Gaining accuracy while streamlining processes

Lois Dutton, director of human resources for the St. Vincent de Paul Society, San Francisco, recently talked with ADP® about the challenges of being responsible for the social services organization's HR functions, including payroll, recruitment, EEO reporting, determining pay rates and all the day-to-day- HR activity for the company's 125-person workforce. With ADP's help, Lois' team significantly improved their workflow efficiency, reporting capabilities and retention tracking, as well as increased employee engagement through the use of ADP's mobile platform. Discover these and more benefits the St. Vincent de Paul Society has experienced by partnering with ADP.

On the challenge of introducing streamlined processes

When I came to the St. Vincent de Paul Society in 2009, they were using PC Payroll. They did not have an HR department and were using an accounting person to enter information into PC Payroll and handle employee questions. I quickly had to figure out how to introduce a streamlined process and get everything stored in one place where it's readily accessible.

On finding a solution

The first thing I did was check out what products ADP had to offer. I've always known ADP to be the vendor that knows what the laws are, and that their time-keeping systems do a great job. I know from experience that the system works well and that ADP stands behind their products. And with ADP, you don't have to worry about your payroll not being accurate. So, we talked with an ADP salesperson, and that's how we have ended up with ADP Workforce Now.

Lois Dutton
Director of HR

Quick facts

- **Company:** St. Vincent de Paul Society — San Francisco

- **Headquarters:** San Francisco, California

- **Industry:** Social services

- **Employees:** 125

- **Product:** ADP Workforce Now®

Learn more about St. Vincent de Paul Society at svdp-sf.org

ADP
Always Designing for People™

On implementation

When we made the move from PC Payroll to ADP Workforce Now, we had ADP specialists who were experienced in different areas to walk us through each product, which was invaluable and made the transition less painful. We've been using the performance module since we first transitioned over without a glitch. Since we started using it in 2010, there have been several helpful upgrades made, like automated signatures, which saves a lot of time.

On automation and accuracy

With ADP Workforce Now, the information you enter into the system flows over to the payroll function automatically, so you don't have to make duplicate entries. It streamlines an otherwise time-consuming process, which is why we got the system, and why it works for us.

ADP also helped us go from using timecards to using an automated system. With timecards, we could tell people were incorrectly logging hours, and it's clear that with the automated system there is much more accuracy. It has also helped us become more efficient throughout the hiring process – moving from paper forms to electronic onboarding has saved us about 20 minutes per candidate.

On audits

Because we bill contracts and have funders that conduct audits regularly, we need to have a system that is accurate. So, for example, with the time and attendance system, we have department codes that automatically track where someone is working and under which funding source. We've been able to use the system in a lot of ways to help streamline things, as well as ensure accuracy using automation to reduce error introduction.

On Carrier Connections

When we were implementing ADP, one of the first things I wanted to do was get the benefit file feeds in place so that carriers automatically received information through the Carrier Connections feature. When I first took joined the team, there were bills that still had people we had terminated on them that had been getting paid for several months, so getting the feeds in place was key moving forward.

Because of the Carrier Connections feature, we didn't have to send all these forms back and forth via email or fax, and the bills are accurate. Putting the feeds in place has definitely saved both time and money. In fact, we've saved about $9,000 per year in potential errors by using Carrier Connections.

On the benefits of custom reports

Being able to customize reports has been especially useful, because I can choose to track specific things that aren't available in the standard reports.

Over the years, ADP has been the vendor that I know I can trust.

Lois Dutton
Director of HR

For example, there have been times when I wanted to know something about employees, such as why they're leaving. So, we created more codes to track the different reasons why someone might leave. That's been helpful when we're looking at turnover and thinking about engagement and retention.

The customizable reporting has meant that we can do what we need to do quickly. Being able to track and retrieve specific information quickly and fine-tune it with ease means more time to do other things.

On mobile features and self-service

About six months ago, the ADP mobile app became available to the employees for use on their personal mobile devices. Many employees are using it regularly, because it makes it easier for employees to request time off and clock-in. This has been incredibly helpful, because now people don't have to wait in line for the time clock or to clock-in at a computer. Additionally, employees can use the app to view their accrued time in the system. This ability to self-serve saves me time, since I am usually the person who has to respond to time-related inquiries.

On dedicated support

When things come up, like adding a new location and having to understand and adhere to the many laws that are unique to San Francisco, we need to know we can call someone who is already knowledgeable of these specifics. ADP fills this need well. Now you can even chat online with someone about benefits issues, which I used and found to be very quick.

The fact that we can call and talk to someone when we need to and they will help us figure out what's best adds that human touch that allows us to know that we're doing the right thing. Over the years, ADP has been the vendor that I know I can trust. That frees us up to do our other work that we do.

> I know from experience that the system works well and that ADP stands behind their products.

Lois Dutton
Director of HR

Always Designing for People™

*Dedicated Account Managers available to ADP Workforce Now clients with 150+ employees.