Self-service eases burden on HR

Kristen Montanez
Director of Human Resources

Katie Wible
Payroll Manager

Founded in 1970, Special People in Northeast, Inc. (SPIN) is a 501(c)(3) nonprofit organization that provides the highest quality, people-first services and support for children and adults with intellectual, developmental and autism spectrum disabilities so that each may achieve and enjoy a life of possibilities.

Kristen Montanez is the director of human resources and Katie Wible is the payroll manager for SPIN. Kristen is responsible for employee relations, overseeing the human resource management system (ADP Workforce Now®), benefits, payroll adjustments and other HR functions, while Katie is responsible for biweekly payroll processing and tax administration for SPIN's 1,200 employees. We recently spoke to Kristen and Katie about working with specific features of ADP Workforce Now. This is what they had to say…

The benefit of HR and payroll system integration

Katie: I like the fact that ADP has integrated HR and payroll. It makes my job easier, especially with workflows. We get notifications when it's time for our team to perform our tasks and we're ready to go. Then we notify HR that we've done what we need to do, and they're all set to go on their side. It cuts out a lot of emailing and texting back and forth and allows us to work. We know that ▶

we've each completed our tasks in the workflow and we're ready to go. A new employee can come in, enter their direct deposit information into the HR system, and the information just flows into payroll. Everything they've entered is there and ready for their first paycheck.

Kristen: With the integration of HR and payroll, we now have the ability to perform checks and balances for each other. Every change that I make in ADP Workforce Now, payroll sees on the back end. That keeps us compliant as well. When I perform a task, payroll can say, "Okay, it is correct," and sign off on it. Any time that payroll makes a change, I can see it as well. That makes everything so much smoother.

Empowering employees and saving time with self-service

Kristen: One of the biggest changes that I helped to spearhead was the rollout of ADP self-service, and it was very different from anything we had done before. No one had ever logged in to ADP, so they had no idea how to use it. We wanted everyone to use self-service, including the managers, so they could find out who their employees were, access all the information that we have, and look at their own information. We wanted everyone to be able to answer questions like: "What do my employees get paid each week?" "Where can I find my W-2?" "How can I find my benefit enrollment?" This is information that employees previously had to come to my department to ask us about.

Katie: ADP's employee self-service is very valuable to us. It allows the employee to take responsibility and empower themselves to log in and make sure all of their information is accurate and ready to go. Employees are looking for ownership and for a sense of community and responsibility, and they want to empower themselves. Self-service has been very helpful in that respect for our company. The information is at employees' fingertips — on their cell phones or on their computers at work or home. It's very intuitive and we find it really easy to explain to our employees where to look for their pay stubs and their direct deposit information. With ADP self-service, it saves our employees time, and it saves us time. We're receiving fewer phone calls and fewer office visits. It allows us to focus on the job that we're there to perform.

Using self-service to simplify open enrollment

Kristen: Historically, we always completed our open enrollment through a third-party call center. The call center personnel would log in to ADP to complete open enrollment for each employee. Two years ago, we decided to do open enrollment ourselves. We had already rolled out self-service, so we did open enrollment and it was great. We had considerable numbers — around 80 percent of all employees — who completed open enrollment on their own. They had the option to come in and meet with us, but most employees liked the convenience ▶

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of doing it in their homes. This year we had everyone, except maybe 12 to 15 people, complete open enrollment on their own. That is an amazing number for us, and everyone told my team that it was so easy.

We're saving time because previously, we'd have our employees and our benefits team working on open enrollment for two solid weeks. Now, it's just watching the approvals come through and saying, "Okay, this is good." Plus, not using a third-party vendor saved us money as an organization. When you're not for profit, anywhere you can save money is definitely a plus. So using ADP self-service for open enrollment saved us time, money and effort because we kept everything in house.

Accurate payroll with ADP Enterprise e-Time

Kristen: Before ADP Enterprise e-Time, it was extremely rough. I know that most of the payroll process was paper-based, and I have heard plenty of horror stories about that — I think people are suffering from PTSD because of it! Using e-Time, it was easy to fill shifts, see an employee's schedule and see how many hours they were working because everything was grouped by home department. I could see if an employee picked up an extra shift, where that shift was allocated to and what home they were working at. That's where I first fell in love with e-Time. It made my job so much easier.

ADP definitely helps us remain in compliance with e-Time's auditing feature. It allows us to make sure that punches were not modified, or if they were, it tells us who modified them and at what time. We can also tell whether an employee punched in on their own or if a payroll administrator had to punch them in. This allows us to keep track of who is doing what with the time punches, which directly affects the pay in the budget.

Katie: It would be a nightmare to handle the payroll of 1,200 employees without e-Time. We're a twenty-four-hour company, three shifts a day, in 300 sites, 365 days a year. Employees are able to clock in and their general ledger and departments are recorded as we download the punches. Then all that time-recorded information is easily brought over to our payroll system, which leads to an accurate payroll for all. It's fantastic!

#workingfor

Our tag line is, "A life of possibilities." I am definitely working for a life of possibilities for my children and for the people we support. I'm here because I want to make a difference. I want to make sure that everyone has a life of possibilities, regardless of what they are diagnosed with or who they are. Everyone deserves a life of possibilities.

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