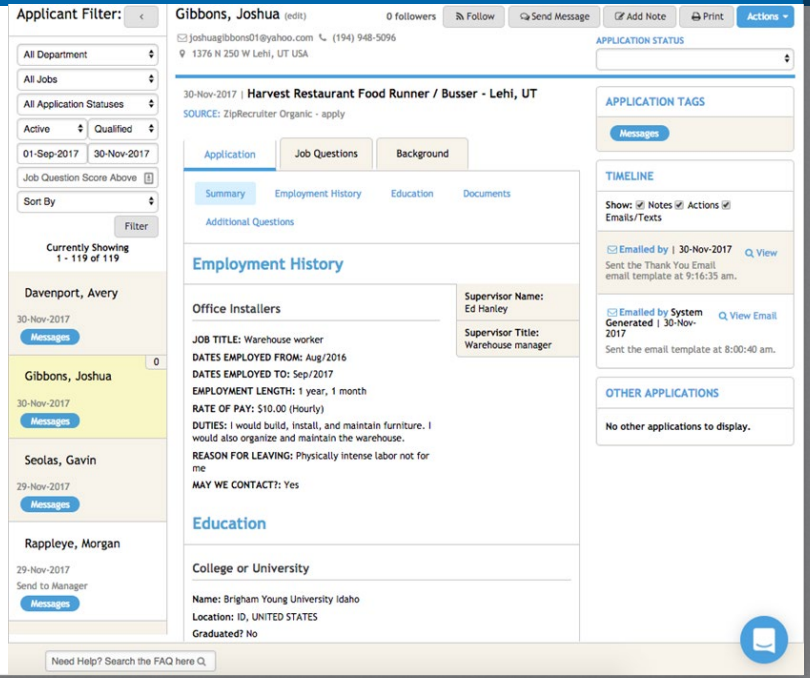
Applicant Dashboard



AGENCY WORKFORCE MANAGEMENT

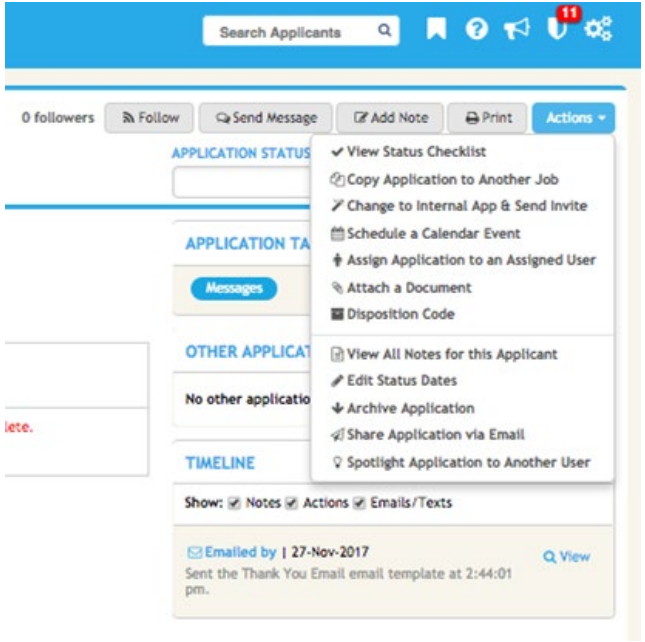
Applicant Dashboard

- Applicant Record View

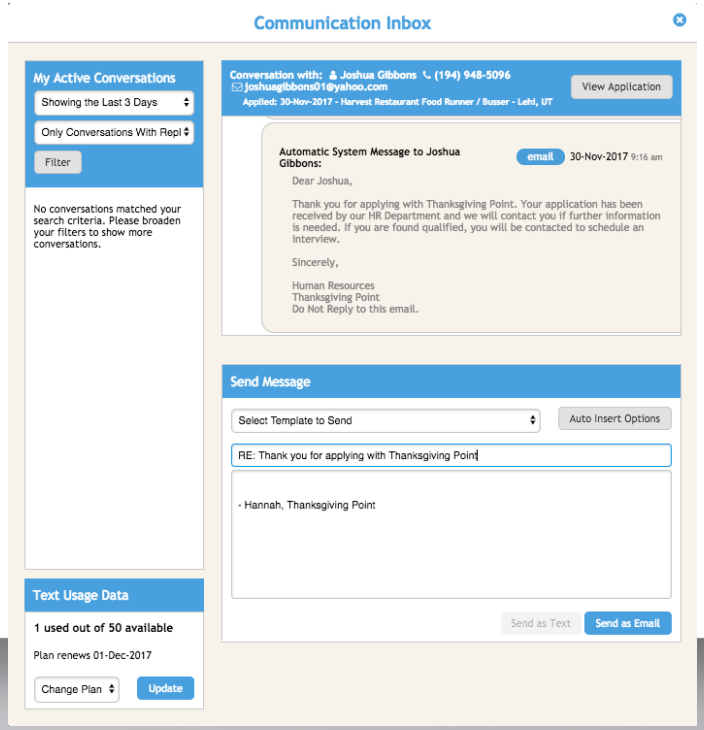


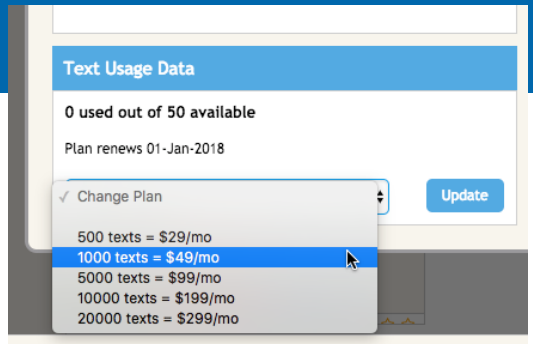
AGENCY WORKFORCE MANAGEMENT

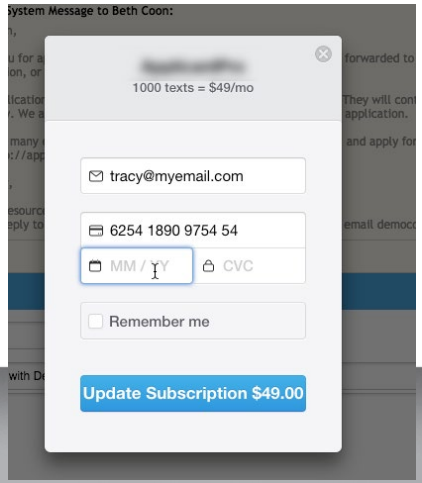
Options in the System



Communication Inbox

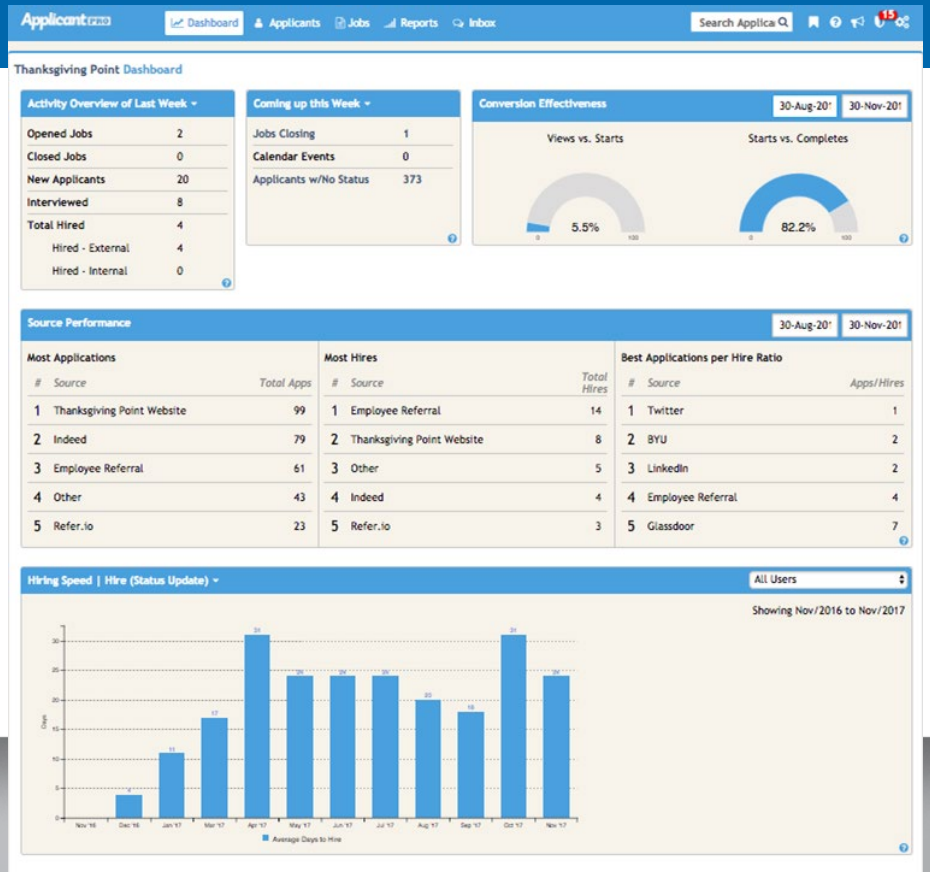






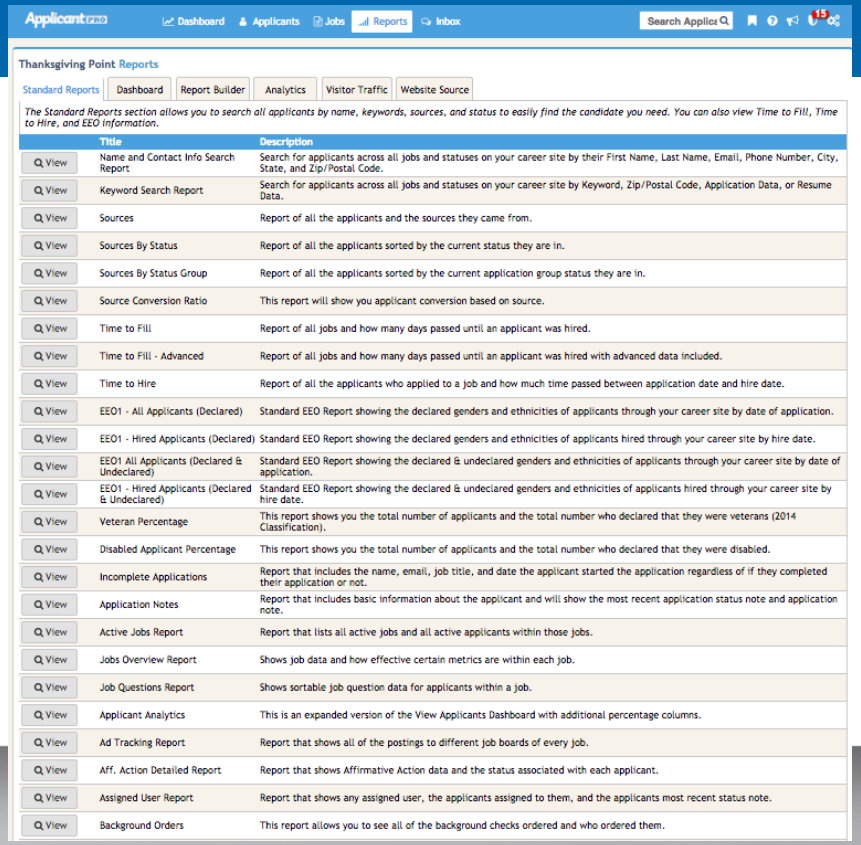
AGENCY WORKFORCE MANAGEMENT

Dashboard



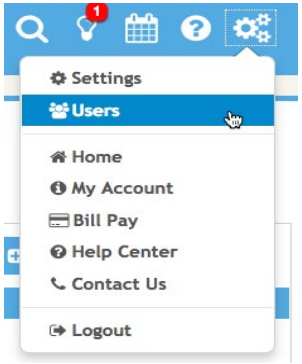
AGENCY WORKFORCE MANAGEMENT

Reports



	Title	Description
View	Name and Contact Info Search Report	Search for applicants across all jobs and statuses on your career site by their First Name, Last Name, Email, Phone Number, City, State, and Zip/Postal Code.
View	Keyword Search Report	Search for applicants across all jobs and statuses on your career site by Keyword, Zip/Postal Code, Application Data, or Resume Data.
View	Sources	Report of all the applicants and the sources they came from.
View	Sources By Status	Report of all the applicants sorted by the current status they are in.
View	Sources By Status Group	Report of all the applicants sorted by the current application group status they are in.
View	Source Conversion Ratio	This report will show you applicant conversion based on source.
View	Time to Fill	Report of all jobs and how many days passed until an applicant was hired.
View	Time to Fill - Advanced	Report of all jobs and how many days passed until an applicant was hired with advanced data included.
View	Time to Hire	Report of all the applicants who applied to a job and how much time passed between application date and hire date.
View	EEO1 - All Applicants (Declared)	Standard EEO Report showing the declared genders and ethnicities of applicants through your career site by date of application.
View	EEO1 - Hired Applicants (Declared)	Standard EEO Report showing the declared genders and ethnicities of applicants hired through your career site by hire date.
View	EEO1 All Applicants (Declared & Undeclared)	Standard EEO Report showing the declared & undeclared genders and ethnicities of applicants through your career site by date of application.
View	EEO1 - Hired Applicants (Declared & Undeclared)	Standard EEO Report showing the declared & undeclared genders and ethnicities of applicants hired through your career site by hire date.
View	Veteran Percentage	This report shows you the total number of applicants and the total number who declared that they were veterans (2014 Classification).
View	Disabled Applicant Percentage	This report shows you the total number of applicants and the total number who declared that they were disabled.
View	Incomplete Applications	Report that includes the name, email, job title, and date the applicant started the application regardless of if they completed their application or not.
View	Application Notes	Report that includes basic information about the applicant and will show the most recent application status note and application note.
View	Active Jobs Report	Report that lists all active jobs and all active applicants within those jobs.
View	Jobs Overview Report	Shows job data and how effective certain metrics are within each job.
View	Job Questions Report	Shows sortable job question data for applicants within a job.
View	Applicant Analytics	This is an expanded version of the View Applicants Dashboard with additional percentage columns.
View	Ad Tracking Report	Report that shows all of the postings to different job boards of every job.
View	Aff. Action Detailed Report	Report that shows Affirmative Action data and the status associated with each applicant.
View	Assigned User Report	Report that shows any assigned user, the applicants assigned to them, and the applicants most recent status note.
View	Background Orders	This report allows you to see all of the background checks ordered and who ordered them.

Users & Settings



Administrators | Managers | Assigned Users | Employees | Agency Users | Req Mass Update | Contacts

Administrator logins are the main login to your account. They have unlimited access to all jobs, applicants and settings in your account.

Show all users with access to:

All Career Sites | Filter

	Name	Email	Username	Phone	Role
Action	Smith, Karen	tracy.admin@appprodemo.com	tracyadmin	Not Listed	Administrator

Show Archived

Career Site Pages | Jobs Settings | Business Units | Sources | Statuses | Email/Text Templates | Disposition Code

Create the statuses you need to organize the steps in your hiring process. Using application statuses helps you track where your applicants are in the review/hiring process. Do not change the titles to something with a different meaning. If you need to add new statuses do so by clicking on the new application status button and adding them and archiving any no longer needed. This will ensure past application statuses remain unaffected.

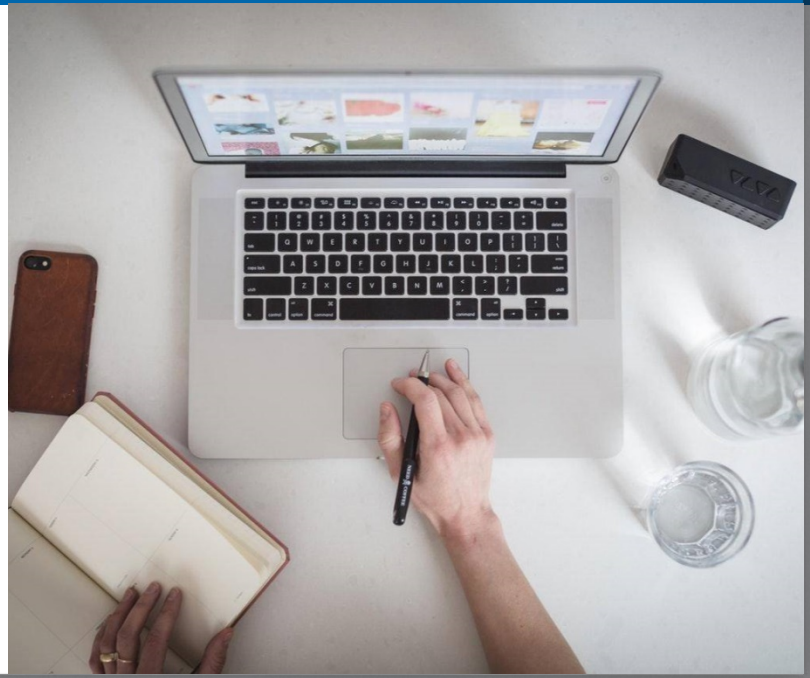
New Application St

	Name	Type	Checklist
Action	Phone Interview Completed	Interview Phase	
Action	1st Phone Interview Completed	Interview Phase	
Action	1st In Person Interview Completed	Interview Phase	
Action	Background Check Completed	Interview Phase	X
Action	Hired	Hired	

AGENCY WORKFORCE MANAGEMENT

Promises & Guarantees

- 30-Day Free Trial
- 24 - 48 Hour Setup Time
- Unlimited Users
- No Implementation Fees
- Dedicated Support & Team Manager



AGENCY WORKFORCE MANAGEMENT

Learn More with MITC eBooks

Check out more eBooks, as well as fact sheets and Agency Success Stories at mitcagencies.com/resources

- *Why Employees Leave Their Jobs (and What You Can Do)*
- *Hiring & Retention: Competing with Walmart, Other Retailers, and Fast Food Outlets*
- *Why There Is a Labor Shortage and What Agencies Can Do About It*
- *12 Tips to Attract Millennials to Your Agency*
- *Is Your Agency Contributing to Its Own Retention and Turnover Problems?*
- *How to Mitigate Employee Turnover*

AGENCY WORKFORCE MANAGEMENT

Contact Us Today!
301-228-2105
info@mitcsoftware.com

Thank You!

With over 28 years of experience, MITC is here to help. Use our expertise, developed from working with hundreds of agencies to help you select the system you need!