Client Profile:
Mental Health Association in New York State

Company Overview

The Mental Health Association in New York State (MHANYS) provides education, training, and resources for people with mental illnesses. Their Albany office functions as a central advocate for the 30 MHANYS affiliates across New York. The non-profit organization began in 1960 and currently employs 10 full-time workers. They also hire interns on an as-needed basis.

Company Goals - Issues Needing Resolution

MHANYS' previous payroll provider increased their rates, weren't responsive to concerns, and did not have a simple solution for accessing and processing payroll. They were also looking for an HR resource for advice and guidance.

GTM's Solution

MHANYS has found GTM's service to be a key factor in retaining their business, citing specifically the quick response time of our service team, particularly when an employee needs to see what their paycheck will look like with additional deductions or changes. MHANYS also uses HR Central, our library of HR resources.

What They Have To Say

Andrea Houser, Senior Accountant at MHANYS, has found great value in their dedicated Account Manager. "We have had different GTM representatives since we've been a GTM client, but each has consistently provided the same high-quality service; the transition has always been very smooth."

"My Account Manager, Jennifer, is very responsive; if I need to add hours or get reports, she gets right back to me and always has a good attitude. Our direct deposits have always been on time and accurate, and any corrections are made quickly, letting me worry about other aspects of my job instead of payroll. I've found HR Central to be a great reference when I need clarification on HR issues and employment laws, including our Employee Handbook."

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