



Homewell Care Services of Collin County: An improved payroll process

As the CEO of home-care agency Homewell Care Services of Collin County, Steve Whatley prioritizes taking care of his employees and his clients. In order to spend more time focused on them, Steve needed a solution to spend less time on tedious payroll and HR tasks. He turned to ADP®, and with help from the ADP Workforce Now® Next Generation HR suite, he's been able to create efficiencies and focus more on the things he loves doing. Here's what Steve had to say about his experience:

On processing payroll for a growing, hourly workforce

We have around 35 employees, all hourly, which includes administration and caregivers. We're always hiring and growing, because the care needs don't go away. We get calls every day from somebody else needing help, so our growth pattern is great and we're on an upward trajectory.

The ADP Workforce Now Next Generation HR suite makes things easier for us to run payroll for our employees because it has fewer steps to process, and it's a lot quicker and more efficient. It's well designed for what a small employer like us needs and can use.






On the implementation experience

Our ADP Workforce Now Next Generation implementation went better than any IT integration that I've ever been a part of, and I've been a part of a few over the last several years. The ADP team was always there to help — I never felt like I was left out on an island by myself trying to figure it out.

Steve Whatley
Chief Executive
Officer



Quick facts

-  **Company:** Homewell Care Services of Collin County
-  **Headquarters:** Allen, Texas
-  **Industry:** Healthcare
-  **Employees:** 35
-  **Product:** ADP Workforce Now® Next Generation

Learn more about Homewell Care Services of Collin County at homewellcareservices.com/collincounty



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On the benefits of ADP Workforce Now Next Generation

When we opened our doors in 2016, it took me six to eight hours to do payroll. Now, with ADP Workforce Now Next Generation, I can do it within an hour and a half. That's just huge. With that time savings, I'm able to do things that an owner of a home-care agency should do, and that's work on the business instead of in the business. I don't know any owner that likes to do payroll that much, so once it's done, it frees your mind to go do other important things.

Another benefit of having ADP is that they're a turnkey operation — everything is handled all in one place. I don't worry about managing taxes, unemployment or benefits because ADP has the tools to support what I need. I don't worry about any of that, because it's covered by ADP Workforce Now Next Generation.

On the Pay Anytime and Policy Manager features

We run payroll biweekly, and we pretty much stay on schedule. But there are times when somebody needs a pay advance, and we use the Pay Anytime feature, which is really convenient. I can just pull up the person's name and enter the hours and the rate — a couple of clicks and I'm done.

We also set up our overtime, bonus and company loan policies with Policy Manager. It is much easier than past systems because I can enter the information to set up the policies on my own, and it works out really well.

On a more efficient process for employees

Our employees can now get their check stubs directly online, which we really love. There were periods of time that we got barraged with calls saying, "Hey, I need my check stub." Now that we've given them access, we don't ever hear those requests. Even for having as few employees as we do, that's huge.

On a partnership with ADP

ADP is a quality organization in terms of developing relationships and providing support. It's something they do on a day-to-day basis. It's good to know that we have a company that can take such responsibility and is a true turnkey operation. And if we have a question or an issue, I just make a call to ADP and it's handled. In this day and time, that's few and far between, but it's very important to us and we certainly appreciate it. And that's a culture, you know? That's just not two or three people that have a high work ethic. To me, it's got to be institutionalized in the fabric of the ADP organization.

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