

WHERE STAFFING PROFESSIONALS GO FOR ANSWERS

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A close-up photograph of a person's hand, palm up, holding a set of keys. The keys are silver and include a large circular keychain. The hand is positioned in the center of the cover, with the fingers spread. The background is a plain, light-colored surface.

**The 5 Keys For A Successful
Staffing Service**

MILESTONES – Staffing Business Sees 20 Years of Success

Integrity Personnel – We take care of our people – so they'll take care of you.

Integrity Personnel, an integrated staffing and recruiting firm in South Whitehall Township, Pennsylvania celebrated its 20th anniversary in June 2007.

Patricia Flemming, who had been an administrative and executive assistant, started the firm in June 1987. She had bought an employment franchise business, Transworld Temporaries. After about four years, she cut her ties with that firm and formed Integrity.

Her son, **Kevin Flemming**, after graduating from DeSales University and working for Unisys, joined the firm as a sales representative. Within a few years, he took over sales and marketing for the company and in December 2003 was named president.

Integrity works with small companies with between 10 and 200 employees that are based in – and run – in the Leigh Valley, Kevin said.

“Our staff knows their owners, employees and customers well,” Kevin said. “This results in our abil-

ity to be much more attentive to their individual business needs than traditional staffing and recruiting firms.”

Although the firm works with companies in almost every industry, it specializes in five major business sectors: business services (including law, accounting and advertising), banking and finance, higher education, commercial construction and real estate development and non-profits and the public sector.

One client, PennMed of Hanover Township, Lehigh County, demonstrates the success Integrity has had placing employees.

PennMed is the largest private independent nursing home management and operational company in Pennsylvania. Since 1983, PennMed has managed 18 nursing homes with more than 1,500 beds providing skilled and intermediate care as well as assisted living services.

Integrity has recruited ten employees for PennMed who are still there after nine and a half years and some as long as thirteen and a

half years.

What makes it so unusual is that typically the average tenure in the staffing industry is two and half years, Kevin said and that the average tenure for these ten employees is ten and a half years.

PennMed has a human resources department. But “we find it easier to let Integrity do the sorting out,” said **Irvin McFarland**, chief financial officer.

Kevin said that the long-term business relationships that his firm has maintained, such as the one with PennMed, is at the forefront of his mind whenever he makes strategic decisions. “Those customers helped my mother, and now me, to build a viable business and a strong reputation in this region” that has reached its two-decade milestone.

No matter how large Integrity becomes, Kevin said, “these companies will always be recognized as partners in our success.” ■

SOURCE: *Eastern Pennsylvania Business Journal*, Bethlehem, Pennsylvania

Employee Receives One Paycheck In Three Months

EL PASO, Texas – **Patricia Garcia** has worked for New Times Staffing for a little over a year and she said since October, she's seen only one paycheck.

“Until a couple of months ago when it would bounce and bounce and bounce and then it got to a point where she wouldn't pay us,” said Garcia.

So as Christmas day approaches, she doesn't have the money to buy her two boys, ages eight and six, any presents this year.

“No Christmas presents for my kids. They kind of know. You know, they say stuff like, you know, ‘Mommy can you buy me this?’ ‘She doesn't have money, she

doesn't get paid.’ ‘Why?’ I explain that to them,” said Garcia with tears in her eyes.

As KFOX has reported, a number of people who find work through New Times Staffing have come to KFOX complaining that they haven't seen a paycheck.

“She apologizes, she says the money hasn't come through and all you hear is apologies and come back tomorrow, call me back at such and such hour when you call,” said Garcia.

Garcia was talking about New Times Staffing president and CEO **Tish Times**. KFOX tried to contact Times by phone and at her house, but she did not want to be

interviewed.

Previously, Times has told KFOX she has not been fraudulent towards her employees, simply that she is going through a financial situation involving a large check that bounced, she's handling the situation, and will try to pay her employees by Christmas. That didn't happen for Garcia, so her kids won't get what they want.

“One wants a boombox, toys, clothes, CDs and movies,” said Garcia.

When KFOX last spoke to Times, she mentioned that some of the employees have been paid in full. Garcia said her one paycheck only covered one week, and that Times now owes her thousands of dollars. ■