



A more human resource.™

**KIPP HOUSTON
PUBLIC SCHOOLS**

KIPP Houston Public Schools

The Challenge

KIPP Houston Public Schools has a mission with a heart the size of Texas – to help underprivileged students get to and through college. With 28 schools in Houston alone, they currently staff over 1,700 employees, many of them teachers. To support these teachers and the rest of the KIPP staff is a team of 25 HR and payroll professionals, led by Chief Talent Officer, Chuck Fimble.

With a mission so meaningful, Fimble knows the importance of spending his team's resources in ways that will directly benefit the students and less on behind-the-scenes details. But with a growth trajectory of 18,000 students within the next 10 years, KIPP is tasked with recruiting over 300 new teachers every school year. And not only does Fimble's team have to focus on hiring dedicated, hard-working teachers, but also providing ongoing support and benefits throughout the year to retain them.

As if annual recruitment wasn't enough of a challenge, Fimble was faced with immediate obstacles to overcome when he first joined KIPP. Upon arrival, he was met with an abundance of manual processes – many of which were also dysfunctional. Most records were kept in spreadsheets, and in some cases, vital files – such as an employee roster and a list of exempt vs. non-exempt employees – didn't even exist. Additionally, calculations were done with a pen and paper, leaving ample room for error – and with 60 percent of KIPP's costs going towards salaries, they couldn't afford to make any mistakes.

Quick Facts

Company: KIPP Houston Public Schools

Headquarters: Houston, Texas

Number of Employees: 25 HR professionals supporting 1,700 employees

Product: ADP Workforce Now®

Learn more about KIPP Houston Public Schools at www.kipphouston.org.

Fimble also discovered that KIPP had been paying benefits premiums for about 30 people who were no longer KIPP employees, some for quite a while. Since everything was done manually, it was difficult for the staff to keep up with updates to every single system to ensure the benefits were completely terminated.

As Fimble had experience working with human resource management providers prior to KIPP, he knew there was a better way. He initiated a vendor search, exploring options of all shapes and sizes. He wanted the functionality he was familiar with from larger providers, but needed it at a price point that coincided with KIPP's budget. He found the formula he was looking for with ADP®.

The Solution

Together, the ADP team and KIPP team worked to identify and implement solutions for their struggles. They began enhancing and automating processes one by one, from payroll to benefits to time and labor.

The first step was to achieve accuracy across their systems. To reduce the risk of errors regarding employee information, KIPP implemented the self-service feature within ADP Workforce Now®. Employees could now control and access their own information, which not only increased accuracy but reduced time and labor for the HR team.

KIPP also used ADP Workforce Now time and attendance to more accurately track employees' hours and days worked. They installed iPads in every location, allowing employees to conveniently clock in and out. And they also have cloud-based access to their own time and attendance profile to view, create or edit timesheets anywhere, any time.

And to solve the issue of mistakenly providing benefits coverage for employees no longer with the company, KIPP utilizes ADP Workforce Now Carrier Connections, which seamlessly sends new or updated data to all of their different carriers, such as state retirement, benefits and 401(k), to ensure accuracy across them all. The HR team no longer has to enter data numerous times into numerous systems – once they make a change in one, it's automatically communicated to them all, significantly reducing the risk of errors.

As a result of these changes as well as the use of their new automated systems, KIPP's payroll and benefits errors have become a thing of the past. Since employees now enter their own information and hours are logged in an online database that feeds directly to the payroll platform, they can rely on receiving their benefits and paycheck to the right place, at the right time and for the right amount.

Now that the HR team has access to advanced reporting and analytics, they can study the data to discover employee trends and better understand how to attract and retain the best teachers to support their growth trajectory. And because ADP Workforce Now is scalable, Fimble knows it's capable of growing along with them without having to purchase additional programs or add HR headcount. Instead, they've even been able to reduce back office staff and reallocate salary costs to increase teacher headcount.

As shared by Fimble, ADP is the behind-the-scenes provider that allows KIPP to do the "important" work, such as focusing on talent development and inspiring leaders for the benefit of the kids, instead of the minor details. Now that the KIPP team has enhanced and automated most of their processes with the help of ADP, they have significantly more time to spend supporting their students through their academic journey.

"At the end of the day, ADP allows us to focus on what really matters in our day-to-day lives. I don't have to spend a lot of time thinking about ADP – I know it's there and that it's going to work the way I need it to."

**— Chuck Fimble, Chief Talent Officer,
KIPP Houston Public Schools**