



# Shining a beacon on simplified wage payments

## Quick facts



**Name:** Beacon Specialized Living Inc.



**Industry:** Healthcare



**Established:** 1964



**Employees:** 2,500+



**Locations:** In six states



**Headquarters:** Kalamazoo, Michigan



**Product:** Enhanced Time for ADP Workforce Now® and Wisely®



**Business challenge:** Getting paper paychecks to employees was time-consuming and expensive, often requiring someone to drive the checks to locations that could be hours away.



**How ADP® helped:** Wisely by ADP made it simple and easy to pay employees and make adjustments to pay as quickly as needed, saving Beacon time and money.

Learn more at  
[beaconspecialized.org](https://beaconspecialized.org)



*Beacon Specialized Living provides coordinated care for individuals with disabilities and mental health needs. With locations in six states, Beacon's mission is to provide high-quality, gentle, compassionate and evidence-based care to help the people they serve reach their goals and live rich lives.*

*Angela (Ang'e) Provost is the Executive Director of Payroll for Beacon's 2,600 employees. Ang'e oversees the day-to-day management of all payroll activities, along with her team of four payroll representatives. She also ensures compliance with payroll and fair labor standards practices in every state to maintain the best relationships between Beacon and its employees.*

*We recently caught up with Ang'e to talk about the company's decision to move from paper checks to Wisely by ADP pay cards and the impact that has had on the business and Beacon's employees.*

## Problems with paper checks and delivery logistics

We have employees who work in homes that we own and also in personal homes taking care of residents who need full-time care. We needed a way to ensure that their pay reached them on time. We were overnighting paychecks for the employees who worked at each location, and we hoped that they would arrive on time. Occasionally we had issues with checks going missing after delivery.

If checks were lost, we had to reissue them and drive them to employees who could be an hour or two away. We also had to figure out what to do if an employee had a payroll error and needed to be paid in between our biweekly payroll run.

It was all just a logistics nightmare if things didn't go smoothly, or employees were missing checks or shorted hours in their checks. We can't afford to have our employees worrying about their pay when they're working. They have to be clear-headed, so they don't make mistakes when passing out meds and performing other duties involving caring for our residents. We also don't want to lose caregivers that our residents connect with because of a payroll issue.

## The Wisely pay card blew away the competition

We looked at other pay card solutions and one was just a reloadable card that wasn't associated with an account. That didn't sit well with me because if an employee lost a card, they'd basically lose all the money on it.



The Wisely card checks off all those boxes for me. Employees can use the Wisely app to find the nearest ATM locations to get cash. They can get cash back when they make a purchase in the grocery store. They can use PayPal and Venmo with Wisely.

**Angela (Ang'e) Provost**  
Executive Director, Payroll

### About Wisely by ADP

Wisely offers worker-focused payment solutions designed to enable compliance, convenience and administrative ease to employers and freedom, flexibility and financial wellness to workers. Wisely enables more payment options and helps employers move towards 100 percent electronic pay.



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There were certain things that I didn't like about other cards. I didn't want employees to incur a lot of fees to use the card or to have to drive far to find a surcharge-free ATM they could use. If they were shorted money in their pay, I wanted them to be able to receive it moments, not days, later. So what I was looking for was a card that was low-cost or no cost for the employer and free to the employee. I wanted a card that gave them access to cash at banks and when they used it at stores, without incurring charges if they didn't choose to use the card.

The Wisely card checks off all those boxes for me. Employees can use the Wisely app to find the nearest ATM locations to get cash. They can get cash back when they make a purchase in the grocery store. They can use PayPal and Venmo with Wisely. With the app, employees can see their current balance or round up payments to go into another account. Our employees are tech-savvy, so they really enjoy being able to see everything in the app.

### The impact of Wisely Pay on employees and the business

We give every single new hire the opportunity for a Wisely account as part of their onboarding, so by the time they get their first pay, they have access to their funds with the payroll card in hand. They can choose to keep their direct deposit account and still get the card, which comes in handy if there's a payroll error. They can also split a deposit and put money on their Wisely card for a holiday or vacation fund. Employees see their pay stubs on Wednesday, two days before they get their Friday pay. So if there's something wrong, we can correct it and they get the pay they deserve on Friday.

Since we've made the switch to Wisely, at a minimum we save \$600 on overnighting checks every two weeks. We no longer have to buy check stock or service the printer we used to print checks. But the biggest return on investment (ROI) comes in the form of time saved on reissuing and canceling checks and doing the reconciliations. Reconciliations are clear and concise because there are no missing checks. No one has to drive checks to a location when they've gone missing. ADP understands that time is money and that my time is even more valuable than money.

### Help is always there when I need it

Our ADP account manager is amazing. She has a depth of knowledge and patience when showing me how to do something rather than doing it for me. She teaches me how to fish. The reporting is awesome. Sometimes I need ADP to build a report for me and other times they will take the time to help me learn how to do it.

### An outspoken advocate for Wisely

I've been at conferences and dinners where I bring up Wisely to others, especially when they start talking about the horrors of missing checks and reconciliations. I don't wait to be asked. I tell them that Wisely is a benefit that every company should have and sing its praises all the way.

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