



# Streamlining Processes with Custom Forms

Enhancing efficiency and seamlessness through customized forms

## At a glance

Christian Living Communities (CLC), a non-profit senior living organization, has served the South Denver metropolitan area since 1972. With the implementation of Click Boarding, their team has reduced the amount of administrative work for their hiring teams.

**Total Employees:** 850

**Hiring Trends:** 16% YoY

**Locations:** 11 locations

headquartered in Englewood, CO

**HRIS System:** UKG

## Solution Set



Preboarding



Onboarding



Form I-9



SFTP



Christian Living  
COMMUNITIES



Healthcare



[www.christianlivingcommunities.org](http://www.christianlivingcommunities.org)



Englewood, Colorado, USA

## CLC'S KEY CHALLENGES



- Complex preboarding process
- Manual HR processes
- Custom data capture fields
- Time to recruit



When Christian Living Community (CLC) came to Click Boarding, they faced challenges related to compliance issues with their Colorado Adult Protective Services (CAPS) forms, inefficiencies in the preboarding process, and time-consuming manual new hire activities that took up time for their talent acquisition teams. Seeking to enhance their operations, CLC implemented a customized form solution to expedite these processes.

- 1. Compliance Gaps with CAPS Forms:** Crucial for regulatory adherence and reporting, the CAPS forms often lead to gaps in information or inaccuracies. Because this is a highly intricate form required before day one, talent acquisition was stuck going back to candidates multiple times to ask for revisions before the form could be submitted.
- 2. Inefficient Preboarding Process:** Recruiters manually stepped in to help with the forms process, diverting their attention from strategic recruitment efforts.
- 3. Manual Processes in HR Team Meetings:** Discussions in HR team meetings often revolved around streamlining forms for recruits, reflecting the ongoing challenges posed by manual work processes.
- 4. Consistency between Locations:** With 11 locations, a simple and unified onboarding process was important to improve efficiency during recruiting.

ENTER CLICK BOARDING

✓

In response to these challenges, CLC proactively sought to implement a customized form solution during onboarding. This approach aimed not only to address compliance gaps and optimize the preboarding process but also to eliminate manual inefficiencies. The adoption of a tailored form solution became a strategic imperative to ensure a comprehensive transformation in CLC's HR and compliance operations.

Kelly Denning, the Director of Talent Acquisition, reports that the adoption of a custom CAPS form has notably decreased the necessity for recruiters to revisit recruits to rectify errors, consequently eliminating the need for it to be a recurring topic in team meetings.

ONGOING BENEFITS

✓

The sustained benefits bolster CLC's operational excellence over time, ensuring ongoing success and efficiency through the hiring process.

- 1

**Saving Time Through Custom Forms**  
By minimizing manual data entry errors through the use of custom forms, the likelihood of errors stemming from form inefficiencies has decreased resulting in more time to work in other areas.
- 2

**Simplified Training for Hiring Teams**  
The intuitive nature of the system ensures that team members can quickly adapt, reducing the time and resources traditionally required for training and manual processes.
- 3

**Human-Related Errors Minimized in Forms**  
Click connects the dots in a synchronized cadence between various new hire tasks, accessible for the team in one comprehensive view, with automatic notifications.
- 4

**Mobile-Friendly Approach**  
With the increased adaption to mobile devices worldwide, the ability to adapt to a mobile-friendly approach has significantly reduced the need to provide devices during recruiting events.
- 5

**Speed to Hire**  
With Click, CLC streamlined their forms process and simplified direct deposits, leading to fewer errors in their payroll provider, UKG, and accelerating the hiring process.

	Pre Click Boarding	Post Click Boarding	Impact on Organization
Completion of CAPS form	75%	95%	↑ 20%
Times TA spent assisting with forms per recruit	2-3	< 1	↓ 50%

**So What...**

The unique needs of large companies make it difficult to apply a “one-size-fits-all” approach to preboarding and onboarding. Yet with most HRIS systems, this is a common occurrence.

With custom solutions, like the usage of custom forms with CLC, administrative tasks can be significantly shortened. Click Boarding’s ability to customize any workflow makes it easy for onboarding to adjust to the needs of your company - not the other way around.

