



A PuzzleHR Case Study: Shaking Up the System: Nonprofits and Change Navigation with PuzzleHR

THE PUZZLE

Our client faced two significant changes in a brief period and sought PuzzleHR's assistance to manage the transitions smoothly. The first change involved overhauling their entire benefits package, while the second pertained to the departure and replacement of a director within the organization.

PuzzleHR's challenge was to help the client navigate these significant changes, ensuring that both the benefits overhaul and the leadership transition were managed effectively and efficiently, minimizing disruption to the business.

THE SOLUTION

PuzzleHR was instrumental in helping our client navigate two major organizational changes. The first significant change involved a complete benefits overhaul. Our team stepped in to find a new benefits provider, ensuring a seamless transition between providers and assisting client employees through open enrollment while helping them understand their updated benefits package. Additionally, we revamped the client's payroll system to include a self-service portal for benefits administration, replacing the outdated pen-and-paper method. This successful transformation led to a more efficient open enrollment process, empowering employees to take control and fully utilize their benefits.

The second significant change was a shift in leadership. PuzzleHR's HR specialists were a bridge between the previous director, the interim director, and the permanent replacement. During this time, the interim and new directors needed to focus on the organization's day-to-day functions while the changes took place. PuzzleHR kept the organization's HR functions running smoothly by providing essential services like Employee Direct Connect (EDC), HR Solved, Managed Payroll, and Managed Benefits.



Executive Summary:

Navigating organizational change is a puzzle, but our HR professionals help put the pieces together. With the help of our team, our client was able to overhaul their benefits program and introduce new leadership seamlessly. As a result, leadership can manage their day-to-day responsibilities while employees have a smooth HR experience.

Meet the Teams:

Our Client: Our client is a small healthcare and education nonprofit with the goal of providing specialized, family-centered services to their target demographic. Located in Missouri, their services range from therapeutic intervention to education.

PuzzleHR: PuzzleHR has been working with this organization since the spring of 2022. The specialists working with the client include a Human Resources Program Manager, a Benefits Coordinator, an HCM Project Optimization Manager, a Payroll Engineer, and access to our Employee Direct Connect team.



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EDC allows the client's employees to talk directly to our HR experts, who can answer questions about payroll, benefits, time off, and more. HR Solved offers clients access to HR professionals with the resources and experience to manage various HR needs, from performance management to employee relations. Meanwhile, our Managed Payroll and Managed Benefits services simplify some of the most challenging aspects of HR by having our experienced professionals manage the benefits administration and payroll processes. With these essential functions handled, our client could concentrate on daily operations.

Upon the new director's arrival, our HR team continued their work while bringing the director up to speed on the current state of the organization's HR. This approach fostered a strong working relationship, enabling the director to confidently seek Puzzle's assistance in moving forward with previously postponed initiatives.



"PuzzleHR's expertise and support made a huge difference in advancing our nonprofit's mission. Nonprofits like ours so badly need their help!"

CURRENT PICTURE

- A strong relationship with leaders has allowed multiple paused projects to move forward.
- EDC allows employees to self-manage concerns
- HR focus is beginning to shift toward new, more strategic projects
- Employee benefits and payroll experience are streamlined

FUTURE PUZZLES

Strategic Initiatives

As a medical nonprofit, our client must comply with various laws requiring specific policies and trainings to be administered. PuzzleHR will assist in issuing updated policies and procedures and a legally compliant handbook. The client will also be working with their HRPM to update their job postings at a strategic level.

Redefining Expectations

It is typical for organizations that have recently undergone significant changes to need to reorient their employees. Expectations shift, performance changes, and PuzzleHR's human resource professionals are ready to assist our client in ensuring employees are supported to do their best work.