

HOW MY AGENCY USES mySCHEDULES

FROM AN INTERVIEW WITH GREG SCOTT, EXECUTIVE DIRECTOR OF PEOPLE CENTERED SUPPORT SERVICES. PCSS MANAGES A LARGE HCBS PROGRAM IN LOUISIANA.





The most important thing for us, after Time & Attendance, is scheduling. We have a scheduling administrator that puts in everyone's schedule. We have a permanent schedule that we go by that we roll over week to week, and staff know when they have to work; before it was just verbal. We hoped that they show up. Now we have the staff go in and they have to confirm their shifts every week. So we know

that they know and they know that we know that they know. We implemented that so if something happens we can go to the state, we can go to the individual and say "Look we are sorry, we can't control everything but I will promise you they know their schedule, they confirmed it." That takes the sting out when you don't show up. You can't fault the staff if they don't know what they're supposed to do. Scheduling makes it easy for my supervisors and my on-call people.

We created titles. We have three types of staff:

1. People we hire just for on-call only
2. People scheduled but also want extra hours
3. People that scheduled and don't want any more hours.

"Staff are on the system all the time."

We use a filter where staff can go to an open shift if they want to pick up more hours and request to do the open shift. It's a really nice feature that helps us from always having to call and find people. Staff see it. They can request it. Staff love that feature. Staff are on the system all the time looking at what shifts they can pick up.

For example: if we are trying to fill a shift, we can choose an on-call only person, female, if I'm going to exclude males. Plus we might need someone trained in medication. Agency Workforce Management shows the top 10 people that would qualify best for that position. It makes it real simple. Very simple.



It's quick. It's easy. You don't have to know the staff. You don't have to know who works where.

Agency Workforce Management gives us [reports](#) when people no call/no show, if they're there early, if they leave early. Agency Workforce Management gives the employees the option to submit PTO requests.

We use a setting where staff can't clock in or out if they're not on the schedule. Before we had staff



that did whatever they wanted to do. Now the supervisor will know when staff are supposed to be there, the client will know, the families know. Staff can't cover for each other now. If they are not there we get an alert and we call. Which usually didn't happen when you're the only staff working in a house - we didn't know if you were there on time or not. We do now. All the reporting with schedules makes it really easy. You can substitute staff in for another. It's great!

ABOUT AGENCY WORKFORCE MANAGEMENT

Designed specifically for providers serving I/DD and behavioral health communities, Agency Workforce Management supports all the needs of agencies — time & attendance, EVV, scheduling, HR, workforce analytics, payroll and billing integration, and more.

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