



A trusted partner and resource to manage HR

In 2015, Robert Baker-Hargrove, M.B.A. co-founded 26Health, a one-stop-shop health center, where LGBTQ+ individuals and allies can obtain culturally competent health services, including pharmacy, cosmetic procedures and adoption services. Early on, he recognized the need to outsource HR to better support the company's employees and, in turn, their clients. Here's how he utilizes ADP® Comprehensive Services' suite of HR services to help meet their goals.

ADP as a dedicated HR partner

Since 26Health's inception roughly five years ago, we've grown from one to nearly 50 full-time employees. We initially did HR in-house. While we wore multiple hats, it was truly a case of being "jacks of all trades, but masters of none." As we continued to grow, we wanted to focus on the area that offered the highest potential: our employees. That's because when we take care of our employees, we're better able to serve the community. So, I looked to outsource HR and interviewed several providers. I was ultimately sold on ADP given their breadth of services. And, even more importantly, I saw a clear alignment of ADP's employees' values and the "people aspect" of running a business.


A team of specialists in our corner

Our main point of contact is our ADP HR Business Partner. We have weekly 30-minute check-in sessions to talk about what's going on and what she should be aware of. She also lets me know about upcoming events or rule changes that could impact our organization. I can email her with questions and quickly get a response with the information I need. She puts us in contact with a team of ADP specialists, who assist with services including payroll, talent management and recruiting. I've learned about these services and am better positioned to delegate to these specialists. As a result, we've been able to do some tremendous things to maximize our employee satisfaction.

Robert Baker-Hargrove
Founder and Co-CEO



Quick facts

 **Company:** 26Health

 **Headquarters:** Orlando, Florida

 **Industry:** Healthcare nonprofit

 **Employees:** 47

 **Locations:** One

 **Website:** 26health.org

Business challenge: Enhance the employee experience to scale business growth and streamline processes and systems to increase efficiencies.

How ADP helped: ADP Comprehensive Services provides designated HR support and guidance plus payroll administration, employee onboarding and training, mobile capabilities, employee discounts and more.



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ADP provides a host of services and employee support

As a large organization, ADP has the scope and resources to expand with us and help our employees grow and enrich their experience. I jumped right into the deep end with ADP, and we use their payroll, time management, mobile services, policy communications and onboarding assistance, as well as the many perks they offer, like LifeCare and their employee discount program.

I'm also a big fan of ADP's training programs. As we've grown, we've been able to promote people within the company. I've worked closely with ADP to determine which resources and training modules are available. For example, we've set up a development program for first-time managers, so they're better equipped to fulfill their new role.

Simplified onboarding

Another amazing service that has significantly increased our ability to connect with new employees and save time is ADP's suite of onboarding tools. Previously, this was a manual function that would take three to four hours of my time per employee. Today, I get basic information from a new hire, input it into the system, and ADP takes it from there. Even before they start, the new employee receives an email from ADP with links so they can fill out their I-9, W-2, set up direct deposit, and acknowledge that they understand our policies. On day one, they know us, what our expectations are, who they report to, and more. This has been especially valuable in today's pandemic-driven remote environment. We've seamlessly onboarded eight employees in the past two months. I now spend only about 15 minutes per employee because of ADP's electronic onboarding.

Employee resources in an uncertain environment

We live in a very uncertain time given COVID-19 and other issues facing our country. With ADP LifeCare, our employees have a resource that can support them with events going on in their individual lives. In the past few weeks, we've had employees who have lost parents and had issues with childcare. ADP LifeCare has provided support and resources to assist them. Our employees can also access discounts from LifeMart to help them meet their everyday needs. This can really add up and help those who've had a family member lose their job. These services help our employees focus on their tasks at hand, so they can provide superior services and care for our clients.

Support that goes the extra mile

ADP's network of information and support have been truly amazing. With the rapidly changing environment, ADP has been in our corner, with continuous updates and reports. They've also educated us about the Payroll Protection Plan and loan forgiveness. This has really taken the pressure off me. This highlights the HR business relationship with ADP. We basically have another set of eyes that are looking out for us to help our business and our employees. I wholeheartedly believe in the importance of focusing on our employees, and my partnership with ADP allows me to do this.

When you find an HR business partner that can grow with you, like ADP has grown with us, it gives you a sense of stability. This is especially important in a dynamic growing company.

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