



# ORS PARTNERS CASE STUDY

## CLIENT OVERVIEW

NAME: FULLBLOOM  
INDUSTRY: EDUCATION MANAGEMENT  
SIZE: 204 EMPLOYEES  
TYPE: PRIVATE



- Beyond annual hiring needs, FullBloom has a high-volume need for teachers each year during the summer months, which presents tough hiring challenges
- The COVID-19 pandemic has led to far-reaching changes to on-premise learning

## ACTIONS TAKEN

- ORS Partners activated outreach programs (vs. a historically inbound recruiting model), changing the fundamentals of how FullBloom performs TA in this highly competitive environment
- We developed and trained FullBloom to use the Ambassador program to elevate and bring uniformity to a still decentralized TA structure
- ORS increased the visibility and use of recruitment KPIs, enabling the CHRO to make more informed business decisions
- The ORS team has provided nearly two-dozen different TA solutions across all FullBloom business lines as needed to support this mission-driven organization

## PROJECT OVERVIEW

- FullBloom is a PE-backed provider of education and behavioral health solutions that creates better life outcomes for children and their families, regardless of the learning obstacles and other challenges they face
- The FullBloom CHRO engaged ORS Partners in June 2018, focusing on elevating their talent acquisition (TA) function and reducing the open headcount needs, positively impacting the budget

## CHALLENGES TO OVERCOME

- FullBloom had a highly-decentralized TA model and lacked a homogenous best practice for recruiting across regions
- FullBloom has undergone two software (Applicant Tracking System) changes



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### SUCCESS AND OUTCOME

- ORS Partners has become the primary, trusted vehicle for delivering revenue-generating and support roles across all areas of FullBloom
- We expanded into Executive Search, adding multiple senior-level roles to FullBloom's management infrastructure
- ORS has helped FullBloom expand into new territories by managing their Regional Director hiring efforts for the past four years
- While supporting a Hawaiian island-based hire, an ORS consultant took the initiative to learn the native language /dialect (Pidgin) to communicate better and support TA efforts



**I first engaged ORS Partners in mid-2018. Since that time, they have become our primary partner for talent acquisition and have supported us with over twenty distinct projects. Their team is terrific, and their versatility is a great complement to our business as ORS has managed everything from senior-level searches to large-scale hiring projects. They've been a consistently reliable partner whom I call on when our business requires additional human capital. I am no longer surprised by their ability to deploy the right resource/team on (very often) short notice! They've also provided great expertise with evolving talent acquisition strategies during a period where we've doubled in size to 8,000 team members.**

Valerie Mogavero, Chief Human Resource Officer, FullBloom

