PAYCHEX

# Community Health System Services Scales with Trust

**Size:** 400+ | **Industry:** Healthcare Technology / Managed Services



**Jennifer Jackson**, People Operations Manager, *Community Health System Services*

"I would not have survived without [Paychex HRBP] Jamel pushing things along, staying on top of issues, helping with communication, and making sure we were taken care of."

## Prior to Paychex

Community Health System Services (CHSS) helps rural hospitals handle technology, revenue cycle, and system implementation, including the Epic electronic health record portal for patient medical data (MyChart). After launching in 2024 with 26 employees, the Ithaca, NY-based company began training hospital employees on the technology, eventually absorbing the headcount to balloon to 400-plus employees. A small HR team had to build policies, onboard hundreds of transitioning employees, and stay compliant in 40-plus states.

## Working with Paychex

As CHSS outgrew its payroll-only setup, its Paychex HR Business Partner, Jamel Womack, became an advocate and go-to resource while Jennifer Jackson built the HR framework from the ground up. He introduced her to Paychex HR Services to help with the transition, including expanding an existing benefits package and onboarding that required a multi-state handbook, training, and manager coaching. Consistent communication helped CHSS escalate issues fast and scale with confidence.

Community Health System Services worked with HR compliance software by SixFifty to develop **40 state-specific handbooks** after an acquisition.

## Challenges

- Hypergrowth from 26 to 400 people
- Compliance across 40+ states
- Three open enrollments in one year
- Lean HR team, manual onboarding

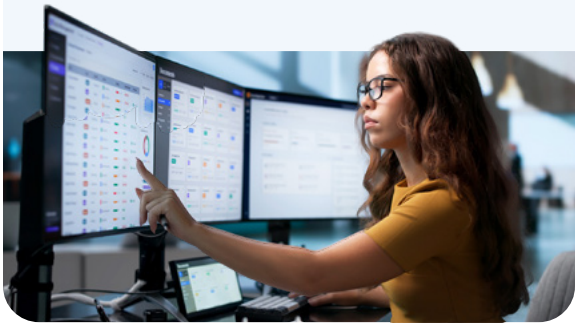
## Solutions & Key Features

HR Services >

Learning/Training >

Benefits Administration >

AI-Enabled HR Compliance Software >



## An HRBP Who Feels Like Part of the Team

Jennifer said she was on a steep learning curve early on, so she leaned into Jamel for guidance. He uses a proactive approach to finding answers when he doesn't have them. Jennifer said she gained a little knowledge at every interaction, discovering more about employee relations, performance improvement programs, and how to escalate support issues during the transition. She said Jamel was an advocate who feels like part of the CHSS team.

## Tools Built to Scale and Powered by AI

CHSS built its employee handbook with our AI-enabled HR compliance software by SixFifty, which ran a compliance check across the 40-plus states where it has employees. Onboarding training journeys auto-assign compliance courses to every new hire. With Paychex solutions handling work previously done manually, Jennifer has expanded the HR staff to include talent acquisition and HR generalist positions.

## Coaching Managers in a Remote Workforce

With most employees transitioning to remote work, some managers began tracking availability instead of results. Expectations needed to change, and Jamel coached CHSS managers about disciplinary calls and PIPs, keeping the focus on whether employees meet their goals, and reinforcing why thorough documentation matters.



## 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.



**Jennifer Jackson**, People Operations Manager, *Community Health System Services*

"We built our handbook in SixFifty to make sure we accommodate the different state laws, and it did the compliance check for us to make sure we had what we needed. We go in weekly, sometimes daily, to look things up."

## Build Your Success with Paychex

Learn how our technology and strategic input support businesses like Community Health System Services.

Get Started

© 2026 Paychex, Inc. All Rights Reserved. | 4561788654 | 11/5/26

PAYCHEX