

Case study: Firefly

170-Year-Old Non-Profit Embraces Predictive Index® as Catalyst for Change



Firefly is a community institution in Indiana working on behalf of more than 43,400 abused and neglected children and their families each year.

Firefly has evolved to provide an array of community-based prevention and intervention services, working in partnership with state and local government programs, as well as other community organizations.



The private non-profit Firefly, formerly Children's Bureau, was founded in 1851.



Opportunity

When the previous CEO of 20 years stepped down and new CEO Tina Cloer was appointed, it was a time of significant leadership change for the organization then known as Children's Bureau. Tina identified some significant initial challenges:

- A lengthy hiring process with mediocre retention
- An entirely new leadership team
- A cultural transition to accountability and measuring success
- Past promotions of personnel beyond their individual capacity

Solution

The ADVISA team and the Predictive Index® system provide broadly applicable data, best-in-class training and learning reinforcement to meet the bureau's challenges:



Solution *(continued)*

Data

- Predictive Index® behavioral assessments for job candidates bring objectivity to the hiring process.
- Benchmarking specific roles using the PI Job Assessment enables better matches of candidates to positions while also improving hiring efficiency.
- Behavioral competencies bring clarity to job descriptions and enable more effective coaching.
- Behavioral data illuminates why some people thrive while others struggle.

Training

- Predictive Index® training for all executives, managers and employees provides for awareness, a common language, and integration into all people-related processes.
- Behavioral interview training for hiring managers empowers them to better analyze fits and gaps for better hiring outcomes.

Reinforcement

- Monthly leadership meetings and ADVISA webinars frame learning as a journey, not a one-time event.

“Change was **immediate** and easy to identify.

The Predictive Index system and the ADVISA team gave us **a roadmap for improvement and tangible results.**”

– CEO, Tina Cloer

Results

- **Staff retention of 84%** in the first year, improved from 58%
- **Time-to-fill reduced to 33.62 days** from 56 days (2 years ago).
- **50% less interviewing time** for hiring managers
- **Hiring managers’ confidence increased** as PI helped them understand fit-to-position.
- **Leaders demonstrated improved abilities:**
 - To assemble balanced teams with the right people in the right seats improved.
 - To understand and best support performance issues improved.
 - To better communicate, overall.

Continued Partnership

- Since our initial implementation, Firefly has re-engaged ADVISA to provide training for leaders in 2 **ADVISA Leadership Academy** cohorts.
- Firefly is currently partnering with ADVISA on **“Diagnose + Define.”**