

QUALITY ASSURANCE



Marketplace Chaplains is a professional organization delivering A+ quality service to over 4,000 worksite locations weekly in the United States, Canada, Mexico, and Puerto Rico. Our leadership team, professionally-trained and experienced chaplains, Board of Directors, and organization are all galvanized by practices from third-party organizations for accountability, to ensure quality assurance for all client companies and their employees, chaplains, staff, management, and leadership.



GREENHOUSE is an integrated online recruiting and applicant tracking system we use to attract, recruit, process, and onboard new applicants.



Our CHRO is a member of **SHRM**, ensuring quality in our hiring: a thorough, high-touch, tiered application process with multiple interviews by multiple leaders and background checks, all guaranteeing the most reliable and qualified applicants are hired.



ADP, the largest payroll processor in the nation, processes our monthly payrolls for all staff and chaplains, including the reimbursement of expenses. ADP also files all payroll tax reports on behalf of the organization and makes the required payments to national, state and local tax authorities. ADP also issues the annual W-2 Forms directly to all employees.



CAPIN CROUSE LLP, a national firm of Certified Public Accountants, performs an independent annual audit of the financial statements and internal controls of both Marketplace Chaplains and Marketplace Ministries Foundation. They also assist in the preparation and filing of our annual IRS Forms 990. (These forms and audits are available for inspection). Capin Crouse has always expressed an Unqualified (Clean) Opinion of our financials.



ECFA, The Evangelical Council for Financial Accountability, is an independent certifying organization in which Marketplace Chaplains is an accredited long-term member. Each member is required to renew its membership annually by submitting to a rigorous review of their audit reports, Forms 990 and Annual Reports, complete a long questionnaire, and agree to the Seven Standards of Responsible Stewardship and the ECFA Statement of Faith, among other requirements.



STYLE OF INFLUENCE (SOI) is a testing instrument we use to identify people's innate inclinations and how they respond naturally to everyday situations. Much like the DiSC and Myers-Briggs personality tests, this information helps us know how to best lead and work alongside our employees and peers.



Marketplace utilizes **RETENTION RESOURCE CENTER** for third-party surveys to receive real-time input from Chaplains, Field Leaders and Client Company Leaders in order to constantly provide the best CXP (Customer Experience) possible.



FIRST LIBERTY INSTITUTE performs a full audit of our Governance, Bylaws and Collateral to ensure consistency and accountability.