



Health and Social Care

Giving employee's of SARRC the tools they need to provide outstanding care



Southwest
Autism
Research &
Resource
Center

CASE STUDY



Client

Southwest Autism Research & Resource Center

Industry

Health and social care

Project

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Introduction

We've been working with Southwest Autism Research & Resource Center for some time now, giving them the tools to ensure great performance management in their organisation, but here at Advanced Clear Review we like to check in with customers regularly to ensure they're still having a great experience with our platform.

Southwest Autism Research & Resource Center (SARRC) was founded in 1997, and is an internationally recognised charity that conducts innovative research, provides evidence-based practices, disseminates effective training, and builds inclusive communities for individuals with autism and their families. They are also avid users of Advanced Clear Review performance management software, and have been using the solution for some time now.

Some time ago we talked to Larry Hillwig from SARRC and wrote a case study on how they had been finding using Clear Review, and found it was suiting them well. But as we're keen to ensure our customers continue to love our product several years in, we wanted to check back in to see if anything had changed.

This time we spoke to Devon Graham, Director of Human Resources at SARRC to find out if they're still loving the platform as much as ever, and if they're doing anything new with the software.



Are SARRC still enjoying using Advanced Clear Review?

The short answer is yes! Devon tells us that he is a great lover of the platform, he thinks it's such a helpful tool and he tells people at other organisations about it frequently.

Much like with email or messaging platforms, SARRC team members are encouraged to have Advanced Clear Review open at all times. This way people can interact with it throughout the day, and complete actions in real time, rather than leaving it until later when it may be forgotten.

The feedback tool is well used and well liked at SARRC, Devon explains:

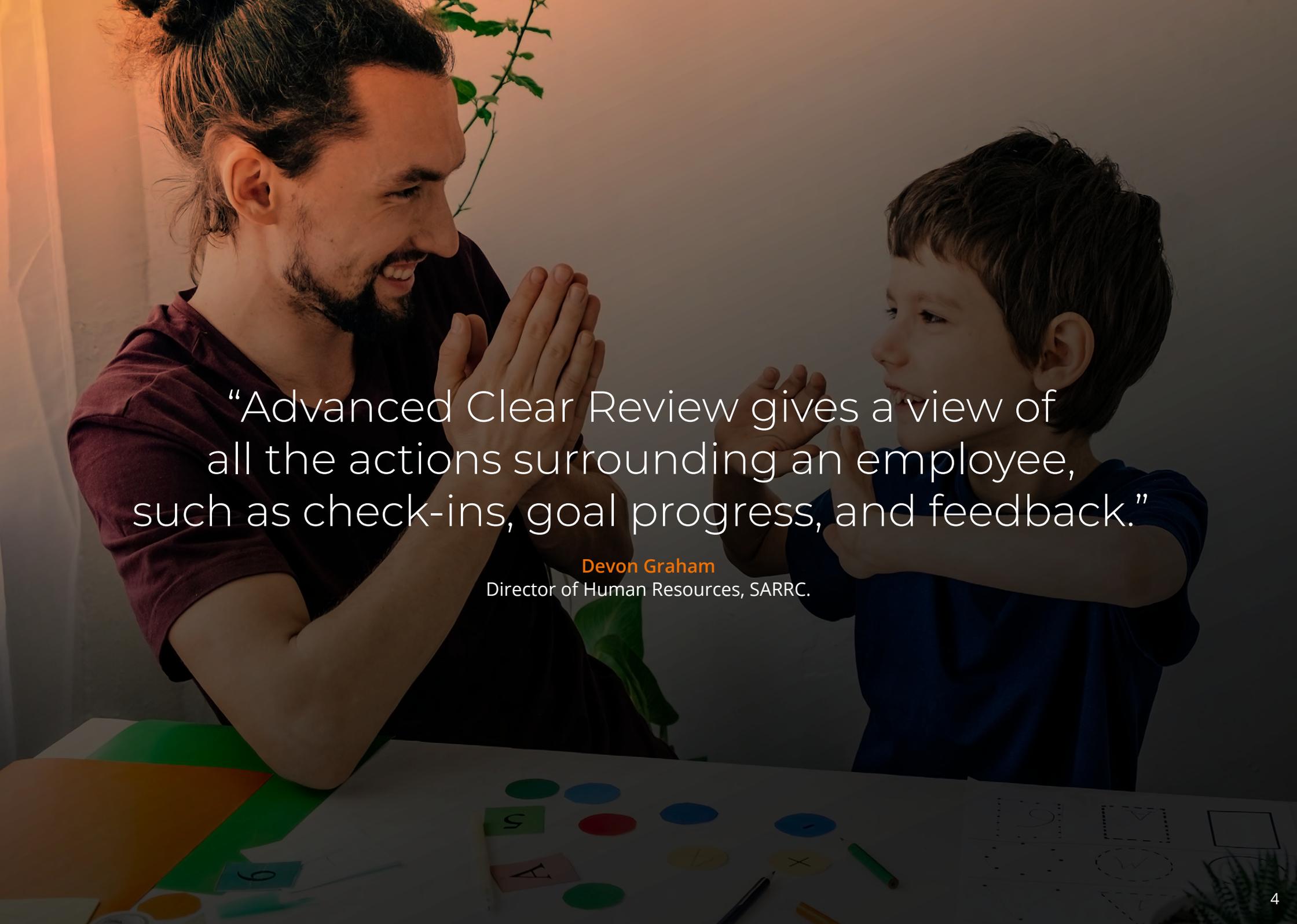
"I love the feedback tool! Too often managers don't see a full picture of what a team member is doing, or they only pick up on the negative. With co-worker feedback they can get a well-rounded view of what their team members have been doing from the viewpoints of multiple people in our organisation. That's why we encourage people to give feedback weekly, to everyone they have worked with over that week."

Devon Graham, Director of Human Resources, SARRC.

Continuous performance management has now become very integrated into the culture at SARRC. This is helped by the fact they use Clear Review in the onboarding process, showing new starters the platform right away, allowing them to see the development opportunities available with a performance management system.

On day one SARRC employees are given an overview of the system, told what day to day tools it contains, what it's used for, and how it can help them in their role.

They are told how features of the platform work, and are encouraged to start setting goals and giving feedback early on.

A man with a beard and long hair tied back, wearing a maroon t-shirt, is smiling and high-fiving a young boy with short brown hair wearing a blue t-shirt. They are sitting at a table covered with a white sheet of paper. On the table are various educational toys: colorful circles, a green speech bubble, a pink letter 'A', a blue number '9', and a grid with dashed lines for tracing. The background is a plain wall with a small green plant visible on the left.

“Advanced Clear Review gives a view of all the actions surrounding an employee, such as check-ins, goal progress, and feedback.”

Devon Graham

Director of Human Resources, SARRC.

New ways of using the platform

Until recently SARRC was only using Talent Snapshots within their clinical team, but they have now decided to start doing these quarterly across all areas of the organisation.

Talent Snapshots are a fair and easy way of reviewing employees. They present managers with a set of questions, which are designed to truly determine an employee's value to the organisation. These questions can be answered using the data stored in Advanced Clear Review, which gives a view of all the actions surrounding an employee, such as check-ins, goal progress, feedback etc.

By using Snapshots across the whole company, SARRC can be sure all of their team are performing as they should. Devon explains that their question set will focus on the employee's performance plan, their risk of leaving the organisation, and if they would be a regrettable loss if they did go.

Based on the answers to these questions, leaders and HR can take certain actions, such as updating their plan of development. This is especially important at an organisation like SARRC, due to the fact that they are working to improve the lives of autistic people and their families, they need to ensure everybody working there is passionate and committed to their role.





“Our new focus on using the Talent Snapshots across the whole organisation on a quarterly basis is that it really supports the succession planning that I have been building here at SARRC. It allows me to be better in tune with where people are in their career path at SARRC and when they are ready for promotion.

The feedback I get from the quarterly Snapshots allows me insights into where we have organisational structure talent / resource gaps meaning I can work with Leadership to ensure we are getting these gaps filled in a timely manner.”

- Devon Graham, Director of Human Resources, SARRC.

Devon explains that as SARRC grows and evolves as an organisation, he wants to be sure their Executive Leadership feels confident that the workforce is ready for the challenges on the road ahead. The aim is for SARRC to be a proactive player in their growth, rather than trying to play catch-up, because everything they do ultimately impacts their clients – the aim is to deliver what is best for them.

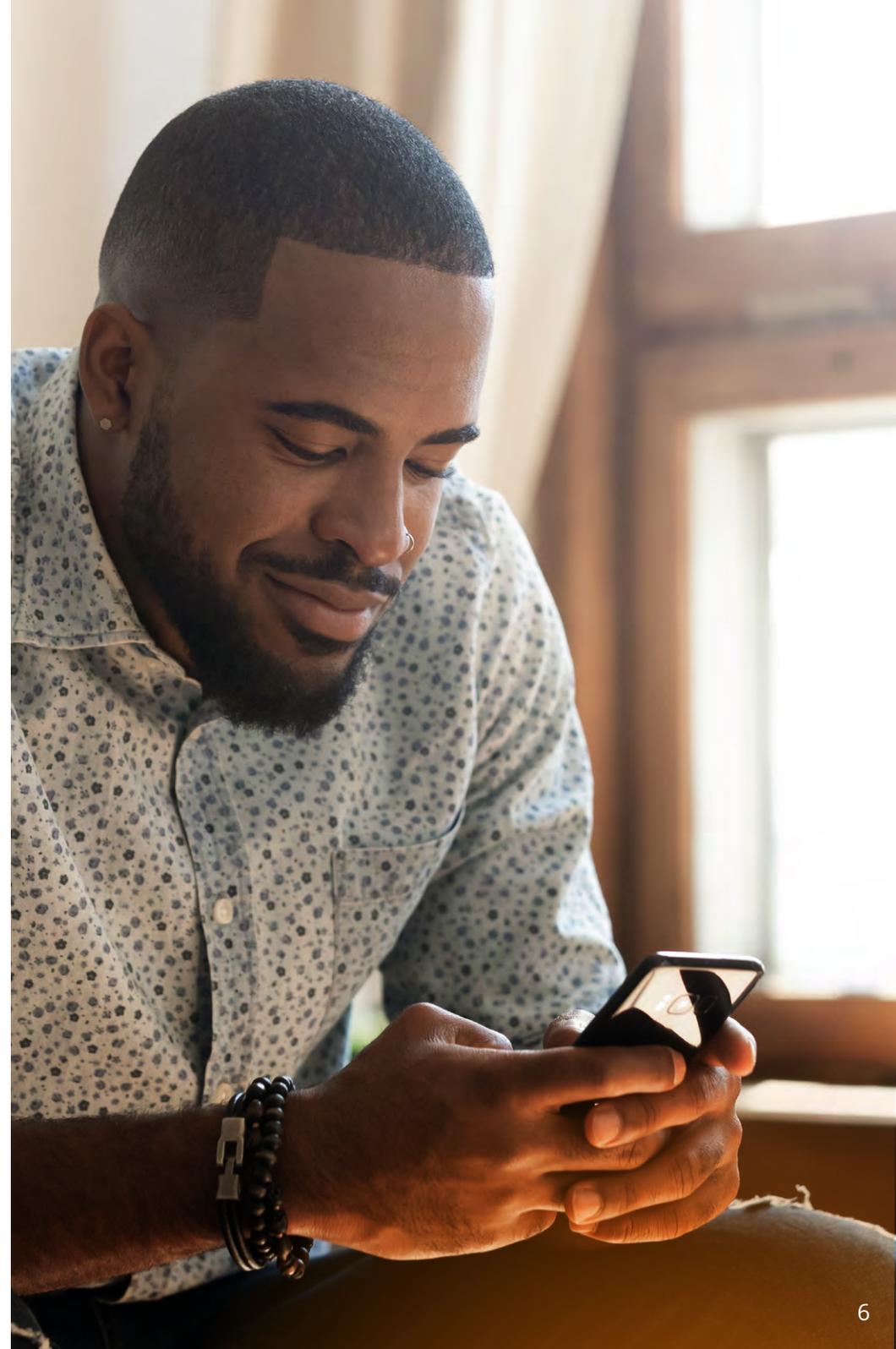
Biggest benefits from using Advanced Clear Review

Like many organisations, SARRC has had to adjust to new ways of working since the start of the pandemic, Devon explains how a performance management platform has helped them with this.

“Using Advanced Clear Review means I can be sure that all employee across the company are being supported with one to one check-ins with their managers. There was a worry when many of the staff began to work remotely that they wouldn’t have the support they used to when working in an office. With Advanced Clear Review I can go on and make sure they are regularly talking to their manager, and if this isn’t happening I can launch an investigation to find out why not.”

Devon Graham, Director of Human Resources, SARRC.

As well as this Devon notes that connectivity and collaboration have increased since they started using the platform, and that team members are better able to prioritise their work loads, meaning they are more productive.





Advice from an Advanced Clear Review user

We asked Devon, 'as a long term user of Advanced Clear Review, what advice would you give to someone whose organisation has just implemented the platform?'

"I would tell them to fully embrace the system and all it offers! Don't be afraid to give honest and constructive feedback, and ask follow up questions to feedback you're given. Quite often team members expect their leaders and managers to be the proactive ones, but you get out what you put in."

Devon Graham, Director of Human Resources, SARRC.

"Take proactive steps, get involved in setting your short term goals and development plans, and show your passion and enthusiasm. And for organisational leaders who are wanting employees to succeed, give them the resources and freedom to do this.

I'd also say to anyone using the platform, don't take constructive criticism badly, take the feedback and use it to your advantage to learn and grow, most people are seeing your potential and just want to see you do better." Devon Graham, Director of Human Resources, SARRC.



We would love to show you more

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