

Cathy Henesey, SPHR, CHHR

Professional Profile

Cathy Henesey, SPHR, CHHR, Director of Talent Acquisition and Workforce Planning, AMITA Health, Chicago, Illinois

PROFESSIONAL EXPERIENCE

AMITA Health – Chicago, IL (Northwest Suburbs)

Director of Talent Acquisition and Workforce Planning

December 2014 to present

- Hired as Interim role to assess recruitment team and processes to improve productivity and processes. Offered perm position to charter the blending of two different health systems: Alexian Brothers Health Systems and Adventist Midwest Health, a joint operating company that serves the greater Northwestern suburbs of Chicago.
- Restructuring a centralized team of 14 that supports 9 major hospitals and 70+ clinics in the Chicagoland area.
- Introducing metrics, process maps, and training documentation to decrease days to fill and reduce Nursing vacancy rate and improve overall productivity.

Children's Health (*previously known as Children's Medical Center*)

Contract Consultant, Career Services (Talent Acquisition)

June 2014 to April 2014

- Hired back to focus on critical strategic recruitment initiatives in Information Technology as well as the start up of a new division, Children's Medical Center's Health Plan. Working with COO to start critical executive level positions for the Health Plan including all Director, VP and Manager positions.
- Consulting with Director, Career Services on best staffing model to address needs for the future. Business needs preclude the department to reduce costs and increase productivity per recruiter.

Parkland Health and Hospital System (Dallas County's Trauma 1 Hospital)

March 2013 to April 2014

Director of Talent Acquisition

- Hired to restructure and rebrand a recruiting department that was facing highly publicize staffing issues.
- Redesigned department to include a sourcing and talent acquisition partner model to improve the processing of high volume traffic and improve the quality of the candidate pipeline.
- Reduced overall vacancy rate of 14% to 6.4% including reduction in nursing vacancy rate from high of 15.1% to 6.6%.
- Reduced contract labor usage and need by 60% through filling key positions once occupied by travelers and non-clinical contractors. Implemented a VMS company through extensive RFP process to streamline remaining positions and reduce costs per traveler.
- Initiated major RFPs to select new Applicant Tracking System, Recruitment Advertising Firm, Reference Checking Online software to improve processes and automate an outdated manual and paper process.
- Successfully managed a relocation of entire office to new location to enhance candidate experience and provide better working conditions for Talent Acquisition team.
- Standardized VISA processing of existing employees and developed new process for initiating H1B and PERM visas

Specific Accomplishments

- Selected as Silver (2nd place) winner in the Recruiting Team of the Year awards hosted by the Staffing Management Association and DFW Texas Recruiters Network.
- Spoke at the 2013 National Conference for the American Society of Healthcare HR Administration in Washington, DC; topic focused on best practices in hiring people with disabilities and expanding talent pool using community services.
- Certified in LinkedIn.com's inaugural recruiter certification program.
- President of DFW Healthcare HR Association – chapter honored at national conference for performance
- Board Member for the Dallas Mayor's Committee for the Employment of People with Disabilities – VP of Education - Hosted successful one day training conference for area HR Leaders; hosted resume review session for participants at yearly job fair

Children's Medical Center (*Top 5 Pediatrics Hospital in the Nation*)
Manager, Career Services (Talent Acquisition)

March 2010 to March 2013

- Hired to bring new sourcing strategies and update technology uses for sourcing including social media strategies and passive recruiting techniques. Created Facebook, Twitter, and LinkedIn.com Career pages to enhance social presence. Maximized applicant tracking system to optimize past applicants and parse for future use.
- Reduced advertising budget 20% per year using advance metrics and changing sourcing strategy to optimize tools that draw the most successful candidates.
- Reduced Days to Fill (DTF) by 20% by implementing specific metrics to measure each step of the interview process and change the selection interview process for recruiters.
- Finished implementation of DDI's Targeted Selection behavioral interviewing methodology system. Taught monthly classes to ensure all managers were trained and using system. Facilitated audit with DDI to measure results from manager and candidate perspective. Results indicated better candidate experience and higher retention of those hired using system. Results led to senior leadership team mandating usage for all departments by December 2012.
- Focused on minimizing contingent and retained searches for management level positions.
- Manage the annual summer internship Jumpstart program; hire and manage 20 interns per summer that are assigned throughout the hospital to expose them to other careers in healthcare besides nursing and doctors.

Specific Accomplishments:

- Spoke at 2012 Sourcecon's annual spring conference on using social media strategies for Healthcare industry, who typically lags in sourcing and recruiting strategies.
- Certified as Just Culture Expert – *JustCulture.org* – Transformational initiative to change culture to foster self reporting and promote process improvement.
- Board Member and President-Elect of DFW Healthcare HR Association.
- SHRM Advisory Committee Member – worked on team to establish the ANSI standard for measuring Cost per Hire (four year project working with HR professionals across the nation).

Ingersoll Rand (*Fortune 100 - \$17 Billion dollar home comfort corporation*)
Leader, Talent Acquisition – Center of Excellence

Sept. 2004 to March 2010

- Developed Center of Excellence for Talent Acquisition for Residential Systems, a \$2 billion sector of Trane (\$8billion overall); increased salary workforce by hiring 50% more salaried employees over a 3 year period.
- Trained interns and recruiters on all processes of recruiting resulting in lower overall labor costs for staffing function.
- Reduced use of agencies from 60% to 0% saving the company over \$1 million dollars in agency fees per year.
- Reduced *Days to Fill* from 120 days down to run rate of 55 days.
- Awarded Six Sigma Green Belt Certification by completing 2 projects related to college recruiting and sourcing process improvement. Developed detailed future state process maps and changed structure of how candidates were being interviewed and screened.
- Conducted KAIZEN LEAN event to address *Days to Fill*; incorporated "alert" system for hiring managers and produced standard work forms and processes for resume flow and tracking.
- Attended and completed DDI's Targeted Selection Train the Trainer Class; certified to teach others in Behavioral Interviewing. Taught hiring manager classes on how to screen resumes, phone interview and conduct behavioral interviews for better selection.
- Participated in the Applicant Tracking System (ATS) RFQ and selection process. Improved current ATS to be accessible and self-serviced by end user including agency submittals. Completely automated all candidate data entry using the web.

Specific Accomplishments

- Received President's Award for Engagement Survey project – 94% participation
- Received SPHR Certification – December 2006
- Spoke at the 2004-2009 SHRM Regional HR Conferences, Spring 2009 ERE Expo-San Diego, IQPC's HR Metric-San Francisco-2008
- Certified as Targeted Selection Trainer by DDI (Behavioral Interviewing)
- Featured in *Corporate Journal of Recruiting* on Six Sigma project

- Started company Toastmaster Club and awarded President's Distinguished Club 2007 and 2008; achieved highest level in Toastmasters, Distinguished Toastmaster, in less than 3 years
- Quoted in *Wall Street Journal* on uses of social networking for reference checking

TAG Consulting Inc. (personally owned consulting firm)
Sourcing Consultant

Nov. 2003 to Sept. 2004

- Started my own consulting firm focusing on delivering process assessments, consulting, and contingent searches for all corporate level professionals.
- *Past Clients included, but not all-inclusive:*
 Matrix Resources – Conducted 8 month contract working on different sourcing initiatives and training new recruiters, conducted recruitment processes for them in December 2003 till Trane contract started
 HumCap Solutions – Recruited for My Privacy Policy IT department and taught legal interviewing training
 Sun Healthcare – Recruiting Sourcing Study, and conducted interviewing process assessment
 Mitchell Martin – Contract Recruiting for recruiters and recruiting manager for NYC, NY
 Glotel – Placed 2 contingent hires, one in Dallas and one in San Fran; conducting contingent searches for recruiters across the country
 GCI – Traveled to New Jersey to perform recruitment process assessment and conducted contingent searches for recruiters and managers; placed 4 candidates on contingent basis
 Systemware – Conducted contingent searches for 2 Account Executives for Dallas office

Analysts International Corporation (AIC) (\$400+ million dollar publicly held firm)
National Recruiting Manager

Feb. 2000 to Nov. 2003

- Manage 18-24 recruiters for the North region covering all major cities between Seattle and New York City. Recruiters primarily recruited for Financial, Medical, and IT professionals.
- Implemented multiple sourcing strategies including sourcing teams, SWAT teams, and skill-set focused recruiters. Provided subject-matter expertise to 40 field offices to implement these new recruiting strategies.
- Analyzed and implemented a national compensation plan for all recruiters.
- Developed training programs for Recruiters and Sales in use of a newly installed applicant tracking systems. Also developed training for recruiting and sales on Internet training and other lead gathering data.
- Implemented a metric measurement system to track recruiters' productivity and set benchmarks for future goal setting. (Metric system was featured in trade magazine, *Staffing Industry*) Increased fill rate of number one account from 11% to 20% in one year. Industry standard for any competitor was 8% average.

Specific Accomplishments

- Spoke at the 2002 and 2003 SHRM/Dallas HR Conference. Spoke at 2001, 2002, and 2003 NACCB(National Association of Computer Consulting Businesses) National Conference; Spoke at 2001 Computerworld Technical Recruiter's Conference; Featured in Purple Squirrel(staffing industry magazine) and Staffing Industry publication on best practices; Passed CIR Exam – Certified Internet Recruiter, AIRS; Advisor to the Staffing.org Metrics organization as leader in recruiting expertise

Kforce/Romac International
Director of Candidate Services

Jan. 1999 to Feb. 2000

Hired, trained, and mentored new recruiters into the IT industry. Hired and trained over 100 new recruiters for the Dallas market. Implemented new recruiting processes, created manuals, white papers, and best practices implemented nationwide. Spoke at 1999 Computerworld's National Recruiter Conference – recognized as speaker with highest evaluations and subsequently chosen to speak at all regional conferences at no expense to employer. Featured speaker at the regional Computerworld's Technical Recruiter's Conference throughout the United States

Ibase Consulting of Dallas, LLC
VP of Corporate Recruiting and New Development

August 1998 to Jan. 1999

Directed overall corporate recruiting strategy for this high-level E-commerce consulting firm. Opened the Dallas consulting branch and managed 2 recruiters and 2 account executives.

Computer Task Group
Director of Corporate Recruiting - North America

May 1994 to August 1998

Directed and managed corporate recruiting for CTG's 50+ offices. Direct reports included 7 regional recruiting managers, 90 recruiters, and 1 Technical Project Manager for the recruiting tools; managed a budget of \$6.6 million. Traveled 95% of the time to meet with individual recruiters and develop strategies for large-scale projects and managed services agreements; travel included most major metropolitan cities including Anchorage, AK and Amsterdam, The Netherlands. Implemented a metric tracking system to track successes and weak areas; reports include hires per recruiter, conversion ratio per client, cost per hire, cost percentage compared to revenue, staffing efficiency ratio. Participated in many corporate initiatives outside of recruiting including business planning, direction of the company and compensation plans of all management teams. Represented CTG in Washington, DC as an active lobbyist supporting the Proposed H1-B quota increase. Increased hiring 20% every year for 2 years in role (CTG hired 3700 IT professionals in 1997). Spoke at ITAA National Conference of CEOs in Palm Springs, CA on the "Best recruiting strategies and how to manage a recruiting team; received high evaluation marks on presentation and content.

EDUCATION

MBA	Texas Tech University	- Lubbock, TX	Human Resources
BBA	Texas Tech University	- Lubbock, TX	Business Management

CERTIFICATIONS

- SPHR – Senior Professional in Human Resources**
- CHHR – Certified in Healthcare Human Resources**
- DDI Targeted Selection Interviewer Trainer – Behavioral Interviewing**
- Six Sigma Green Belt – Process Improvement**
- Linkedin.com Certified Recruiter**
- Just Culture – Outcome Engenuity**
- Toastmaster Distinguished Toastmaster (DTM)**

PROFESSIONAL AFFILIATIONS

- American Society for Healthcare Human Resources – since 2010**
- Dallas Ft. Worth Texas Recruiters Network – President for 10 years**
- Society for Human Resource Management – Presenter for six years in a row**

ACCOMPLISHMENTS AT ASHHRA NATIONAL/REGIONAL/CHAPTER LEVEL

- Past-President of the Dallas/Ft. Worth Healthcare HR Association – Chapter awarded three stars in 2014**
- Winner of the HealthCareSource Grant for new to the profession --2011**
- Winner of MetLife Conference Scholarship to attend two conferences -- 2014**

CANDIDATE'S STATEMENT

I have over 25 years of progressive HR experience with the last 5 years in health care. My experience in a variety of leadership roles and different industries brings me a unique perspective on how an organization can grow and prosper. When I commit to something, I strive to bring that organization to emulate best practices for any leading association. I am committed to health care and the transformation we all will be going through over the next five years. I will commit to find the best tools and sources to assist HR departments in this unprecedented time.