

HR Support for Employees

Service Overview



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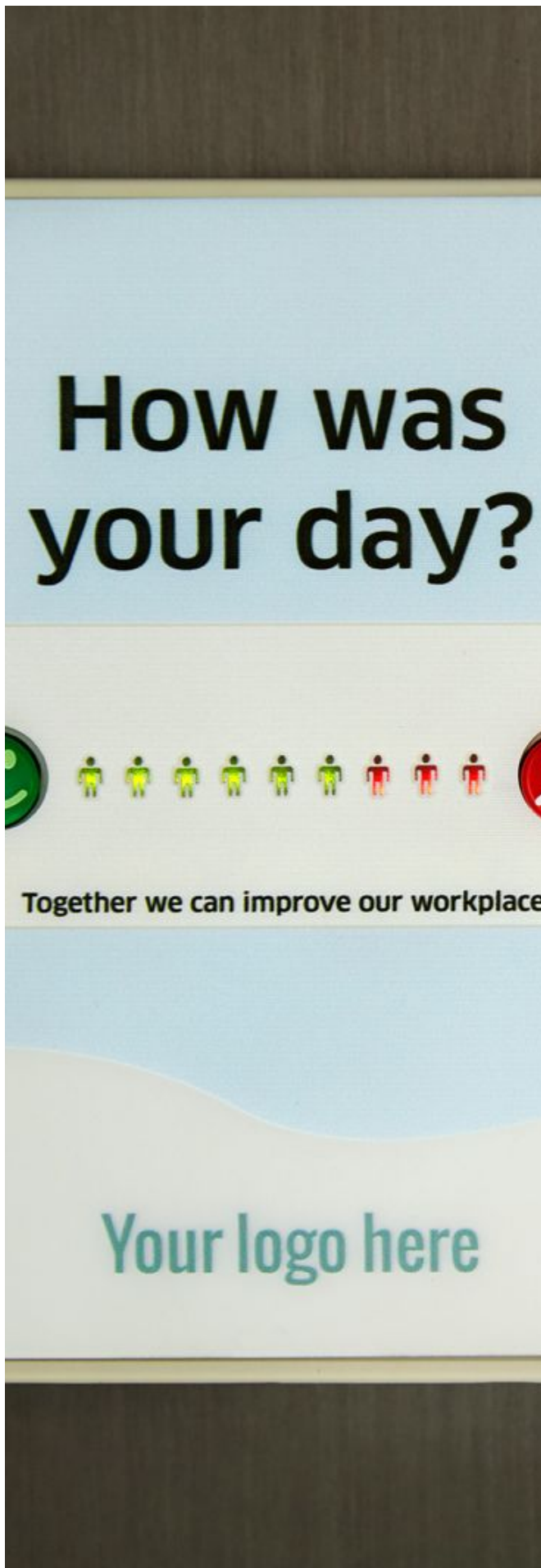
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Overview

Responding to employee questions and concerns is an important HR role, and having access to a dedicated HR team member for your business can greatly improve your speed and accuracy in completing this task. Leverage the expertise and resources of Turning Point's team of experienced HR professionals to have an "on-call" staff that is always at your disposal. Turning Point can provide factual information and a reassuring presence to any of your employees who need it – at the moment they need it.





Summary

Problems we solve:

Smaller companies are overwhelmed by employee inquiries on day to day topics. These inquiries can be expensive when handled in-house. Having a dedicated team is key to success.

With our HR Team you will receive a customized solution. Services include:

- HR Risk Assessment
- Tracking
- Reporting and Solutions



HR Risk Assessment

The first step in the process to getting an accurate picture of all the issues at hand and the benefits of working at the company



Tracking

Tracking issues are also a problem as questions or concerns are handled and then they tend to repeat themselves. Employees have concerns when talking to in-house staff when they want to file a complaint against another employee or manager.



Reporting and Solutions

Don't miss a great opportunity to train and fix systemic problems. Time and money is always a concern and outsourcing HR functions delivers the right resource, at the right time, and at the right price.

Inquiries

The intake and resolution process can bog down internal staff and prevent the senior leaders and HR team from focusing on the strategic part of the human capital equation.

Typical Inquiries handled:

Policy Questions

All those things in your employee handbook and the company policies that drive a business, such as vacation and leaves of absence.

Requests

Basic assistance and unemployment response.

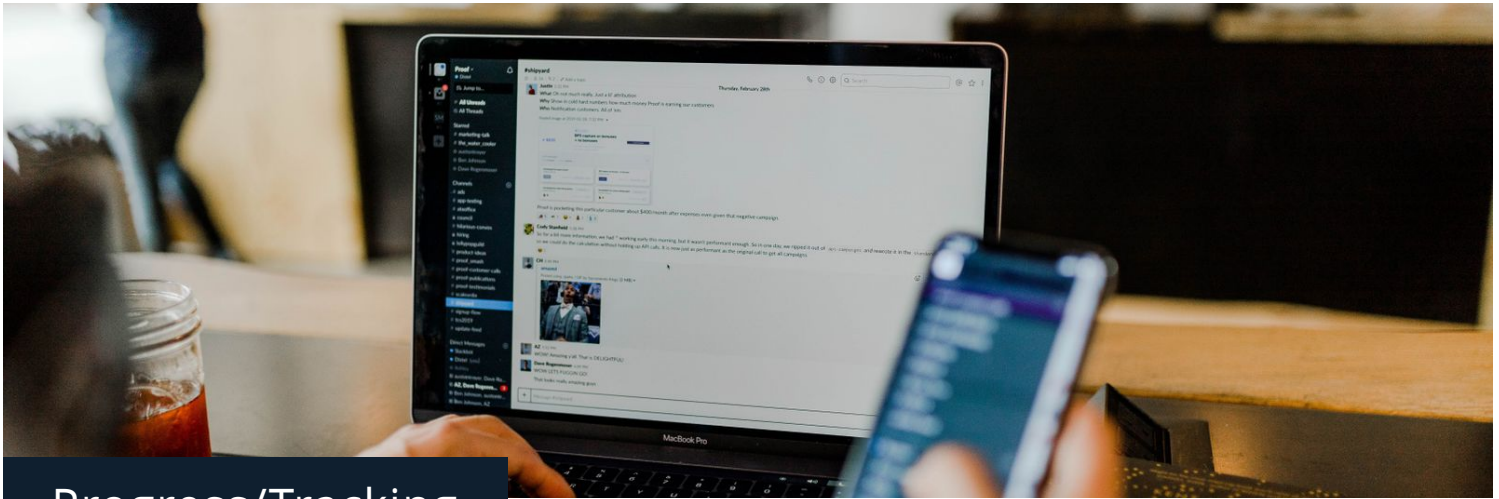
Benefit Questions

Benefits are an essential part of the employee experience and the company spends a significant amount of money to make sure that their employees have the security that they need.

Complaints

Complaints can lead to unintended consequences when they are not reported because an employee feels uncomfortable or intimidated. Additionally, when complaints are not handled properly there can be significant financial risks to the business. So, easy reporting and communication back to the company is an essential part of any program





Progress/Tracking



Significant opportunities are lost when an employee issue is handled and then not followed up in a meaningful way, with actionable data. Think about the opportunity to train your teams when complaints seem to repeat themselves or when benefits are not utilized to their fullest potential or not at all.

We track all issues, their resolution and suggested training and improvement opportunities through daily tracking and bi-weekly reporting. This can be customized to meet each client's needs.

Dashboards

Turning Point utilizes several dashboards in their platform to track and report on customizable issues for clients. These dashboards give Turning Point team members transparency into all activity.

Activity Tracking

Turning Point Team member tasks are tracked and acted upon in a timely manner. This prevents issues from “falling through the cracks”.

Time Tracking

Each issue requires its own time tracking and detail. This is where the improvement process begins.



Onboarding

We are only a phone call or email away!

- Dedicated team members - we know your business, your employees, your policies and benefits.
- Email is easy. We can use the clients email system to let your employees know we are part of the team.
- Video Conferencing is available for all interactions and can be recorded for training purposes.



Kickoff Call



Risk Assessment



Onboarding



Although each company's on-boarding process is slightly different, the basic functions are almost always the same.

- Kick-off call
- Reporting and update calls are scheduled on a regular basis
- Census and Organizational Charts
- Company Policies
 - Handbooks
 - Job Descriptions
- Benefits and Vendors
 - Medical
 - Dental
 - LTD/STD
 - Paid Leaves
 - FMLA
 - 401K
- Team Introductions
- How we will connect

Pricing

- \$1,899 monthly fee plus \$5 per employee per month (\$22,788 Annual Fee)
- This is a 1 year commitment
- Regular Hours - 8:30am to 5pm Eastern Standard Time