



## Elevating HR and payroll: A mindful approach to scale and grow



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The New York Psychotherapy and Counseling Center (NYPCC) is a non-profit, mental health services provider. With multiple locations across New York state, it aims to enhance the quality of life for individuals facing behavioral and emotional challenges and support them in becoming more active members of their community.

When the pandemic led to an increased need for mental health support, NYPCC rose to the occasion. Payroll and Benefits Manager Jessica Figueroa and her small team cast their hiring net wide and expanded recruitment to include all the Tri-State area. From there, with so many remote employees about to onboard, it wasn't long before it became clear that expertise in multi-jurisdictional tax compliance was needed, as was an improved time and attendance system to support NYPCC's new world of work. Figueroa turned to ADP for answers.

### Business challenges

- To comply with increased tax requirements, NYPCC's payroll and HR team needed a way to quickly onboard and support out-of-state resident employees.
- NYPCC wanted to empower its remote workforce with compensation and time management tools for whenever and wherever it suited them best.

By upgrading their current ADP Workforce Now® offering, Figueroa was able to meet the needs of NYPCC's growing multi-jurisdictional workforce, creating efficiency, mitigating compliance risk and delivering the tools to improve employee productivity.

### A long and trusting partnership

NYPCC has been a client of ADP for over 45 years. It's a relationship based on trust and has grown year after year, just like the NYPCC's head count. "When I started with the organization seven years ago, we didn't have an HR team. It was just the VP, Chief VP of HR and myself supporting our workforce," says Figueroa. "Now we have over 600 employees and continue to grow year after year."

Facing the challenges of managing an expanding workforce with a small team, Figueroa recognized the necessity to leverage ADP Workforce Now's advanced capabilities.

#### Quick Facts



**Company:**  
New York Psychotherapy  
and Counseling Center



**Headquarters:**  
Jamaica, New York



**Industry:**  
Nonprofit Healthcare



**Employees:**  
600



**ADP Products:**  
ADP Workforce Now®



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"We used Kronos for time management, but even though it had an integration with ADP, it didn't provide the functionality that ADP Workforce Now offered. Now, we're benefiting from a better-integrated experience and receiving client support that we didn't have before. We've been able to streamline and automate several processes that we used to do manually. It's been really helpful for our small HR team."

## Mitigating tax compliance and pay transparency risk

The pandemic marked a time of rapid growth for NYPCC. As they scaled up to accommodate an immediate need for community healthcare services, they also had to contend with the compliance nuances that come with homeshoring a workforce—in this case, almost overnight. Figueroa explains, "We're a small healthcare services provider, and we were just not prepared or equipped to deal with the complexities of multi-jurisdiction tax filing."

ADP's tax registration services assisted Figueroa and her team in navigating those complexities by setting up their tax jurisdictions and helping them remain in compliance. NYPCC also benefited from ADP's pay transparency safeguards, another challenging area when managing multiple locations.

"ADP helped us mitigate compliance issues by offering pay transparency—which is critical, especially in states like New York and California."

## Empowering employees with accessibility

With a large workforce that includes remote workers, Figueroa knew it was crucial to provide them with any time, anywhere access to tools that would help them manage their own compensation and time. ADP Workforce Now's mobile app delivers those capabilities directly to the employees, empowering them to take charge of their pay and time and freeing up management to focus on growth and other strategic initiatives.

"ADP's tools help our employees manage their compensation and time off through the ADP mobile app. It has empowered them and been pivotal for our remote workforce."

## On-demand reports for strategic business decisions

When you're running a growing organization with a small leadership team, quick and accurate reports are essential. With ADP Workforce Now, Figueroa can deliver the reports leadership is asking for so they can make those critical business decisions that help drive NYPCC forward.

"I work closely with our leadership team, and I report directly into the CEO," says Figueroa. "With ADP, I have the ability to pull information in minutes. Having on-demand access like that is extremely valuable for critical business decisions."

## HCM expertise for a future-proof workplace

For over four decades, NYPCC has relied on ADP's expertise to guide them in meeting their growing needs. From innovation and service to scalable technology, Figueroa knows that no matter how large NYPCC may grow or whatever needs they may have, they found the right partner in ADP.

"There are many options out there, but ADP has a stronghold in the marketplace with its products and services that support a growing business. It's scalable, and that's very important when it comes to choosing an HCM software."

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