



YMCA of Dallas cut candidate screening time by 60%

With WedgeHR, the Dallas Y built a faster, more consistent hiring process across every department

The YMCA of Dallas is one of the largest in the country, serving tens of thousands of members across childcare, camps, preschool, and membership services, with hiring needs that never stop.

- ▶ Saves 25 minutes per candidate compared to traditional phone screens
- ▶ 603 completed Wedge interviews in the first two months of rollout
- ▶ 253 total hours saved and growing
- ▶ Completion rates climbed from 30% in the first two months to 69% in 2026



“When we put it into place in Dallas, our managers said it saved us *hundreds of hours* and we never want to be without it ever again.”

Suzanne Goswick,
SVP Chief Human Resource Officer



Faster screening, stronger teams

The YMCA of Dallas replaced a manual, time-consuming screening process with WedgeHR and found a better way to evaluate candidates across every department.

Buried in phone screens

Before WedgeHR, the YMCA of Dallas relied on traditional phone screens to evaluate candidates across multiple departments. With hiring happening continuously across childcare, camps, preschool, and membership — each with its own staffing needs and timelines — the process was slow, inconsistent, and hard to scale. Managers were spending hours on administrative coordination that had nothing to do with finding the right person for the role.

25 minutes saved per candidate

The YMCA of Dallas launched WedgeHR in April 2024, starting with the Childcare Services department before expanding to Camp Grady Spruce and Preschool within weeks. Each interview was built with position-specific questions and a personal intro video from leadership, giving candidates a real sense of the organization before they ever walked through the door.

The results were immediate. Managers gained back time they had been losing to phone tag and scheduling, and completion rates climbed to 48% as the team refined their process and enabled text-based invitations.

YMCA Dallas went from a 30% interview completion rate in their first month to 69% within two years, more than doubling candidate engagement by sending thousands of Wedges across 128 roles and 154 hiring team members.



Hiring for mission

At the YMCA of Dallas, the people who show up to work aren't just filling shifts, they're working with kids, families, and community members who depend on them. That means fit matters as much as availability.

WedgeHR gave the hiring team a way to evaluate candidates on their own time, without the pressure of a live phone screen, and see something closer to how that person would actually show up in the role. Managers stopped making decisions based on résumés alone and started making them based on what candidates actually said and how they said it.

25mins

Saved per
candidate

69%

Completion
rate

240

Average monthly
screens