



Services Related to Human Resources

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The Rivo Consulting Group (RCG) has developed an effective and trusted model for dealing with Human Resources Issues within small to medium-sized companies throughout Connecticut. HR tends to be a department looked upon by many business principals as “non-revenue generating” thus is usually one of the first departments to experience downsizing or even absent, forcing a business owner to engage in his own HR activities, most often taking him or her away from running his business which IS revenue generating!

HIRING:

If you use those pre-printed “Job Application” pads available at the big-box mega office supply stores, that is the first indication your HR practices need to be modified!



Do you know what a “HIRE” costs? The real cost, in dollars, before that person even receives his/her first paycheck? How about the time, energy and expense of talent acquisition (recruiting)? RCG did a study of three small businesses without an HR department and this is the result in dollars for hiring just ONE associate:

- Small plumbing company hiring a \$15/hr. office manager 4 weeks, \$1,870
- Retail store hiring a \$10/hr. clerk 2 weeks, \$1,110
- Bar hiring an \$8/hr. bartender 3 weeks, \$975

These numbers do not take into consideration the costs and bad will associated with a large turnover, bad hires, aggravation and productivity loss during a search.

RCG can help with any or all aspects of hiring employees and assigning subcontractors (1099 workers). From advertising, recruiting, screening, interviewing, teaching interview techniques, background checks, educational verification, credit checks, pre-employment documentation, to employee reviews and separation protocol.

POLICY DEPLOYMENT:



Are your employee handbook(s) and position descriptions accurate? Do you even have an employee handbook or position-specific whitepapers? Will they hold up under regulatory scrutiny? RCG can review your policy statements, employment applications, want ads, handbooks and associated forms, NDA’s, non-competes, etc. for accuracy and efficacy and author specific documents, tailored to your business. If necessary, RCG will involve its legal department to address certain concerns of individual businesses. No business is too small for these items. RCG deals with a lot of organizations with even less than ten employees. These items are a must for ANY business where any litigation or liability exposure exists.

HRIS:

Human Resources Information Systems doesn’t necessarily mean a business needs to spend thousands of dollars on fancy computer software. Although CT is an “Employment At Will” state, complete and accurate documentation is the first line of defense against claims of wrongful termination, FLSA violations, wage/hour issues and more. If your business does not have one of these horror stories, undoubtedly you know someone who does.

RCG will educate your HR department or person, on accurate record keeping and actions plan(s), even if it is only a loose-leaf binder!

DISPUTE MEDIATION:

A clear and consistent plan for discipline and associated consequences is imperative, even if your business deals with collective bargaining. This section may overlap with the “policy” section but its importance bears mentioning twice. Disputes among and between departments, individual employees, employees and management will occur. How the business principal deals with and resolves these issues speaks volumes towards the general operation of the organization.

RCG can provide objective counsel during such an event or act as an impartial mediator during a dispute. Many businesses have found that by providing an “Exhaustion of Remedy” clause in their accepted policies that by agreeing to this form of binding arbitration, employees may be spared the expense, loss of time and bad publicity associated with litigation. The RCG legal and compliance department will be happy to submit a proposal related to alternative dispute mediation.

REGULATIONS:



With very little exception, the business principals RCG executives correspond with on a daily basis, will share their displeasure with, not only the increasing regulation and uncertainty associated with the Federal Government, but the perceived growing adversarial attitude directed at small business in the State of Connecticut.

RCG prides itself on maintaining a clear and present involvement in regulatory changes and governing policies associated with Connecticut and The NLRB, such as CT’s first “Sick Leave Act”, (PA #11-52) which not only hurts employers but will undoubtedly adversely affect employment in this state.

Not only will RCG offer objective counsel in dealing with increasing regulation and governmental intrusion into the operation of your business, RCG maintains an “informal roundtable” of business owners in this state where information is exchanged and stories are shared.

PAYROLL:



Whether your business employees three or three hundred, payroll can be a daunting task. RCG can help with payroll services that handle issuing checks, direct deposit, 940/941 filing, administration of PTO and bonus/commission schedules and even workers’ compensation payments!

RCG can either handle your payroll in house or use carefully selected LOCAL payroll contractors with whom RCG has come to trust over the years. RCG will never sell your account to a national or “chain” of payroll processors. You will always have a dedicated RCG professional with whom to communicate.

HEALTH INSURANCE, COBRA, 401-k’s, PROFIT SHARING AND OTHER BENEFITS:

RCG can help your business investigate various benefit structures that are in line with what many other similarly sized businesses are offering their employees. Be it attraction or retention, RCG is well versed in the variety of health, disability, commission, bonus and other benefits offered in this state.

RCG does not offer insurance products for sale but works with several carriers in Connecticut and can certainly help find the company and agent that is right for your business.

TRAINING, METRICS AND MOTIVATION:

Similar to benefits, adequate training and aggressive motivation will help your business attract and keep quality people. This also increases productivity and your bottom line! RCG will help establish a training and re-training regimen and associated metrics and motivational aspects.

UNEMPLOYMENT CLAIMS:

It's a fact of life... insubordinate employees are terminated and a few days later, the dreaded "Notice of Potential Liability" from The State Labor Department finds its way to the mailbox. While this state is among the most difficult to retain the rights of employers to fire employees without experiencing increased contributions to the unemployment fund, it is not impossible.

Yes, it is frustrating and without exception, every RCG client laments this state's perceived anti-business stance related to jobless benefits. ***In no other area is documentation and consistency so necessary!!!***



RCG will help with pre, current, and post-employment documentation and standards/practices. Should you find yourself trying to protect your assessment rate, RCG will help with presentation of this documentation to The Labor Department as well as compile exhibits in the event of an appeal hearing.

Do your own research. Visit www.ctboard.com and casually search the "Appeal Decision Library". How many employers actually prevail in the absence of seeking experienced advice?

WHAT RCG WILL DO FOR YOU AND YOUR BUSINESS!!!



In the area of Human Resources, we at RCG like to look at our involvement as "*Aggravation Mitigation*". Unlike management, marketing, M&A or liquidation, it is difficult to quantify a direct relation to an increased bottom line through the implementation of an effective HR program. However, through the involvement of RCG with years of experience, the instance of business principals being able to concentrate on sales and building their business without the worry and stress of HR issues will be increased.

Most have heard the axiom that proper planning prevents poor performance. Effective HR is built around this paramount ideal. EVERYONE in business has had to recruit, hire, pay, reprimand and even fire an employee, even if it's a family business! And in most cases, family businesses need MORE planning related to HR. Unfortunately, the latter instances can be charged with emotion and dangerously expose a business to unwanted governmental scrutiny (State Labor Dept., NLRB, etc.) and even litigation. And effective HR policy is like fire insurance; you won't think about it until you absolutely need it! RCG has seen many instances where closing the HR barn door after the horses have escaped has put principals out of business!

DOCUMENT, DOCUMENT, DOCUMENT! You may not be one who is proficient with paperwork or computers but even if you use manila folders or a 3-ring binder, every business MUST develop some sort of means for documenting employees. Remember aggravation mitigation? This is where it starts! Now this five-page whitepaper is not meant to make an HR manager out of a business owner but at the very least, even if you don't use an RCG HR service, please come away with the idea of proactive thinking and documentation when dealing with all employees and subcontractors.

WHAT'S IT COST?:

That's always the million dollar question. RCG works fairly with all businesses because we know this will largely be at best, a revenue-neutral expense and if RCG does a good job, a business owner will not experience a capital loss, and it's hard to prove the value of something that didn't happen. RCG has many packages available, however, fees for specific involvement will most likely be calculated for maximum value.

Service	Fee	Additional Information
Initial consultation and debriefing Up to one (1) Hour.	No Charge	Additional charge for travel outside a 25-mile radius of Waterbury, CT.
HR Evaluation	\$295 – ≤ 25 Employees \$495 – 25-74 Employees \$695 – 75-100 Employees	-Review all aspects of HR policies and administration -Review all written policy manual(s) and position stmts. -Review NDA's, Non-Competes, Comm. Schedules, etc. -Review Benefits and Reward Metrics -Offer comprehensive report of data interpretation and recommendations.
Development of HR Record Keeping Protocol in conjunction with HR Evaluation Service.	\$195 – ≤ 25 Employees \$395 – 25-74 Employees \$495 – 75-100 Employees	Develop, work with and train up to two (2) associates on proper record keeping, recruiting, hiring, training and termination procedures. Includes ten (10) phone and site contact hours for up to ninety (90) days post project.
Telephone consultation 8am-8pm, 365 days per year	\$250/month	-No minimum -Payable in advance -Includes up to two (2) site visits per month
Recruiting	\$150 first position \$100 each add. position	-Author job description -Advertise position availability (No Fee Listings) -Perform qualification scan -Present candidates -Perform CT criminal/civil background check for up to three (3) finalists.
Custom Employment Application with disclaimers and clauses for employees and subcontractors (if necessary)	\$175/business unit	Includes one (1) hour debriefing and perpetual electronic/print rights to final document.
Position-Specific Policy Statement and Exculpatory Clause, used for every applicant at time of initial application completion.	\$75/position with Custom Employment Application service.	Includes one (1) hour debriefing and perpetual electronic/print rights to final document.
Employee Handbook, inclusive of specific policies and guidelines.	\$395 and up, depending upon level of intricacy.	Includes two (2) hours debriefing, one (1) revision and perpetual electronic/print rights to final document.
Key-Employee Contract Sales & Commission Structures Non-Compete Agreement Non-Disclosure Agreement Sub-Contractor Agreement Intellectual Property Rights & Protect.	TBD	Fee based on level of legal department involvement and degree of the agreement's detail.
Background Checks	See Next Page	Provided for current employees and/or candidates for employment.

Background Checks (No Minimum, Quantity Discounts Available):

Type of Check	Availability	Cost (Per Individual)
1. Connecticut Civil, Criminal & Warrants	24 hrs.	\$0 for three (3) or less with any RCG service.
2. Social Security Number Trace	24 hrs.	\$10
3. Credit Report for Employment Purposes	N/A	Employment credit reports can only be obtained in Connecticut after a Banking Dept. Inspection.
4. CT Motor Vehicle Violation Search	2 wks.	\$20 – Requires applicant endorsement and copy of CT Driver's License.
5. Nationwide Criminal Data Base Search	24 hrs.	\$50
6. Federal Criminal Records Search	48-72 hrs.	\$45
7. National Sex Offender Registry (49 States)	24 hrs.	\$20
8. PATRIOT Act and Terror Watch List	48-72 hrs.	\$15
9. Employment Verification	48-72 hrs.	\$20
10. Education Verification	48-72 hrs.	\$20
11. Professional License Verification	48-72 hrs.	\$25
12. I-9 Immigration Status Verification	24 hrs.	\$15
13. Eviction Records	24 hrs.	\$45
14. Bankruptcies, Liens & Judgments	48-72 hrs.	\$50
STANDARD PACKAGE: Includes #'s 1, 2, 5, 7, 9, 10	48-72 hrs.	\$85
PREMIUM PACKAGE: Includes #'s 1, 2, 5, 6, 7, 8, 9, 10	48-72 hrs.	\$130

*RCG assumes no liability for accuracy of reporting information contained in any report as related to the background check(s) of any named subject as information and data provided is/was supplied via public record made available by the respective agency or agencies. **IMPORTANT:** True and accurate identity of individual cannot be guaranteed in the absence of complete date of birth and social security number, valid driver's license and/or other form of government photo ID. Should a business decide to implement the use pre-employment documents NOT prepared by RCG, such business principal assumes all responsibility and liability associated with obtaining adequate authorization from existing and/or potential employees and/or subcontractors related to obtaining data contained in any background report.

RCG cannot be responsible for the record keeping practices of third parties such as, but not limited to; the Department of Motor Vehicles, county, state and federal courts, state repositories, state and regional prisons, local police stations, federal bankruptcy courts, federal civil courts, state medical boards, drug testing facilities and other professional licensing organizations, and other local, state and federal organizations.