



San Luis Obispo

Transformational HR: Workflows, Data & Strategic Decisions

THE CHALLENGE

San Luis Obispo (SLO) County needed to move from transactional HR to transformational HR. Transactional practices were robbing the County of time that could be used for strategic initiatives.

To become transformational, the County needed to address inefficiencies and data gaps throughout the talent management process — recruitment, onboarding, performance management, and training.

CHALLENGES

Recruitment

- Low applicant volume
- 200-day recruitment
- Unengaging recruitment experience

Onboarding

- 126 forms across 22 departments
- Regulatory compliance
- Tracking onboarding for 60 monthly hires

Performance Management

- Labor intensive performance process
- Skill gap identification
- Performance insights by department

Training

- Baby Boomer retirement “brain drain”
- Enrollment inquiry volume
- Lack of outcome measurements

NEOGOV SOLUTION

INSIGHT

- Doubled applicants with Governmentjobs.com
- 90-day recruitment using data to strategize
- Timely interactions via workflows

ONBOARD

- Digital forms routed via workflows
- Secure forms
- Clearly assigned and tracked tasks

PERFORM

- Save 1000s of hours annually on data entry
- Data to strategically target skill gaps
- Departmental dashboards w/relevant data

LEARN

- Digital knowledge transfer
- 90% inquiry reduction
- Strategic decisions based on outcomes data

“We chose NEOGOV because it is user friendly and public sector focused.”

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San Luis Obispo County