



Snacking on success: Shearer's Foods bites into ACA compliance




Carrie Powell

Benefits Supervisor

Quick facts

 **Company:** Shearer's Foods

 **Payroll system:**
ADP Workforce Now®

 **Headquarters:** Massillon, Ohio

 **Established:** 1974

 **Industry:** Manufacturing

 **Employees:** 4,675 U.S.
and 540 Canada

 **ADP products:**
ADP SmartCompliance®
for Health Compliance

We recently had the opportunity to interview Carrie Powell, benefits supervisor at Shearer's Foods. Below is a recap of the information Carrie shared with us regarding Shearer's Foods, the complexities of managing ACA compliance and how ADP® Health Compliance has helped Shearer's Foods manage ACA compliance.

According to Carrie, since 1974, Shearer's Foods has evolved into one of the largest sweet and salty snack providers in the United States. Guided by core values of people, winning, growth and impact, the organization has earned the prestigious title of Supplier of the Year on two occasions. Additionally, it has been recognized with the food industry's highest award for environmental sustainability, highlighting its commitment to both excellence and responsible practices.

Business challenges

- Tracking compliance regulations in multiple states was a daunting task for a one-person team
- A lack of ACA training materials created knowledge gaps between teams
- Without proper training or ACA knowledge, Carrie was not equipped to contest fines incorrectly levied against Shearer's Foods

ADP Health Compliance has helped Shearer's Foods transform how it manages ACA compliance, equipping the team with the tools and knowledge necessary to maintain compliance and reduce legal risks, ultimately creating a safer environment for their employees and the company.

The complexities of multi-state locations

Before partnering with ADP Health Compliance, Carrie faced a monumental challenge in her role. Managing compliance across 17 locations across North America was a daunting monthly task that left her feeling overwhelmed. Each state had its own set of regulations, making it nearly impossible to keep up, especially when it came to the ACA. With over 5,000 employees, she often felt like she was drowning in constant updates and penalties that could arise from being out of compliance.

Recognizing the need for change, Carrie took the initiative to explore how ADP Health Compliance could simplify her work. The difference was immediate and profound. One aspect that particularly surprised Carrie was the issue of employee Social Security number verification. "I was amazed at the number of people that we weren't sure of their socials for," she recalls.



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"I couldn't believe we had been doing this for so long without having those already verified and double-checked!" Once ADP introduced ACA SSN solicitation and tracking their verification process, Carrie and her team quickly recognized its value. "It was an immediate 'yes' for us and definitely worth the money." This added layer of assurance has not only helped avoid potential compliance pitfalls but also reinforced the need for accurate data within the organization.

ADP Health Compliance delivers a "festive" surprise

One of Carrie's greatest difficulties had been developing a structured training program to help her teams understand the implications of coding data incorrectly that impact legal complexities surrounding ACA compliance. When she discovered that ADP offered a comprehensive training module, it felt like a weight had been lifted. "It was like Christmas for me," Carrie recalls, relieved at the prospect of no longer having to create training materials from scratch.

The training resources provided by ADP directly within the Health Compliance solution, transformed the educational landscape at Shearer's Foods. With clear and accessible materials, Carrie found it easier to explain intricate ACA regulations to her colleagues. This newfound clarity didn't just save her time; it allowed her to shift her focus back to what truly mattered — ensuring compliance rather than wrestling with content creation.

Cleaning up the data for better outcomes

As her collaboration with ADP Health Compliance deepened, Carrie's confidence in navigating ACA compliance grew. Her account manager, Dee, played a crucial role in this growth, offering invaluable guidance. "Dee has been both my guide and my mentor," Carrie shares. "Her patience and expertise have helped me learn to proactively check our compliance status, which has been a game changer."

One significant advantage of ADP Health Compliance's managed service model support was the emphasis on maintaining clean, accurate data. Data hygiene is a driving factor for a strong ACA strategy, and shared practices within her organization mitigates potential risks. With a clearer holistic view of compliance metrics and dashboards, Carrie could identify and address potential issues before they became serious problems. This proactive approach significantly reduced non-compliance instances that could lead to hefty penalties.

Carrie remarked, "Our investment in ADP Health Compliance has already saved us thousands of dollars." Thanks to ADP Health Compliance's expertise, Carrie is confident that Shearer's Foods is on the right track to maintaining ongoing compliance.

Continuing the partnership with ADP

As she continues her partnership with ADP Health Compliance, Carrie is optimistic about the future. The structured support and consistent feedback have created a culture of awareness and compliance within the workforce. Being part of ADP's Client Advisory Board has allowed her to share her insights, and she appreciates that her feedback is valued. "It's reassuring to know that the people behind ADP Health Compliance are genuinely listening to us and considering our daily experiences," Carrie reflects, proud to contribute to a system that fosters compliance and continuous improvement.

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