



The connected workforce readiness assessment

Is your organization prepared to scale workforce operations—without creating bottlenecks across hiring, onboarding, scheduling, payroll, and retention?

The connected workforce readiness assessment

Many organizations assume growth challenges stem from a lack of applicants. In reality, workforce capacity is often constrained by disconnected processes, manual workflows, delayed communication, and fragmented workforce systems.

The organizations experiencing the most growth optimize the entire workforce journey—not just recruiting.

Use this assessment to evaluate your organization’s readiness to support a connected workforce strategy.

Scoring guide

For each statement, score your organization:

Score	Description
1	Strongly disagree
2	Disagree
3	Neutral/inconsistent
4	Agree
5	Strongly agree



Workforce journey stage 1:

Recruitment & applicant engagement

Speed to response

- ☐ Candidates receive a response within hours of applying.
- ☐ Candidate outreach is automated outside normal business hours.
- ☐ We can easily measure application-to-interview timing.

Candidate experience

- ☐ Our application process is mobile-friendly.
- ☐ Job seekers can complete an application in less than 10 minutes.
- ☐ Our employer brand messaging is consistent across all recruitment channels.

Candidate experience

- ☐ We communicate with applicants through text messaging.
- ☐ Interview reminders are automated.
- ☐ Candidates receive regular updates throughout the hiring process.

Recruitment score: ____ / 45

Workforce journey stage 2: Hiring & onboarding

Process efficiency

- ☐ Candidate information flows automatically between recruiting and HR.
- ☐ New hires are not required to enter the same information multiple times.
- ☐ Onboarding can be completed from a mobile device.

Compliance & readiness

- ☐ We can easily identify onboarding bottlenecks.
- ☐ Credentialing and compliance requirements are digitally managed.
- ☐ New hires receive proactive communication throughout onboarding.

First-day readiness

- ☐ New hires arrive prepared for orientation.
- ☐ Orientation attendance rates are actively measured.
- ☐ We have a standardized onboarding experience across the organization.

Onboarding score: ____ / 45

Workforce journey stage 3:

Workforce activation

Time to productivity

- ☐ We track offer-to-start-date timelines.
- ☐ We track start-date-to-first-shift timelines.
- ☐ We can identify where delays occur before a new employee begins working.

Workforce connection

- ☐ New hires have access to resources before their first day.
- ☐ Managers maintain regular communication before first shift assignment.
- ☐ Employees feel connected to the organization before they begin serving clients or residents.

Visibility

- ☐ We can identify where candidates are dropping out before becoming productive employees.
- ☐ Workforce data is visible across all departments involved in the employee journey.
- ☐ We proactively address delays rather than reacting after they occur.

Activation score: ____ / 45

Workforce journey stage 4: Payroll & workforce trust

Payroll experience

- ☐ First-paycheck accuracy is monitored.
- ☐ Payroll questions are addressed quickly.
- ☐ Employees clearly understand their compensation.

Employee confidence

- ☐ Workers can easily access payroll information when needed.
- ☐ We rarely experience payroll-related turnover issues.
- ☐ Payroll processes support employee trust and engagement.

Operational confidence

- ☐ Payroll data flows automatically from workforce systems.
- ☐ Workforce records remain synchronized across systems.
- ☐ Administrative corrections are minimal.

Payroll score: ____ / 45

Workforce journey stage 5:

Retention & engagement

Early tenure success

- ☐ We track 30-day retention.
- ☐ We track 60-day retention.
- ☐ We track 90-day retention.

Employee connection

- ☐ New employees feel supported during their first 90 days.
- ☐ We have a structured employee communication strategy.
- ☐ Supervisors engage consistently with new employees.

Career growth

- ☐ Employees understand potential career pathways.
- ☐ Ongoing training opportunities are provided.
- ☐ High-performing employees are identified and developed.

Retention score: ____ / 45

Workforce journey stage 6: Connected workforce operations

Workforce visibility

- ☐ Recruiting, HR, payroll, and operations work from the same workforce data.
- ☐ Leaders have visibility into the entire workforce lifecycle.
- ☐ Workforce KPIs are reviewed regularly.

Automation

- ☐ Manual administrative tasks have been minimized.
- ☐ Workflow automation exists across multiple workforce processes.
- ☐ AI or automation supports routine workforce activities.

Strategic workforce management

- ☐ Workforce decisions are driven by data.
- ☐ We can accurately forecast workforce capacity.
- ☐ Our workforce strategy supports business growth objectives.

Connected workforce score: ____ / 45

Workforce maturity scoring

Score	Maturity Level
54–107	Level 1: Reactive
108–161	Level 2: Emerging
162–215	Level 3: Connected
216–270	Level 4: Strategic

Your workforce maturity profile

Level 1: Reactive

- Disconnected systems
- Manual processes
- Limited workforce visibility
- High administrative burden
- Reactive decision-making

How to level up: Establish standard processes and visibility.

Your workforce maturity profile

Level 2: Emerging

- Some automation
- Inconsistent processes
- Partial workforce visibility
- Department-based decision making

How to level up: Connect workforce data and improve handoffs.

Level 3: Connected

- Integrated workflows
- Automated processes
- Workforce metrics available
- Better employee experience

How to level up: Optimize performance and scalability.

Level 4: Strategic

- Workforce operations aligned to growth goals
- Predictive workforce planning
- High automation
- Exceptional employee experience

How to level up: Continue improvement and innovation.

Segment-specific growth leak analysis

To find leaks and prioritize growth, here's where to focus by segment.

Home care

- Caregiver response times
- Interview show rates
- Time to first client assignment
- 90-day retention

Home health & hospice

- Compliance delays
- Credentialing bottlenecks
- Clinical onboarding
- Workforce productivity

Senior living

- Shift coverage
- Overtime dependency
- New hire retention
- Workforce engagement

Skilled nursing

- Staffing stability
- Payroll trust
- Agency utilization
- Scheduling efficiency

ABA

- RBT recruiting
- Credential management
- Supervision readiness
- Employee retention

Communities / facilities

- Labor optimization
- Workforce scheduling
- Occupancy-related staffing
- Employee experience

Final assessment output

5 questions every workforce leader should be able to answer



1. Where do candidates slow down or disappear?
2. How long does it take to go from offer to active clinician?
3. Where do onboarding or compliance steps create delay?
4. How fast are new hires scheduled for a first visit?
5. What does the first paycheck experience feel like?

Ready to identify your workforce growth opportunities?

Schedule a Connected Workforce Strategy Review to benchmark your results, uncover hidden bottlenecks, and build a workforce operating model designed for sustainable growth.

