



CASE STUDY

How a Health Care Provider Accelerated Its Growth by Switching Back to Paycom

A COMPANY OF **HEROES**

Space to focus on people – not HR and payroll problems.

Dominion Care is driven by a vision to be a premier provider of mental and behavioral health services. That requires their employees to be available, present and advocates for the patients they interact with every day. Any time spent on manual or inefficient processes gets in the way of those employees delivering the best experience to their clients and being heroes of care.

For this mental health care provider, returning to Paycom from their previous provider gave them the ability to plan ahead, eliminate time-consuming tasks and ramp up hiring as they expand across Virginia.

 495

EMPLOYEES



14 FACILITIES
IN VIRGINIA

97%

EMPLOYEE USAGE
IN JUST THREE
MONTHS

\$190K+

SAVED IN FOUR
MONTHS THROUGH
EMPLOYEE USAGE

50%

REDUCED STEPS
NEEDED FOR HIRING

88%

LOWERED PAYROLL
PROCESSING
PREP TIME



Paycom also provided Dominion Care with a priceless resource: **freedom.**

To Lauren Sowers, Dominion Care's outpatient services program director, giving her employees freedom to focus, train and serve is vital. With their previous HR tech, that freedom was hard to come by.

"We want to make sure that our providers are focused on what they are here to do, which is provide the best service possible to patients," said Sowers. "It's really important that we are efficient."

The demand for specialized care that her organization provides is higher than ever. And to help those in their community who need it most, Dominion Care can't stop growing. Unfortunately, the experience with their previous provider raised constant obstacles and challenges that prevented that growth.

"[Our previous software] was just very manual. Anything we wanted to do, there was a roadblock. We couldn't do it. So it resulted in spreadsheets or some other manual way of tracking."

—KATRINA BOVONE, HR MANAGER



Challenge

In late 2023, Dominion Care switched from Paycom to a different software.

After only a few months, it was clear to the organization's executive team that they needed more than just any HR and payroll provider. Segmented tech, time-consuming manual processes, unresponsive customer service and a system that felt like it worked *against* employees obstructed Dominion Care from scaling operations and expanding its mental health services.

Dominion Care's leadership required a reliable partner to scale with their success. Especially when they realized what the shift meant for hiring.

"There were a lot of things I didn't feel I could achieve," said Marissa Jovel, the talent acquisition manager. "With [our previous tech, hiring] took my team at least 15 steps using multiple check-ins throughout the system. [We had] seven spreadsheets just to keep up with where candidates were in the workflow."

WITH PREVIOUS PROVIDER:

15 STEPS

TO HIRE ONE JOB CANDIDATE





The shift hit Dominion Care's compliance strategy hard, too. For Katrina Bovone, the HR manager, the previous software forced her to manually track and update her employees' required credentials.

"There's nowhere to track somebody's license in [the old software]," Bovone said. "We're audited constantly. So if I'm sitting there with an auditor and they're looking through a file, it's like, 'Okay, where's their license?' I *never* had confidence."

Issues with their previous provider even impacted IT. Implementing something as simple as single sign-on functionality took two weeks.

"The problem was the support," said Stefan Muntean, the director of IT. "They were more reactive, waiting for us to report. And we were wasting too much time. Any downtime or delays impact our health care services."

Between constantly working around manual processes and dealing with unhelpful customer service, Dominion Care's team knew something had to change.

"The challenge of [our previous provider] is that they're very segmented," said Dorothy Copp, the payroll and finance manager. "It was difficult to get things done. And they didn't know

"In [the previous software], our experience was that it wasn't automated." —DOROTHY COPP, PAYROLL MANAGER

Solution

After their time with their previous provider, Dominion Care's staff realized they needed the same level of dedication from their HR and payroll provider that they give to their patients. Luckily, they experienced that commitment before with Paycom.

The solution was clear. Through world-class service and full-solution automation, Paycom would empower Dominion Care's accelerated growth.

"We were grateful to come back [to Paycom]," said Copp. "It was the best choice for us."

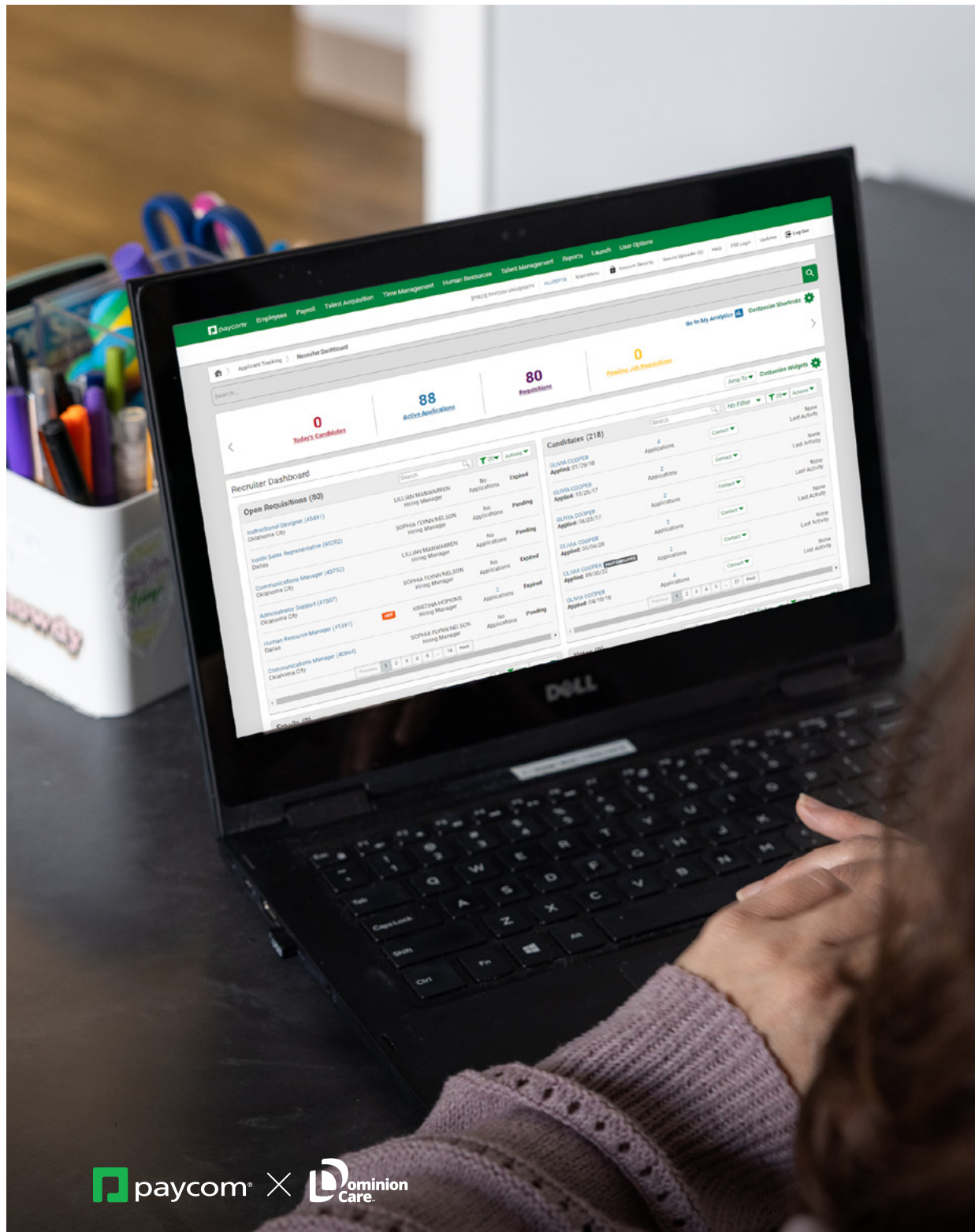
The timing couldn't have been better. As Dominion Care prepped itself for a hiring push, Paycom offered the perfect recruiting and onboarding tools to streamline the process and help them secure the talent they need.

Paycom's unrivaled service began immediately, and the difference from the previous provider was obvious. "With Paycom, from Day 1, we felt like we were the only client," said Stefan Muntean, the director of IT.

"With Paycom having everything in the software, it really helps enable that compliance standards are being met."

—LAUREN SOWERS, OUTPATIENT SERVICES PROGRAM DIRECTOR





“In behavioral health, you have systems to record patient data and the touch points with every patient throughout their mental health journey,” said Sowers. “Paycom is really the same thing on the manager’s side where we can communicate with the recruiting team in one place.”

Communication is key to get the talent Dominion Care needs, but so is speed. Jovel felt a wave of relief when she used Paycom for recruiting – the steps in the hiring process were cut in half.

“We’re able to automate our workflow from beginning of application to the offer within seven to eight steps,” Jovel said. “Paycom’s so easy to use and things are connected. Even when building a position, from the pay rate to location, the talent acquisition specialist can see everything they need to post that job. It’s connected on both ends. Paycom definitely allows me and my team to work smarter and faster.”

Having the tools to get quality specialists quickly was great, but that only represents part of the challenge. Dominion Care also needed an intuitive way to manage employees’ payroll and give them instant access to their HR data.

“Paycom definitely allows me and my team to work smarter and faster.”

—MARISSA JOVEL, TALENT ACQUISITION MANAGER



Copp quickly learned that the tech wasn't too good to be true at all. By automatically finding errors and guiding employees to fix them *before* submission, Beti® was the ideal way to engage staff with their pay and ensure accuracy.

“The employees see the calculation,” Copp said. “They can see exactly where those hours equated to the shift differentials or being paid by units. And it flows over to payroll. It’s so self-automated.”

Copp used Beti to pull herself out of manually building payroll, verifying different pay structures and fixing post-payday mistakes. Meanwhile, she was able to focus more on Dominion Care’s finances *and* finally reclaim her weekends.

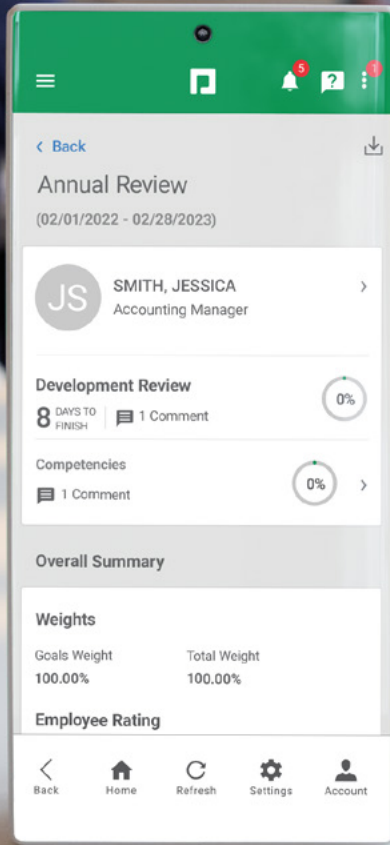
“When we moved over to [our now previous provider], it took us a good four days of prepping to get payroll paid out,” said Copp. “I would spend a full day working on that Saturday before payroll. With Paycom, it took me Tuesday afternoon to submit it, which was down to four or five hours.”

4 DAYS
TO PROCESS PAYROLL
IN PREVIOUS SOFTWARE

4-5 HOURS
TO PROCESS PAYROLL IN PAYCOM

“With Paycom, from Day 1, we felt like we were the only client.”

—STEFAN MUNTEAN, DIRECTOR OF IT



And as impactful as Beti was for Copp, it was transformative for Dominion Care's frontline employees.

“You’re able to know exactly what you’d be bringing home,” said Soraya Irizarry, a direct support specialist. “And if something was off, it led you to get [it] fixed. Just having access to that gave you security.”

In their highly-regulated industry, compliance is a constant consideration. Even one lapsed license could disrupt Dominion Care's ability to serve the community and leave it facing costly penalties. Fortunately, Paycom's automated solution to certification management gave the organization what it needed to navigate its regulatory requirements with confidence.

“Auditors always ask for [an employee’s] license if that’s required in that position,” said Bovone. “In Paycom, we can actually put in their license, the date and the expiration date, and we don’t have to think about it again. We’re going to get a notification, the employee is going to get a notification and even their supervisor [will get one when the certification needs renewal]. That’s just been extremely helpful for compliance.”

In the short time since Dominion Care returned to Paycom, the organization has already been able to focus on the future. In addition to hiring 81 new team members to help staff a new facility, Dominion Care's team used Paycom to conduct employee evaluations.

“We’ve only been back since January and here we are in March. We’ve already done performance reviews,” said Bovone. “We’ve already sent them out and had them completed. With [our past tech] it took three, maybe even four times longer to do our performance reviews.

1/3 OF THE TIME
TO COMPLETE PERFORMANCE REVIEWS

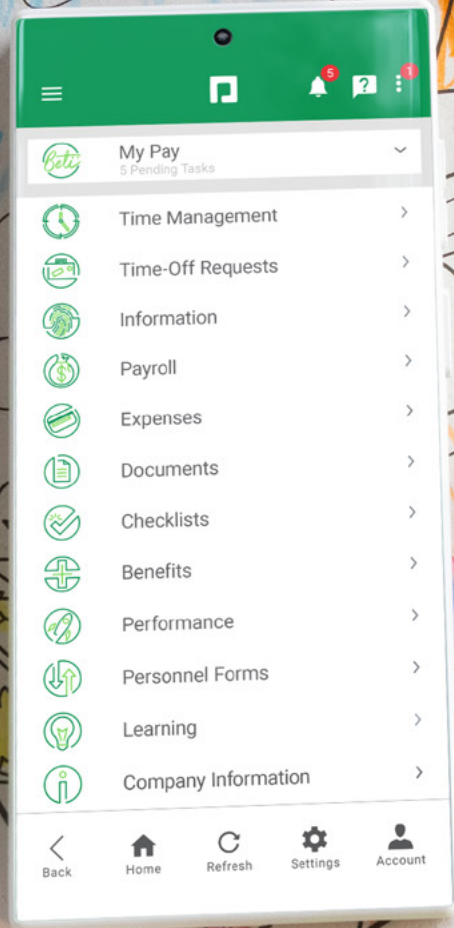
By providing therapy, education and specialized treatment, “hero” is just the simplest way to describe Dominion Care’s staff. And with Paycom, the organization doesn’t plan on slowing down.

“We hear ‘mental health’ every day on the news or through people talking about it. It’s not going away,” said Bovone. “And the fact that we can help more people is really what I’m looking forward to.”

As the health care provider continues to change the lives of the people it serves, at least one thing is certain: Paycom will be there to help them do it.

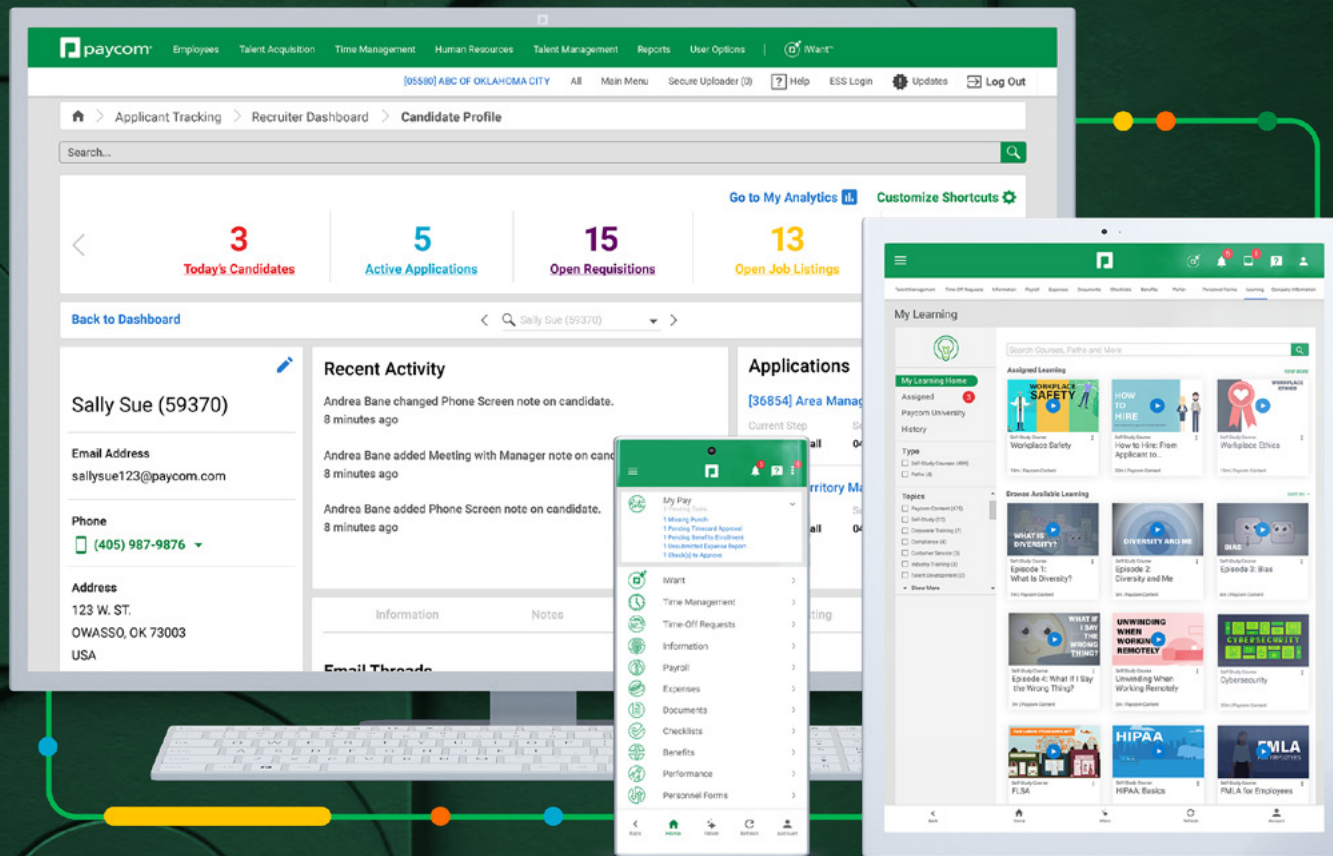
“The health care brain is aligned with how Paycom is organized.”

—MARISSA JOVEL, TALENT ACQUISITION MANAGER



Client Paycom Tools Include:

- » 401(k) Reporting
- » Applicant Tracking
- » Benefits Administration
- » Beti
- » COBRA Administration
- » Direct Data Exchange®
- » Documents and Checklists
- » Enhanced ACA
- » E-Verify®
- » Employee Self-Service®
- » Expense Management
- » Garnishment Administration
- » Geotracking and Geofencing
- » GL Concierge
- » Government and Compliance
- » Paycom Learning
- » Paycom Pay®
- » Paycom Surveys
- » Performance Management
- » Personnel Action Forms
- » Report Center
- » Tax Credits
- » Time and Attendance
- » Time-Off Requests
- » Vault



How will Paycom help you grow, serve and thrive? Learn more at [800.580.4505](tel:8005804505) or paycom.com.

