Agency Achieves Immediate Impact with Time & Attendance, HR, & Scheduling Implementation

New Leaf Residential, located in Ohio, staffs and manages 30 group homes for individuals with developmental disabilities as well as a Supported Living & Respite program. The agency has 290 employees after adding another 40 as recently as August 2016.

The Challenges

Stephanie Hahn, HR Manager describes the challenges the agency has faced in trying to eliminate the costs and risks of paper timesheets

"Everything was on paper. Employees would fill out their timecard. Site supervisors (group home managers) would look them over and send them to payroll. Our payroll person is our financial director, so processing payroll would take at least three days between the payroll and financial processes."

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The Solution

New Leaf Residential developed clear and consistent policies and procedures to back up the new system

"We follow a progressive discipline grid. For every unexcused occurrence, employees progress from counseling all the way to termination. We track edits and repeat offenders using MITC. Positive disciplinary incentives include regaining attendance points for good behavior. The program is new, but it's something like 6 months without a call off is one recouped point, 3 months without a tardy is half a point back."

Employees have adapted well to the new system. *"I haven't heard anything from 95% of employees,"* Stephanie says.

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The response from employees has been so positive that New Leaf Residential has decided to add employee self-service to its solution.

"We have just purchased employee self-service and will be rolling it out in October 2016 with a goal of using it across the agency in November."

Managers have been more reluctant to embrace new technology.

"We purchased tablets for all managers to manage schedules, fill open positions, and more. We've instituted a hard line of September 15th for all paper schedules to be eliminated. They will have to use tablets and myMITC for schedules and filling open shifts. They are just resistant to change. Managers claim it's easier to write schedules and then plug them in, and they don't see that it's actually taking double the time. They also always pick the same employees to fill open shifts, when MITC will allow them to search for the best available employee."

Stephanie Hahn, thinks it is best to push the implementation hard and get multiple applications rolled out together.

"If you want to do time and attendance and HR, do it all at once. Just because of the setup, it is easier to do it together. Definitely do time and attendance & scheduling together. We didn't. It was spaced out too far and it was a little harder for everyone to grasp the idea."

The Results

As HR Manager, Stephanie Hahn has seen the benefits of integration first hand

"I like being able to have everything in one place. Not having separate spreadsheets for raises, training, and other information that has to be tracked individually has helped. I track certifications, such as CPR, with HR manager."

Like every agency transitioning away from paper timesheets, New Leaf Residential was concerned about how employees and managers would respond. Contrary to what many agencies anticipate, the employees were quite receptive. The agency's compliance rate is over 98%, in excess of MITC standard for agencies to be at or over 95%.

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"Our Manual and Adjusted Records rate is 1.21% at this stage. Our site supervisors collect edits and turn them in every Monday. The payroll/HR generalist puts them in system to check for errors like missing punches. Either he will make the necessary edits or managers will do so via the web. Payroll is then run."

New Leaf Residential hosts their own agency workforce management solution that includes telephone timekeeping, employee self-service, payroll rules, reporting and integration, scheduling, and HR Manager.