

the PAYDAYWAY

A QUARTERLY PUBLICATION OF **PAYDAY**HCM



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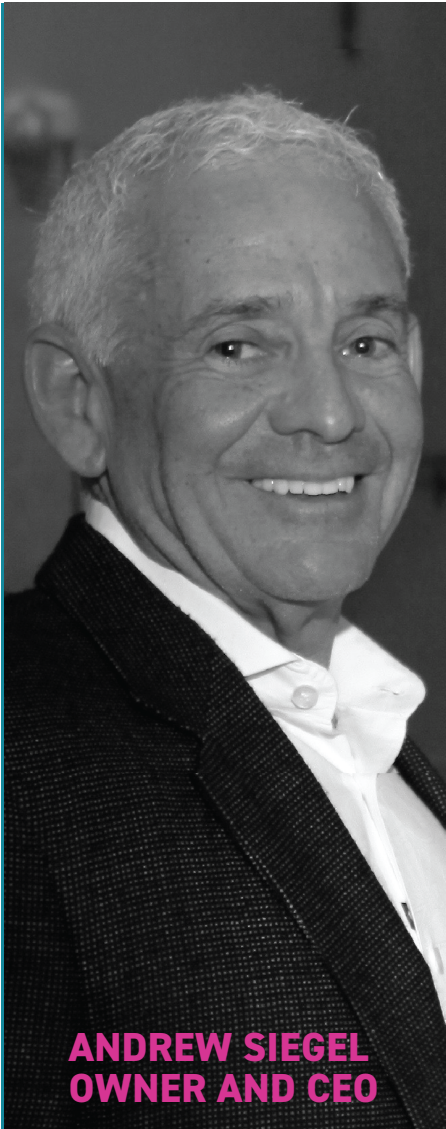
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ANDREW SIEGEL
OWNER AND CEO

A MESSAGE FROM ANDREW

We spend an enormous part of our lives working. For many of our clients, the “after” post-pandemic work environment certainly looks different than the “before” picture. Employers are experiencing a new normal when it comes to work policies, work schedules, and even office design. Disruption affects the workplace daily with concerns about employees mental health, ongoing changes to where people work, & record-high quit rates.

At Payday HCM, you can see a change occurring both virtually and literally. Nearly 15% of our employees now work in a different state than our corporate headquarters. Other than for a few positions that require an employee to be physically at the office, we’ve replaced desktop computers with VPN enabled laptops. All internal meetings have a virtual meeting option, and our company policies have been rewritten to include the choice for remote work. Many physical offices have been consolidated or eliminated entirely. We are currently working on turning an area previously populated by cubicles into a coworking space with a pool table and employee lounge. Our new mantra: radical flexibility.

As work and life are now more blended than ever, focusing on the employee experience has never been more important to reduce the odds of burnout, stress, worry, anxiety and depression. Embracing the future means developing a model that meets evolving employer and employee needs. Every employee has different strengths and different work and life situations. Managers know each employee well, which makes them the best person to adjust their employees’ workflows, motivate high performance and direct them to the right wellbeing resources to meet their needs.

Think about the members of your team. What are the things that they do best every day? Where do you see them succeeding, repeatedly? And finally, how can you ensure they do more of that? **The solution to disruption is clear expectations, the right resources and opportunities for each employee to continuously grow.** Payday HCM can help you engage and develop your employees. Our HR Coaching Division is available to help you rethink your approach to remote working, while our suite of products includes tools for engagement and staff learning. Our Benefits Agency can connect you with modern health insurance and mental health tools. Please contact us to brainstorm. Remember, we’re all in this together.

Andrew Siegel

Predictive People Analytics

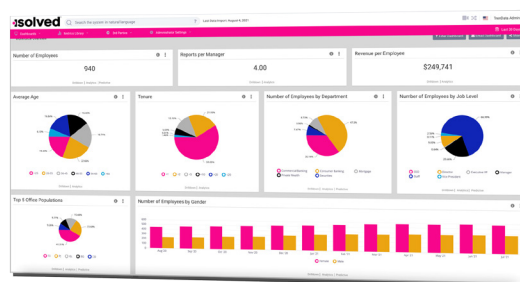
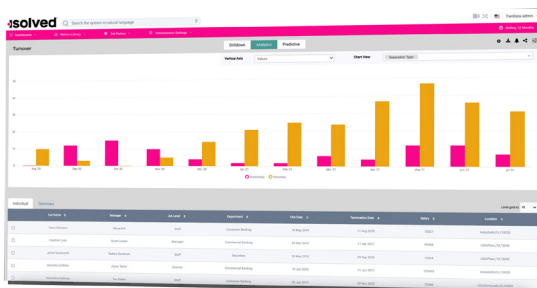
Predictive People Analytics provides a simple and elegant solution that allows the collection of data, production of relevant metrics, and the trending to analytics that will dictate action. The intuitive interface is designed for no-stress use. Metrics are instantly visible on multiple dashboards, while navigation to analytics, drilldowns, and modeling are never more than two clicks away. There is no complex report building or extensive training required.



Analyze

Predictive People Analytics will illustrate where you are today and your potential opportunities to sink or grow. With this platform, you can get an overview of trends to understand why they are happening.

Through multiple chart types, you can view employee data such as average commuting distance, average last raise, and average time in a position in a simplified view, as well as compare your employees' work habits and performance to determine your organization's risk of turnover and opportunity for development.



Insights made easy:



A system that is **easy to use**



Data that is **easy to import**



Analytics that are **easy to understand**

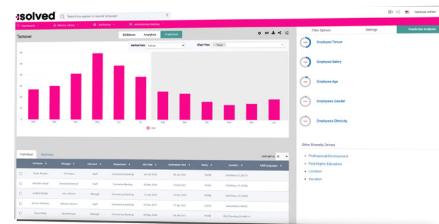
Predict

Once you know why things are happening, you can plan and course correct for a better future. Predictive People Analytics provides the ability to investigate the future and predict optimal ways to reduce turnover and increase profitability.

Using the system's workforce planning modules and streamlined design of filters and controls, you can determine the best path to success. When coupled with isolved People Cloud's data, the platform can provide managers comprehensive benchmark analytics to help them source and secure talent, with attrition prediction assistance to help with succession planning and can evaluate and carry out skill-to-need matchmaking to help ensure the right talent is recruited.

Get access to:

- Better visibility and insights to plan people decisions
- Ability to incorporate HR, Finance, and Benchmarking data sources
- Centralized metric and analytics dashboards for one-stop action
- Trending, Insights, and Predictive Modeling for Prescriptive Analytics solutions
- Easy and more complete understanding of HR and People data
- Actionable insights and justification from human resources to C-Suite
- Predictive view into the future of workforce and necessary actions



Get started with Predictive People Analytics to analyze the trends, predict your options to reduce turnover and increase profitability.

SPOTLIGHT ON PORTIA NELSON



HR CONSULTANT HELPS PAYDAY'S CLIENTS DEVELOP THEIR EMPLOYEES

HR is more than just policies and paperwork. Expert HR Coaching can be the key to a healthier organization. Portia and her colleagues offer personalized and customized service, usually done one-on-one and over a period of time, and with a specific HR objective in mind. Our collaborative approach gets you results for your pain points, whether it's recruiting, retention, employee experience, succession planning, or staff development. Partner with Payday HCM HR Coaches to elevate your culture.

hr@paydayhcm.com

What do you do at Payday HCM? In what circumstances would I come to you for something? I am an HR Consultant for Payday HCM. I can handle any HR related tasks ranging from recruiting, handbooks, policies, and so much more. I work in a wide variety of areas.

What are you currently excited about in your job? I am excited about helping clients train and develop employees who are new to the HR field. I have created a template/training program for HR newbies and I just let one of my clients know that they have "graduated" from my program. Knowing that I have provided the tools for a client to succeed really is great motivation.

What's a work-related accomplishment that you're really proud of? Prior to working for Payday I had never been a part of webinars. Over the last 12 months I have had the pleasure of planning, creating, and presenting in webinars. I really enjoy presenting and I hope to continue to do so in the future.

What behavior or personality trait do you most attribute your success to, and why? I definitely think that my outgoing and personable attitude contributes to my success. I make it a goal for every client to be my "favorite" client and for all of my clients to feel like they are my only one. My personality is very friendly and I try to remain positive in every situation.

What led you to this career? My mother has been in HR since I was 8 years old and it seems like I just easily followed in her footsteps. She started as an HR Assistant and has now been recently promoted to VP of Human Resources. I aspire to grow in my career just as she has.



Human Resources Coaching

A Step-by-Step Plan for Workplace Investigations

Eventually, almost every employer will have to investigate some sort of workplace concern. Whether because of a dispute between co-workers or a need to address unethical or unlawful behavior, workplace investigations are an important and delicate exercise. Almost anything can trigger the need to investigate: suspected misconduct, rules violations or even a sudden decline in an employee's morale, behavior or performance. Investigations may follow suspected substance abuse, threats made by an employee, as well as instances of workplace theft.

Employers have a legal duty to investigate whenever there is reason to suspect unlawful discrimination, harassment or retaliation. Workplace safety issues also require prompt action. The legal obligation to investigate may be triggered following a formal complaint or grievance, but also anytime an employer receives information or knows (or should know) about unlawful or unsafe behavior. No matter how urgent the situation, it's critical to combine preparation with the flexibility to follow the investigation wherever it leads.

Make a Plan:

- **Step back.** Try to gain a broad perspective. Avoid prejudging the situation based on what little you know; focus on what you still need to find out. Don't limit the investigation to those facts that support your early theory.
- **Identify the issues.** Map the issues you know about and any others that may arise. Consider the organizational or personality dynamics that may complicate your investigation. Identify how internal politics may affect the investigation.
- **Consider seeking legal advice.** You may want to involve your attorney at the outset, especially if there are red flags of potential liabilities. Knowing the elements of the potential legal claims can help you identify the information you should seek from witnesses. If you decide to proceed without legal counsel, re-evaluate as the investigation progresses. Sufficient investigation and appropriate remedial follow-up could help limit your organization's liability.
- **List the information you need.** Determine what you need to know to make an informed decision. Identify potential interview subjects and determine who should reach out to them and what should be discussed with each.
- **Keep issues confidential.** Strict confidentiality helps avoid gossip and morale problems. It also limits legal liabilities. Identify people who need to know about an issue and what they need to know to do their jobs. Keep the rest under wraps.

Gather the Information:

- **Use an objective and neutral investigator.** Give careful thought to who will conduct the investigation. Use someone removed from the situation to maintain objectivity and neutrality. If the issue is political—or if the outcome may implicate higher-ups—consider bringing in an outside investigator.
- **Prepare questions.** Before conducting an interview, review pertinent documents and prepare written questions appropriate for the goal or purpose of the interview. Decide in advance how to discuss the purpose of the interview with each subject, as well as how to respond to questions you might be asked.
- **Conduct thorough interviews.** Start with broad questions and then narrow it down to specific issues. Try to get all the details: what happened, when, where, who was involved and whether this person witnessed any other concerning behavior. Ask follow-up questions, such as, "Is there anything else I should know about? Do you have any other concerns?" Follow up on new or incomplete information. Take notes of each interview. However, don't draw conclusions in your notes, and don't include comments about the witness or situation that are not factual. Remember, your notes may be disclosed later in a legal proceeding.

Just one mistake when investigating workplace insubordination and misconduct can cost your company. Contact Payday HCM for more training in this crucial area of compliance.

BENEFITS BULLETIN

What HR needs to know: Expanding Mental Health Coverage

Although close to 40% of companies upgraded their mental health offerings during the pandemic, that still leaves a whopping 60% of companies that may not be meeting their employees' needs. Today's businesses are competing for top talent, and great coverage for mental health can help those companies attract and retain the best employees. Not only are physical health benefits and HR policies important to new hires, but attractive and savvy candidates will also be asking about mental health coverage

and choosing employers accordingly. Remote workforces, unhappy employees and high turnover create a range of new hurdles for leaders and workers alike. Highlighting mental health options that are available during open enrollment not only removes the stigma, but can ultimately lead to a better workforce and the ability to attract top talent.

Spend more and save more: Employers' mental health spend is likely going to increase, but overall health care spend will decrease over time. As employees get healthier, they will take fewer sick days and productivity will increase. Over the long term, employers' health care costs will even out or improve. The American Psychiatric Association found that employees who suffer from unresolved depression perform at a productivity level 35% lower than other employees. That translates into a loss of \$210.5 billion annually due to absenteeism and on-the-job issues. That health care spend will be reversed as employees become more productive with fewer sick days and use the health care system less often, providing overall savings in spend.

A growing number of employers across the nation are expanding their coverage in 2022 to enable members to seek mental health solutions in a variety of ways and as a covered benefit. **Payday HCM can make decisions easier and more valuable for your employees, especially during open enrollment.**

The rate of depression has tripled since the pandemic began, impacting 1 in 3 Americans, while anxiety has jumped from 7.4% of adults in 2019 to 37.2% in 2021.

- Centers for Disease Control and Prevention.

Seven Ways to Stay Positive at Work

Having a positive attitude isn't as simple as ignoring the bad and gritting your teeth with a smile. That can come off as inauthentic and even naive at times. No one can stay positive at work 100% of the time, of course. Plus, ignoring the bad can actually get you into more trouble: problems don't just go away when we pretend they aren't there. Positivity in the workplace is more like optimistic realism, where you recognize the bad and negative aspects of a situation and still choose to focus on the good. It also means you're looking to take meaningful action when something bad happens. You're not just going to sit there and take it—you're going to find a solution to the problem. With that in mind, here are 16 ideas for how to stay positive at work:

1. Develop a solid morning routine. You don't have to be a morning person to get the day off to a good start. Maybe the routine that works for you is a warm shower, Pop Tarts, and a favorite podcast. Whatever puts you in a good mood, do that thing every day. At the same time, try cutting out morning habits that cause stress or set the wrong tone for the day—like checking your phone as soon as you wake up. Weed out the negative and replace it with the positive to make your routine serve you.

2. Set realistic goals. If you're setting realistic, achievable goals regularly, you'll constantly feel accomplished. But if your goals aren't realistic, you'll always feel behind, like you're failing. Unrealistic "stretch" goals may motivate you for a time, but eventually, they will lead to negative feelings and attitudes.

3. Celebrate often. You don't have to organize a party every day, but recognizing the excellent performance of your coworkers and celebrating their successes (big and small) can help everyone stay more positive at work. And this recognition doesn't have to be expensive: While bonuses and raises remain the preferred form of reward and recognition, 25 percent of employees said they would be happiest with a simple "thank you." When you begin to offer more frequent, sincere recognition, many people will respond in kind. Soon, your whole organization can embrace a culture of positivity and recognition that will carry them forward to the next success.

4. Be creative. Creating something—whether it be a piece of art or an innovative work solution—brings personal satisfaction. And when you're creating something that will improve your company, everyone is better off. Others will be grateful for you, you'll be grateful for the accolades. It's a circle of goodness.

5. Focus on your strengths. You were hired for your job because there are certain things you do really well. As much as possible, focus on those things, and keep your head up. From that place of confidence, you should select one or two weaknesses at a time to work on. Trying to tackle the whole list at once is a quick way to burn out and become pessimistic. On the other hand, making small improvements over time as you lean on your strengths is a great way to stay positive.

6. Find the positive. "Assume the Best." This means keeping a positive, optimistic outlook towards other people and things. When negative thoughts come, or people appear to be acting poorly, look for the positive. Assume that people are trying their best and want to work with you to find the best solution. You'll be surprised how much good there is in every situation.

7. Fake the happy
If by some tragedy, none of the tips above have helped you find positivity at work, you have one more option: fake it until you make it. The reality is, we can't force emotions on ourselves, and sometimes happiness and positivity don't seem to be on the horizon. So how do you find these emotions? Mimic them. Do the things happy and positive people do, and those feelings will show up eventually. And don't think too hard about what a positive attitude looks like to others, just replicate what you see the most positive people in your workspace do.

Hopefully, you now have a better idea of how to stay positive at work, or at least what a positive attitude in the workplace looks like. It's just a matter of finding it every day. Now go spread some positivity!

-Contributed by Bryson Kearl

Introducing: Adaptive Employee Experience



A better employee experience, by design.

We are pleased to announced a new user interface for employees to access their information. The new user interface will replace isolved Go, the old mobile app. Starting August 15th employees can access their information by going to this site:

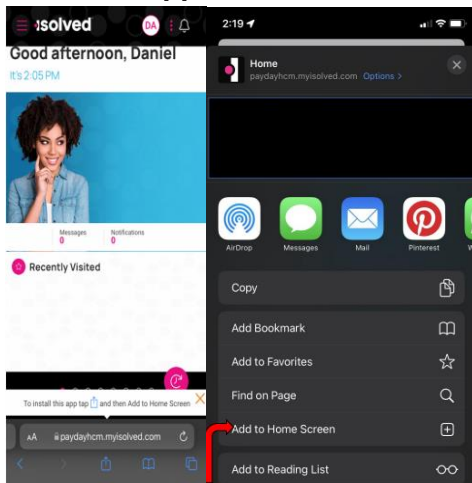
<https://paydayhcm.myisolved.com/cloudservice/>

Employees will use the same username and password as they did before.

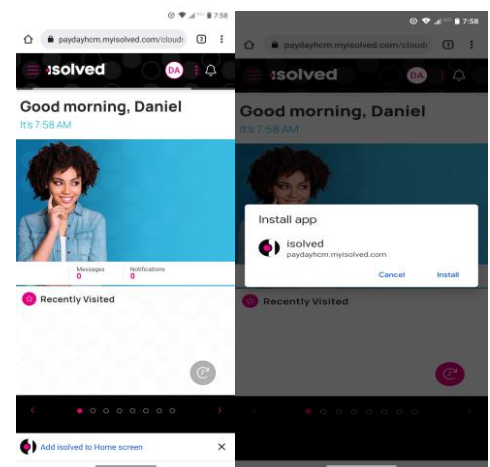
Side note: If you have a large number of employees using the old mobile app, please expect a call over the coming weeks for help on rolling out the new user interface to your organization.

To access your account a from a mobile device use the below QR Code:
Scan QR code >> Key in your username (this is your self-service email address) >> Click on the Next icon after entering your username >> Key in your password >> Click on the Next icon which will log you into Adaptive Employee Experience.

Apple Devices

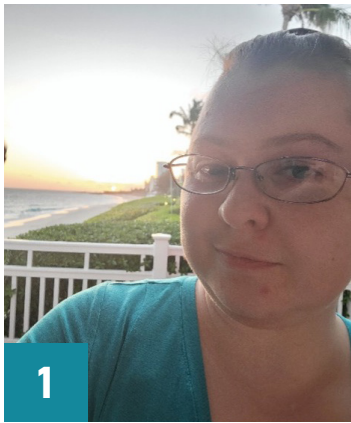


Android Devices



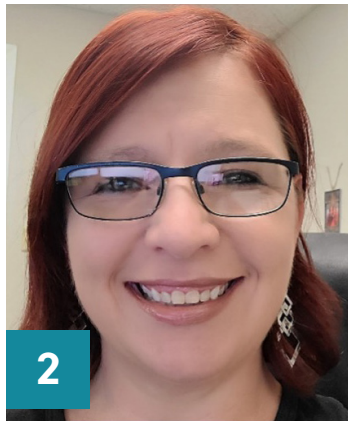
If you have any questions please reach out marc@paydayhcm.com

WELCOME PAYDAY HCM Q2 NEW HIRES!



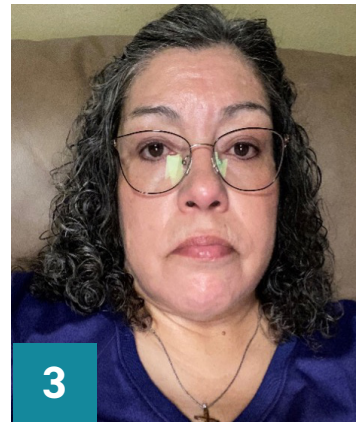
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1. Bethany Kessler, HCMC



2

2. Jill Foshee, HCMC



3

3. Priscilla Vigil, HCMC

COMPLIANCE CORNER

	July 2022	August 2022	Sept. 2022	October 2022	Nov. 2022	Dec. 2022
Benefits	7/31/2022 Form 5500 (groups with 100+ enrolled)			10/15/2022-Medicare Part D		
Tax	Changes due July 7th. Quarterly filing due EOM			Changes due October 6. Quarterly filing due EOM		Review W2s (SSN/EE info)
Human Resources			Govt. contractors must submit a VETS-4212 Report by 9/30.			

UPCOMING DEADLINES AND HOLIDAYS

JULY

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3	4	5	6	7	8	9
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17	18	19	20	21	22	23
24	25	26	27	28	29	30

AUGUST

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21	22	23	24	25	26	27	
28	29	30	31				

SEPTEMBER

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OCTOBER

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30	31								

NOVEMBER

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DECEMBER

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Client Feature: Wildflower International

Founded in 1991, Wildflower has been serving the United States Federal Government for over three decades. Headquartered in Santa Fe, NM, Wildflower has long-term experience delivering complex Information Technology (IT) and value-added IT products. A SBA-certified woman-owned and HUBZone small business, Wildflower provides high quality service and support to the national security sector, while honoring local connections.



One of Wildflower's unmanned aircraft undergoes testing in 2020.

"If we told you, we'd have to kill you." Ever heard that saying? That's kind of the feeling you might get talking to Wildflower International's EVP of Human Resources, Kyle Fairman. It's not that what Wildflower does is *secret*, per se, it's just that their clients' needs are so varied, and Wildflower is so customer-centric, that it's difficult to generalize. Suffice it to say that if you can picture the architecture and deployment of technology software and hardware solutions that are way beyond your "need to know," you'd be on the right track. Serving national laboratories and defense agencies in locations across the world, Wildflower has grown from the early one-desk set up President and CEO

Kimberly deCastro initially maintained in her infant daughter's bedroom, to New Mexico's largest woman-owned business with over 100 employees. It's an honor that Wildflower has trusted Payday HCM with benefits and payroll for nearly twenty years.

What motivated Wildflower to contact Payday HCM?

We were going through a period of growth, and we were experiencing pain points with our provider at the time. What we do requires specialized reporting for our clients, and Payday HCM was able to create the files we need for billing.

Why did you choose Payday HCM over the competition?

We like to spend our money as locally as we can, and our relationship has already spanned twenty years. Payday HCM has grown with our company and been willing to innovate when our needs have changed. We appreciate that Payday HCM offers a one-stop-shop to support our HR needs.

How do you use Payday HCM's products?

We use the Benefits Agency team for our health benefits – they are always able to help us with renewals, open enrollment and shopping the available plans for the best value. We also trust Payday HCM for payroll and related tax services.

How have you benefited from using Payday HCM?

I appreciate Payday HCM handling so much of the administrative and compliance workflow. The team at Payday HCM has the background and knowledge to get a new employee set up, with the correct withholdings, no matter in what state that employee physically resides.

How has our service improved your day-to-day life?

When I pick up the phone and call someone at Payday HCM, it's like I'm talking to someone I work with everyday. They know our business. I'm never a number or an anonymous client in a phone queue. The people I work with at Payday HCM care just as much about getting it right, and creating the customization that we need, as someone who works for Wildflower International directly.

What would you say to other businesses facing similar challenges about using Payday HCM?

If you're looking for someone to process your payroll on an elementary level, Payday HCM is an obvious choice. But don't overlook Payday HCM if you're looking for someone to process a complicated payroll, file all your reports and taxes, and provide withholding and benefits to remote employees in multiple states. Take it from someone who needs "Defense Contract Audit Agency" accounting. Payday HCM can handle it, whatever you need. We bring Payday HCM a pretty big problem set, and there's never been a misstep. Give them a shot.

Learn more about Wildflower International:
<https://www.wildflowerintl.com/>