



# PACE Center for Girls Uses UKG Pro to Improve Resource Management, Fulfill Agency Mission

PACE Center for Girls, Inc. is a nationally recognized social-impact organization that has transformed the lives of more than 39,000 girls at-risk in Florida since 1985. PACE serves more than 2,100 middle school- and high school-aged girls each year through its statewide network of 19 centers across Florida.

Employees: 450  
Industry: Educational Services

## Top Challenge

Prior to UKG Pro, regular payroll problems resulted in the need for HR and manager intervention, issuing off-cycle checks, and had weakened trust between HR and PACE employees. The agency sought a new solution that it could configure and control, and could count on for data integrity and accuracy.

## Solutions

UKG Pro's intuitive design is boosting adoption rates among all generations in PACE's workforce.

UKG Pro is improving the way the organization reports on its successes to the agency's funding sources.

## Results

PACE's onboarding process builds a positive experience from day one.

PACE's consistently accurate payroll process builds employee trust and all employees are paid correctly and on time.



## Key Benefits

- Time from job posting to hire has been reduced from 84 to 54 days
- Consistently accurate payroll process builds employee trust and all employees are paid correctly and on time
- UKG Pro's intuitive, easy to use interface allows staff to focus their time and energy on counseling and coaching

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Yessica Cancel, Chief Organizational Development Officer

## Solutions

“Pro allows employees to do what they were hired to do,” said Yessica Cancel, chief organizational development officer for PACE. “In the past, counselors and center directors would have to waste time on the phone with HR rather than spending time with our girls. Now, Pro is our silent partner—if we don’t hear about our HR processes, we know they are working.”

Cancel attributes UKG Pro’s (formerly UltiPro) user-friendly experience to UKG’s (formerly Ultimate Software) human resources heritage. Instead of trying to fit the lifecycle of an employee into an accounting system, Pro supports an employee’s true path through an organization. According to Cancel, Pro’s intuitive design is boosting adoption rates among all generations in PACE’s workforce.

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PACE is using Pro to not only improve the way it serves its community, but also to report on its successes to the agency’s funding sources.

“We are supported by government, foundations, and private donors, and each requires different reports,” said Cancel. “UKG Pro People Analytics [formerly UltiPro Business Intelligence] simplifies this process, helping us handle easy requests for basic payroll information, and complex reports, such as a single position funded by three donors, with each funder requesting different information. Before Pro, we would have to dump information from our financial system into a spreadsheet and start to untangle the data. With Pro, we save time, have more confidence in the accuracy of our reports, and can tailor reports quickly and easily to meet the needs of our grantors.

## Results

“Employee frustrations with payroll contributed significantly to engagement problems for PACE,” said Cancel. “We were experiencing a turnover of 60 percent, costing us nearly \$2.5 million per year. Now, after almost four years of Pro, we have been able to reduce turnover by half, and we continue to improve.”

PACE reports that Pro has helped improve the employee experience and decrease turnover in a variety of ways:

- HR empowers hiring managers to get involved in the requisition process by making all applicant data directly available to them, so the hiring managers can identify their preferred applicants. The time from job posting to hire has been reduced from 84 to 54 days.
- PACE’s onboarding process builds a positive experience from day one by enabling new hires to pre-fill forms anytime, anywhere, on virtually any device. By easily automating and simplifying the onboarding process, PACE new hires are engaged and productive employees from their first day.
- PACE’s consistently accurate payroll process builds employee trust and all employees are paid correctly and on time.

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**Yessica Cancel, Chief Organizational Development Officer**