



## The Client

Senior Helpers Santa Barbara provides in-home senior care supported by approximately 70 caregivers and office employees. Director of Operations Shannon Workman has been with the location for 14 years and has worked directly with INFINITI HR on payroll for approximately a decade, overseeing the final review of 66–70 paychecks each pay period.

## The Challenge

For Senior Helpers Santa Barbara, managing payroll for approximately 70 employees—many working off-site—requires speed, accuracy and flexibility. With information often coming in close to deadline, the team needed a reliable partner that could move quickly, adapt to changing processes and provide responsive support when issues arise.

## The Solution

INFINITI HR became an extension of the Senior Helpers Santa Barbara team, providing responsive payroll and HR support without requiring Shannon and her team to become payroll or HR experts themselves. That support became particularly valuable when the location transitioned its operating system from MatrixCare to WellSky—a challenging change that affected how information flowed into payroll.

Rather than forcing the team into a rigid process, their INFINITI HR representative, Lynn, worked through the transition alongside them and adapted as their processes changed.

For Shannon, knowing there is an experienced person on the other end of the phone when something goes wrong has become one of the most valuable aspects of the relationship.

### Impact

**~70**

Employees Supported

**10+ Years**

Working With INFINITI HR

**17 Years**

Of Reliable, On-Time Payroll

### In Their Own Words

*“It makes me feel less stressed knowing that if something goes wrong with payroll or HR, I have someone who is going to be on my side and knows how to fix it. It’s really nice to know I can pick up the phone and have someone who cares about my employees as much as I do.”*

- Shannon Workman, Director of Operations  
Senior Helpers Santa Barbara



[www.infinitihr.com](http://www.infinitihr.com)





# 10 Years, 70 Employees, and a Payroll Partner Senior Helpers Santa Barbara Can Count On

## Why Companies Choose INFINITI HR

- Dedicated support from people who know the location and its needs
- Responsive help when payroll or HR issues arise
- Flexibility as systems and processes change
- Virtual onboarding that reduces administrative time
- An employee-friendly online portal
- Reliable payroll processing

## Who This Solution Is Best For

The experience of Senior Helpers Santa Barbara demonstrates how this type of HR partnership can support:

- Home care and senior care businesses
- Employers managing large hourly or distributed workforces
- Businesses with employees working across multiple locations or in the field
- Organizations without extensive in-house HR resources
- Companies that value high-touch, long-term vendor relationships
- Business leaders who want to focus on running their operation rather than becoming payroll and HR experts

## Some of our Partners & Clients



[www.infinitihhr.com](http://www.infinitihhr.com)

