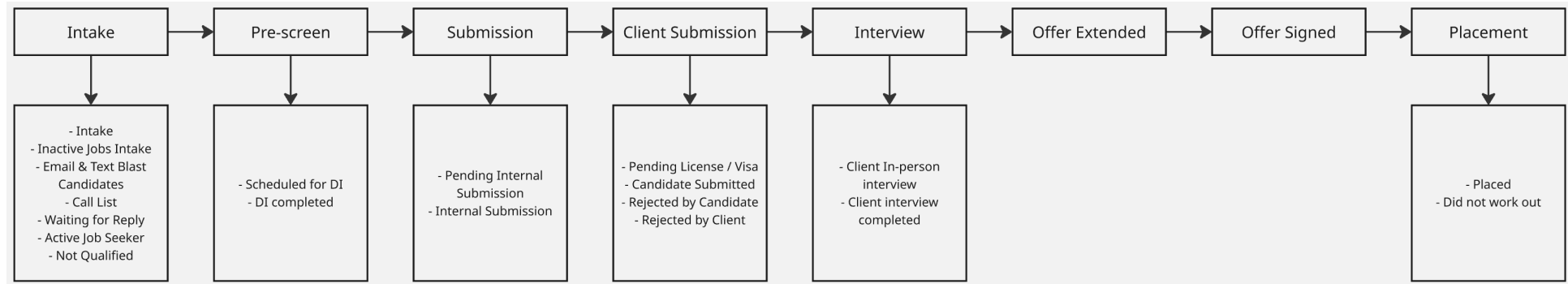




GLHS Recruiting Pipeline Breakdown



Step 1: Intake

The entry point of the recruitment process where new applications or candidate records are identified, registered, and assigned.

- **Intake:** Used when a candidate submits a direct application to an open position via job boards, the Crelate portal, or through direct email to the HR mailbox.
- **Inactive Jobs Intake:** Used for documenting applications that come in for inactive jobs (positions currently on Hold, Closed, or Filled)
 - Note: This status is being deprecated, and all incoming applications are now treated as regular Intakes. (You must find them on Crelate as that)
- **Email & Text Blast Completed (Related):** Applied when a candidate has been targeted and sent an automated email or text blast for a specific position. This step is managed primarily by the Sourcing Team.
- **Call List (Candidates with Past Engagement):** A label applied to candidates who have been placed on specific outreach call lists based on past engagements, email opens, or click history.
- **Waiting for Reply:** Triggered immediately after a recruiter attempts their first contact (e.g., making a phone call that goes to voicemail). The recruiter updates Crelate/Monday.com to this status and sends out Email.
- **Active Job Seeker:** Applied to candidates who are actively seeking opportunities but cannot be presented for the specific job in question (e.g., due to location or rate mismatch). This keeps them active in the system for other matching opportunities
- **Not Qualified:** Applied when a candidate's resume or initial application fails to meet the basic clinical or non-clinical requirements of the specific position

Step 2: Pre-screen

The evaluation phase where the recruiter directly engages the candidate to qualify their experience, clinical skills, and scheduling preferences.

- **Scheduled for Digital Interview (DI):** Set when a recruiter successfully coordinates and books a time with the candidate for a formal screening call.
- **Digital Interview Completed:** Applied after the recruiter conducts the structured phone screen using the appropriate DI questionnaire (Advanced Practitioner, Non-Clinical, or the Mini-DI form for Allied Health). The recruiter must confirm the candidate's state licensing, right-to-represent (RTR), salary demands, and log completed "Submission Details" notes into Crelate.

Step 3: Submission

The stage representing the formal internal transfer of the vetted candidate from the Recruiter (REC) to the Recruitment Delivery Manager (RDM) for client presentation review.

- **Pending for Internal Submission:** Used when the candidate is intended for internal submission, but there is a pending document to obtain or a specific detail to confirm with the candidate before proceeding.
- **Internal Submission:** Triggered when a recruiter duplicates the candidate's profile on Monday.com, tags the assigned RDM, posts the finalized DI submission notes, and updates both Crelate and Monday Board 4 to "Internal Submission" to prompt RDM review.



Step 4: Client Submission

The phase where GLHS presents the candidate's verified files and professional profile directly to the client facility's decision-makers.

- **Pending License or Visa:** A holding status used if the candidate's submission to the client is temporarily paused while waiting for active state licensure verification or visa documentation.
- **Candidate Submitted:** Set when the RDM reviews the candidate's details, approves their eligibility, and formally submits their application packet to the client. The database status is updated to "Submitted to Client" on Monday.com and "Candidate Submitted" in Crelate.
- **Rejected by Candidate:** Applied when a candidate who has already been submitted to a client decides they no longer want to proceed with the application (either before or after an interview).
- **Rejected by Client:** Applied when a client decides not to proceed with a candidate's submission, either based on their initial resume review, failure to clear name checks, or an unfavorable interview outcome.

Step 5: Interview

The formal evaluation process conducted by the client organization.

- **Client In-Person Interview:** Set when an on-site, in-person interview is successfully scheduled between the client and candidate. (The same general stage covers phone or Zoom/virtual interviews).
- **Client Interview Completed:** Applied once the interview has taken place. This triggers immediate debriefing check-in calls by the RDM to both the candidate and client to gather feedback and confirm interest in proceeding.

Step 6: Offer Extended

The stage where the client extends a formal employment contract or placement offer to the candidate.

- **Offer Extended:** The status is updated across Monday.com and Crelate once the client's offer is communicated. The RDM is responsible for actively managing contract negotiations, answering candidate questions, and coordinating adjustments to the offer.

Step 7: Offer Signed

The point of formal hiring commitment where the candidate signs and returns their contract

- **Offer Signed:** Set when the candidate officially signs the employment contract. Updating this status on Monday.com automatically triggers several background processes: it requests a hard background check (via cFirst) by the credentialing team, updates the Master Jobs board to "FILLED", and automatically pushes a record to the Direct Hire Invoicing Board.

Step 8: Placement

The final stage of the recruitment cycle, focused on onboarding, day-one arrival, and long-term retention tracking

- **Placed:** Set upon day-one confirmation of the candidate beginning their position. The RDM updates Crelate to "Placed", updates Monday.com, notifies Accounts Collectible to issue the client invoice, sends the candidate a Google Review request, and schedules future 30-60-90 day check-in tasks.
- **Did Not Work Out:** Used if a candidate signs an offer but fails to start, or starts the position but resigns/is terminated prior to the expiration of the placement's guarantee period.