



## Transform Hiring: How Skills for Chicago Shifted to Skills-Based Hiring with Career Highways

### Customer Snapshot

**Organization:** Skills for Chicago

**Industry:** Workforce Development

**Mission:** Committed to finding and keeping overlooked talent in a rapidly changing labor market.

## SKILLS FOR CHICAGO FACED A CRITICAL CHALLENGE:

Declining labor participation and rapidly evolving job roles have made it harder for employers to find and retain the right talent. At the same time, many hiring processes still rely on outdated job descriptions, arbitrary credential requirements, and disqualifying questions that unnecessarily filter out qualified candidates. While employers recognize the value of skills-based hiring, many have found it more difficult to implement in practice than they initially expected.



### Target

Skills for Chicago aimed to remove hiring barriers by shifting focus from credentials to skills, helping employers adapt to evolving roles while expanding access to overlooked talent.



### Future Plan

The organization planned to create consistent job frameworks and anticipate future skill needs, preparing employers for workforce change and the growing impact of AI.



### Development

Partnering with Career Highways, Skills for Chicago deployed AI-driven skills mapping and integrated Salesforce tools to enable faster, skills-based candidate matching.



### Success

The platform enabled a rapid shift to skills-based hiring, reducing friction, improving match speed, and driving stronger engagement and retention across employers.

## SOLUTION

### Skills for Chicago partnered with Career Highways to:

- Identify candidate skills—even those candidates overlooked.
- Match candidates to multiple jobs quickly and accurately.
- Provide tools for consistent job roles, skills gap analysis, and AI impact forecasting.

### Joint Technology Platform:

- Powered by **Salesforce** (Marketing Cloud, Sales Cloud, Analytics/Data Cloud).
- Integrated tools for **candidate qualification, community management, recruiting, and market intelligence.**
- Enhanced with Career Highways' **AI-driven skills mapping and career journey tools.**



**Career Highways**  
Driven by Intelligence™

Ready to remove hiring barriers and embrace skills-based hiring?

Learn more at [CareerHighways.com](https://CareerHighways.com), or

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## RESULT

### Impact Metrics

- 40% faster** candidate matching achieved
- Stronger employer adoption** of skills-based hiring
- 70+ community partners** actively engaged
- 1,000+ individuals** successfully placed in roles
- 84% long-term** talent retention rate
- \$25M+** in annualized wages generated

- **Shift to true skills-based hiring almost overnight.**
- **Reduce hiring barriers** and improved candidate matching speed.
- **Create consistent job frameworks** and identified future skill gaps.

### Customer Quote

*"Career Highways is going to transform how you do HR. Almost overnight, you can shift to skills-based hiring for real. You can create consistent jobs and roles, identify skills gaps, manage your talent, and even identify how AI will impact your team."*

— Bridget Altenburg, CEO, Skills for Chicago