CASE STUDY

# RECRUITMENT SOLUTIONS

### TERESA J: OWNER OF A 3-CENTER CHILD CARE COMPANY

**Client Testimonial:** *"We had families on a waitlist and classrooms closed because we couldn't staff them. Apex gave us a hiring system, and now we have a bench instead of a crisis."*

## CLIENT COMPANY OVERVIEW

- Child care company with 3 centers and 48 employees
- Annual revenue: $3.4M
- Challenge: Chronic teacher vacancies forcing classroom closures

## THE CHALLENGE

Teresa had 9 open teaching positions and 3 classrooms closed while families sat on a waitlist. Roles took 52 days to fill, nearly half of new hires left within 90 days, and directors covered classrooms themselves while overtime and agency costs climbed.

## THE SOLUTION

Apex Virtual Solutions provided recruitment solutions (12-week build, then ongoing support) to:

- Rewrite job postings with clear pay, schedules, and growth paths
- Stand up an applicant pipeline in an ATS with 48-hour response standards
- Create structured phone screens and interview scorecards for directors
- Track background checks, CPR, and pre service training so hires start on time
- Run 30/60/90-day retention check-ins and build a standing talent pool

## RESULTS (9 MONTHS)

- Time-to-fill reduced from 52 days to 19 days ( 63% improvement)
- All 9 vacancies filled, plus a 6-candidate ready bench
- 3 classrooms reopened, adding 36 enrolled children
- 90-day new-hire turnover reduced from 45% to 18%
- Overtime and agency spend down 61%
- **ROI: For every $1 spent on recruitment solutions, the company gained $6.30 in reopened-classroom revenue and labor savings**