

Covenant Retirement Communities

Streamlines Complex HCM Processes with UltiPro



Company Profile:

Established in 1886, Covenant Retirement Communities (CRC) is a nonprofit network of more than 14 senior adult and retirement communities across the U.S.

From Southern California to New England, the organization provides its residents with innovative wellness programs, care services, and lifestyle amenities in a setting that reflects the local community.

The Challenges:

Covenant Retirement Communities previously relied on a third-party vendor to manage the complex benefits administration for more than 3,000 employees.

The organization was using more than a dozen databases and separate payroll service bureau accounts—creating a host of challenges as well as impacting other departments and employees that extended beyond HR and payroll.

The Solution:

Covenant Retirement Communities activated UltiPro in 2004, and Payroll Manager Jerry Davis worked closely with IT, HR, and the company's financial leaders to set short- and long-term goals.

Today, CRC manages the HR and payroll activities for 12 campuses, four home healthcare and private-duty care agencies, as well as the corporate headquarters based in Chicago.

Managing different types of healthcare professionals that have varying benefits and different accrual plans, CRC has complicated benefits processes.

To hold down costs and gain more control, the nonprofit organization used the UltiPro solution to bring the process in-house—which has greatly improved benefits reporting, created efficiencies, and provided employees with online access to complete benefits changes and details.

"Before we began using UltiPro for benefits management, our process was 100% reliant on forms, manual data entry, and spreadsheets. With such a sizeable volume of changes every year, we faced discrepancies, audit issues, and reporting problems," said Davis.



The Customer

Covenant Retirement Communities

Industry

Nonprofit/Healthcare

Number of Employees

3,200

Key Benefits

- Driving operational efficiencies and HCM effectiveness
- Elevating HR as a strategic business partner across departments
- Improving the employee experience

“Now with UltiPro, we pass data to our vendors electronically, manage information ourselves with configurable reporting, and handle open enrollment online. We don’t have to pay a benefits outsourcer, our benefits data is finally accurate, and our employees appreciate convenient Web access to their information.”

Covenant Retirement Communities has also leveraged UltiPro to “go green” by moving to a paperless payroll using kiosks in its 12 locations.

Many employees have chosen to receive their W-2s electronically, and everyone in the organization is using UltiPro for open enrollment—resulting in significant reductions in paper, data entry, and mailing costs.

Beyond providing Web features for CRC’s managers and employees, UltiPro has allowed Davis to build analytics that help ensure that employees are being compensated fairly and correctly and that salary changes are applied in a timely manner.

“When performance appraisals and salary increases are late, it sends a message to employees that we don’t want to send,” said Davis. “With UltiPro, we’re able to monitor retroactive salary increases, keep everyone on the same page, and make sure the right offices and individuals are accountable.”

CRC’s HR/payroll team also is using UltiPro’s reporting tools to play a strategic role in the budgeting and planning process.

With information collected from UltiPro, the HR/payroll team assigns weighted average rates-of-pay to job codes to make sure annual wages, overtime, bonuses, and other elements of compensation are on par with the industry and geographical location.

Because of these metrics, the finance team consults closely with HR to prepare its budgetary plans—a collaboration that is fully optimized with UltiPro.

“HR is becoming stronger and other departments are turning to us first when they have an issue that impacts our workforce,” said Davis.

“Executives now know I can quickly deliver the reports they need, which is crucial to our organization. UltiPro is definitely helping us accomplish our HR objectives.”



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Jerry Davis
Payroll Manager
Covenant Retirement Communities

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