

# FINALLY A PAYROLL AND HR SOLUTION FOR HOME CARE

How One Home Care Service Franchise Was Able to Save Time and Money for Her Agency



## OVERVIEW

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# WELCOME TO THE WORLD OF HOME CARE

“Trusted care. True compassion.™” It’s a core belief that has driven HomeWell Care Services® for the past few years. HomeWell is a privately owned home health care agency, whose primary objective is to bring more enjoyment to the lives of those who find it increasingly difficult to function well on their own. HomeWell helps people maintain their dignity and their independence, doing it all by working as a team to provide reliable and compassionate in-home care that goes so far beyond typical adult care services.

### MEET ELI, AN AGENCY OWNER:

Eli didn’t start in the home care industry. After 17 years in a corporate environment, Eli decided to start her own business. She looked into the world of franchises and found home care, a perfect fit with her husband John’s 20 years of health care experience. Eli and John decided to open a home care agency through HomeWell Care Services, a well-known and extremely reputable brand.

### SURPRISE! HERE ARE SOME OF THE CHALLENGES FACED WHEN RUNNING AN AGENCY!

The biggest challenge Eli faced was with recruiting, onboarding, hiring, and retaining caregivers. The whole process was taking away from running the business at hand. Another challenge she faced was learning the nuances of compliance within the industry – compliance that even extended into pay practices and HR. It quickly became apparent that she needed to learn even more and would have to turn to experts like the Franchise and industry-specific vendors.

**17**  
YEARS IN  
CORPORATE  
AMERICA

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**2**  
YEARS  
OWNING HER  
OWN FRANCHISE

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**50**  
EMPLOYEES

## THE PROBLEM

# LIFE BEFORE VIVENTIUM

**Hiring and Onboarding.** Once you recruit your all-stars, the onboarding process begins, and if not done properly, you can waste time on paperwork rather than training and development. Hours are spent filling out a gazillion forms, like HIPAA forms, W-4s, I-9s, 401Ks, health insurance, direct deposit – you get the idea. The more manual the process, the more room for errors: errors that can be costly in the world of compliance. Then, of course, there is the challenge of getting these forms into an electronic filing system to make sure you can always store your records safely. Working with a large, general HCM provider wasn't ideal. The agency continually had to figure out how to avoid mistakes while handling all the hiring paperwork and onboarding. With onboarding, not only do you have the logistics of the whole process to deal with, but you have to ask yourself, "Are you giving your new hires the best first impression?"

**Generic Pitfalls.** If you work in home health care, then you already know that payroll in your industry is unique. Getting it right entails accurately accounting for multi-rate overtime, retroactive pay, wage parity, ACA reporting, spread of hours, and a range of other payroll nuances. Even if your current payroll company does the generic payroll work, you know that you have to carefully examine everything to stay compliant. "It is built for very large companies who have a lot of things going on. And I'm sure it does a whole lot of stuff. The problem is, I didn't need to pay internationally and do this and manage that. Home care is more complicated than that," said Eli.

**Storage.** The problem with some large general market providers is that they have you utilize all this paperwork; it's not only not eco-friendly but it creates a headache when it's time to store, shred, and transfer from hiring to payroll. Eli mentioned that "We had to take all that paperwork, double check it all, scan it into our system one page at a time, upload each piece as a different document, and then we had it shredded. Then you have a room dedicated to just paperwork." Viventium changed all that.

45  
MINUTES  
PER  
NEW HIRE

+

200  
W2'S  
EACH YEAR

=

TOO  
MUCH TIME  
ON MANUAL  
ONBOARDING

## ACTION

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# LIFE WITH VIVENTIUM

HomeWell is not a recruitment and onboarding company, but they felt like one with all the time that was being allotted to this process all along.

With many providers to choose from, Eli at HomeWell didn't want a provider that would make her cry whenever she onboarded new hires or tried to do the payroll. She wanted a vendor that could tailor to the agency's needs and wouldn't make her do all the paperwork or extra steps that were stealing her precious time.

**AFTER CONSIDERING MULTIPLE PROVIDERS, HOMEWELL CHOSE VIVENTIUM. HERE'S WHY:**

**True Home Care Consultants.** Eli had an exceptionally good experience while evaluating Viventium. As the HCM sales specialist took her on a journey through the software, she was able to learn more about what makes Viventium so different from other providers. She was able to ask questions without feeling like she was being "sold." And the best part – she saw the ROI she was looking for. Today, she still feels like she can reach out to her HCM sales specialist and keep in touch.

**Service that Goes Above and Beyond.** Even though the general provider offered high quality service, they were not able to provide the dedicated industry-specific support or attention that HomeWell needed. With over 30 years in the industry, Viventium understands their clients' needs. Eli mentioned: "There were several times where they told me, I've taken care of that for you this time so that it's in place to finish your payroll. But here's how to do it the next time it comes up," which was just nice."

**The Best Thought Leadership.** Not only are there reps available to help Eli whenever she needs something, but Viventium has the tools that allow Eli to manage her payroll and what is "new." – By attending webinars and reading infographics and email updates, Eli feels well-informed and prepared to deal with the next compliance requirement. This became incredibly evident in 2020 during the COVID-19 pandemic.

## Viventium

### COVID-19 Solutions

“Viventium was so on top of the PPP compliance. Viventium had everything in place before my bank was even talking to me. I loved seeing all the new COVID-19 reports. ”

“There was this report that my bank requested from me, I thought, 'I don't know what you are asking,' and forwarded it to Viventium. They provided all the support and only took 2 days to put it in my hands.”

## IMPACT

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# FEWER TEARS, MORE TIME

With Viventium as HomeWell's HCM provider, Eli no longer has to spend hours printing, scanning, checking for errors, and putting her new hires into the system. Instead, she is now able to get more people through the hiring process with Viventium's Onboarding.

**HERE'S WHAT HOMEWELL LOOKS LIKE TODAY, NOW THAT IT FOUND A PAYROLL SOLUTION THAT WORKS FOR THE COMPANY RATHER THAN THE OTHER WAY AROUND:**

**Errors, What Errors?** The difference now is that mistakes are easy to spot early and can be fixed easily, before it goes from onboarding to payroll. Most importantly, Viventium's software automatically accounts for many of the home care payroll intricacies to keep HomeWell in compliance and operating smoothly.

**Remarkable Service.** Due to their experience in payroll and attention to detail, Eli can now just pick up the phone and ask one of Viventium's team members for help with a special report that she can then use for years to come. Eli mentioned that she once emailed her representative and said, "Hey, I have to do all these reports, and they said, 'I am not sure if we have something exactly like that, but I can create one for you,' so that next year when it comes along, I just go click."

**Enablement.** Not only are there reps available to help Eli whenever she needs something, Viventium has the tools that allow Eli to manage a range of tasks efficiently and effectively – from viewing what stage of the process new recruits are at to employees being able to see their pay stubs to make sure they were paid correctly.

“Every step we add to the onboarding process means we hire fewer people. We need fewer clicks to apply, fewer steps to interview, fewer papers to fill out, fewer days to do it in. So the fact that we don't have to have them sit around and do paperwork after a 2-hour orientation is HUGE.”

**Are you struggling with payroll at your home care agency?  
Perhaps you're wondering if you, too, could benefit  
from a payroll provider that truly understands your industry  
and your business? Let's talk.**

Viventium is here to help you with your greatest payroll and HR software challenges. Our intuitive software is built with you and for you, so your agency can streamline and optimize its HR processes to drive maximum caregiver retention. We are in it with you to make the hard stuff easy, from managing all of your payroll needs to compliance and onboarding with one user-friendly, all-in-one platform. Learn how we'll support your agency for everything HR at [viventium.com/homecare](https://www.viventium.com/homecare).



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