



## 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.

The Treatment Center started with ADP in 2011, using Comprehensive HR Services. The Center left ADP for a competitor in 2015, but four months later, returned to ADP with ADP Comprehensive Services. Sandra Rose explained that one of the reasons why she came back to ADP was because she wasn't able to manipulate data in the competitor's system to get the reports she needed quickly. When she returned, Sandra discovered that the Comprehensive Services offering had been enhanced and now offered even more information and more standard reporting, leading to greater efficiencies for her staff and the Center as a whole. ADP's systems were much more user friendly, with "real-time" and customizable reporting and Sandra was impressed with the attentiveness of ADP's dedicated HR team and Relationship Manager.

The Treatment Center is using ADP Comprehensive Services for the payroll, employee benefits, Cobra and timekeeping capabilities and for the Affordable Care Act (ACA) compliance reporting support.

### Sandra Rose

Human Resources Director



<b>Name</b>	The Treatment Center and the Adolescent Treatment Center of the Palm Beaches
<b>Industry</b>	Health Care
<b>Headquarters</b>	Palm Beach, Florida
<b>Employees</b>	500
<b>Website</b>	<a href="http://thetreatmentcenter.com">thetreatmentcenter.com</a>

#### Business challenge

Extensive overtime, with 500 employees, working three shifts, 24 hours a day, 7 days a week and 365 days a year; Ever-changing compliance regulations and policies; Complex onboarding and benefits administration, due to employees working multiple shifts outside of 9 to 5 business hours; Long waiting periods (32-36 days) for new hire background and driver checks to be completed.

#### Product

ADP Comprehensive Services



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The Treatment Center  
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“When we came back to ADP Comprehensive Services, we realized that we got even more than we expected with an enhanced system. There are more standard reports and more efficiencies built into the system that could benefit our company even more than they had before. We’re very happy now.”

**Sandra Rose**

Human Resources Director



## Business Solutions

By utilizing ADP Comprehensive Services HR and Payroll products, The Treatment Center is achieving these measurable results:

- Instead of adjusting overtime based on old payroll reports, the Center is now able to adjust its staff scheduling proactively and has eliminated 264 hours of biweekly overtime, costing the Center \$180,000 per pay period, which resulted in a \$4 million decrease in overtime costs in 2015.
- In terms of compliance, the Center has saved tens of thousands of dollars because ADP provided sample policies, procedures, forms and best practices, as a result of reviewing all of the forms and processes the Center had been using.
- In order to onboard new employees with benefits selection, an HR representative and the employee had to meet at 8:00 a.m. to go through the process, no matter what shift the employee was working. Now employees can use a mobile app to opt-in to their benefits in five minutes, and produce a report with their selections and payroll contributions.
- As a result of ADP Comprehensive Services, new hire processing has been reduced to 14 days, with driver checks being completed in one hour vs. two-three days, on average.



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