

# FROM PAPERWORK TO PEOPLE

How ADP® freed In Flight's HR team to focus on connections, not forms.

## Quick facts

### Company:

In Flight Inc.

### Headquarters:

Red Hook, New York

### Industry:

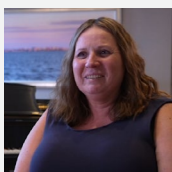
Nonprofit

### Employees:

201

### ADP Products:

ADP Workforce Now®



**Teresa Stivala**

Vice President of  
Human Resources

In Flight Inc. is a nonprofit dedicated to supporting those living with intellectual and developmental disabilities. Their mission is to empower the people they serve — whom they affectionately call “our folks” —to reach for their hopes and dreams and support a meaningful quality of life.

With 201 employees who provide round-the-clock care for adults with disabilities, Teresa Stivala, the Vice President of Human Resources, knew it was critical for In Flight to have a unified payroll and HR system that could not only support their employees but also centralize operations so they could continue to deliver the highest quality of care to the individuals they serve.

## Business challenges

- Without an HR infrastructure in place supporting their newly expanded team, payroll and HR functions and capabilities were disjointed and challenging
- Paper-based onboarding processes were time-consuming, inefficient and created room for error and disorganization
- A disjointed learning management system (LMS) made it difficult to assign, measure, and track employee education and certifications in the HRIS platform

**With the help of ADP Workforce Now®, Teresa successfully centralized payroll and HR processes for In Flight. Since all processes are now handled electronically, including the management of an integrated learning management platform, Teresa can easily make changes at any time, ensuring the correct information is sent to the right people at the right time.**

## Making a crucial switch

In the nonprofit community services sector, efficiency and effectiveness are crucial. The same holds true when it comes to delivering quality care to the individuals supported by In Flight Inc. As In Flight expanded and acquired two businesses, the organization recognized the need for a more robust payroll and HR platform. Teresa says, “Before ADP, we were a Paychex customer and found the platform cumbersome, forcing us to rely heavily on manual workaround processes, including Excel spreadsheets and extensive paperwork. Now, with ADP Workforce Now we’re saving so much time because everything is done electronically, I can easily go into the system, make a change and send out information to the right people.”

Equally important is ADP's ability to help Teresa with budgets. As a nonprofit, it's critical to show where and how money is being spent. “We are considered a voluntary



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—Teresa Stivala  
Vice President of  
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In Flight Inc.

agency, and everything is extremely regulated. Under New York State, we are paid through Medicaid funds so we need to show exactly how we are spending our money and allocating funds," says Teresa. "I love that ADP is able to help us do that."

### Turning first days into first connections

Traditionally, onboarding at In Flight involved manual data entry, which detracted from the personal connection they aimed to establish on the employee's first day. With the help of ADP, the onboarding process has become much more efficient. In Flight typically conducts two onboarding sessions each month, bringing on between two and 10 employees at a time. Thanks to ADP, the company saves a minimum of two hours per employee by having all necessary paperwork completed digitally in advance. This efficiency allows the team to focus on creating a welcoming environment for new hires. Teresa explains, "By having everything filled out ahead of time, the first day becomes about the experience rather than the paperwork, so we can truly connect with the employee on their first day."

### Learning without limits

Operating in a highly regulated environment necessitates employee certification at In Flight. "Before ADP, we were reliant on a more expensive vendor, Relias. Since transitioning to ADP Workforce Now, we've been thrilled with ADP's learning management system (LMS), which offers our employees access to over 80,000 courses and the ability to design custom training modules for staff certification." With ADP Workforce Now Essential Learning and Premium Learning Content, In Flight has the ability to track specialized certifications, generate reports and ensure the HR Department is fully up-to-date with regards to training. The LMS also enables managers to tailor training modules based on each employee's performance, helping them better meet individual needs. Teresa adds, "All around, the experience has enhanced everything at our company. I don't know why anyone would consider another product!"

### Mobile HR, maximum impact

The introduction of ADP Mobile® has transformed the employee experience at In Flight, allowing employees to manage everything from benefit enrollment to direct deposit changes with minimal administrative burden. Teresa celebrated this newfound autonomy, saying, "Instead of us being bogged down with making sure that somebody's phone number is correct, we can actually sit with our staff and talk about the important things they need assistance with."

The fact that the app is user-friendly encouraged widespread adoption among staff, ensuring critical information is readily available and freeing up time for strategic



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In Flight Inc.

initiatives. Teresa adds, “We’re delving into different areas we’ve never had the opportunity to get to before because we were bogged down with helping employees access basic information.”

## Better benefits, better lives

The continuous 24/7 nature of In Flight’s operations presents unique challenges, particularly during open enrollment. Previously, open enrollment processes were entirely manual and time-consuming. Now, reminders are automatically sent to employees, and they can complete their enrollment effortlessly via the mobile app at a time that works for them within the open enrollment window. “Open Enrollment is a breeze,” says Teresa. The system leads the employees step by step so they can’t make a mistake.”

In addition to improving processes, the features in ADP’s benefits management have notably enhanced the employee experience. Teresa finds the beneficiaries feature particularly helpful, as it allows employees to manage their benefits proactively — a crucial factor for younger employees who may overlook important updates.

“A lot of young people put their significant other as their beneficiary, and once they break up, they forget to change it. ADP reminds them to make updates so they know that the money is going where it needs to go and not to somebody they dated ten years ago.”

## ADP: A transformative partner for HR

ADP has empowered In Flight’s HR department to operate efficiently and effectively. Teresa emphasizes, “ADP makes HR and the payroll department look like rock stars because we know exactly what we are doing 24 hours a day.” With user-friendly interfaces and comprehensive support, staff satisfaction has dramatically increased. “Our executive director appreciates what ADP does for all of us because it frees up the staff when he needs them.”

The collaboration with ADP has truly enhanced operations at In Flight. With robust systems in place, the organization can refocus its energies on what truly matters — making a positive impact on the lives of the individuals they serve.