



Trading attrition for retention through pay accuracy

GrandCare Health Services is a healthcare provider specializing in at-home, post-surgical rehabilitation. Operating in California, GrandCare's payroll and HR staff have a complex job in maintaining compliance with state requirements for pay and statements. When Chief of Staff, Jessica McCarthy, joined the organization, she knew she was in the right place to put her 15 years of healthcare leadership experience and problem-solving skills to work.

Business challenges

- Detailing times, shifts and locations on pay statements was difficult and prone to errors
- Employees working across multiple locations added complexity to CA pay statement requirements
- Employees were resigning because they didn't trust pay was accurate

ADP Comprehensive Services and its team of committed pros helped GrandCare standardize pay statements in a way that was clear and compliant with CA law, enabling them to turn pay accuracy into a recruiting and retention tool.

Vague pay statements were costing them

The platform GrandCare previously used for payroll made it extremely difficult to detail hours and earnings on employees' pay stubs. Even corrections requested by disgruntled employees were based on guesswork since there was little clarity on what was paid through the system or the pay stub. The confusion and frustration were costing GrandCare time, money and even employees.



Jessica McCarthy
Chief of Staff

Quick facts

-  **Company:** GrandCare Health Services
-  **Headquarters:** Pasadena, CA
-  **Industry:** Healthcare
-  **Employees:** 150
-  **Product:** ADP® Comprehensive Services

Learn more about GrandCare at grandcarehealth.com



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According to McCarthy, "Employees were resigning because they didn't believe they were being paid correctly." In addition to losing employees over incorrect pay, GrandCare was also paying through the nose to run payroll corrections, with the cost of running one manual check correction being equivalent to regular payroll.

Accurate pay makes for a robust recruiting tool

Since switching to ADP Comprehensive Services, GrandCare's pay accuracy and detailed pay stubs have become one of their most effective recruiting tools. From the outset of their implementation, they began receiving support from ADP. A committed team of pros took the time to get to know their unique business needs and ensure the right fields were activated in the system so pay stubs would show times, shifts and detailed work activities. This gave employees peace of mind, knowing they were being paid accurately for their work.

"Our employees are now confident that their pay is correct because it's all outlined on the stub. If there's an error, we can fix it without guesswork." GrandCare's overall employee payroll satisfaction increased by 150 percent within the first three months of switching to ADP. "Giving our employees confidence that their pay is correct is my biggest accomplishment with the company." McCarthy said.

Integrated recruiting is helping rebuild with qualified applicants

With their pay-related turnover under wraps, GrandCare turned to the ADP recruiting tool, which integrates with Indeed, to replenish the staff they had lost. McCarthy shared, "We're getting more referrals through the ADP recruiting portal than we ever used to get with our third-party recruiter." Saving money on recruiting and still being able to find and hire quality candidates has made a massive difference for their organization.

"Our partnership with ADP has made everybody's life so much easier — no one talks about payroll anymore, and that tells me everything I need to know."

—Jessica McCarthy, Chief of Staff

Unlocking new success on the horizon

McCarthy and the rest of the GrandCare HR team are looking forward to diving into the analytics tools ADP Comprehensive Services offers. Even though their purpose in partnering with ADP was to solve payroll challenges, they've already taken advantage of the powerful reporting tools. They're excited to see how leveraging all the resources they have access to will help them level up their business. Next on the horizon is connecting their organization's reporting with ADP Comprehensive Services analytics and insights to help identify growth and opportunity areas and make more data-driven business decisions. "We're excited to learn more about what the analytics piece can do for us — I know that will take us to the next level."



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