



CLIENT STORIES

Pediatric Physical Therapy & Services **makes payroll processing “child’s play”** with OnPay

In order for PPTS to continue making strides in child development, they needed to cut back on inefficient payroll and compliance issues and embrace a more streamlined solution.



HOW IT ALL STARTED

Making every home a safe haven for childhood development

In the sunny coastal town of Morro Bay, California, Julie Loe noticed a gap in specialized care for some of the area's youngest residents. Many families with children aged three and under needed in-home healthcare services focused on development and education, yet few specialists were available. As a result, kids often went without the treatment they deserved. In 1994, Julie decided to change that by establishing Pediatric Physical Therapy & Services.

Julie's vision was simple: home healthcare should feel like home — safe and nurturing — no matter the environment. She also understood that, while parents cared about their children's early development, some have limited budgets. PPTS made it part of their mission to offer accessible rates that were half the average cost for this type of care. This helped ease hesitation for cost-conscious parents, making services even more accessible to children in need of early intervention.

PPTS quickly took shape. As enrollment grew, their team of therapists and caregivers offered individualized assessments and support virtually, at home, and even in schools. Most importantly, their efforts were guiding families to get their children's development off on the right foot.

ABOUT THE CLIENT

Pediatric Physical Therapy & Services

Located in Morro Bay, California, Pediatric Physical Therapy & Services provides accessible specialized physical therapy and educational services for the surrounding community,

Armed with a mission to offer affordable rates with high quality service, PPTS aims to help children thrive through early intervention care.

Where: Morro Bay, CA

Company Size: 3+ employees

Client Industry: Healthcare | Education

Joined OnPay: March 2013

PPTS needed a cost-effective payroll solution with direct deposit and automated tax processing at a reasonable price. With OnPay, PPTS reduced time spent on payroll and overall costs without breaking the bank.

The screenshot shows the OnPay dashboard interface. At the top left is the OnPay logo. A search bar and notification icons are at the top right. A sidebar on the left lists navigation options: Dashboard, Workers, Payroll, Reports, Filings, HR, Time, and Benefits. The main content area greets the user as 'Michelle' and displays four team member profile cards: Marissa Richards, Douglas Riddle, Eliana Dennis, and Jessica Foley. Below these are three payroll status cards: 'Recent pay run' with a 'Feb 1st' badge, 'Pay schedule' with a calendar grid showing the current week (Feb 6-11), and 'Next pay run' with a 'Feb 5th' badge.



OnPay

Best Payroll Services
For Small Business

Julie realized she needed help as her client base grew and that her sister, Suzan, would be the perfect fit. Adding Suzan's background in finance, computer science, and healthcare to the mix, PPTS would be in a good position to take their next step forward. Leaving her hospice management role in 2010 to join PPTS, Suzan knew this wasn't just another job – she would be joining a cause she believed in.

In 2020, as the COVID pandemic was peaking, the organization became a lifeline in the Morro Bay community, continuing to serve parents, caretakers, and children with the help of Zoom's video conferencing platform. Recognizing their impact, the state of California offered to fund their operations as a regional center, further putting them on the map. PPTS continues to expand and push for change, making the world a better place for children, one service at a time.

THE CHALLENGE

Choosing a payroll provider that listens and simplifies compliance

There was a lot to juggle when Suzan joined PPTS. She was handling the books on her own and drowning in a flood of tax notices due to their payroll provider's inaccurate – and sometimes forgotten – tax filings.

In addition, she had to navigate a sea of paper checks, which made balancing the books a constant puzzle. So what was the first order of business?

She began searching for a payroll solution that would accurately file federal and state taxes, provide reliable support, bring them up to speed with compliance requirements, and help streamline their processes.



"OnPay is easy and accurate – the ability to have taxes paid is worth every penny."

Suzan A.
Chief Finance Officer

They needed:

- ✓ Payroll with simple pricing and the ability to handle direct deposit
- ✓ A straightforward system to streamline administrative duties
- ✓ Accurate, automated tax filings and payments for each pay run

With OnPay, Pediatric Physical Therapy & Services:



Has **reduced time spent on payroll** to just 2 hours each month



Manages and **pays employees across multiple states** – at no extra cost



Automated federal and state tax filings for their 501(c)(3)

THE SOLUTION

Using OnPay to eliminate payroll uncertainty (and free up more time)

While searching for payroll providers, OnPay's straightforward pricing, unlimited monthly pay runs, and user-friendly interface caught Suzan's eye. Once she found out both state and federal taxes were filed automatically with an accuracy guarantee, she was sold.

The platform was easy to set up, simple to use, and gave her the flexibility to do things the way PPTS needed. Suzan could pay the multi-state team by direct deposit, keep track of PTO, and integrate with top accounting software like Quickbooks at no extra cost. Plus, OnPay's customer support was there to help every step of the way. Even if minor tax-related questions came up, a quick call to customer support was all it took to get the answers she needed.

Suzan shared, "It's a true partnership – that works really, really well."



It's a true partnership – that works really, really well."

Suzan A.

Pediatric Physical Therapy & Services

PRESENT DAY

Payroll that grows with you

For nearly two decades, Suzan has helped the PPTS team make strides in their operations. She takes comfort in knowing that children in the Morro Bay community get the care they need because her sister can worry less about payroll and compliance. OnPay not only helps them stay on top of potential payroll issues, it provides good value, making it a go-to tool in their tech stack that makes a positive impact on their business operations.

For more information:
onpay.com

