Spending more time on what matters

Chuck Fimble
Chief Talent Officer

KIPP Houston Public Schools, a network of 28 charter schools in Houston, Texas, has one main mission — to get underprivileged students to and through college. With a giant growth trajectory of 18,000 students in the next 10 years, the HR team is faced with the challenge of not only recruiting over 300 new teachers every year to support this growth, but retaining the teachers they already have — all while spending as much of their resources as possible towards benefiting the students.

Chuck Fimble, chief talent officer, spoke with us recently to share KIPP's challenges and how they overcame them by partnering with ADP.

Business challenges

ADP: What are some business challenges KIPP has faced?

Fimble: When I first started at KIPP, a lot of processes were done through spreadsheets, with a pencil and paper and back of napkin calculations. The first thing I asked for was an employee roster, and the old system couldn't produce that. I asked for a list of who was exempt and non-exempt, and the old system couldn't produce that, either.

I also looked at the way we were paying our benefits. Through an audit, we discovered that we had been paying benefits premiums for about 30 people that no longer were with KIPP, and hadn't been for quite a long time. We took care of it, but trying to keep up with it monthly became a huge challenge. An employee would leave, and we'd forget to terminate them in the six different systems necessary to stop the benefits.

Quick facts

Company: KIPP Houston Public Schools

Headquarters: Houston, Texas

Industry: Nonprofit and education

Employees: 1,700

Product: ADP Workforce Now®

Learn more about KIPP Houston Public Schools at kipphouston.org

ADP: Why did you choose ADP to help provide solutions for these challenges?

Fimble: I looked at a lot of options. I was really interested in replicating the different features and functionality I had used in the past with larger providers, but needed it to be user-friendly for our employees and within my budget. ADP was able to fill that need. I was able to roll out ADP Workforce Now® to our employees with no training at all. It's intuitive enough for them to use right from implementation.

I also like that I don't have to spend a lot of time thinking about ADP. I know it's there and that it's going to work the way I need it to. By automating our processes with ADP, we're saving time and saving money, because anyone is bound to make errors while doing manual calculations.

Business Solutions

ADP: What are some of the ADP Workforce Now features you use?

Fimble: We use many of the products that ADP offers. We use the human resources module, which I absolutely love because of the employee self-service features. Not only does it save time, but there's an accuracy component because the employee is giving us the correct data — my team doesn't have to retype it and risk number transpositions and other key punching errors. We use the payroll module, which makes the entire process very seamless. When I enter something into the human resources module, my payroll team immediately has that data and can include it in the next payroll. We also use the time and attendance feature, and love the fact that we can put iPads in every location so that employees can clock in and out. Even if they don't have access to an iPad, they can access the system remotely to view or edit their time entries for us.

ADP: What is an example how automating your processed has helped KIPP?

Fimble: Open enrollment used to be a paper process, which meant my team had to track down all of our employees, distribute and explain to them what needed to be filled out, remind them repeatedly to return their paperwork, and then manually enter each employee's information into our system.

ADP has completely solved that for us now that it's all done virtually online. Their open enrollment process is intuitive for our employees, so we can just send out one email and they know what to do. Once the data is in the system, it flows right to the carriers, so other than setting up the process, there's no extra work for the HR team. Some of my colleagues spend hours and hours trying to make open enrollment happen for their organizations — I just smile and laugh, and do it automatically through ADP.

ADP: What solution was provided to solve your previous benefits challenges?

Fimble: The benefits issue was immediately solved with one of my favorite modules, ADP Workforce Now Carrier Connections. The HR professional keys a termination that automatically flows through to each carrier, so it's seamless.

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No one has to remember to do the 15 or 20 different things that were required before, so it ended up saving us lots time and effort while achieving better accuracy. It has also helped to save money and keep my overhead down — I don't need as many people monitoring the process.

ADP: How does ADP Workforce Now contribute to your recruiting and retention efforts?

Fimble: By using the reporting and analytics tools, we can dig down into our data to discover employment trends like who's leaving us, why they're leaving us and when they're leaving us, and who we should be attracting — all of this data is at our fingertips. And as we grow, I know that ADP is scalable and will be there without us having to purchase additional modules or add additional HR staff.

ADP: How is the service aspect of ADP?

Fimble: I'm very happy with the service that we receive. We have a dedicated service representative that we can call. They know me, they know our product and they know what our needs are, so if we need help they're able to either help us immediately, or at least find that help very quickly. I've not seen this kind of personal service with other providers.

We also have the opportunity to give constant feedback to ADP. They ask us both online and in person what we think about the product, and they're always making enhancements. Every time I turn around, it feels like something's a little bit better within the product.

ADP: How does ADP help you achieve your strategic goals?

Fimble: I think of ADP as the behind-the-scenes provider that lets us focus on the important work, which is educating our children. I would much rather be spending my time focusing on talent development and inspiring our leaders and teachers to help our students get the education that they need, and ultimately send them to college. I don't want to worry about whether that tax filing is happening on time, or the benefits information has been sent to the carrier — ADP does that for me. They let us do our work, and take care of the rest flawlessly for us.

ADP: What advice would you give to an organization like yours?

Fimble: If you're considering ADP, I highly recommend it. They provide stability and constant enhancement, so their products are always getting better. It's seamless from the user standpoint — everything you need goes on behind-the-scenes, and you have great support with the product. It's highly integrated, it talks to the other providers that you have, and it's an amazing system.

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