Agency Finds Phased Change of Solution and HR Effective

Bello Machre has been caring for people with developmental disabilities since 1972, providing day, group home, in home supports, respite, and case management services. Currently, Bello Machre's 220 employees provide services to over 300 clients in central Maryland.

The Challenges

In 2009 *Bello Machre* recognized that paper timesheets were getting in the way of providing services. The agency attempted to implement a generic Time and Attendance system, but unfortunately found it was unable to handle many of the complexities of the agency, including employee pay differentials and tracking which services were delivered when.

"We used a very basic HRIS for keeping track of human resources. By basic, I mean an ACCESS database. Payroll used AccPac, which we still use. Time and Attendance was tracked entirely on paper, everyone submitted an individual timesheet which was entered into Excel and sent to payroll. Training was also tracked manually in an Excel spreadsheet." says Brandy Livezey, the Bello Machre HR Director.

In 2010, Bello Machre abandoned the original implementation and switched over to MITC Time and Attendance. Since then, the agency has gradually been expanding its use of MITC Agency Workforce Management to HR and Billing.

Effectively Managing Change

Brandy found phasing in modules over time to create a complete solution very effective:

"Start with just a few modules and build from there. Ask advice from the MITC experts on where to start, even if it's not where you think you have the greatest need. How you start the implementation process lays the foundation. It isn't always best to jump in with the biggest project."

"Get on board with Time and Attendance – it changed everything. Train your managers well in regards how to properly use all the functions that are available effectively"

"Get on board with Time and Attendance – it changed everything."

www.mitcsoftware.com

info@mitcsoftware.com

MITC is a modular system and designed to accommodate this building block approach. Brandy Livezey explains how MITC can be expanded to accommodate new and changing needs:

"We've just purchased licenses to add contractors into MITC in order to use time and attendance with web timesheets."

The Solution & Results

Bello Machre selected Telephone Timekeeping and Web Clock for employees to clock in and out. The agency lets the employees choose which to use, and self-service has eliminated calls to HR.

"Employees can clock in on the phone or a PC. It's up to the employees to choose which method they prefer. Most choose the telephone. Employees can also check their own PTO and schedules, eliminating calls to HR and their managers."

As HR Director, Brandy has found MITC HR a real asset and a big time saver, eliminating many manual processes.

"MITC creates one location where I know who's being paid what, with no need for a separate benefits function. It's done automatically"

"We used to do a lot of leg work in terms of keeping people in compliance with training. All of that work has been eliminated."

Brandy also appreciates the ability to deliver accurate payroll and benefits consistently.

"It's always done right. Everyone knows what their benefits are, and I know what everyone is getting paid."

Tracking trainings has also been improved with MITC, *"Definitely get myTraining. We use the training features available in myMITC to give managers access to view trainings. This has eliminated lots of phone calls to HR."*

"We use myMITC calendars for benefits and PTO requests. We no longer have paper based requests. Everyone knows what their benefits are and can put in their own PTO requests. We don't need to do anything in regards to benefits. Nothing related to benefits or HR is paper-based."

"eNotify (Automated email / text alert system) is used instead of manual phone calls, emails, and mailed postcards for reminders. We used to do a lot of leg work in terms of keeping people in compliance with training. All of that work has been eliminated. Managers know they have access to information. There is no need for HR to remind them."

Getting buy-in from managers is key to the success of any workforce management solution. Brandy Livezey, the Bello Machre HR Manager, thinks that most managers enjoy using MITC.

"Most managers are very acclimated toward it and enjoy the features. It was a bit technically challenging at first, but for most managers now, it is just part of their work."

www.mitcsoftware.com

info@mitcsoftware.com

"Most managers are very acclimated toward it and enjoy the features. It was a bit technically challenging at first, but for most managers now, it is just part of their work."

Brandy recommends working with the same software consultant at MITC.

"When I first came in to this role as HR Director I was surprised by how many things MITC can do. Sometimes it feels like too much. MITC can be intimidating, especially at first. Any changes to the back end (such as a check box being unchecked) can have huge implications."

"The training I received was general rather than specific to how we use MITC. Now that we've worked directly with the same person, it's helped immensely. Working with one person consistently created a much better relationship with MITC."

Although Bello Machre has quite a complex system with telephony, web clock, and now a number of different applications, Bello Machre hosts their system at their location on a server provided by MITC and supported remotely. Starting with Time and Attendance, Bello Marche has added HR, myTraining, and recently billing for in-home services.