

# Success Story

## Central Christian Church



### Company Profile

Rapid growth is an understatement when it comes to describing the ever-expanding reach of Central Christian Church. The Church was recognized as one of the top 100 largest and fastest growing churches in America in an Outreach Magazine/LifeWay Research 2011 Special Report. The church ranked 7th in size and 48th in growth nationally with attendance topping 18,000 and rising weekly.

Central Christian is known as a “seeker” church – one that connects the unconnected. In addition to traditional services, the church operates a food pantry and one of the largest rehabilitation programs in the country focusing on recovery from a variety of challenges including drug and alcohol addiction, co-dependency disorders and divorce. With five campuses in Las Vegas (including a Spanish campus), a campus in Tennessee, an online campus, and church-sponsored worship services held in prisons in Nevada, Oklahoma and Colorado, Central Christian is quickly realizing its vision of spreading grace to the world and helping people of all backgrounds embrace a new life in Christ.

#### Emilie Daigle | Human Resources Manager



“I don’t like to waste time searching for things. I want to be able to access and develop the report I need quickly. With the layout of the APS System, running payroll and reports couldn’t be easier.”

### Challenges

As Central Christian’s growth began to explode and more employees were needed to operate what was rapidly becoming one of the largest churches in America, its payroll processes also became much more complex. In addition to roughly 100 part-time and full-time employees, the Church’s leadership team manages a large number of interns and a huge force of ministry partners (volunteers).

The grassroots Church initially performed its payroll functions using a small accounting program, spreadsheets and paper time cards which had to be manually tabulated. However, in 2007, as the Church continued on a rapid growth cycle, it was clear that it was time to move to a more advanced system.

## Requirements

- **System Capacity & Efficiency**

Identifying a time and attendance solution which could accommodate a variety of pay types and automatically apply specific overtime rules based on the employee level was a priority. The time card in the new system also needed to be easy to edit. "As we moved to a more advanced system, we didn't want to lose the ability to make 'on the fly' adjustments if needed," explained Business Administrator Mark Eisinger. "And we wanted to gain time efficiencies. In a church environment where demands on existing resources grow daily, you are always tasked to do more with less."

- **Confidentiality**

Despite continued growth and the need to delegate some of the payroll related responsibilities among a group of employees, the Church wanted to be able to control access to confidential information. With 19 employees involved in the process including multiple time supervisors, payroll administrators and standard users, the church needed the ability to delegate some of the payroll-related responsibilities among a group of employees while maintaining control of access to confidential information. Like many organizations, Central Christian sought to protect sensitive information such as salaries, pay rates and Social Security numbers.

"We knew we needed a more efficient system that would allow us to focus less on operations and more on ministry goals," said Eisinger. In that process, we also wanted to address a strong need for confidentiality in our large organization by selecting a company which could manage the salary data for us and help limit access to sensitive information."

- **OnLine System to Standardize Payroll & HR Across Campuses**

Eisinger said that ministry leadership also needed to be able to access payroll data while moving among campuses. In addition, with payroll data coming from multiple campuses, the new system would need to be able to manage the complexities of a distributed workforce.

"That made an internet-based payroll system an absolute must," said Eisinger. "We needed a system which could be accessed from any location at any time, and one which eliminated the need for duplicate data entry."

- **HR Support**

With a growing number of campuses, Eisinger said the Church also wanted to be able to post HR policies and employee benefits online. "We are spread out as an organization, so we didn't want to have to rely on a printed policy manual that would have to be updated, reprinted and redistributed every time we have a change or an addition," said Eisinger.

- **Automated Workers' Compensation Reports**

The Church also sought out a more efficient method of managing Worker's Compensation. "Automating the classifications process for Worker's Compensation was another important piece for us," said Eisinger. "Under the old system, we had to run manual classifications on a spreadsheet. This was one of the most time consuming aspects of the existing payroll process."

- **Enhanced Customer Service and Church Payroll Experience**

"Reliability and strong customer support were other central factors in our selection of a new payroll solution," said Eisinger. "It was important to us to select a company that had extensive experience with non-profits, particularly churches. We're a large church that has maintained a very personal, open and welcoming feel that is all about connections. We wanted that same type of responsiveness and access in our payroll company."

## Results

Central Christian Church selected APS OnLine which accommodates payroll, human resources, timekeeping and employee self-service in a single platform design. The full-spectrum employee system of record can be accessed from any location by multiple users, with varying access privileges to ensure protection of sensitive information. The time & attendance solution can accommodate different pay types, allows time cards to be easily edited, and will apply overtime rules based on employee level.

The HRIS feature can be used to provide convenient, online access to an employee manual. In addition, APS is responsible for preparing and filing all payroll tax returns on behalf of its clients. The classifications for Worker's Compensation are automated, and the solution's intelligent design helps users run error-free payrolls.

Central Christian ran its first payroll with the new system in 2007. At the time the Church launched the new system, Eisinger said the time clock now offered by APS and in use at Central Christian was not available.

"We requested it, and it was installed the following year," said Eisinger. "There has never been a time that we've been told 'no' to any request. If what we are asking for is not immediately available, it is already in development or soon will be based on our request." Time cards can be easily edited within the APS solution.

Eisinger said that the APS solution has exceeded expectations. "We have the ultimate confidence in the APS system," explained Eisinger. "The system has never been down; we've never encountered a situation when we couldn't run reports; and APS does backups for us daily. Once you set up an employee in the system, there is really nothing else to do unless you have a change."

The ability to access payroll information online has also proved to be invaluable for the organization. "Our CFO is on the road a lot and he loves being able to go online to access the payroll information he needs, when and where he needs it," said Eisinger. "It's hard to put a value on that kind of access."

"We've also enjoyed working with a company with so many national contacts," said Eisinger. "APS was able to give us referrals for companies that provide other human resource related services. For example, they referred us to Werntz and Associates. With our permission, APS interfaces with Werntz to provide information needed for our retirement plan."

However, Eisinger said it is APS's customer service that stands out the most. "Even though they are a national company, they make you feel as if there is a person at APS just waiting for your call," said Eisinger.

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