



Emplicity's HRPartner<sup>™</sup> service provides Prototypes with  
Solutions to Focus on Helping Others

*a case study*

# INTRODUCTION

Without an HR Champion to keep up with an ever-changing legislative landscape impacting labor practices, Prototypes' management team lacked the resources to ensure that people practices could withstand stringent audit requirements and industry compliance standards. Staffed with a lean administrative support team and lacking HR expertise, Prototypes depended on its HR provider for strategic guidance. Faced with inconsistent HR advice, supervisors frequently required management's assistance to resolve issues and respond to employee relations needs. The lack of clear and simple guidance had an adverse impact on response, resulting in delayed replies to inquiries, investigations, and leave of absence requests. Recognizing these challenges, Prototypes' management team chose **Emplicity's HRPartner™ service** to regain control of and restore employee confidence in the human resources function. Emplicity assigned a dedicated HR Consultant to provide Prototypes' staff members with an internal resource. Today, Emplicity provides solutions for management, staffing, and compliance issues to help keep the Prototypes' team focused on its life-changing mission.

## CHALLENGES & SOLUTIONS



**CHALLENGE: SUPERVISOR SUPPORT.** With 13 locations and more than 35 supervisors with varied experience and skill level, Prototypes struggled with achieving management consistency. Reactive or insufficient training was provided to supervisors, resulting in inconsistent documentation and processes. Prototypes recognized the need to enhance training efforts and streamline processes, but lacked a champion to drive these projects. Employee training was critical but fell short of expectations.

**SOLUTION: OPENING DOORS.** Working with Emplicity provided easy access to a certified HR professional. As a result, supervisors were able to get timely assistance and gained access to redesigned, easy-to-use processes. Emplicity's assigned consultant provided the responsiveness needed to address critical people issues and meet project deadlines without red tape or delays - just straightforward answers and a partner dedicated to expediting decisions.

# Prototypes: a case study



**CHALLENGE: IMPROVE INTERNAL PRODUCTIVITY.** Standalone solutions of separate vendors increased administrative burdens for Prototypes. This multiple-vendor environment caused many repetitive steps and redundancies. “We spent a considerable amount of time on implementing an electronic Time & Attendance system in order to streamline payroll processing and enhance staff productivity - but continued to have significant challenges,” explains Levi Martin, Prototypes’ Chief Financial Officer. “After a lengthy implementation and training roll-out, the system was still plagued with errors and inconsistencies, forcing us to also deploy manual systems that eliminated any efficiency we had hoped to gain.”

**SOLUTION: ELIMINATE THE NEED FOR DUPLICATE DATA ENTRY.** Faced with payroll, time, and attendance challenges, the company was tempted to start over but knew it would not be practical. The Emplicity team researched Prototypes’ requirements and tested its system, ensuring an accurate payroll the first time. Finally, after fifteen months and several reiterations, Prototypes found a company that made it simple.



**CHALLENGE: MINIMIZE RISK ASSOCIATED WITH WORKPLACE INJURIES.** The presence of a safety program and a great insurance provider failed to contain workers compensation costs. Reported claims and injuries caused Prototypes’ experience modifier to escalate and its insurance expenses kept rising. The company knew it had to address the rising costs; every dollar spent on coverage could help to deliver additional services to the community.

**SOLUTION: SAFETY & CLAIMS MANAGEMENT.** Upon commencement of the engagement, Emplicity’s Safety Consultant set out to identify the risk and deliver the education and guidance required to turn the safety program around. Claims management was left in the trusted hands of Emplicity’s dedicated claims manager, who pursued each claim with zeal and helped manage Prototypes’ back to work programs. “A year later we see the ROI of their efforts and the value of the integration of our safety products and human resources team,” says Levi.

# *Prototypes: a case study*

## ABOUT PROTOTYPES

Prototypes is a lifeline to women who are struggling with addiction and other serious issues such as domestic violence and mental illness. Many of these women are mothers who face an impossible choice: give up their children to foster care or a guardian or continue to suffer.

Prototypes is a game changer by allowing women to keep their children with them during treatment so they both get the help they need. And, by combining comprehensive treatment series with practical life-skills training, they prepare women for long-term success. Founded in 1986, Prototypes established a new form of comprehensive social services designed to promote health and psychological well-being through health, mental health and substance use services. Today, 13 Prototypes locations throughout Southern California provide hope, health and independence to more than 10,000 men, women and children each year.

Prototypes is a 501(c)(3) non-profit, funded through fee-for-service contracts, grants and private donations. Visit [www.prototypes.org](http://www.prototypes.org) for more information about the agency and its services.

## ABOUT EMPLOCITY

Emplicity is an outsourced Human Resources provider headquartered in Orange County, CA. Since 1995, our flexible, boutique service offerings have helped hundreds of small, high growth businesses with HR consulting and compliance, benefits management, payroll, workers compensation policies, risk management, and recruiting services. Emplicity Search is the recruiting division of Emplicity featuring great opportunities with our Client/Partners, some of the fastest growing and most interesting employers across California and beyond.

Emplicity's HRPartner™ was created to address the unique business needs of mid-sized companies. We offer turnkey integrated solution to the modern HR department without the loss of control or intimacy with your employees.

Email [Sales@Emplicity.com](mailto:Sales@Emplicity.com) or visit [www.Emplicity.com](http://www.Emplicity.com)  
for further information on our services.