



Investing in a strong HR strategy to make impactful change



Mitchell Cawley
HR Manager,
One Community Solutions

One Community Solutions is a pillar of the Toronto community, providing safety solutions and crisis intervention to its under-housed population. They believe in compassion and dignity, making it their mission to create a safer community for not just Toronto's most vulnerable but also One Community Solutions' workforce of 150 strong.

HR Manager Mitchell Cawley knows the city of Toronto and funders look to them as a leader in community services—a role he does not take lightly. With that in mind, Cawley sought to enhance several internal processes, demonstrating One Community Solutions' commitment to delivering best-in-class financial and human resources reporting and support.

Business challenges

- Internal processes required refinement to create efficiencies and strengthen working relationships with local government and funding agencies.
- Disparate systems resulted in gaps in financial and HR processes. Consolidation was required to bring everything under one platform for better reporting and oversight.
- Without a formal performance management process, One Community was unable to provide and track learning opportunities for employees.

ADP's Comprehensive Services provided One Community Solutions with the HR guidance, insights and technology to solidify its place as a top-tier community services provider for years to come.

Quick Facts



Company:
One Community Solutions



Headquarters:
Toronto, ON



Industry:
Community Services



ADP Products:
ADP Workforce Now®
Comprehensive Services



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Building a roadmap for leadership

One Community was ready to make changes, and an in-person meeting at ADP headquarters solidified that they had found a partner that could help them. “ADP really got to the heart of our HR priorities. They weren’t just showing us a generic solution—they were customizing it to fit what we needed,” says Cawley. An introduction to Standout by ADP was eye-opening. It pinpointed strengths and weaknesses and offered a vision for how they could put those strengths into practice.

“That level of engagement showed us clearly what we needed to fix, and ADP was there to help us develop and execute the plan to get where we needed to go.”

Filling in the HR gaps

Early in his tenure at One Community Solutions, Cawley knew he could make a difference by streamlining HR processes. Step number one was getting everything under one platform. Cawley recognizes that there are a lot of providers out there that specialize in individual HCM areas, but ADP Workforce Now Comprehensive Services allowed him to bring everything “under one hood.” He added:

“Now that everything is housed in one platform and the systems are ‘talking’, we get better data, better reporting and eliminated the duplicated work we were doing.”

Adhering to strict funder procedures and guidelines

Another big selling point for Cawley was that ADP would customize solutions to help them remain compliant with their biggest funder, the city of Toronto. According to Cawley, Toronto has very strict scheduling guidelines and processes that community partners must follow.

At first glance, Cawley wasn’t sure he could use ADP’s scheduling module, rather than entering his employee’s hours worked into the City of Toronto’s scheduling platform. After thorough analysis and testing, performed by his ADP Comprehensive Services team, he quickly found that this was not the case. “We talked to the team, and they pieced together a package that worked for us and for the City of Toronto. Now we’re certain we’re complying with the city’s scheduling policies, confident we’ll pass any future audit and rest easy knowing our funding is no longer at risk.”

ADP also gives One Community Solutions a secure place to house important employee documentation. “As a recruiter, an employer and valued community partner, it’s important to demonstrate our fiscal acuity and capability to securely house data. ADP helps One Community Solutions stand out in the sea of local community services providers. This has helped us remain in good standing with the city and, in turn, be seen as a top-tier provider in the community.”

Activating a strong employee engagement strategy

Without a strong employee engagement strategy, One Community knew it was missing out on important data. Now with ADP, they are able to access valuable surveys and even more valuable insights and best practices from their Comprehensive Services HR professional.

“The feedback we’re receiving has been invaluable and really helped us grow. It shows us what we need to adjust and areas for improvement.”



Before Comprehensive Services, we had no system in place to measure employee engagement or help us on the backend with surveys and data collection.

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Now that HR strategy is driven by data and firsthand employee feedback, One Community has been implementing meaningful changes that greatly impact its workforce. Employee feedback led to the implementation of a new learning and development system. Not only has it been instrumental in helping HR track, support and measure progress, but it also demonstrates One Community's commitment to responding to the feedback it is receiving.

"We always look forward to getting employee feedback. It has been the driving force behind many of our initiatives and it's important to us that employees feel heard and seen."

Aligning to meet Performance goals

ADP's Comprehensive Services HR experts are always on hand to share best practices and assist Cawley in achieving his team's next strategic milestone, such as delivering a new performance management workflow process. Cawley was never alone in this endeavor. He had the support of an ADP compensation expert to help deploy their first-ever pay for performance increases, guiding him through the change management process to drive transparency and understanding.

By integrating employee engagement surveys, learning and development programs and performance management, Cawley and his team enjoyed the benefits of the synergy created by ADP Workforce Now. This support helped align with the organization's broader goals and initiatives.

"ADP allows us to strategically focus on engaging, retaining and developing our talent which has not only helped us align with our goals but sets us apart as an industry leader."

The HR hero One Community Solutions deserves

Cawley is a team of one, but with ADP Comprehensive Services, he isn't alone. He gets a complete team of experts who act as an extension of his HR department. He says, "ADP has been instrumental in getting our strategic plan up and running. Their HR experts came in, assessed our situation and made recommendations based on best practices and insights I could take to our leadership team."

With ADP in his corner, Cawley makes a bigger impact than just one person.

"The wide range of knowledge and experience our ADP experts have, helps guide strategic decisions and positions One Community Solutions in the same category as some of the largest organizations in our industry."



Having that expert who I can bounce ideas off of and reach out to for industry-specific best practices not only helps us align with our goals but sets us apart as an industry leader.

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