

LCB Senior Living's Return to Rain



Industry
Senior Living

of Associates
3,700+

U.S. Headquarters
Norwood, MA

TK Platform
Paycom

Payroll Platform
Paycom

Partner Network
Premier



18+ more hours worked

Associates who use Rain work 18+ more hours per month

40% lower turnover rate

Associates who use Rain have a 40% lower turnover rate compared to Non-Users

30% of enrollees have used Rain

30% of enrollees have used Rain to access wages early

LCB Senior Living is committed to providing financial flexibility for its workforce through on-demand pay. After exploring a new provider, the company ultimately returned to Rain for its seamless implementation and reliable service. Rain remains LCB Senior Living's trusted partner, providing consistent and accessible earned wage access for its associates.



CASE STUDY

Questions? Send us an email at contactus@rain.us and schedule a demo today.

Supporting Associates with Earned Wage Access

LCB Senior Living introduced Rain to help associates access earned wages between paychecks, reducing financial stress without adding costs to the company. The goal was to offer a benefit that delivered real value to associates while remaining easy to manage. Rain met those needs.

Exploring Other Providers

In 2023, LCB was going to transition to a new HRIS system. During this period, another EWA provider reached out with a compelling offer. Tammy Lopez, LCB Director of Payroll & Benefits, recalled that they reached out at *“just the right time”* and presented attractive incentives. LCB decided to move forward with the new provider, but the transition did not go as planned.

Why LCB Returned to Rain

“The [payroll] provider failed to implement LCB due to the complexities of our organization. Due to their failure and breach of contract, they pulled out at the last minute [which was the week of Christmas], LCB ended up staying with [their current payroll provider] and withdrew the cancellation with Rain.”

While the scramble to implement a failed payroll system caused a lot of added stress, Tammy Lopez appreciated the ease of Rain’s reimplementation process for EWA, describing it as *“Very simple... It was a smooth process, and our associates were extremely happy.”*

Margaret Brady, LCB Manager of Payroll & Benefits Administration, added, *“I know our team was comfortable because we too knew the process.”*

Throughout the process, Rain’s team remained engaged, making it easy for LCB to reinstate the on-demand pay services its associates demanded quickly. Rain remains their trusted partner, providing seamless earned wage access for its workforce.

The Value of Rain for LCB’s Workforce

“I value the ability to ensure that our associates have access to their money for hours that they’ve already worked for daily necessities,” Tammy Lopez shared.

LCB associates appreciate Rain’s flexibility, with options for instant access at a small fee or no-cost transfers within a day or two. Margaret Brady highlighted how Rain supported the associates of their newly acquired community transitioning from a weekly to a biweekly payroll cycle. Rain helped them adjust by providing mid-cycle access to earnings, making budgeting more manageable.



“Very simple... It was a very smooth, easy process, and our associates were extremely happy.”

—Tammy Lopez, Director of Payroll & Benefits

A Reliable Partnership with Rain

LCB values Rain's highly responsive customer service team and the ease of administration. Adjustments like updating banking details are straightforward, and Rain's direct communication with associates reduces the administrative burden.

The absence of complaints from associates further demonstrates the smooth experience that Rain provides. *“I guess you can say it's more of what we don't hear. It's the lack of hearing. No news is good news!”* Margaret Brady shared.

A Final Recommendation

“If somebody were calling me for a reference, I would say Rain is straightforward to work with. The process we have is streamlined internally. The communication is there on point [with our Rain Customer Success Manager] and any other members of your team. It's a win-win and positive benefit for all. To be able to offer that to associates is terrific.” Tammy Lopez shared.

Margaret Brady added, *“Limited additional effort on our part. We have hundreds of associates who use it. If associates want instant gratification, they pay that small fee, but if they are willing to wait a day or two, there is no fee. This is a big plus. Rain is still reviewing, ‘How can we improve this for our associates?’”*

By prioritizing reliability and ease of use, Rain continues to serve LCB Senior Living as its EWA partner.