Case Study

COMMUNITY LIVING
Grimsby, Lincoln and West Lincoln
Inspiring Possibilities

GoEasyCare Cuts CL-GLWL HR's Scheduling Time by 75%

N ow more than ever, Debbie Bray, Lauren Misale and Rebecca Jackson appreciate the 7.5 days that GoEasyCare's scheduling and automated shift filling have freed up every month.

"Thanks to GoEasyCare, on a monthly basis, we're able to dedicate an additional 1.5 weeks to value-added management such as recruitment, candidate interviews, checking references, onboarding, performance appraisals and training," says Lauren, human resources scheduler, Community Living – Grimsby, Lincoln and West Lincoln (CL-GLWL).

As HR professionals, Lauren, Rebecca Jackson, HR Assistant/Payroll & Benefits, and Debbie Bray, Human Resources Director, add more value to CL-GLWL and the children and adults the DSPs support now that GoEasyCare handles the routine, administrative tasks that include everything from creating schedules to staff reminders and sick call-ins.

In 2020, when CL-GLWL lost a number of DSPs as a result of the Ministry of Children and Community Social Services'(MCCSS) pandemic regulations, the HR team needed to ramp up recruitment and pandemic-specific training. Fortunately, GoEasyCare was already in place and had opened up their time considerably.

"We have anytime-anywhere access to the accurate, current, cloud-based schedules that GoEasyCare created for us, plus more time and the ability to really focus on managing, recruiting and training," says Lauren.

GoEasyCare automatically creates accurate, easy-to-read schedules, while GoEasyCare's automated shift filling objectively allocates vacant fill-in shifts on a most qualified, first-accepted basis.

The automated shift filling module searches CL-GLWL's DSP database to identify the staff who have the experience and expertise required to fill a vacant shift and GoEasyCare solution tells the most qualified DSP a shift is available. When the GoEasyCare solution doesn't receive a response within the time allowed by CL-GLWL, a user definable feature, the automated system contacts the next qualified DSP.

The Automated Shift Filling feature tracks the DSPs that decline the shifts and updates the schedule as soon as Lauren approves the fill-in DSP. The automated shift filling solution also notes which DSPs were approached and who responded (declined or accepted).

GoEasyCare Cuts Time Spent on Scheduling by 75%

Customer Profile

**Community Living –
Grimsby, Lincoln and West Lincoln**
CL-GLWL, a non-profit community organization, provides a variety of support and services to approximately 350 children and adults who live with an intellectual disability.

- 103 direct support professionals (DSPs) at 22 locations

- Services include residential housing, employment assistance and family support/respite

CHALLENGES

- HR staff spent up to 10 days on manual scheduling & updates every month

- HR staff devoted as much time to routine administration as management

- Error-prone, location-specific, manual paper and Excel scheduling

- HR personally texted, emailed and phoned DSPs to fill shifts

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GoEasyCare effectively cut the time Lauren spent on scheduling by 75%. Before GoEasyCare, Lauren devoted up to 50% of every month to creating CL-GLWL's monthly schedule (one week), hounding direct support professionals (DSPs) for their daily updates and filling vacant shifts (one to two hours/daily). With GoEasyCare, she now spends about 2.5 instead of up to 10 days creating and updating schedules every month.

Prior to GoEasyCare, DSPs would make handwritten changes to the paper Excel schedules, which averaged about 32-pages each at their respective locations, then forget to tell HR.

Collecting the shift fill-in updates from each location, then entering the data, was error-prone and time-intensive. The shifts always got staffed but the constant communication, endless juggling, follow-up and reminders were stressful and frustrating.

With GoEasyCare, DSPs are still able to self-schedule but their changes and updates are immediately available to GL-GLWL employees with the appropriate security clearance anytime, anywhere.

"GoEasyCare makes it incredibly easy for the DSPs to upload the scheduling information I need to do my job," says Lauren, who can opt in, or out, of update alerts. "The electronic schedules are incredibly easy to read and with paper records, the information wasn't available centrally or instantly searchable the way electronic records are."

GoEasyCare Facilitates Audits

Transparency, traceability and accountability must be a given at CL-GLWL, a non-profit community living organization, that answers to its own Board of Directors as well as the MCCSS.

CL-GLWL is a member of Community Living Ontario, which has been supporting and advocating for people who have an intellectual disability since 1953. As a result, CL-GLWL faces internal financial audits twice a year as well as two MCCSS audits for its children's and adults' programs respectively.

The internal financial auditors had recommended a "less manual" scheduling and payroll system and CL-GLWL expects GoEasyCare will save the HR team time when they fully transition to GoEasyCare's digital sign-in system from paper sign-in sheets.

Normally, MCCSS auditors review physical personnel files, training records and more with spontaneous onsite audits that are expected to resume sometime in 2021. The training reports are easily created and pulled from GoEasyCare, while related documentation, such as certification and training cards, is easy to find in the central, online database.

"We love GoEasyCare's document uploading feature," says Rebecca. "It's one of the many capabilities that takes on tasks we used to handle manually."

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>
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> *HR Assistant/Payroll & Benefits,CL-GLWL*

SOLUTION

GoEasyCare Scheduling and Automated Shift Filling

RESULTS

- 75% reduction in time spent on scheduling & updates (2.5 from 10 days/month)

- HR staff shifts focus to value-added management (i.e. recruitment, onboarding, training)

- Accurate, up-to-date, automated, centralized online scheduling

- Automated shift filling automatically contacts DSPs and updates schedules

Simplicity + Ease-of-Use – the Ideal Scheduling Solution

As Lauren wrestled with her manual, Excel-based scheduling system over the years, she looked forward to a change because she was sure the perfect platform was out there somewhere.

Lauren was right! When a scheduler at an agency much like CL-GLWL introduced her to GoEasyCare, which had worked so well for his organization, the HR team knew they'd found the best solution.

"We fell in love with GoEasyCare instantly because we could see our DSPs would find it easy to use with very little training," says Lauren.

When you think about it, CL-GLWL's DSPs are in human services not computer services – they spend 11.5 hours out of every 12-hour shift working with people and not with computers.

"That's why our DSPs needed us to find an incredibly intuitive, user-friendly scheduling platform for them," says Lauren.

Simplicity and ease-of-use need to be scheduling platforms must-haves. Why? DSPs start their day by having a chat with the people they care for unlike those of us who power up our computers before we do anything else.

DSPs know how to use a computer to check their email, make notes about the people in their care and update schedules – but they will always care more about helping people than mastering computer systems.

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DSP-Centric Approach to Implementation

As a result, when it was time to implement GoEasyCare, CL-GLWL adopted a very DSP-centric approach that would allow HR to personally coach individual DSPs on GoEasyCare. HR installed GoEasyCare in one location at a time rather than rolling it out to all 22 locations simultaneously.

"We highly recommend the staggered rollout because with one-on-one support, each location's DSPs needed just 1.5 weeks to get really comfortable with GoEasyCare," says Lauren.

Over the course of the seven-month rollout, CL-GLWL had the opportunity to enhance its implementation processes based on the DSPs' feedback, reactions, and questions. As a result, each subsequent implementation was better than the one that preceded it.

"We started with the most tech-savvy group and built on what we learned from them about how to demonstrate GoEasyCare and coach our DSPs," says Lauren.

Personalized, Local Support

From day one, GoEasyCare has been there for CL-GLWL checking in by phone, online and pre-Covid — in-person and on-site. GoEasyCare welcomes suggestions and consistently updates and finetunes the platform based on users' recommendations provided they're relevant to multiple users.

"We know they listen to us because we have seen the platform evolve," says Lauren. "We benefit from the best practices that result from the many suggestions that were implemented as a result of feedback from the 200+ locations that rely on the GoEasyCare platform."