BUSINESS PERFORMANCE TOOLKIT

NON-PROFIT ORGANIZATIONS

HR Leaders Share Their Stories
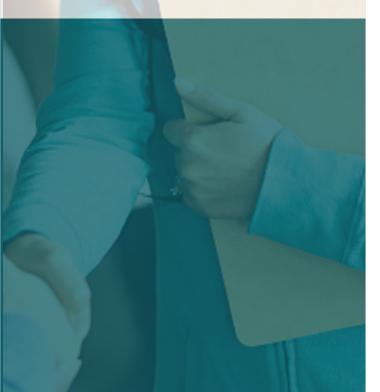
Ultimate
SOFTWARE

What can comprehensive people management tools offer?

Featured Stories:

pace
believing in girls

Anderson Center for Autism
LifeLong Learning℠

SourceAmerica®

Enable streamlined operations to promote employee success

The non-profit industry is unique. Furthering any worthy cause means an unparalleled degree of accountability, openness, and integrity in the workplace, and this dedication carries many challenges along with it. From requesting IRS approvals to accessing solicitation codes from local governments, and plenty of paperwork in between, non-profits face challenges and obstacles that are not found in any other industry.

With these complex hurdles comes a different use of HR, payroll, and talent management solutions. Non-profit companies need comprehensive human capital management (HCM) that will work for them to streamline operations, so employees can focus on the organization's success.

A comprehensive, best-in-class people management solution builds employee trust while empowering business results, such as:

- Better communication with management through business intelligence tools
- Reduced time-to-hire in recruiting
- Increased retention rates
- Simplified IT infrastructure, and reduced system downtime
- Consistently accurate payroll

These benefits are already being experienced by numerous charitable and socially-impactful organizations. They are leveraging these effects to put more time and energy into the organization—keeping employees, including HR and payroll staff, happy.

Read on to discover how comprehensive people management tools are helping the non-profit industry, and how they can help you too.

PACE Centers for Girls

Uses HCM solutions to improve resource management, fulfill agency mission

PACE Center for Girls, Inc. is a nationally recognized social-impact organization that has transformed the lives of more than 39,000 girls at-risk in Florida since 1985. PACE serves more than 2,100 middle school- and high school-aged girls each year through its statewide network of 19 centers across Florida.

In the past, regular payroll problems resulted in the need for HR and manager intervention, issuing off-cycle checks, and weakened trust between HR and PACE employees. The agency sought a new solution that it could configure and control, and could count on for data integrity and accuracy. PACE decided to make a switch to a more comprehensive solution in April 2013.

"Our new HCM solution allows employees to do what they were hired to do," said Yessica Cancel, chief organizational development officer for PACE. "In the past, counselors and center directors would have to waste time on the phone with HR rather than spending time with our girls. Now, it is our silent partner—if we don't hear about our HR processes, we know they are working."

Instead of trying to fit the lifecycle of an employee into an accounting system, the comprehensive solutions support an employee's true path through an organization. According to Cancel, the intuitive design is boosting adoption rates among all generations in PACE's workforce.

"We've been able to get participation from everyone—younger generations and millennials accustomed to a world driven by technology, and Baby Boomers who would generally prefer to fill out something they can touch," said Cancel. "Our comprehensive, cloud-based solution is incredibly intuitive and easy to use, allowing our staff to focus on counseling a girl or coaching their staff, rather than struggling with the solution."

PACE is using their cloud-based HCM solution to not only improve the way it serves its community, but also to report on its successes to the agency's funding sources.

"Employee frustrations with payroll contributed significantly to engagement problems for PACE," said Cancel. "We were experiencing a turnover of 60%, costing us nearly $2.5 million per year. Now, five years after the switch, we have been able to reduce turnover by half, and we continue to improve." PACE reports that their strategic HCM solutions have helped improve the employee experience and decrease turnover in a variety of ways:

- HR empowers hiring managers to get involved in the requisition process by making all applicant data directly available to them, so the hiring managers can identify their preferred applicants. The time from job posting to hire has been reduced from 84 to 54 days.

- PACE's onboarding process builds a positive experience from day one by enabling new hires to pre-fill forms anytime, anywhere, on virtually any device. By easily automating and simplifying the onboarding process, PACE new hires are engaged and productive employees from their first day.

"We immediately found out that predictive analytic tools were accurate and used the insight to retain key talent in several instances. As an IT professional, I am excited by the potential for analytics to validate all data-driven applications and to determine whether the tools we've deployed are actually working."

— *Gregg Paulk*
   Director of Information Technologies

Anderson Center for Autism

Streamlines HR and IT Operations

Based in Staatsburg, New York, Anderson Center for Autism is a non-profit organization dedicated to providing the highest-quality programs for children and adults with autism. It operates a school and residential campus comprising 19 facilities, as well as more than 20 adult houses and three day-habilitation programs, called LifeLong Learning℠ Centers, distributed across three counties.

The Anderson Center was previously using an on-site, paper-intensive HR solution. The organization sought a replacement that would provide insight and functionality to help attract and retain a high-performing workforce, and to help streamline HCM operations.

Anderson transitioned to a cloud-based solution in 2012. "Within a week of launching the predictive analytics tools, we were able to identify essential employees at risk of leaving and take action," said Gregg Paulk, director of information technologies at Anderson. "We immediately found out that predictive analytic tools were accurate and used the insight to retain key talent in several instances. As an IT professional, I am excited by the potential for analytics to validate all data-driven applications and to determine whether the tools we've deployed are actually working."

"On the IT side, cloud-based HCM has virtually eliminated our downtime for HR and payroll. In the past, I would have to take our system down for a number of days to install quarterly tax and system updates, but now everything happens from behind the scenes," said Paulk. "On the HR side, our geographically dispersed employees are using easy mobile capabilities to access their personal information from anywhere. HR requests from employees for basic information have dropped dramatically, and employee self-service for simple account changes has reduced the strain on administrative resources."

By streamlining Anderson's HCM processes, the solution is also helping the organization save substantial time and money. For example, the solution completely automates a payroll process that once required employees to submit weekly paper documents to the payroll department for manual verification and entry. According to Paulk, cloud-based HCM has cut paperwork by 95%, and the organization's headcount has grown 60% without any increase in the number of staff used to support payroll and administration. Furthermore, improved visibility into overtime costs has helped the organization correct staffing levels and bring overall costs down. With additional resources now available, Anderson is able to prioritize training for its staff.

"Training is essential for our highly-regulated organization," said Paulk. "Strategic, cloud-based HCM has enabled Anderson to increase the amount of time staff spends on training and certifications by 30%."

With the switch to a cloud-based HCM solution, Anderson Center for Autism was able to eliminate system downtown, identify potential flight risks, as well as increase the amount of time spent on training and certifications.

SourceAmerica

SourceAmerica

Leverages comprehensive HCM solutions to drive employee success

SourceAmerica serves as the interface between the government customer and non-profit agencies that employ individuals with disabilities. These non-profits produce products such as flags and military uniforms, and provide services such as recycling and grounds maintenance.

Prior to comprehensive cloud-based HCM, SourceAmerica used completely separate HR and payroll systems to manage its human capital. SourceAmerica sought a cost-effective HCM solution that would give the company better visibility into its data and drive cultural growth with better functionality.

SourceAmerica went live with a strategic and comprehensive solution in October 2015. With a master system of record, the organization is experiencing improved data efficiencies, and its HR processes no longer include time consuming duplicate data entry.

"Prior to making the switch, we believed that we fell into an HCM solution gray area—too big for a small-market solution, but not large enough to justify the investment of money and manpower in a premier system," said Stephanie Capps, director of Human Resources at SourceAmerica. "With a comprehensive, strategic solution, we found the best of all worlds. Now, our one, reliable system of record feeds almost every other system in the organization."

The organization is focused on using HR technology to drive a high-performance culture. Capps noted specific examples of how the HCM functionality is improving the SourceAmerica work experience, such as boosting morale with the solution's goal-setting process, and better time to productivity for new hires with onboarding tools. While the comprehensive solution is delivering a great work experience to employees and managers, SourceAmerica's HR team is also using business intelligence to build relationships with the organization's executives.

"Our reporting is a critical factor for us to communicate to senior management what we do in HR, and to provide key updates on the organization's overall health," Capps said. "For example, prior to making the switch, gathering the data for turnover reports was a time-consuming process. Now, we can track turnover in any time frame. The solution is also saving the HR team a significant amount of time for required reports like affirmative action plans, Equal Employment Opportunity reports, and veterans' reports. These reports used to take weeks to pull together and then analyze with spreadsheet formulas. Now, I can complete all these reports in one day, before lunch."

By upgrading to one single solution, SourceAmerica was able to experience higher morale, better communication with senior management, and less time spent generating reports.

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— Stephanie Capps
Director of HR

Conclusion

For non-profit organizations, HR and payroll solutions should not be at the forefront of your mind. Your time should be devoted to benefitting your community, helping others, and enabling your organization to grow. That's where people management tools come in.

A comprehensive HCM solution helps non-profits leverage HR and payroll to enable employee success. Making the switch to a best-in-class HCM solution can enable streamlined operations to empower your employees to focus on the organizations success.

About UltiPro®

More than 6,400 organizations have selected UltiPro as their human capital management software of choice. Industry leaders have relied on UltiPro to serve their people management needs for more than a decade from HR and payroll to talent and time management. Ultimate Software has a proven track record of best-in-class functionality and unparalleled customer service.

- Streamline, consolidate, and enhance your payroll processes to maximize strategic impact

- Capture real-time employee information based on a plethora of demographics to stay at the forefront of industry trends

- Easily integrate with third-party systems, including point-of-sale systems, 401(k) providers, and more

- Manage your global employees' HR/payroll data from anywhere with 24-7 online access

To learn more,
watch a brief overview tour for non-profits.

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