



Delivering Decision Confidence with ADP® Decision Support



Cheryl Gibson,
Compliance Manager &
Payroll Administrator
Energy Trust of Oregon



Nicole Stolarik,
HR Business Partner
Energy Trust of Oregon

Headquartered in Portland, Energy Trust of Oregon is a nonprofit organization dedicated to helping utility customers save energy and generate renewable power. Founded in 2002, Energy Trust has seen its workforce grow from just a dozen employees to over 120. With headcount increasing, HR Business Partner, Nicole Stolarik, and Compliance Manager and Payroll Administrator, Cheryl Gibson, knew it was imperative to streamline processes — especially for their new hires. With the help of Decision Support through ADP Workforce Now®, they found that much needed time savings and improved efficiencies within their onboarding process.

Here is their story:

Why Decision Support with ADP

Nicole Stolarik: We saw the need for Decision Support while planning our growth. With a paper-based onboarding and benefits selection process, it was clear there was room for improvement. New hires would complete what seemed like piles of paperwork, and our HR team would review and forward it over to our payroll manager. There were just so many steps and so many HR employees involved. We wanted to save time, improve data collection and deliver a better experience for both our new employees and HR team. And with the help of online benefits enrollment with Decision Support, we did.

Cheryl Gibson: We've already hired more people in the first few months of this year, versus what were hired for all last year. With a very small HR team supporting a workforce that's about 95 percent remote, and with plans to expand into other states, we wanted a process that catered to the hybrid workforce. That's why we introduced ADP's self-service onboarding and benefits modules. And we haven't looked back.

Quick Facts

 **Company:**
Energy Trust of Oregon

 **Headquarters:**
Portland, Oregon

 **Industry:**
Nonprofit

 **Employees:**
126

 **ADP Products:**
ADP Workforce Now®

Learn more about
Energy Trust of Oregon
www.energytrust.org



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On employees using Decision Support

Nicole: We're only three months into using Decision Support, but it's already reduced the amount of time we spend onboarding. For new hires, it helps get one of the more complex onboarding processes completed even before day one - that's benefits plan selection. When evaluating a benefits plan, there's a lot to consider. After all, each family's requirements are unique. ADP's Decision Support helps them go at their own pace, carefully weighing which plan best meets their needs. It makes onboarding easy and is a great way to welcome employees into the organization.

Those who are new in their careers often have a lot of questions about healthcare plans and having a recommendation is great because it helps them decide which plan best meets their needs. While I tend to deliver a 30-minute overview of the process, employees have told me that Decision Support is straightforward, easy to navigate and takes the guesswork out of choosing a benefits plan.

Cheryl Gibson: We had an employee who was retiring next year and she didn't know during open enrollment if she should stay with her current plan or switch. I suggested she take advantage of Decision Support within the enrollment process to help her decide which plan would be best for her needs. Decision Support offers a great, unbiased reference point.

On HR using open enrollment with Workforce Now

Nicole: ADP's service support is phenomenal. Despite experiencing unprecedented growth, this year's open enrollment has been our smoothest to date. We're converting contractors to full time employees, hiring new staff and introducing our workplace to a hybrid model. Having the same open enrollment specialist for the last four years has resulted in a fantastic working relationship. He set up weekly meetings preventing potential issues that might come up and was always very responsive when my team and I had any one-off questions.

On Workforce Now's useful features

Nicole: The reporting within Workforce Now has been indispensable. It's robust and I usually build my own reports. But if time is running short, I can always run of many standard reports. Our payroll manager also uses the reporting. She's impressed with the collaborative nature of Workforce Now - especially it's co-browsing feature which allows an ADP specialist remote access to her screen, allowing her to see how shortcuts might be taken in real-time.

Advice to peers

Nicole: There are so many great features in Workforce Now. My advice is to dig into one area, master that, then move onto the next. It's a big system, so inquire which features you might not be taking full advantage of. With our recent growth and our plan to get the most from Workforce Now, we're confident in the future of our HR and payroll system and our HR team's ability to deliver an outstanding employee experience. The future is bright for Energy Trust of Oregon.

Cheryl: We've found significant time savings by streamlining things. If ADP helps take the majority of the benefits processes off your plate, why wouldn't you do it?



There were just so many steps and so many HR employees involved. We wanted to save time, improve data collection and deliver a better experience for both our new employees and HR team. And with the help of Decision Support, we did.

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