

CASE STUDY

TRANSFORMING HR COMPLIANCE AND EDUCATION WITH BLR'S COMPREHENSIVE SOLUTIONS

Comprehensive tools make certifications and compliance manageable

"The analysis between both federal and state law, that is the one thing that I have not found anywhere else, that is the most helpful to me, especially when I am updating a policy."

BACKGROUND

VA Desert Pacific Federal Credit Union has been in operation since 1947. It operates as a full-service financial institution owned and managed by its members. VA Desert Pacific Federal Credit Union provides a diverse range of financial solutions tailored to meet your unique needs, from maximizing your earnings to achieving your aspirations. Its mission is to deliver unwavering financial services and education to empower VA employees, retirees, and their families in reaching their financial objectives.

VA DESERT PACIFIC FEDERAL CREDIT UNION BY THE NUMBERS



\$3.4 million in annual revenue



11–50 employees



Since 1947—over 75 years in business

VA DESERT PACIFIC
FEDERAL CREDIT UNION

MEET SHARETA

Many people discover their passion for helping colleagues in organic ways. There are HR professionals out there who got degrees in other fields, and circumstances placed them in HR roles, and that's where they felt fulfilled. For those individuals, advancing their HR credentials frequently includes continuing their education. Shareta Caldwell is an HR professional who had an unconventional start to her HR career.



Caldwell joined VA Desert Federal Credit Union years ago. Today, she's vice president of HR, holds a Society for Human Resource Management (SHRM) Certified Professional certification, and has over 20 years of experience in HR. She has an exceptional ability to connect with people in meaningful ways, and that's what she finds most important about her role. She has been a long-time user of BLR's suite of HR solutions since December 2011. BLR's comprehensive offerings have become an indispensable tool for her, enabling her to confidently navigate the constantly changing laws effectively and advance her professional development.

CHALLENGES

Caldwell faced the daunting task of ensuring her organization's policies were compliant with both federal and California state laws. As complex as California's employment laws are, this was no small feat. Additionally, she had professional development goals and needed a solution that provided credited training courses compatible with SHRM-CP certification program.

Caldwell wanted tools that would help her navigate day-to-day responsibilities and assist her with things that happen less frequently but still fall in the employee life cycle. Her ultimate goal was to standardize processes and have a way to ensure compliance without having to start from scratch and manually review policies.

KEY CHALLENGES

- Compliance complexity—navigating the intricate landscape of both federal and California state employment laws
- Lack of unified resources—absence of a single platform that could provide comprehensive information and tools for HR compliance
- Time-consuming research—the need to manually compare state and federal laws, which was a time-consuming process
- Educational gaps—difficulty finding on-demand educational content that could also contribute to SHRM credits
- Expert consultation—a lack of immediate access to expert advice for crafting policies and explanations of changes to laws

SOLUTION

BLR® provided Caldwell with a unified platform offering parallel analyses of state and federal regulations, immediate access to educational materials, and specialized counsel—all crucial elements for her success. BLR distinguished itself as the comprehensive solution for all of her HR regulatory and learning requirements. As the sole decision-maker in her organization for this purchase, she had no reservations about choosing BLR. The platform offered everything she needed in one place, eliminating the need to consider alternative vendors.

Caldwell finds that BLR's Federal and State Topic Analysis tool helps make staying up to date with constantly evolving laws and updating policies manageable. She was especially captivated by BLR's exclusive capability to compare state and federal laws side by side. After almost 12 years of using BLR's tools, this is the top feature she raves about. "Having analysis side by side is a time saver," she says. She uses BLR's Webinar Passport, HR Hero®, and HRLaws regularly to ensure compliance and continue her education. Webinar Passport helps her with her certification as she receives CEU credits to help with her SHRM certification. HRLaws provides her with trainings, webinars, and on-demand recordings, which give her credits, too.

She particularly appreciated the quick response times from BLR's experts—a feature she hasn't seen offered elsewhere. If she hadn't chosen BLR over 11 years ago, her policies wouldn't be as solid as they are. With the constantly changing laws in California and needing to stay compliant on a federal level, as well, Caldwell is able to do so in a few clicks with BLR's Webinar Passport, HR Hero, and HRLaws. BLR has notably streamlined her workflow, facilitating more effective policy revisions and presentations to the board.



MOVING FORWARD

BLR has supported VA Desert Pacific Federal Credit Union for over 11 years and has simplified its HR process. With BLR, Caldwell is able to ensure satisfaction and compliance throughout the employee life cycle, from recruitment to retirement. With BLR, Caldwell and VA Desert Pacific Federal Credit Union are able to:

- Tackle unique situations quickly and effectively.
- Ensure compliance with state and federal laws.
- Keep policies accurate and up to date.
- Further educate themselves and receive certifications.

BLR is still Caldwell's go-to platform as she continues to grow and enhance her expertise. Going forward, she's going to incorporate more HR Hero functionality into her day-to-day using the Job Description Manager and Salary Finder tools for locking in top talent and attracting the right candidates to her organization. For HR experts in search of a versatile, integrated platform to navigate the intricate landscape of labor laws and guidelines, BLR remains an unparalleled asset.



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