Simplifying WOTC Screening for Applicants and Managers

ADP® Work Opportunity Tax Credit (WOTC) Used with UltiPro® by The Ultimate Software Group, Inc.

UltiPro®
by ULTIMATE SOFTWARE

Quick facts:

Company: Southern Healthcare Management

Headquarters: Casselberry, Florida

Industry: Nursing Home / Rehab Management

Number of Employees: 6,000

Product: ADP® Work Opportunity Tax Credit (WOTC)

As *Benefits Manager for Southern Healthcare Management (SHMC), Kelli Duncan* oversees a lean staff of two human resources generalists and a team of human resources coordinators (HRCs), responsible for 6,000 employees located in the company's 38 nursing home and rehab facilities in Florida, Georgia and North Carolina.

The company implemented UltiPro® by The Ultimate Software Group, Inc. for payroll and HR in April 2017, and recently added the onboarding and recruiting modules. SHMC had already been using the ADP SmartCompliance® Work Opportunity Tax Credit (WOTC) solution for WOTC screening for many years, using paper screening forms or calls to an 800 number. Once the onboarding module was in place, SHMC was able to move its WOTC screening to a less manual process by providing applicants with the ability to screen using ADP's web-based WOTC screening solution.

Kelli recently spoke to us about her experience with ADP's WOTC solution and her dedicated account manager, Amy, who is readily available to provide feedback or answers to her questions. Here's what Kelli had to say:

Working With a Lean Staff to Get the Job Done

We're a lean department here. We do have an HRC, a human resources coordinator, within each facility who is responsible for the building itself, and on the frontline, so they're processing WOTC at their level. They were doing it manually before, and then when we implemented onboarding and recruiting, we moved to the web-based screening system. So from our office we're actually monitoring the success of getting people screened for the metrics that our HRCs are responsible for.

Up until last year, we were using paper forms or having our applicants call an 800 number to perform WOTC screening. Despite this, we have always achieved a good rate of screening completion, because again, the onus was on our HRC within the facility and their metrics were based on getting their applicants screened. However, we're expecting to increase our screening compliance and hit almost 100 percent of applicants screened with the web-based screening.

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## Making it Easier to Screen Applicants for WOTC

The process is so much easier now. There are fewer steps because the local HRC doesn't have to deal with getting a paper form in front of the applicant, the applicant doesn't have to manually fill it out and there's no phoning the information in. So there are some steps that have been eliminated. Instead, the applicant receives a link to the screening website, and because our WOTC screening can be done on a smartphone now, they also have access to a barcode they can scan to go directly to the screening as well.

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Great Relationships, Great Technology

I can tell you I have a great relationship with our client service rep, Amy Brown; she always provides accurate and timely feedback. If there are any questions or concerns about someone getting screened or not screened, I believe ADP goes above and beyond to provide that information.

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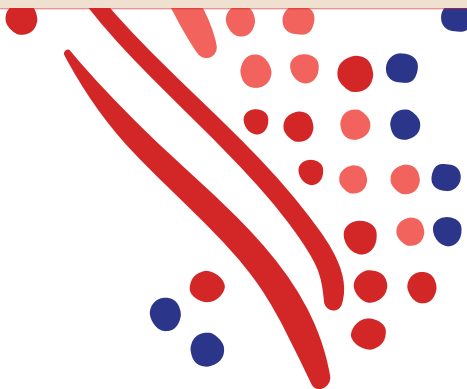
About ADP SmartCompliance

ADP SmartCompliance is a cloud-based platform of outsourced services that integrates with many leading payroll, HR and financial systems to help you maintain HCM-related compliance, mitigate risk associated with noncompliance, improve efficiencies and drive operational growth. Its unified capabilities can help handle your health care, employment tax, tax credits, wage payments, employment verification, unemployment claims, W-2 management and wage garnishments needs. Your information is organized in one place to be concise and actionable.

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