



Employees:
1200



Industry:
Government



Region:
South

The Challenge:

HHD 1,200 employees work in a wide variety of fields, including environmental health, consumer health, restaurant inspections, and disease prevention. Yet determining market-competitive compensation for each of these employees was a laborious activity, consuming tremendous people hours for results that were not only imprecise but quickly outdated.

According to Benjamin Hernandez, Chief Financial Officer at HHD, “When we needed to determine a pay rate, we surveyed local agencies or other health departments. In today’s world, that isn’t the best way to manage compensation. We knew there had to be something better. Every decision we make affects the budget one way or the other. When we had major layoffs in 2011, not having all of the information on compensation was to our detriment.”

Why PayScale

Hernandez and his team began the search for a software solution that would support decisions about compensation based on real-time data, not guesswork. “From a purchasing standpoint, we looked at every vendor equally. But we had a list of criteria that was very important to us,” said Hernandez. “With PayScale, we liked the fact that the data is updated constantly as the market changes. That’s simply not possible with an annual salary survey.”

PayScale’s database is updated nightly to ensure continued accuracy and accessibility to new titles and pay grades. However, HHD had reservations when it came to the source of PayScale’s data: crowdsourcing. “That’s scary for government folks. Can we trust this? How do we know it’s accurate?” said Hernandez. “PayScale took the time to walk us through how they validate the data. In fact, they did it twice. We saw how accurate it was.”

Pain Points:

Enabled more effective resource management

Boosted employee morale

Accurate and highly specific comp data in minutes, not weeks

The Results:

Accessed accurate and highly specific compensation data in minutes, not weeks

With PayScale, Hernandez and his team can access fresh compensation data that is specific to the local market and the government industry. “I recommend PayScale to other agencies because of the value of the data,” said Hernandez. “Having that at your fingertips is powerful when making compensation decisions.”

Enabled more effective resource management

Like any government agency, HHD must manage all operations with increasingly limited resources. “PayScale helps us strategically in the sense that we always know where the market is, and we can make proactive decisions when it’s time to manage our budget,” said Hernandez.

Boosted employee morale

Government agencies like HHD typically don’t expect to compete for talent on salary with private entities. Yet with PayScale, the agency has increased the visibility of the compensation process, with the result that employees know HHD is committed to ensuring compensation is both fair to them and affordable within the agency’s budget. “A lot of people in government enjoy what they do, but we’re not here for the big dollars. We’re here because we want to fix things,” said Hernandez. “With PayScale, we’re able to show our employees we’re looking out for them. Being able to have that conversation, to show them we’re being proactive about their compensation, is a big morale booster.”

Addressed “I’m underpaid” conversations with up-to-the minute compensation facts

Compensation transparency can’t always explain why people are paid certain amounts. With PayScale, the department can more effectively address “I’m underpaid” conversations with current, validated data. “With PayScale, I can pull out the salary roster and show an employee exactly where he or she is, where the market is, and where it’s going to go,” said Hernandez. “This has enabled us to offer an entirely new level of transparency.”

About PayScale

Cloud software, crowdsourced data and unique algorithms power the world’s largest real-time database of rich salary profiles giving PayScale the unique ability to provide job seekers and employers alike immediate visibility into the right pay for any position. PayScale’s cloud compensation software is used by more than 3,000 customers including Bloomberg BNA, Cummins, Warby Parker, Clemson University and Signature HealthCARE.