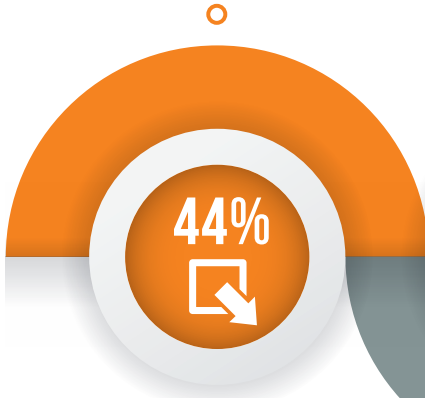


# Temporary Staffing

Workers' comp claims costs fell 44% in one year.



Average number of hours worked by new hires increased by as much as 30%.



Individual claims dropped from 7.21 to 4.95 claims per \$1 million in wages.

Employees were sent to customers in a timely fashion, thus attracting new business.

## BACKGROUND

This temporary staffing company has offices nationwide and over 50 years of recruiting and selection expertise to match job candidates with positions where they will succeed. They are one of the most respected staffing firms in each market they serve by providing best-in-class, extra-mile service. That commitment includes quickly providing clients with the most suitable job candidates possible.

## CHALLENGE

Workers' compensation-related expenses had become a "huge" drag on this company's overall fiscal health. Claims hovered between 6.40 and 7.21 per \$1 million in wages throughout the firm's 60 corporate branches. "Clients couldn't wait for us to complete our cumbersome process, so we were losing sales." — Director of Risk Management.

## SOLUTION

This temporary staffing company replaced its traditional vetting procedure with a new integrity test program designed by **Insight**, decreasing the amount of time necessary to process an applicant. Candidates whose answers revealed a history of counterproductive work behaviors were quickly flagged.

### Behavioral Hiring and Job-Specific Assessment

- » Immediate drop in accident frequency
- » Workers' comp claims dropped 44%
- » Hours worked increased by as much as 30%
- » Retention increased



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