allGeo Field Workforce Automation
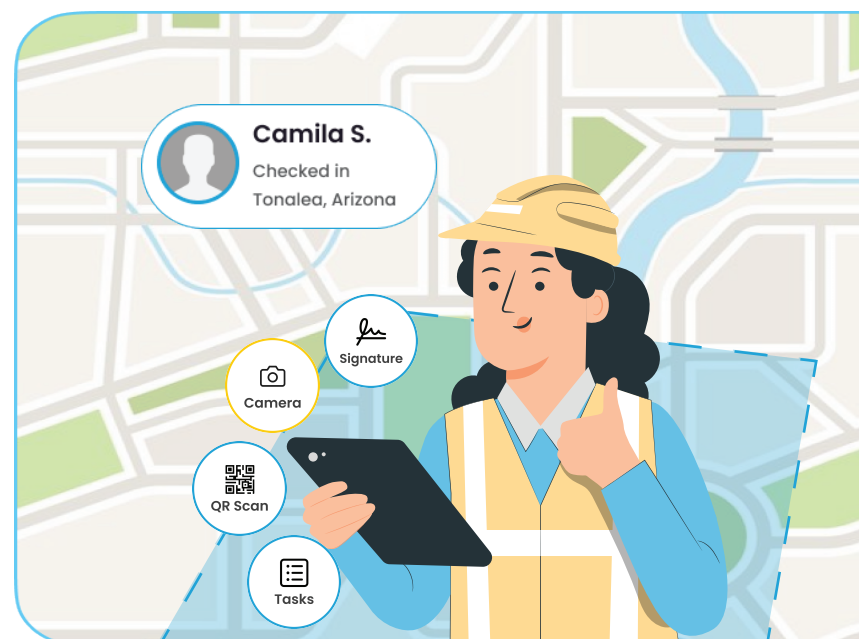
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Industry: Non-Profit

Focus: Providing services and support to adults with developmental disabilities.

Challenge

The customer faced a significant challenge in efficiently collecting and transmitting Electronic Visit Verification (EVV) data required by the Department of Developmental Services (DDS). As a non-profit agency dedicated to enhancing the lives of adults with developmental disabilities, it was imperative for them to streamline their data collection process while ensuring compliance with state regulations.

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The key challenges included

- ☑ Recording staff visits to various geofenced locations.

- ☑ Gathering critical field data post-visit, such as visit notes, images, and caregiver feedback.

- ☑ Exporting accurate and compliant visit logs to the California EVV aggregator, Sandata.

The agency required a comprehensive solution that could track employee locations in real-time

Solution

To address these challenges, the customer partnered with allGeo Field Workforce Automation to implement an innovative mobile application tailored to their needs. The solution is centered around an app that enables seamless recording of staff visits, enhancing operational efficiency and data accuracy.

Key Features of the allGeo Solution

Geofenced Location Tracking

The app captures the exact locations of caregivers during their visits, providing a reliable way to monitor and verify service

Field Data Collection

After each session, caregivers can input vital information, including visit notes, photographs, and custom feedback forms through the app, ensuring comprehensive documentation of each visit.

Custom Workflow Implementation

allGeo developed a custom form that caregivers use at both the start and end of their site visits, ensuring consistent data collection practices.

Comprehensive Reporting

The solution generates multiple reports that support operational oversight:

Breadcrumb Report:

This report maps out the location trails of employees within a specified date range, available in a user-friendly map view.

Standard Manual Report:

It logs the time and location of each employee's start and end-of-day punch, including the total hours worked.

EVV Report:

Designed to comply with California state regulations, this report consolidates all necessary visit information to be sent to Sandata, the state aggregator.

Benefits Achieved

Since implementing the allGeo Field Workforce Automation solution, The customer has significantly enhanced their ability to track employee locations and document service sessions.

The streamlined workflow allows caregivers to efficiently collect and report data, providing the agency with accurate and timely information needed for compliance with state mandates.

Increased Accuracy

The automated tracking and reporting features have drastically reduced manual errors and improved the quality of the data being reported.

Time Savings

Caregivers spend less time on paperwork, allowing them to focus more on providing care and support to clients.

Regulatory Compliance

The ability to generate compliant reports streamlines interactions with the Department of Developmental Services and ensures adherence to state requirements.

Conclusion

With the allGeo Field Workforce Automation solution, The customer has transformed its operational processes, leading to improved service delivery for adults with developmental disabilities. By leveraging advanced technology to track visits, collect accurate data, and ensure compliance, the agency is now better equipped to fulfill its mission of supporting its clients effectively.

This partnership exemplifies the impact of innovative solutions in the non-profit sector, offering a roadmap for similar organizations aiming to enhance their operational efficiency and service quality.

About allGeo

allGeo is a leading provider of field service management for mid-size & enterprise businesses to achieve excellence in field service operations by providing tools to improve operations & payroll processes. The allGeo platform helps businesses create custom field service workflows using products & tools such as Scheduling, Time Clock, Tracking & Monitoring, Mileage, Dispatch Messaging, Mobile Forms, Events based alerts, and Reporting.

Examples of workflows include - Time tracking using geofence and pay rate logic for Payroll, QR and Geofence sites for jobs tracking, Lone worker safety with E911 integration, Electronic Visit Verification (EVV) for home health care, and Field Inspection using QR / mobile forms. The allGeo platform integrates with your CRM, ERP and payroll systems to enable easy flow of data from the field to your back office systems.

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