



## National Tax Credits & Incentives, LLC

A Fresh Approach to Credits & Incentives Consulting

### A Case Study

Prepared by National Tax Credits and Incentives, LLC (a member of the Thomas & Thorngren family)

#### The Client

Operating in 30 states with over 250 locations and 22,000+ employees, this company's mission is to be the **premier service provider** of quality healthcare services, including senior independent and assisted living, nursing care, rehabilitation/occupational therapy, hospitals and pharmacies.

To cultivate a culture of respect and empowerment for coworkers and provide opportunity for professional growth, the company is constantly improving their employees' **knowledge of systems and skills**. Their investment in people translates to long-term success as demonstrated by superior customer (resident) care and improved bottom-line results.

#### The Challenge

The company performs a large volume of training through on-the-job, web-base, traditional classroom and college-based courses, but had no strategy in place to capture incentives for training investment to lower costs.

Some of their location managers and talent development leaders at headquarters were aware that training grants and credits may be available, however, there was no process by which all opportunities could be evaluated and secured. Additionally, the **client lacked resources and expertise** necessary to comply with the administration requirements to identify and secure the training incentives in their **decentralized, lean** training environment.

#### The Strategy

Client engaged National Tax Credits and Incentives to perform a comprehensive **Incentive Opportunity Analysis** and, subsequently, to implement a process to administer the strategy to secure Training Incentives.

NTCI analyzed the client's locations, headcount, volume and type of training to identify programs that best met their business needs. NTCI streamlined the process further by implementing a single information request for the programs that were targeted.

#### The Results

National Tax Credits and Incentives initially filed for grants and credits for client in three states valued at over **\$100,000** and continues to file for grants and credits in the other states that will continuously add to the cost-recovery initiatives. The project has resulted in a significant cost reduction and created a "profit center" mind-set for the HR and training coordinators.