

ADP, Emeritus Work Toward 100% Electronic Payroll

The transition from one home to another is significant especially when moving into a senior living facility. The facility care team is there to make the transition smooth and create a responsive support system for residents as they adjust to their new surroundings.

Emeritus Corporation, a provider of senior living services with more than 480 communities in 42 states, relies on its employees to make this change easier, with the goal of independence and happiness for all residents.

Independence and happiness are also important for Emeritus' 29,000 employees located across the country, and this starts with getting paid on time. Emeritus has found the cost savings and efficiency of electronic payroll is a win-win for the company and employees.

CRITICAL CARE

Emeritus learned firsthand the importance of electronic payment in 2005, when it was paying a significant number of employees by direct deposit, but many without bank accounts still received paper checks. Then Hurricane Katrina temporarily stopped package delivery service and distribution of paper checks to the gulf region. To ensure employees received their pay, Emeritus took the drastic step of wiring money to a company representative who met employees at a bank to pay them in cash.

While this hasty solution met employee needs, it also placed the representative and the company at risk and led Emeritus to look for electronic options.

By 2006, approximately 60% of Emeritus employees used direct deposit, but 4,300 employees still received paper



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— Mike Quinn,
Director of Payroll at Emeritus

checks. Between employee turnover and language barriers, Emeritus faced challenges in achieving a completely paperless payroll system. A responsive support team was needed to take on these challenges.

“We needed to go electronic to drive down costs and better serve our employees,” said Mike Quinn, Director of Payroll at Emeritus. “If our employees don’t get paid on time, it impacts their lives, which, in turn, impacts our seniors and, ultimately, our company.”

Quinn and his team had relied on ADP for its payroll system for several

years and chose to evaluate the ADP card solution in 2006. According to Quinn, Emeritus chose the ADP prepaid card solution because it met the company’s needs, suited its culture, and provided an electronic payment solution. For employees, the card offered flexibility, convenience, and a low-fee structure to meet the needs of those without bank accounts.

GETTING ACCLIMATED IN A SUPPORTIVE ENVIRONMENT

In late 2007, ADP launched its prepaid card implementation process, training

ADP cards have saved Emeritus approximately

\$100,000

in delivery fees



two Emeritus payroll employees. ADP also provided handouts, fliers, and webinars to help employees understand the new process.

As Emeritus has acquired more facilities, new employees are on-boarded into the ALINE Card by ADPSM program through rollouts. Beyond acquisition-related rollouts, the time required for Emeritus staff to generate and distribute checks has significantly reduced.

ACHIEVING INDEPENDENCE AND RESULTS

Today, 87% of Emeritus employees receive their pay via direct deposit and the company has a cost-effective way to pay employees not using direct deposit.

The cost savings for Emeritus makes a convincing case for an all-electronic payroll system. Since 2006, the ADP prepaid card solution has saved Emeritus approximately \$100,000 in delivery fees. “Along with

money savings, Emeritus now has happier, more confident employees who know they’ll get paid on time and who are using their ADP cards more often,” said Quinn.

“Ensuring employees are comfortable and aren’t having any issues on pay day influences how our seniors feel—employee morale is critical,” he said.

Quinn also noted Emeritus employees have reacted positively to the ADP cards. Checking balances online and receiving account-related text messages has been a great benefit for cell phone-savvy employees. In addition to the added safety of not carrying large amounts of cash, Emeritus’ unbanked employees appreciate the convenience of using a card for retail payments.

The program’s success has resulted in new Emeritus employees quickly signing up for the card. Employees at 27 new communities acquired in 2010 opted to switch to

ADP cards immediately rather than wait for a scheduled roll-out.

HOME SWEET HOME

Now Emeritus is piloting an instant-issue ALINE Card solution that provides new hires with a temporary paycard. Once two loads are made on the card, it converts into a permanent card. If the pilot is successful, Emeritus will launch the instant-issue card company-wide and add direct deposit and convenience check features.

Emeritus works hard to seamlessly welcome seniors into their new homes, and ADP is taking the same approach to help Emeritus achieve its goal of a complete electronic payroll system. The ultimate win will be total adoption, independence, and happiness for employees and executives. ■

Learn more at 1-855-ADP-4PAY
www.adp.com/aline