



## Returning to ADP® Comprehensive Services results in time and money efficiencies and savings

Sandra Rose is the Human Resources Director for The Treatment Center and the Adolescent Treatment Center of the Palm Beaches, a substance abuse and mental health facility that helps patients on the road to lifelong recovery from addiction. She and her staff recently talked to us about the time and money savings the Center has realized since returning to ADP, after only several months with a competitor, and enlisting ADP Comprehensive Services for support. Read her interview below.

### Business challenges

#### **ADP: What type of business challenges was The Treatment Center facing?**

**Rose:** We started with ADP back in 2010, and the organization expanded over the years. When we experienced some pain points with ADP, we left and went with a competitor, and quickly discovered that the grass was definitely not greener. One of the major issues with the competitor was an inability to manipulate the system to get the information we needed like we could with ADP. We missed the real-time reporting we had with ADP — the information we needed was no longer available at our fingertips!

#### **ADP: What other challenges did you face?**

**Rose:** We have about 500 employees, working three shifts, 24 hours a day, seven days a week, 365 days a year. Trying to communicate information to them, trying to make sure that they enroll in their benefits during open enrollment and during their new hire windows is very difficult. In the past, we scheduled each employee during their enrollment window and had them meet with someone on my staff at 8 o'clock in the morning to go through their benefit options. That was often a burden on the employee, especially if he or she was not scheduled to work during that time.

**Sandra Rose**  
Human Resources  
Director



### Quick facts

-  **Company:** The Treatment Center and the Adolescent Treatment Center of the Palm Beaches
-  **Industry:** Healthcare
-  **Employees:** 500
-  **Headquarters:** Palm Beach, Florida
-  **Product:** ADP Comprehensive Services

Learn more about The Treatment Center at [thetreatmentcenter.com](http://thetreatmentcenter.com)



Always Designing  
for People™



In addition, we have to execute background checks, approval and update information for our 200 drivers — a process that requires a lot of manual intervention and spreadsheets. It can take up to 36 days to complete the new hire process!

**ADP: What about overtime?**

**Rose:** We'd been adjusting overtime scheduling based on payroll reports — reacting after the fact, rather than scheduling to avoid it. As a result, we were paying 264 hours of biweekly overtime, which was costing the Center \$180,000 every pay period. This wasn't very efficient or cost-effective.

## Business solutions

**ADP: What made you come back to ADP?**

**Rose:** We knew we needed to come back within four months of leaving. The competitor couldn't give us information from the system as quickly as we needed it and we decided we really needed the self-service features that were built into ADP's technology for benefits selection. At that time, ADP had made some technology and innovation changes and when we crawled to come back, we found we were overwhelmed with everything new ADP had to offer, including our dedicated Relationship Manager and HR team. So we were quite excited to come back.

**ADP: Do you have a specific example of how ADP Comprehensive Services is addressing some of your challenges?**

**Rose:** You bet! Instead of adjusting overtime based on past payroll reports, the Center is now able to adjust its staff scheduling and has eliminated that 264 hours of biweekly overtime, which resulted in a \$4 million decrease in overtime payments in 2015. That's a substantial amount of money saved in addition to a much more efficient operation!

**ADP: What about the self-service features?**

**Rose:** Instead of having to come in at 8 o'clock to go through benefit selection, new hires can use a mobile app to opt-in to their benefits in five minutes, and produce a report with their selections and payroll contributions. Open enrollment changes also can be processed through the app, relieving my staff of that administrative burden. We no longer have to update dependent information on spreadsheets and ensure it's all accurate and then send over to the carriers. The information that an employee enters is transferred to our benefits carriers every Friday!

**ADP: How about new employee hiring and onboarding?**

**Rose:** As a result of ADP Comprehensive Services, new hire processing has been reduced from 32–26 days down to just 14 days, with driver background checks being completed in one hour vs. two-three days, on average. That's amazing!



**ADP: What about compliance — how is ADP Comprehensive Services helping with that?**

**Rose:** ADP sends us compliance alert emails any time there are federal or state employment law changes in legislation that affect our business. ADP also lets us know how they are addressing any changes in the system to accommodate the new legislation and provides us with sample policies that we can use.

We have saved time and tens of thousands of dollars having best practice policies and procedures prepared for us as part of ADP's service.

**ADP: What would you say overall?**

**Rose:** Coming back to ADP's Comprehensive Services solution, I found that my staff was not only a staff of five. We have our dedicated relationship manager and we have a whole team of professional resources that my staff and our employees can call on whenever they need assistance. We came back with more tools than we've ever had in the past and we are very happy with that.



Always Designing  
for People™

