

# WE'RE SWITCHING TO

# VIVENTIUM **IC** **DROP**



How One Franchise Cut Down On Payroll Mistakes By Choosing An Industry Expert.



## OVERVIEW

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# FROM CORPORATE AMERICA, TO THE COMPLEX WORLD OF HOME CARE

Visiting Angels began in 1998 as a small, locally focused agency providing in-home senior care. Today, their network comprises hundreds of independently owned and operated agencies across the United States, with each office committed to Visiting Angels' mission: helping seniors continue to live at home where they feel happiest, safest, and most comfortable by providing the best possible in-home care.

### MEET STACEY LOPIS, OWNER OF A VISITING ANGELS FRANCHISE

Stacey did not start out in the home care industry, but has over 25 years of prior professional experience. For Stacey, a desire to do something more meaningful inspired her to look into the world of franchises, where she found home care. It was a perfect fit, reminding her of her grandparents and helping her realize a love for senior care. Opening a home care agency just made sense, and Visiting Angels was the perfect match.

### BUCKLE UP: GET READY FOR ANYTHING AND EVERYTHING WHEN RUNNING AN AGENCY

After opening her franchise and as the giddiness of starting a new business passed – we'll call this the honeymoon phase – the shock set in for Stacey. Entering the unique world of home care compliance brought many unfamiliar challenges, including intricate payroll, hiring and maintaining caregivers in a tough market, and managing in-home visits.

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# +25

YEARS IN  
CORPORATE  
AMERICA

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# 6

YEARS  
OWNING HER  
OWN FRANCHISE

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# 50

CAREGIVERS  
TODAY

## THE PROBLEM

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# SECOND, THIRD, AND FOURTH CHANCES

Doing payroll with her old provider felt like speed dating. Whenever she had a problem, she would get a new representative who knew nothing about home care and had to be completely filled in about her business and open service case. So on top of having to deal with her payroll issues, she had to navigate poor service too.

**Please Speak My Payroll Language.** You already know that home care payroll can be very unique and daunting. There are many complexities, from retroactive pay to blended rates and a range of other nuances. Handling it all with generic payroll software can create tons of problems and headaches, and rather than helping you run your business, you'll probably have to spend hours afterwards carefully examining everything to guarantee you're compliant. And when every time you call for support you get another representative who hasn't heard of these common home care challenges, the service just feels like added work.

**Service That Goes Past the Honeymoon.** In the same way everything can be all rosy when first starting a new relationship, it can be the same with a new payroll provider. However, once months have passed, things might change. But when you're running a home care agency, especially if you have an HR and admin staff of one, you need your payroll provider's service to be consistent. Having one of the most complicated payrolls of any industry, home care administrators need the dedicated industry-specific support that she deserves. Stacey mentioned, "Our previous generic payroll provider's support and quality assurance was beyond terrible. We used to get a new person every six months. So we gave them nine months to get their act together." When you are paying for a service, their internal struggles shouldn't become your own. You need to rely on quality work each and every payroll.

**I Need More Compliance Tools in My Toolkit.** The problem with many large general market human capital management (HCM) providers is that their products and services are meant for bigger, broader industries. Home care has many distinct federal and state compliance laws, from the payroll side to HR management, spread of hours, FLSA overtime and not having the right tools to run your business can be more than just a hassle – it can also cost you plenty of time and money. And the most important word in the compliance world is proactive! Tell me what I need to know in advance, not after it's too late.

“The first week that I had to do payroll, I was like, ‘This is not working. I can't physically do it and grow the business with a system like this.’”

## ACTION

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# THE SWITCH THAT MADE A DIFFERENCE

With many to choose from, Stacey wanted a vendor that would provide better service and that understood her business's mission. She wanted a provider that could tailor to her agency's needs and wouldn't make her adjust to a new person that didn't know her case history every time she called for help.

### AFTER CONSIDERING MULTIPLE PROVIDERS, VISITING ANGELS CHOSE VIVENTIUM –HERE'S WHY:

**The Best Thought Leadership Out There.** With Viventium, Stacey has everything she needs to manage payroll on the go. By attending webinars and reading infographics and email updates, Stacey now feels well informed and prepared to deal with the newest compliance requirements. Stacey mentioned to us, "Compliance is not easy, but there's enough information for us to get through it. We're getting a tremendous amount of help from Viventium, especially the added value that you provide around these topics, such as HR."

**Night and Day Difference in Client Service.** Even though her old payroll provider offered a high-quality product, they were not able to provide the dedicated industry-specific support or attention that Visiting Angels needed. With over 30 years in the industry, Viventium understands their clients' needs and is there to make sure that they're met, with everything running smoothly before implementation even begins. Stacey reflected on how it is a breath of fresh air to just call Viventium when she is on the go and needs something: "It's made such a difference for our whole business, being able to sit in the car, call, and just ask for something. Our rep will email it to me right away."

"Viventium is focused on our small business, on our vertical, and on ensuring that I'm comfortable and my needs are being met. Viventium has been so responsive and supportive with the issues we have had."

## IMPACT

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# AT LAST: A HEALTHY RELATIONSHIP THAT WORKS

With Viventium as Visiting Angels' HCM provider, Stacey no longer has to go through new people every time she needs help with payroll. Instead, she is now able to get someone knowledgeable to help her right away with anything she needs.

### POST BREAK UP – WHAT VISITING ANGELS LOOKS LIKE TODAY

**Service That I Can Finally Fall in Love With.** With Viventium's extensive experience in payroll and keen attention to detail, Stacey can just pick up the phone and ask a member of her Dedicated Client Service Team for help. Stacey explained, "Customer service is so huge if you're a small business because you don't have a huge HR department that can deal with everything and having someone that you can just call has made a huge difference for our business."

**Ready, Willing, and Able.** Not only are there reps available to help Stacey whenever she needs something but Viventium also has tools and resources that enable Stacey to manage a range of tasks efficiently and effectively. For instance, with the SBA's Paycheck Protection Program, Stacey recalled, "I actually leaned on your information more than my bank's, so that was very helpful."

**No Red - Flags.** The difference now is that when minor mistakes are made, they 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 home care's payroll intricacies, keep Visiting Angels in compliance and operating smoothly.

"Viventium is doing a fine job with the mechanics of the automation. It's worked well, it's been much easier. The fact that Viventium's implementation folks actually spent time with me to ensure that the automation is working made a huge difference."

**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](http://viventium.com/homecare).



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