



CASE STUDY:

Bluffton Self Help

Overview

Bluffton Self Help is a 501 (c) (3) non-profit authorized charitable organization located in Bluffton, S.C. and open to all residents of Beaufort County, S.C. Bluffton Self Help began as a food pantry and today offers a range of programs to residents and workers in Bluffton, from a Confidence Clothing Closet to emergency financial assistance to an education and resource center. Bluffton Self Help's vision is to provide neighbors with a solution-oriented resource environment to support their efforts to move towards self-reliance and fulfilling their own potential.

Small Non-profit Challenged by Need for HR, Payroll and Benefits Advice

Kimberly Hall joined Bluffton Self Help as Executive Director in 2017 after working at larger non-profits, but realized early on that the organization needed additional expertise in HR, payroll and benefits and decided to research options for getting the assistance she and her team needed to be successful.

“As Executive Director, I’m tasked with managing every aspect of the organization, but I’m not an HR, benefits or payroll expert. We needed access to all of those things and it didn’t make sense to

hire a person because any time we add a headcount it increases overhead,” she said. “On the other hand, we really needed guidance, especially in the areas of HR and benefits. I have no expertise in that area or in South Carolina laws and regulations so we started thinking that working with a PEO would make a lot of sense.”

In her role, Hall needs to balance the agency’s ability to cost-effectively provide top-notch services for neighbors in Beaufort County with the need to provide the benefits that enable her to attract and retain employees, and the HR guidance and payroll services to keep the nonprofit running smoothly.



Bluffton, S.C.

Industry: Non-profit

PEO: Questco

Number of employees: 5 full time, 1 part time, 212 volunteers

Key reasons for working with a PEO:

- Access to HR expertise
- Risk mitigation
- Better benefits for employees
- Payroll services

Bluffton Self Help decided to engage Questco to provide HR expertise and benefits services and expertise and payroll.

“Our HR consultant is an expert in her field and has provided me with full support for employee and performance issues, write-ups and terminations, and she has walked me through the laws, documentation needed and scripts for conversations. The advice has been invaluable,” Hall said.



Our Board clearly understood that moving to a PEO model would provide better benefits to our employees at the right price, but probably more important to them was the long term impact and ROI that risk mitigation would have on our organization. HR is complex, and our PEO has been phenomenal in terms of offering resources, consultation, guidance and support.

Board Sold on Benefits, Risk Mitigation

As with most non-profits, the decision to move to a PEO was a Board-level decision but Bluffton Self Help’s Board was sold when they realized the value that moving to a PEO would bring.

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HR Outsourcing Key to Employee Retention, Hiring, Long-term Growth

Hall said that Questco provided significant value in reviewing HR policies and benefits.

“Offering a comprehensive benefits package is a great tool for recruiting and retaining employees, and when I came on board, I had the luxury of really taking a hard look at the benefits we were offering, said Hall. “We didn’t offer health insurance or a 401K and I wanted to review our options there.

KIMBERLY HALL
EXECUTIVE DIRECTOR
BLUFFTON SELF HELP



“Our PEO gave me access to an HR consultant who took a good look at our benefit offerings and compared them to other employers in the area. HR is not one of my core competencies and I didn’t have any idea what a competitive package would be. Our PEO’s HR consultant also helped me refine our employee manual and what we were offering in terms of time off, holidays, flexible schedules, 401K, etc.”

Our employees love having access to a 401K, and as an employer, it makes me happy to offer it,” she said. “We had experienced some turnover and wouldn’t have been able to offer a 401K cost effectively or efficiently without a PEO, and it’s one of those benefits that really helps attract and retain employees.”

Payroll and Tax time Advantages

Hall said that working with Questco to process payroll and benefits goes deeper than just crunching out bi-weekly paychecks.

“The ease of doing payroll is a wonderful thing and the burden of filing quarterly payroll taxes and things like that is gone. I can call our PEO with any questions and it’s simple to look at things like accrued time off and other benefits-related administrative details. It’s significantly reduced the amount of time I spend on paperwork and our employees love the convenience of accessing everything via Employee Portal.

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