

The Right Support for a Worthy Mission

The Minnesota Department of Veterans Affairs (MDVA) & Minnesota IT Services (MNIT)
Enable Expanding Operations with Efficient and Compliant Timekeeping and Rostering



"With the software system fully in place across all homes, we have found that staff are better able to view their rosters, report their time, and managers have access to reports that help in their work. Now, our day-to-day operations are managed in a standardised manner, consistent with union contract language and regulatory requirements. Most importantly, we can ensure that we meet the care needs of the Veterans served in all homes."

— Simone Hogan, Sr. Director for Veterans Healthcare

Goals



Standardise rostering, timekeeping and payroll processes for more efficient operations



Ensure compliance with complex and extensive federal and state regulations and CBAs



Improve day-to-day operations of a large workforce in a 24/7 healthcare environment and prepare for expanding facilities

Challenges

- Disparate and outdated rostering and timekeeping processes used across five Veterans' homes, including manual spreadsheets, unsupported technology and time-sensitive manual processes
- Pressured to apply rostering and payroll rules in accordance with state and federal requirements manually, risking non-compliance
- Struggled to efficiently manage day-to-day operations and run adequate audits without appropriate tools and support

The Ask

- As part of their expansion plans, the customer needed a workforce management system that could scale to improve efficiencies, establish agency-wide standards and ensure compliance with federal and state regulations. Applying a change management philosophy, it was important that MDVA and MNIT selected a product that provided a modern appearance and easy functionality to the end-user.

The Solution

- Backed by notable referrals, WorkForce Software was selected by MDVA and MNIT in 2017 for WorkForce Software's Time and Attendance solution (with custom configurations) due to its modern and user-friendly functionality, and ability to administer complex and extensive business rules.

Workforce Performance, Engagement and Adaptability



Employee Engagement from Anywhere

User-friendly mobile capabilities make accessing rosters and submitting time off requests significantly easier for MDVA healthcare workers. MDVA healthcare workers can rest assured that their time reporting is accurate, strengthening the trust between themselves and operations.



Processes Prepared for What's Next

WorkForce Software Time & Attendance provides a strong foundation for MDVA's growing footprint by unifying and standardising workplace processes across all locations. Now, MDVA can measure, compare, and evaluate data from home to home and department to department.



Customer-Focused Implementation

Throughout implementation, retaining a comprehensive understanding of MDVA's unique needs was vital for success. WorkForce Software established two key roles to walk alongside the MDVA and MNIT team and dedicated resources to ensure complex and extensive business requirements were adhered to and correctly configured.



Up-to-Date Compliance

As MDVA and MNIT navigated the global pandemic and looked to the future, WorkForce Software's enterprise-grade platform and Intelligent Decision Architecture allowed workforce management processes to quickly adapt as policies evolved to remain in compliance with state, federal and local regulations.



As the Minnesota Veterans Homes increase their staff by approximately 400 team members in three new facilities opening in summer and fall 2023, their Enterprise Rostering and Time Keeping (EST) system is critical for operational planning. With close federal and state regulatory oversight of MDVA's staffing standards and their impact on resident care and quality metrics, the EST ensures that MDVA is prepared to comply with confidence.

Find out how the WorkForce Suite engages healthcare workers while managing costs and improving efficiencies.

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