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The Wyandot Center Saves a Full Week of Time and Attendance Processing Each Month

Behavioral health center boosts productivity and transforms to paper-free culture with Attendance Enterprise

Wyandot Center

The Wyandot Center serves the community behavioral healthcare needs of the residents of Wyandotte County in Kansas City, Kansas. The non-profit organization supports recovery for people of all ages with depression, anxiety disorders, other mental illnesses, and behavioral health challenges. It employs hourly and salaried staff in several locations across the county.

For many years, the organization used paper-based processes for time and attendance management. But with the introduction of the Attendance Enterprise solution, the company said goodbye to paper and hello to less resource-intensive automated processes for time and attendance scheduling, time-off requests, paid time off (PTO) accruals, time reporting and attendance tracking.

Attendance Enterprise has advanced features that allow the Wyandot Center to easily comply with the complex time tracking requirements for its case managers.

About Wyandot Center

As Wyandotte County's designated community mental health center, the Wyandot Center provides mental health, behavioral and psychosocial services at several locations throughout the county.

The workforce of 550 includes case managers, therapists, psychiatrists, nurses, attendant care workers and support staff. Most are full-time while a small percentage works part-time.

The center includes three clinical functions:

- Community mental health services for adults
- Behavioral health services for children
- Outpatient services for adults including supportive housing and shelter

The organization manages time and attendance separately for each of the three clinical functions plus its central administration support team.

Since its inception, the Wyandot Center used an internally developed paper-based system to manage time and attendance. Scheduling, PTO accruals, time-off requests, time reporting, and attendance tracking were all handled manually. The burden of these activities fell on three Accounting department employees in central support. Not only were the activities time-consuming, but the heavy ongoing flow of paperwork between the Payroll staff and supervisors introduced human error.

As Wyandot Center management looked for ways to streamline all administrative functions, it realized that manual time and attendance processes were far too cumbersome, inaccurate and inefficient. Organization leaders searched for an existing software solution that saved time and reduced errors. They envisioned a solution that also empowered employees and supervisors to take more ownership of time and attendance management while relieving the ever-increasing burden to the Accounting staff.

The organization turned to the labor management firm PayTime, Inc. (Kansas City, KS). PayTime recommended Attendance Enterprise, and the Wyandot Center immediately embarked on a transformation to an automated environment with more accurate, transparent time and attendance management.

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Paperless Scheduling and Tracking

Before the organization implemented Attendance Enterprise, supervisors had to handwrite their employees' schedules, and then track actual hours worked along with any vacation, holiday, and PTO usage on paper timesheets several times each pay period. At the end of each pay period, they reviewed the documents, made corrections, and forwarded the approved timesheets to the Accounting department, where the information was checked against corporate records and rules. Then the approved timesheets were input by the Payroll employee into the corporate payroll system.

"Attendance Enterprise eliminated almost every manual activity related to time and attendance management."

These manual processes required a duplication of effort. Redundant data input and handwritten information led to many inaccuracies and speed bumps in the process.

Today, with Attendance Enterprise, supervisors input schedules and create electronic files for each employee. Employees input their start and end times right on their PCs every day. With a few mouse clicks, supervisors go into each employee's time card and approve times at the end of the pay period. The time and attendance data is easily exported from Attendance Enterprise to the central Payroll system to run payroll.

"Attendance Enterprise eliminated almost every manual activity related to time and attendance management," noted Fiscal Services Manager Linnea Cullumber. "We now operate a 'paperless system,' and everyone benefits from the cost and improved productivity associated with this."

"It's impossible to quantify exactly how much paper, printing and file space that the Wyandot Center has saved since we launched Attendance Enterprise," she continued. "But we are saving about a week's worth of time each month with the elimination of paper forms."

Simple, Accurate PTO Management

The system automatically tracks PTO days as well. When a new full-time employee is hired, Payroll adds his or her data into Attendance Enterprise. The system automatically calculates PTO days based on hire date and continually updates accruals so the employee always has the appropriate number of days and can easily check availability.

The PTO accruals are limited by each person's individual cap. The system automatically prevents the use of PTO time that exceeds a person's annual maximum.

Cullumber explained that this is a smoother, simpler process than the former system of tracking PTO days in Excel sheets.

"In the pre-Attendance Enterprise days, a person had to update sheets by hand every time new sick days were used or accrued," she noted. "Today, this is all handled by the system with no need for regular human intervention."

While most part-time employees don't receive leave accruals, they all use Attendance Enterprise to track time worked. In the cases where an employee works a reduced work week, the system generates an accrual consistent with the hours worked per week as a percentage of full-time accrual amounts. For example, for an employee who works 32 hours a week, the system calculates leave accruals at 80 percent of the full-time accrual amount.

Flexibility Meets Unique Time Tracking Needs

Attendance Enterprise's flexibility provided a solution to a unique time and attendance management challenge the Wyandot Center faced with its case managers.

Wyandot Center evaluates the performance of case managers based on productivity standards. Time and attendance data factors into the formulas used to calculate productivity performance metrics. These evaluations are very important to the case managers as productivity performance metrics dictate the amount of their quarterly bonuses.

Before the Wyandot Center started using Attendance Enterprise, it calculated productivity performance metrics manually. The complex calculations and amount of required data generated a stack of paper averaging between 4 and 5-inches thick per pay period.

PayTime and InfoTronics, the developer of Attendance Enterprise, teamed up to develop a custom interface between Attendance Enterprise and the center's data warehouse where case managers' performance-to-standard metrics are measured and calculated with a "productivity tracker" formula. The warehouse automatically picks up the data it needs to perform these functions.

No additional paperwork or data entry activities are needed.

Empowerment and Improved Communication

Attendance Enterprise's advanced features have empowered supervisors and employees. They have greater accountability in the time and attendance process.

The onus is now on employees to make sure their time and attendance is recorded accurately at all times. Employees must input their time accurately or they risk paycheck delays or inaccuracies. Case managers can even miss out on bonuses.

Employees are able to use Attendance Enterprise to request time off. They enter their PTO requests into the system and their supervisors are automatically notified. When a supervisor takes action on an employee's time-off request, the requester receives an automatically generated email telling him or her if the request was approved or denied.

"Overtime data is more transparent to everyone…and this has reduced misunderstandings."

Overtime Transparency

Another benefit of Attendance Enterprise is its clear communication of overtime calculations.

"Overtime data is more transparent to everyone," noted Cullumber. "People can see if and when they work more than 40 hours in a week, and this has reduced misunderstandings."

Before Attendance Enterprise, employees often completed their paper timesheets inaccurately. If they worked more than eight hours in a day, they noted additional hours for that day as overtime. However, the Wyandot Center defines overtime as the amount worked over 40 hours in a week, so, very often, any hours over eight that are worked on a given day are balanced out by fewer hours on other days

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within the same pay period. Employees who thought they were due overtime payments did not technically work overtime so they did not receive overtime pay. They ended up confused and suspicious that the organization was denying them pay they had earned.

Today, employees no longer calculate or enter their own overtime. They simply enter the number of hours worked daily and the system takes it from there. If and when an employee exceeds 40 hours of work in a pay period, the system automatically begins the overtime calculations and accruals. Employees can view these automated calculations anytime during or after each given pay period.

With Attendance Enterprise, everyone clearly sees exactly how overtime is accumulated. This has increased the level of trust among employees, supervisors and the Payroll department.

New Environment Makes Life is Easier

"I would highly recommend PayTime as a labor management consultant and Attendance Enterprise as a tool to dramatically improve time and attendance management," said Cullumber. "They provide the perfect solution for any organization that wants to streamline processes. They have definitely made my life easier."

Attendance Enterprise meets the Wyandot Center's time and attendance management needs. One of the most visible results for the organization is the tremendous reduction of manual paper-based steps in scheduling, tracking, accruing and requesting PTO time, and more. The Wyandot Center now operates a more modern time and attendance management system and appreciates the time savings they've experienced.

Most importantly, the transparency of Attendance Enterprise data has increased trust, empowerment, and mutual respect across the Wyandot Center's diverse workforce.

About PayTime, Inc.

PayTime, Inc. started offering InfoTronics' time and attendance products to the Kansas City area in 1997. The firm works with companies ranging from 10 to 5,000 employees to customize labor-tracking to their specific needs. It has helped companies deal with a wide variety of labor tracking issues, from union contracts to employees requesting time off through self-service portals. The combination of great products, great service and great value has allowed PayTime, Inc. to grow into one of Kansas City's largest independent time and attendance dealers. More information can be found at www.paytimeinc.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 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. More information is available at www.infotronics.com.