



Achieving a diverse, inclusive and equitable workforce

Quick facts

-  **Company:** Mercy Housing
-  **Industry:** Nonprofit
-  **Employees:** 1,600
-  **Headquarters:** Denver, Colorado

Learn more about Mercy Housing
at mercyhousing.org



Michele Stowe
Chief Operating
Officer



Audrey Stepp
Senior Director of HR
Operations

As one of the nation's largest affordable housing organizations, Mercy Housing builds, operates and finances affordable homes and provides resident services across the United States. To support and relate to the multicultural communities that they serve, the team at Mercy Housing prioritizes employing an equally diverse workforce, and finding the right candidates isn't always an easy task. Discover how partnering with ADP® helped them create efficiencies and achieve their recruitment and talent goals to better support their communities:

Choosing ADP as an HCM partner

Michele: At Mercy Housing, we experienced a great deal of growth over a short time. And with that growth, we also increased our number of employees and realized that the systems we had weren't adequate to keep on top of the complexity of running a large organization like ours. ADP was the solution that helped us do that seamlessly. We now have 1,600 staff members, and ADP helps us with everything from benefits to payroll to ensure our employees have access to the information they need.

Audrey: Mercy Housing has been building a relationship with ADP for a little over nine years. Some of the benefits of working with them are that their culture and beliefs are in line with ours and they prioritize employing a diverse workforce, which is important to us as we do business together. ADP has been there for us as we've grown and changed, and their product has been able to handle our growth and be flexible to allow us to do what we need to do in a better way. ▶



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Finding the right staff with ADP Recruitment Management

Audrey: ADP Recruitment Management is a great product — it allows us to find the right talent and sort through resumes effectively. Sometimes, finding candidates that speak the language we're looking for and have the right cultural background can be difficult. ADP gave us a broader net to find those folks through job boards and creative approaches to recruitment. By bringing in the right staff, we're able to connect with the residents and make them feel comfortable in the environment they're in at the time and encourage them to make things better for themselves to be out on their own again.

We've been able to cut down the onboarding work for our managers out in the field by over 65 percent because now it's mostly electronic. Once we send out an offer letter and it's accepted, the candidate goes right into our system automatically — it's wonderful.

Prioritizing diversity, equity and inclusion

Audrey: To us, diversity and inclusion means bringing different types of talent into our organization. We need that variety to bring the creativity that is needed to be successful and to help the residents that we support, who come from different cultures. English may not be their first language, and one of the challenges we have is to find staff to support those folks. ADP helps us find and bring in those great candidates.

Michele: Diversity, equity and inclusion is critical for us. The communities we serve are richly diverse, and it's important that our teams are equally as diverse and understand the needs, culture and tone of any community we're working in. As I look at the diversity of our workforce, we have many different languages and ways of communicating to one another. Having a variety of platforms available to our staff through ADP helps each of them access their HR and payroll information and get help as needed.

A significant component of our diversity, equity and inclusion work has been around racial equity. That means understanding how we're interacting with our own residents and understanding the wealth disparity within various racial groups within the United States. The work we do in affordable housing has an effect and an impact, and that's a motivator for us. Similarly, racial equity is a motivator for us related to our own staff, and pay equity is an important component of that. ADP allows us to run reports to better understand our pay equity landscape here to make sure we are paying fairly and equitably across all cuts of our population. ▶

ADP has helped us provide tools for our staff that allow them to do what they need to on the business side and also spend more time on the resident and service side, which in the end, is our goal.

Audrey Stepp

Senior Director of HR Operations

Creating efficiencies with employee self-service

Michele: One of the most exciting products ADP provided us with is the MyADP portal, available online and in the mobile app. It has helped our employees save time by having access to tools right on their smart device, which helps the HR staff save time as well. We didn't even need to officially roll out the MyADP portal and mobile app because our employees started using them the second they became available. That was really helpful for us to have tools that were so intuitive and easy to use that our workforce began using them even before we rolled out training.

Audrey: There are emergencies that come up at our residential properties, so sometimes our employees can't complete their timecard on a timely basis. The ADP mobile app allows them to get it done as quickly and efficiently as possible so we can still pay them on time. ADP has helped us provide tools for our staff that allow them to do what they need to on the business side and also spend more time on the resident and service side, which in the end, is our goal. Our mission is to help those residents, so the partnership with ADP allows us to get there in a quicker and more efficient way.

Being able to do more with the help of ADP

Michele: As a non-profit, we have a lean but mighty human resources department that we need to supplement with partnerships to make sure that we can do what we need to for our staff. ADP offers systems, reporting and technology that help us really stretch our resources with our small staff and make the most out of every donation dollar that we receive.

ADP also helps to support our three core values — respect, justice and mercy — by ensuring we have what we need so that every employee can do what they need to do at each property. They don't need to worry about if their paycheck is going to be paid on time or understand where they are in their tax situation ... they can focus on demonstrating our core values to the residents at Mercy Housing.

Moving forward

Audrey: As we grow throughout the United States and continue to expand on our services, ADP is a great strategic partner to help us get to that point and have the flexibility to expand. Their products help our team provide better services and bring in better staff as we continue to grow.

Michele: As you might imagine, affordable housing isn't something that can be solved in a quarter, a year or even a decade, so we need to be able to continue to focus on the rich work of developing, owning and providing services in affordable housing. Having a partner like ADP and the tools they provide, frees us up to be able to focus on that work and ultimately, on our mission and the impact that we're having in our communities.

For more, about ADP's enterprise solutions, visit adp.com/enterprise

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