

a Celayix success story for health care

Jewish Family Service of the North Shore Reduces Staffing Needs with Celayix



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— Jon Firger, CEO

Solution Review

Company

Jewish Family Service of the North Shore
Salem, Massachusetts

Challenges

Reduce the burden on staff of having to enter scheduling data and then payroll and billing data separately.

Solution

Celayix eTime Xpress serves as a single, accurate record of all schedules for payroll and billing, eliminating double data entry.

Benefits Summary

JFSNS reduced its staff by one full-time position, saving thousands of dollars annually.

The organization submits bills to agencies faster.

Staff respond to phone inquiries immediately, instead of calling back after locating answers.

The hosted option saves the nonprofit IT costs.

In a nonprofit organization, every dollar saved on overhead can be directed toward fulfilling the mission. When Jewish Family Service of the North Shore (JFSNS) found it hand-entered scheduling information and then payroll and billing data again, CEO Jon Firger looked for a more efficient approach.

In 23 towns north of Boston, Salem-based Jewish Family Service of the North Shore provides critical services to some of the most vulnerable members of the Jewish and secular community. The population served includes children and families in economic distress, youth-at-risk and frail elders.

The organization employs about 50 people, most of which are home care workers visiting clients. For weekly scheduling, staff at JFSNS manually created schedules in Microsoft Excel and then re-entered the data in payroll and billing systems. When case managers from client agencies called with questions, staff typically jotted notes on a pad and had to call case managers back with answers.

“I wanted to see staff go to a screen for information when someone calls,” Firger said.

Without integration between scheduling, payroll and billing, staff wasted time on data entry and higher-level managers were stuck with busywork like reconciling payroll statements.

Low Maintenance Hosted Solution

While researching workforce management options, Firger heard about another organization using Celayix eTime Xpress software. After that nonprofit provided a demo, Celayix rose to the top of the list.

“The scheduling module was really attractive to us,” Firger said. “Beyond that, the Voice Xpress module, which we’re implementing soon, will give us a way to verify service in real time. Home care workers can call in from clients’ homes. That will allow us to speed up billing.”

Jewish Family Service chose the hosted online version of eTime Xpress, instead of installing the software on its servers. For the small organization, that means fewer in-house IT challenges, saving JFSNS license fees and costs on using an external IT contractor. Additionally, Celayix automatically handles data redundancy and regular software upgrades behind the scenes.

Software Pays For Itself

Celayix dramatically simplifies weekly scheduling. Since many schedules remain the same week to week, JFSNS takes advantage of a template in the software and simply makes changes to it as needed. The schedule clearly shows open slots, making it easier for staff to schedule home care workers with the relevant qualifications.



eTime Xpress software serves as the single location for schedules, reducing data entry to a single event.

From a big-picture standpoint, Celayix reduces staffing costs by thousands of dollars annually.

By maintaining an accurate, real-time account of schedules, Celayix effectively replaced the organization's billing software. eTime Xpress software serves as the single location for schedules, reducing data entry to a single event.

"Celayix frees tons of time for people managing scheduling, payroll and billing," Firger said. "The person dedicated to payroll and billing now does other accounting functions. We were able to reduce our administrative staff by one full-time employee. The software paid for itself right away."

In turn, the organization completes billing and payroll more quickly, so it submits bills to paying agencies faster.

'It's Gold'

All administrative staff access schedule information from a single screen. Before, they might update schedules by hand on printed Excel sheets, so the information in the computer often did not reflect reality.

Celayix also significantly improves access to information. When a case manager calls, they look up schedules by either employee or client in seconds – instead of scrolling through pages of Excel schedules. In turn, they provide answers immediately, rather than calling contacts back.

"Everything is right in front of us on the computer," said Jessica Martinez, assistant program director. "It goes a long way in our effort to go paperless." Plus, JFSNS taps into reporting in the software to see budgeted versus actual staffing costs.

In turn, the organization can evaluate its staffing efficiency and make changes.

From a big-picture standpoint, Celayix reduces staffing costs by thousands of dollars annually for JFSNS. At the same time, the nonprofit ensures that the right staff are assigned in the right positions to deliver the best care and services to clients as possible.

"I have recommended Celayix to sister organizations," Firger said. "To me, it's gold."