Streamlining Operational Efficiency with allGeo Field Workforce Automation

Sign-up for trial

Customer Overview

The customer is committed to providing essential functional and educational skills training to adults with developmental disabilities. Their mission is to equip individuals with the vital abilities necessary for self-sufficiency and foster independent or supported living arrangements.

Ongoing support is also provided to help maintain and enhance these acquired skills, ensuring a holistic approach to their developmental services.
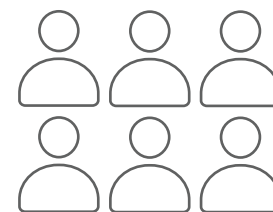
500+
Employees

Challenges Faced

As the customer expanded its services, they faced several operational challenges that hindered their effectiveness:

Compliance Requirements

The customer needed a comprehensive solution to meet Health and Human Services (HHS) and Affordable Care Act (ACA) regulations, ensuring they remained compliant while delivering high-quality services.

Timeclock Data Management

The manual handling of timeclock data uploads to both the State EVV aggregator and their payroll system led to discrepancies in data between ADP and Sandata, increasing the potential for errors and delays.

Operational Inefficiencies

Excessive manual tasks burdened staff, resulting in wasted time and resources that could have been better allocated to client-facing activities.

Caregiver Safety

Ensuring caregiver safety during patient visits was paramount, necessitating a system that could monitor and facilitate timely updates during field operations.

Real-Time Reporting

The lack of real-time data and updates restricted the customer's ability to respond promptly to incidents or adjust services based on immediate needs.

Solution

To tackle these challenges, the customer turned to allGeo Field Workforce Automation, implementing a tailored solution on the allGeo platform. The deployment included the allGeo mobile app to empower caregivers in the field. Key features of the solution included:

Real-Time Activity Recording

Caregivers could effortlessly document their activities in real-time on their mobile devices. The ability to attach geotagged notes using the field service inspection app enhanced the detail and accuracy of documentation.

Automated Messaging Services

Integrated messaging services allowed for alerts and exception management, simplifying communication between caregivers and administrative staff.

Data Accuracy and Compliance

The system ensured proper synchronization of timeclock data between ADP and Sandata, eliminating discrepancies and maintaining compliance with EVV

Reporting Capabilities

The allGeo solution provided robust reporting functionalities that significantly improved the customer's operational oversight:

Standard Manual Report

This report captured the time and location of caregiver clock-in and clock-out punches, detailing the duration of each visit. It offered a clear overview of caregiver activities, enabling effective management and oversight.

Message Report

All communications and attachments gathered in the field were compiled in a comprehensive message report, covering notes, images, and other pertinent information from patient visits. Customized mobile forms facilitated efficient data collection and thorough note-taking.

Results

With the implementation of the allGeo Field Workforce Automation solution, the customer
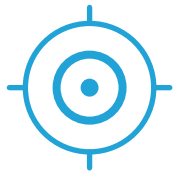
Enhanced Efficiency

By automating data management and reporting, the customer reduced the time spent on manual tasks, allowing team members to focus more on service delivery.

Improved Compliance

The synchronization of timeclock data ensured adherence to regulatory requirements, minimizing the risk of audits or penalties.

Increased Caregiver Safety

Real-time updates and alerts provided an added layer of security, allowing for quicker responses to potential issues during caregiver visits.

Better Data Management

The comprehensive reporting capabilities enabled more accurate tracking of caregiver activities and client interactions, informing better strategic decisions.

Conclusion

The collaboration between the customer and allGeo Field Workforce Automation highlights the value of tailored technology solutions in the social services sector. By addressing their unique operational challenges through an innovative platform, the customer has improved efficiencies, compliance, and the overall quality of care provided to individuals with developmental disabilities.

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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