# myAlerts for Agencies

When your success depends upon your workforce, the stress levels can really rise. In today's busy, multi-tasking world, it is all too easy for anyone to forget or miss something important. Multiple missed actions can seriously damage an organization. Let myAlerts be your Artificial Intelligence, and prompt your employees to take action!

myAlerts allows organizations to exploit the universal use of mobile phones to provide employees, managers, IT, HR, and executives with automated, consistently reliable key information relating to their work and responsibilities. Time and attendance, scheduling, training, work orders, equipment maintenance, HR, and other user-defined alerts are delivered to any smartphone by text or email.

myAlerts automatically analyzes your database in search of tasks, unfilled jobs, discrepancies and performance problems. When an issue is identified, myAlerts sends a text or email message to the appropriate person(s). myAlerts helps your organization stay ahead of issues, enhance service delivery, spot problems, improve employee retention, and avoid overtime.
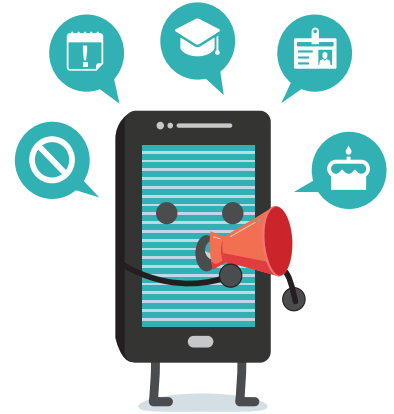
myAlerts

How Alerts Are Generated

Alerts are generated:

» in real-time by time and attendance and check-in applications

» by managers through Scheduling, myCommunications, Attendance and more

» by powerful database queries and searches that run automatically from user-controlled timers

Real Time Alerts: Time and Attendance, myCheckIn

» No show alerts are included with time and attendance. Alerts for Group Homes can be set up around shift change times at Group Homes, with or without employee schedules. For example, if 2 employees are expected to clock-in by 16:00, an alert could be set up for 16:15 if only one employee clocked-in. Alerts for HCBS are flexible. The exact schedule may not be known but it is known that an employee should visit by 17:00, and an alert can be set up if no clock-in is received by that time. This is great for ensuring ratios are met, client safety is secured and billing is on target.

» For Group Homes and other over-night awake locations, myCheckIn allows providers to set fixed times for check-ins. If a check-in is missed, an alert will be generated.

Real Time Alerts Generated by Managers:

Managers have multiple ways to respond to employee requests or send text/email alerts

» PTO request accepted/rejected

» Time and attendance change accepted/rejected

» Extra hours work request accepted/rejected

» Open Shift Available

myCommunications Alerts

» HIPAA compliant notifications, similar to those received from doctor's offices, are posted on the employee's front page when they login in.

» Employees and managers can communicate freely on any issue within the secure myCommunications portal.

Choose from 60 Automated Alerts, and Growing!

EXPIRATIONS

» Licenses

» Training certifications

» Immigration documents

» Background checks

TRAINING CLASSES

» Remind employees they have training classes to attend

HR

» Review due

» Pay Rate changes

» Employee address change

» Anniversary dates

» Birthdays

» "Thank you for working on a holiday"

» Employee not clocking in

» Too few employees for schedules

SCHEDULES

» Scheduled employee banned from this location

» Scheduled employee not trained

» Terminated employee on schedule

» Notify employees of open positions

» Employee is scheduled for too many hours

OVERTIME EARLY WARNING

» Combines weekly hours worked to date with remaining scheduled hours

» Alerts manager if employee is going into overtime

AUTOMATED SCHEDULE NOTIFICATIONS

» Send client schedule

» Send employee schedule

» Remind employee of next shift - daily

MANAGER ATTENDANCE ALERTS

» Attendance change request not resolved

» PTO request not resolved

» Employee has worked over NN hours on average (part time)

» Employee working too many hours (overtime)

» Employee clocked in at banned location

» Employee clocked in - not trained for Client/Location

» Employee clocked in - now terminated

» Employee clocked in but not out

» Employee has not clocked in/out for NN days

» Employee clocked out early

FREQUENT OFFENDERS

» Employee with more than NN% attendance edits in the last NN days

» Employee with more than NN% absences in the last NN days

» Employee with more than NN% late arrivals or early departures in the last NN days

» Manager forgot to approve records

LOCATION SERVICES

» Employee clocked in from unrecognized number (Caller-ID)

» Employee clocked in/out too far from location (GPS)

HOURS BY CLIENT/LOCATION

» Too many hours provided

» Insufficient hours provided

» More employees than scheduled

» Less employees than scheduled

» Employees stopped from clocking-in

» Too many alerts about this Client/Location

CLIENTS

» Send client their schedule

» Consumer has not approved attendance

AGENCY WORKFORCE MANAGEMENT by MITC

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AUTHORIZATIONS

» Authorization exceeded

» Authorization expired

» Client with expired authorization receiving service

FACE-TO-FACE SERVICES, DRILLS & INSPECTIONS

» Visit coming up

» New service scheduled

» Service completed

» Service missed

EQUIPMENT

» Equipment needs service soon

» Equipment service missed

INSPECTIONS

» Location or equipment failed inspection goal

SEND NOW

» Send custom alert for weather warnings, fund raising day, closings, holidays, W2s available, etc.

» Sent to all or groups of employees

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How Alerts Are Communicated

Employee Self Service

» Employees can select email or text

» Email addresses and phone numbers can be imported by employee import from any payroll or HR

3 Alert Methods

» Alerts are delivered to employees and managers in the form of texts, emails or responses to requests

» Most employees use texts

» Managers may have agency email accounts

Choose Who Gets the Alerts

» Providers can choose which managers get which alerts

» Alerts can be switched on and off easily

Texting

» To send alerts by text, customers need to obtain the employee's carrier details as well as phone number to send text messages using the employee's data plan

» Alternatively, customers can subscribe to the MITC texting service for a fixed monthly fee

» To use the MITC texting service, only the employees mobile phone number is required

Customize Alerts

» The content of alerts can be customized to the agency's needs