

Need HR help? Check into PEOs

Free up time by outsourcing some, or all, human resources functions

If you own or run a business, you've dealt with The Heartbreak of HR: working endless hours just to hear employees complain that you're not doing enough for them, trying to stay current on ever-changing legislation, and spending more and more time on red tape while spending less time bringing in sales.

Maybe you've even had a bad experience with your internal human resources department, or you tried outsourcing your HR and it didn't go well.

If so, you're probably feeling stuck with that "can't live with them, can't live without them" feeling.

Here's a solution: Check out PEOs. Professional employer or-

ganizations handle all your HR issues, from workers' compensation to benefits, insurance to liability, and payroll to tax filings.

If you've had a bad experience with HR outsourcing before, maybe it was due to having access to just one PEO that might have been a poor match for you.

In that case, look for a PEO broker. And make it one in your home state so it's easier to get face time.

A PEO broker is an individual who has a personal relationship and first-hand knowledge of the inner workings of at least three to four PEOs and at least one ASO (administrative service organization). ASOs do the same thing as PEOs without the ASO taking on liability (co-employer responsibility).

In the same way a mortgage broker gets you the best possible rate (as opposed to a bank, which can offer you only its own rate), a PEO broker knows where the best rates are and can match

you with services that match your company's needs exactly.

PEO brokers see the inside workings of every company they recommend, can alert you if something starts to go sour inside the company they've recommended, and can switch you to another PEO quickly and smoothly.

Working with a PEO that matches your needs means you'll get the kind of service that stops lawsuits before they start, instead of leaving you to deal with them alone; and you'll never hear — at the 11th hour — "we don't handle that."

But all these require working with a broker who knows how to keep the controls in your hands, all the while taking on the burden of your employee management so you end up with more time to do the work you prefer.

Here are some examples of questions to ask of your PEO:

- What if an employee sues me?
- What paperwork do you take on, and how can I be sure you'll handle it right?
- What liabilities would be mine, and which would you handle?
- How do you get paid? Commission, flat rate or percentage? When will my rates go up? Can you knock them back down?
- Do you charge set-up fees? Are they per employee or a flat amount?
- How much face time will I get when I need it?
- Do you cover home service workers?
- How can you get me the lowest rates with the highest security?
- What do you offer besides standard payroll processing?
- Who is going to help me with HR law over the phone, and how do I know they are qualified? What happens when I need a lawyer or a reliable explanation?
- Can I pick and choose the services I want, or do I have to buy the whole package?
- What if I have to terminate an employee?
 - We're getting slammed with new regulations on every side — how can you help me with that?
 - How do I know your payroll people are up on the latest HR law?
 - What do you do if one of my employees is accused of sexual harassment?
 - We're a new company; what must we have in place, HR-wise, before we open our doors?

Any PEO should be able to answer all of these questions and more without breaking a sweat. The PEO should also be able



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to refer you to other vendors for anything it can't handle.

So if you have tough issues, if you're fed up, if you're looking to spread the liability around, get on the net and search for "PEO broker."

It's time someone was looking out for you.

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