

# Case Study for Financial Institution



## Overview

The partnership between financial institution and Rangam SourceAble, established from 2019 to 2024, focuses on increasing neurodiversity in the workforce by hiring and supporting neurodivergent individuals across various roles and locations. This collaboration has demonstrated significant success in both hiring numbers and employee retention, as well as in raising awareness and achieving industry recognition.



## Challenges

### Neurodiversity Employment Gap

There was a significant underrepresentation of neurodivergent individuals in the workforce, which necessitated a structured and supportive hiring process.

### Retention and Conversion

Ensuring that hired neurodivergent individuals not only stay with the company but also transition into full-time roles was a major challenge.

### Awareness and Training

Educating the existing workforce and management about autism awareness and inclusive hiring practices required extensive training and ongoing support.

## Solutions

### Targeted Hiring Initiatives

The partnership focused on hiring neurodivergent individuals, resulting in the employment of 86 individuals across 17 roles in 18 different sites. This also included 6 direct hires and 2 transfers.

### Support Structures

To ensure a smooth transition and high retention, the partnership provided support through 11 support providers, leading to 19 hires being converted to full-time employees. The average retention rate achieved was an impressive 84%.

### Comprehensive Training Programs

Over 2500 employees attended Autism Awareness training at the launch of the partnership, and ongoing efforts ensured continued education. Additionally, 420+ employees participated in instructor-led Autism Inclusion interview strategies training.

### Recognition and Awards

The program's success was highlighted through quarterly excellence awards, with 3 winners recognized, and 14 industry and external outreach events to promote the initiative.



## Outcomes

### Increased Employment



The program successfully hired 86 neurodivergent individuals, significantly contributing to workforce diversity

### High Retention Rates



The **84%** average retention rate indicates that the supportive environment and training programs were effective in maintaining long-term employment.

### Full-time Conversions



**23** individuals were converted to full-time employees, showcasing the success of the integration and support measures.

### Widespread Awareness



The extensive training programs raised significant awareness within the company, fostering an inclusive workplace culture.

### Industry Recognition



The partnership received notable awards and recognition, highlighting its impact and serving as a model for other organizations.

## Locations Supported



The initiative spanned multiple locations, including:

- Binghamton, NY
- Brooklyn
- Charlotte
- Chicago
- Columbus
- Detroit
- Elgin
- Jacksonville
- Heathrow
- Jersey City
- Los Angeles
- Louisville
- Newark, DE
- Phoenix
- Fort Worth
- San Antonio
- Toronto, ON
- Vermont

## Roles placed



Neurodivergent individuals were placed in diverse roles, such as:

- Business Analyst
- Candling
- Credit Card Litigation Analyst
- Data Architect
- Data Delivery Architect
- Data Entry
- Equipment Operator
- JAVA Developer
- Mail Extraction
- Operations Business Analyst
- Quality Assurance Analyst
- Quality Specialist
- Remittance Processor
- Reporting Analyst
- Software Engineer I, II, III
- Transaction Specialist
- UAT

## Expansion

The program also expanded to other regions, including India, UK/EMEA, Philippines, and Germany, showcasing its scalable and adaptable nature.

## Conclusion

The financial institution and Rangam SourceAble partnership is a remarkable example of how targeted initiatives and supportive structures can significantly enhance neurodiversity in the workforce. The program's success, reflected in high retention rates, full-time conversions, extensive training, and industry recognition, serves as a powerful model for other organizations aiming to foster an inclusive and diverse workplace.