



Assisted Living Facility Grows with Attendance Enterprise



OAK CREST
the comfort of home

Automated Time Cards and Scheduling Reduce Manual Processes

Oak Crest is a provider of assisted and independent living for senior citizens, located in western Michigan. It has four campus locations, each with multiple buildings, and a corporate office. Buildings within each campus are licensed as Adult Foster Care homes with 20 residents each. Oak Crest provides living environments at various care levels including Assisted Living, Hospice, and Alzheimer/Dementia care. In addition, a number of buildings are designated as Independent Living. All in all, 550 senior citizens reside within Oak Crest's care. As such, Oak Crest is a 24/7 operation employing close to 400 staff including Registered Nurses, Licensed Practical Nurses and Resident Assistants.



Complex Labor Environment

Assisted Living facilities are complex employee management scenarios as they require a range of skills and flexibility. The State of Michigan mandates staffing ratios and requires training, which Oak Crest must adhere to and often exceeds. Employee attendance issues such as sick time, vacation, and turnover arise frequently and Oak Crest must constantly adjust to maintain the staffing ratios required for compliance.

Before partnering with Attendance Enterprise nearly 20 years ago, Oak Crest used a manual process for labor management and payroll. As a much smaller company, it operated with a family-type atmosphere. Supervisors at each location managed hand-written time cards submitted by their employees. This manual process was time and labor-intensive. It also allowed each facility Supervisor to set individual time and attendance policies resulting in inconsistent practices across the company. Employee attendance tracking accuracy was vulnerable to human error and Supervisor pardon.

As the company expanded, it experienced growing pains. Increasingly stringent federal and state regulations placed more responsibility and accountability on the organization. Managing employees on the paper time card system was no longer effective.

Taking a Different Approach

Oak Crest turned to the experts at Advanced Time Management, located in Grand Rapids, Michigan who introduced them to the benefits of automating their manual system with Attendance Enterprise. Advanced Time Management configured the time and attendance features relevant to their needs, and provided exceptional support to assist Oak Crest as it grew into a larger and more complex organization. This has been key to a successful, long-term relationship.

“The support we get from Advanced Time Management is very, very good,” reports Jane McMichael, Oak Crest Director of Financial Services. “The techs are very knowledgeable. The response time is good. They go the extra mile for us.”

Consistency Across the Board

Attendance Enterprise enabled Oak Crest to implement employee labor policies that are consistent throughout the company. Employees have a name-tag that doubles as a badge for clocking in and out. They can easily use the proximity



card readers located in each building. Tardies, absences, and overtime are just a few of the elements that were immediately automated and tracked.

The Assisted Living industry is known for its scheduling challenges. There are numerous variables that cause schedules to change on a constant basis. Resident census, staff ratios for patient-to-caregiver, replacing absent staff with equivalently trained workers, and minimizing unplanned and unscheduled overtime are just a few of the challenges.

Oak Crest decided to take a proactive approach to automate schedules. Schedule changes are inevitable, but having them captured in Attendance Enterprise ensures another level of employee accountability. Reviewing historical schedules helps to determine if the appropriate staffing levels were in place at any given time. This is important, as staffing is scrutinized first when an incident with a resident occurs.

Communication Between Systems a Breeze

Submitting labor information to payroll has changed dramatically for Oak Crest. This process, when manually entered, took 5-6 hours to complete. Because Attendance Enterprise integrates seamlessly with Oak Crest's accounting software, the process was reduced to a couple of minutes. This not only freed up employees for other meaningful tasks, but Oak Crest now has full assurance that the information being transferred is accurate.

Records to Rely On

Because of the labor-to-resident ratios mandated by the State of Michigan, a reliable employee time record for any given day is imperative. Attendance Enterprise's reporting feature provides a time card for any pay period in the system at a moment's notice.

"Time is provable now, whereas before it wasn't," says McMichael. "We've also reduced any question about whether the overtime we have is accurate. Attendance Enterprise made it reliable."

During the past 20 years, Oak Crest has grown by more than 500 percent. Attendance Enterprise's capability to adapt to the ever-changing needs of the long-term healthcare marketplace has been beneficial. Oak Crest has trusted the



outstanding training and support given by Advanced Time Management, throughout its growth. Reliability, accuracy, and reporting, as well as integration with payroll software have streamlined policies and processes, saved time, and continue to provide peace of mind. Oak Crest knows that Attendance Enterprise is always at work for them. This allows them to focus on their core mission of providing quality care for their residents.

About Advanced Time Management

Since 1989, Advanced Time Management has implemented time and attendance solutions for more than 1,500 companies. Advanced Time Management is a certified implementation partner for Attendance Enterprise and Attendance on Demand and offers integration services with payroll, HR, and security access.

Every day, more than 90,000 employees use time and attendance solutions provided by Advanced Time Management. A knowledgeable service team provides businesses with unmatched value in the time tracking arena.

www.advancedtime.com

About InfoTronics, Inc.

InfoTronics, Inc. is a technology company with more than 30 years of expertise in developing employee time and attendance solutions that provide businesses of all sizes with a cost-effective, easily deployed workforce management system. Attendance Enterprise is the flagship product and provides advanced features for managing labor data — calculating pay rules, scheduling employees, budgeting labor, automating benefit accruals, tracking attendance-based merit points — while meeting the scalability, reliability and security requirements of large organizations. An extensive North American dealer network has helped more than 20,000 organizations use InfoTronics products to reduce labor expenses and improve decision-making. www.infotronics.com