



# Reducing costs and saving time with ADP TotalSource®

United Community Corporation is a nonprofit organization whose mission is to provide assistance to low-income, disadvantaged and at-risk individuals and families. Their goal is to help those groups become self-sufficient and self-supporting while improving quality of life and standard of living. Finding an outsourcing solution to help reduce costs and the gain back the time needed to manage operations was a priority for the organization. Craig Mainor, executive director, discusses his experience using ADP TotalSource.

## Realized cost savings with ADP TotalSource

As a small nonprofit, it was really challenging for us to meet the needs of both our staff and our organization while trying to manage costs. It can get very expensive for an organization like ours to establish a qualified, in-house HR department while not taking away from the financial resources being used to helping those in need.


One of the first challenges I faced in my current role was trying to satisfy the HR needs of this agency. When I arrived, there were already several HR fires that I had to put out. Not being an HR expert myself, I started to explore the option of a professional employer organization (PEO) to help tackle our challenges. Once we got all the information we needed and did the math, we found that ADP TotalSource was not only able to help meet the needs of the agency and employees, it proved to be very cost-effective, as well.

For example, about six years ago — as a result of previous issues — our employee liability insurance was astronomical and we were finding it difficult to pay for a policy. With ADP TotalSource, we've been able to move past those difficulties and have realized tremendous savings in payroll expenses and benefits packages that our agency desperately needed. Now we're in a good place financially to support and protect both the employee and agency needs.


**Craig Mainor**  
Executive Director




## Quick facts

 **Company:** United Community Corporation

 **Headquarters:** Newark, New Jersey

 **Industry:** Nonprofit

 **Established:** 1964

 **Employees:** 70

 **Website:** [uccnewark.org](http://uccnewark.org)

**Business challenge:** Trying to meet the needs of both the employees and organization while avoiding the costs that would be associated with establishing an in-house HR department.

**How ADP helped:** The solutions available with ADP TotalSource provided the cost-effective resources to handle the daily HR needs for the organization while offering the level of benefits unable to be realized previously.



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## Powerful technology and trusted support

With ADP TotalSource, the technology is top notch and our organization has benefited from it in several ways. First, it streamlines our payroll responsibilities, considerably cutting down the time needed to enter all the information before sending it for processing. Next, the team in our financial office has direct access to all of the reports that help keep us up-to-date and informed with all of the tax regulations — and with all of the recent legislative changes, I think it would have been much more difficult to manage. And for me, I can easily pull up the day-to-day reporting I need in order to help keep our agency running smoothly.

Also, the mobile app is great. We have a lot of employees who don't always need to be working in the office. Having the option of being able to enter their time through their phone or mobile device has not only been convenient for them, but helpful for us because it accurately tracks their time which is included when we submit payroll. And they love having complete access to their personal information at the click of a mouse, wherever or whenever they want.

Although our employees can access their information with ease, there are times when they need help with questions concerning their medical, insurance or other benefits. But instead of contacting me and waiting as I research their issue, they have direct access to an ADP rep with the expertise to walk them through their specific plans or policies and answer those questions immediately. As an employer, you want to make sure that your employees have access to information that they need in order to make the best decision for them and their families — and ADP TotalSource helps provide that.

## Appreciating a trusted relationship

Providing dedicated support to those who need it is a cornerstone of our organization's mission and understanding the value of that type relationship is a key reason why I am so satisfied with the service we receive from ADP. The trust we have with our ADP rep has helped establish a level of confidence that when we do reach out for help, we feel assured we'll get it quickly. I've never had to wait longer than a few hours to get a response and if I were to have an urgent issue, our rep always makes it a priority to be available. And that's crucial for our organization to be able to have that strong a relationship with someone who values the responsibilities and dedication to our employees, our policies and our payroll needs. For myself, being able to pick up the phone and get a response immediately saves me time, money and frustration. I know that I'm being listened to and ADP has our back every step of the way.

For example, we were trying to figure out a way to provide bereavement benefits to an employee who had experienced a loss. I contacted our ADP rep but she was not in the office that day. However — within a few hours, another rep who was familiar with our organization contacted me directly and we were able to walk through the process of providing what the employee needed without any issues. That was an excellent transfer of support and I really appreciate how it was handled.

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## Resources helped with safety considerations

Like many organizations, we were faced with additional challenges as a result of COVID-19. But with the resources available through ADP TotalSource, I was constantly being updated on the latest CDC guidelines and state regulations that seemed to be changing by the day. Having access to these essential resources provided me the information I needed to allow me to make informed decisions that helped keep my employees and my community safe. For that, I am truly appreciative.

## #workingfor

In the organization, my staff and I are dedicated to helping take care of the world. We work to help ensure that those who need food receive food, those that need clothes receive clothes. These are some of the basics that are often overlooked or taken for granted, but there are many who need this kind help on a daily basis. Our day is not finished until we have done good by someone. And the next day, we start over again and continue to tackle the challenges in front of us. That's what drives me. I'm also a family man and my wife and two daughters are onboard, as well. We completely understand that those in need rely on that help and that's what keeps us going.

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