

case study

How a 30-person Nonprofit Built a Scalable, High-Impact HR Infrastructure

Whether you have 30 employees or 300, HR has a way of getting messy. Just because HR is assigned to someone doesn't mean it's actually working.



where it started...

This nonprofit came to reddeHR overwhelmed, stretched thin, and unable to get ahead. Like many organizations their size, HR was shared between multiple staff members, including the CEO, Executive Director, and COO—no one had the time or expertise to run it well. Strategic work stalled, and people operations kept falling through the cracks.



what reddeHR did

We began with a thorough Friendly HR Audit—not a compliance hammer, but a thoughtful, strategic review of what was working, what wasn't, and what could be better. That audit became the foundation for a new HR strategy. We introduced a more robust HRIS to support the full employee lifecycle and added a fractional, high-touch reddeHR team to carry out all day-to-day HR responsibilities.

reddeHR assumed responsibility for all HR administrative functions and provided ongoing strategic HR leadership. We also completed long-stalled projects that had been deprioritized for years, including performance reviews, compensation studies, management training, career pathing, and Board-led Executive 360s. Just as importantly, we created systems to keep them going year after year.

the results

- HR spend dropped by nearly **\$80,000** in the first year
- The CEO, Executive Director, and COO were **freed up to lead strategically**
- The Board gained confidence in the organization's people strategy for the first time. They were no longer hearing about unresolved issues or reactive HR cleanup — they saw **structure, strategy, and professional ownership that reinforced their confidence in leadership.**
- **Retention improved** and **key team members gained capacity**
- **Employees trust the system.** With clearer policies, consistent communication, and reliable support, staff felt they had a real HR function. Concerns were handled. Issues were addressed. People felt seen.
- **Employees adopted self-service quickly**, enrolling in benefits, updating personal info, reviewing pay stubs, and accessing policies without having to rely on HR as a go-between **resulting in fewer help requests, better data accuracy, and a workforce that felt more in control of their own experience.**
- Staff began to view HR not as a bottleneck, but as **a trusted resource behind the scenes — supporting, enabling, and protecting their work.**
- A lasting partnership began—one that's still going strong five years later



Our experience and relationship with reddeHR has been top notch and well beyond what my expectations were when we contracted with them several years ago. The team is always ready to answer questions, provide guidance and expertise, all leading to reducing my workload as well as stress levels. In reddeHR I have a true partner who is always looking out for the best for our organization from an HR perspective. Our employees love the ease of use and access of the HRIS, and once we set up our portal it's been easy to set it and forget it from an administrative viewpoint.

— Brian P, CAE Executive Director

“Starting with the Friendly HR Audit gave us the clarity we needed but didn't know how to get. I was losing sleep over people issues, and my list of critical HR initiatives kept growing. I knew how to lead the organization and get buy-in, but HR was draining my energy. Now, when something comes up, I have the reddeHR team on standby. I'm fully confident that anything that arises, which is rare thanks to what they've built, will be handled with real expertise. They manage the day-to-day so it doesn't burden our team and step in where we need them. They're a vital part of our operation, and I plan to keep it that way.”

— Steve H, CEO

