



Specialized Treatment Services, Inc., Keeps Compliant and Confident with PEO Support

Size: 52 Employees | Industry: Healthcare



Denise Wagner, Program Manager/HR Manager, *Specialized Treatment Services*

"I'll pick up the phone and it's like, 'Help—give me five minutes.' I truly cannot do this job without (my HR Business Partner) Heather."

Prior to Paychex

Specialized Treatment Services (STS), a for-profit substance use disorder treatment provider, faced a complex HR environment. With staff subject to state employment law and Minnesota Department of Health mandates — including licensure, sobriety requirements, and regular DHS audits — Denise Wagner needed reliable expert guidance to prepare herself and staff at three Minnesota-area facilities to handle the intersection of regulatory compliance and day-to-day HR.

Working with Paychex PEO

Paychex PEO gives STS a trusted compliance partner who understands employment law and the mental health industry's unique demands. From electronic onboarding and I-9 management to termination guidance and audit readiness, Paychex handles the administrative complexity, freeing Denise to focus on her team.

Challenges

- Dual regulatory compliance burden
- Performance issues and termination
- Documentation audit readiness

Solutions & Key Features

PEO →

Employee Onboarding (e.g., I-9) →

Learning Management System →



STS saves 1 hour on every employee onboarding in this high-turnover profession that can see several new individuals hired per month



Expert Guidance on Regulatory Complexity

Employees must hold valid licensure and some must meet sobriety requirements to maintain compliance. STS is subject to regular audits where recordkeeping, case files, and documentation are reviewed in detail. Denise leans on her HR Business Partner's expertise to deal with situations such as performance or conduct issues. This enables her to make decisions with confidence, not guesswork.

Onboarding That Protects and Prepares

New hire onboarding at STS is demanding: every new employee must complete mandatory compliance training that covers state statutes, the employee handbook, and all DHS requirements. Paychex PEO streamlines that process by collecting all required forms electronically — including I-9s — on the front end to give Denise instant access to audit-ready records. The system also flags document expirations: a critical safeguard in a highly regulated industry. The ability of an employee to provide service could be delayed if these forms aren't completed, so speed is of the essence.

Trust Forms the Foundation of Relationship

After 17 years with Paychex — and nine years with the same dedicated HRBP — STS has a relationship that goes beyond transactional support. Denise describes her HRBP as someone who knows how she thinks, how her organization operates, and how to translate complex guidance into clear action. This has helped Denise grow from reactive problem-solver to confident HR advocate within the business.



Denise Wagner, Program Manager/HR Manager

"Our HRBP has never steered us wrong. She doesn't treat us like a number. She makes absolutely sure I understand — and she can see the question marks on my face when I don't."

Build Your Success with Paychex

Learn how Paychex supports HR efforts with guidance on employment and employee relations, training, and compliance updates, as it does for Specialized Treatment Services.

[Discover Our PEO](#)



A True Partnership

A relationship with Paychex goes beyond handling audits, handbooks, or job descriptions — it's a truly consultative partnership focused on helping businesses succeed.