



Crawl, walk, run: moving toward a better way of doing HR

Alison Abdu and Jess Tessier are part of an incredible HR team at MAB Community Services, one of Greater Boston's oldest non-profits. MAB provides training, therapy, and support to individuals with disabilities, in order for them to live full and satisfying lives.

With more than 600 staff working with adults with brain injuries and intellectual disabilities, neuro-diverse adolescents, and more than 1500 adults throughout Massachusetts who are blind or low vision, most of Alison and Jess's time was spent addressing cumbersome processes and mountains of paperwork, rather than furthering MAB's important mission.

To accurately pay, provide top-notch HR services to their employees and better focus MAB's resources Alison and Jess decided to partner with ADP's Professional Services.



Alison Abdu
Chief Human Resources Officer

Goals

ADP's Professional Services is an extension of our HR team. KC, our optimization services consultant, knows us, our culture, our challenges and what we're trying to achieve. Since joining MAB, my team's top priority was to implement HR best practices and streamline HR operations — get rid of all the paperwork. KC knew the efficiencies that were possible and helped us put that roadmap together.

MAB's HR Roadmap: the priorities and milestones met

With so many programs, locations and longstanding manual processes in place we weren't sure where to start. I often relate our HR journey to a "crawl, walk, run" analogy. In fact, in those early days, I'd say we were "sitting". Today, because of KC's support, we've reduced paperwork, improved efficiencies, reduced costs and made the work more meaningful for our HR team. Employees are now empowered to manage their own benefits, and with a stronger HR foundation we are moving toward a more efficient way of managing employee information.

MAB's biggest win so far – open enrollment

Because of ADP Professional Services, MAB is now more strategic. We are carefully implementing new modules with KC's help. Benefits administration has historically been a paper-based manual process. With ADP's Open Enrollment, employees can access all benefits information and easily complete their documents in one place. For the first time ever, we're not emailing corrections back and forth. My team finally has the confidence that the data in the system reflects exactly what our employees want.

Quick Facts

 **Company:** MAB Community Services

 **Headquarters:** Brookline, Massachusetts

 **Industry:** Non-Profit Social Services

 **Employees:** 600+

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Learn more about MAB Community Services at
www.mabcommunity.org



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Jess Tessier
Director of HR Operations

The before and after

Before working with ADP's Professional Services, I was constantly trying to find a way to be more organized with my pre-hire paperwork and employee onboarding. With KC's support, we now have an automated application process where candidates can fill out a job application online and accept offer letters electronically. It is hard to imagine how this would have been possible without KC dedicating her time to help us build out these modules.

The difference

The mountain of paperwork is gone. So, when people walk by my office, they're no longer searching for me behind a giant stack of forms. Moving towards a paperless organization has not only embraced MAB's green initiatives, it's improved transparency between employees and the HR team, setting us on the journey to becoming one of Greater Boston's employers of choice.

None of this would have been possible without KC's support and collaboration. If you're on the fence about bringing in ADP's Professional Services, jump right over and use them. Without them, we wouldn't be anywhere close to where we are now. They are truly an extension of our HR team.

KC Cokenour
ADP Professional Services
Optimization Consultant



The learning curve

As an optimization services consultant, I spend a lot of time listening. At the beginning of our partnership with MAB, I wanted to make sure I had a complete picture of what their vision for the future is. Then, based upon their business and HR priorities we created a roadmap — a project plan prioritizing which challenges to meet and the ADP platform feature that helps our client get there. One of MAB's strategic goals was to introduce HR process improvements, focusing primarily on increasing efficiency and improving data collection at every location. I knew our Professional Services team could help, and how we'd get it done.

The roadmap and its results

There's rarely a one-size-fits-all solution — that's where Professional Services comes in. With Alison, Jess and the entire MAB team, communication was always key. We'd hold weekly meetings making certain that milestones were being met and we were always moving forward together in the right direction. Our relationship has been incredibly rewarding. They want to ensure they're making the best use of their payroll and HR platform, so that their HR team and employees can spend the time, effort and resources on the things that really matter to them, which is serving the members of their community and helping them lead rich and fulfilling lives.



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