



Delivering Relationship-First Experiences



A more human resource.®

Krista Schwartzott
Chief Human Resources Officer
Jericho Road Community Health Center

*Jericho Road Community Health Center provides a culturally sensitive medical home, especially for refugee and low-income community members. They focus on facilitating wellness and self-sufficiency by addressing health, education, economic and spiritual barriers in order to demonstrate Jesus' unconditional love for the whole person. They make superior service a priority for their clients and patients, and need an HR partner to help them provide that same level of service to their employees. We spoke with **Krista Schwartzott**, chief human resources officer, to learn about her experience with ADP®:*

On Challenges

We have about 300 employees between our U.S. locations and our three global clinics in Africa. We serve such a diverse population and like to employ the people in the community, many of whom do not speak English as their first language. A lot of our employees are former or current patients from all over the world – we have a high population of people from Burma, Iraq, Somalia, Syria, Eritrea and Ethiopia. We needed a system that was so user-friendly that all of our employees, especially those whose first language isn't English, could easily navigate through the system.

On User Experience

Because ADP is so user-friendly, it allows my staff and me to focus on some of the personal needs of our employees. Because we're able to house employee profiles in the ADP system, we can do things like celebrate each accomplishment our employees have because it goes into his or her employee profile.

For instance, we have so many employees that have to go through interpreter training to become certified medical interpreters. They might not realize throughout the years what they've accomplished until we pull up their employee profile. Then they can look back on everything because we're able to house it all in one place. I love that my team is able to be fully present with our employees to meet their needs because our technological needs are being taken care of by ADP.

On Servicing Their Employees

ADP is very intuitive. We've been a customer of ADP for so long that they've been able to intuitively guide us toward tools that will enable us to do what we're trying to accomplish to support our employees. They ask questions and really listen to what our needs are, and then respond with help or solutions.

"I love that my team is able to be fully present with our employees to meet their needs because our technological needs are already being taken care of by ADP."



JERICO ROAD
COMMUNITY HEALTH CENTER

Quick facts:

Company: Jericho Road Community Health Center

Headquarters: Buffalo, New York

Industry: Nonprofit Health Center

Employees: 300

Learn more about Jericho Road Community Health Center at <http://www.jrchc.org>

The ADP time and attendance module is a tool that we've gotten a lot of positive feedback on. What makes the system so easy to use is that employees are able to plan their vacations by seeing when their available time off is and can then plan appropriately. It's particularly useful for employees from different countries who need to be able to plan a trip home months in advance. They can also see how much time they'll have left after they've taken that vacation, which is very helpful.

On One Organization and One HRIS System

We have nine different locations spread throughout the city, so we needed to have a way for everybody to have one system. We decided to create a homepage on the ADP system where we can list job opportunities, post personnel, fiscal and clinical policies, and even celebrate anniversaries. It has given us a hub that everybody has access to, so it's a good communication tool.

On Implementation and Service

The beautiful part of ADP is that they will open up your eyes to something they have that you didn't even know existed, and then explain to you how you could use it. Their customer service helps us give good customer service to our employees, and then our employees can give good customer service to the clients and the patients that we serve.

We've been through at least four or five ADP implementations, because we're always discovering and implementing new products. The implementation specialists are always very kind, considerate and friendly and make sure that they answer all of our questions – even if we think that they're silly questions or ones we should already know the answers to – which makes implementation extremely easy. What's also nice is that they follow up, so you know that if you encounter any issues down the road they will work with you or get you connected to the right person. ADP has always been able to do what we wanted to do – we just have to ask and then they'll work with us to find out the 'why,' and then they'll make the 'how' happen.

ADP's Recruiting Module

Prior to using ADP, we were finding that sometimes good candidates were falling through the cracks because we couldn't keep up with the faxed and emailed resumes – they were very easy to lose.

Now, we use the ADP recruiting module, which is a major hub where we can share the hiring process with the hiring managers. We have some knockout questions and sometimes candidates self-eject while going through the process, which helps us get to the candidates that are really passionate about what we do. Then we can determine who we're interviewing and set up the interviews, or send out rejections for some candidates. This system is something our mid-level managers in particular are really excited about.

On Staying with ADP

At least three times a month I get phone calls or emails from other HR providers, thinking that they're offering what ADP can offer us. We respond with, "Thank you, but we're very happy with who we're with." We don't wish to change from ADP because we have not found any other provider who's been able to offer us what ADP can.

"The beautiful part of ADP is that they will open up your eyes to something they have that you didn't even know existed, and then explain to you how you could use it. Their customer service helps us give good customer service to our employees, and then our employees can give good customer service to the clients and the patients that we serve."