



## Attendance on Demand supports rigorous PBJ reporting requirements

### Long-term care non-profit improves efficiency with cloud-based time and attendance solution

Maine Veteran Homes is a non-profit organization with a simple and clear mission: “caring for those who served.” It meets military veterans’ long-term health care needs through six facilities geographically dispersed across the state.



Maine Veteran Homes (“Maine Vets”) works hard to minimize administrative costs and the amount of time its employees have to spend on administrative duties. This maximizes the organization’s focus on providing quality care for its residents and helps them comply with long-term care industry regulations for staff-to-patient ratios.



Time and attendance management is one of the functions the company has worked to make as efficient as possible. It used a time and attendance system that eventually became costly to maintain. After many years of making do, the company sought, selected and launched a new cloud-based time and attendance solution. Its new solution, Attendance on Demand, has since saved Maine Vets significant time and money. Regular reports that used to take the payroll team up to 3 hours to prepare now require no manual work at all, and can be accessed with a single click.

The new solution has also enabled the organization to easily meet the rigorous payroll-based journal (PBJ) requirements of the Affordable Care Act (ACA), while creating overall efficiencies that allow the Maine Vets workforce to spend less time on administrative tasks.

## About Maine Veteran Homes

For nearly a decade, Maine Veteran Homes used a single on-premise time-recording, time-tracking and payroll system to serve its 1,130 employees in its six facilities and central administrative office. Regular system updates were required. As the system's update and infrastructure costs rose, its ability to meet employees' tracking and reporting needs simultaneously declined. The organization's leadership team began to search for a new time tracking and reporting solution.

The introduction of the Affordable Care Act and subsequent PBJ reporting requirements for long-term facilities made the search for a new system even more urgent.

Maine Veteran Homes felt there were efficiency improvement opportunities available with time and attendance systems founded on advanced technologies and delivery models, such as cloud-based solutions. With contracted support from its long-term partner, Cincinnati Time of Maine, Maine Vets leaders evaluated and selected a new system: Attendance on Demand.



## Speedy Deployment, Lower Investment

In late 2015, all of Maine Veteran Homes' facilities transitioned to Attendance on Demand. The deployment was completed in under seven months, with no disruption to ongoing time tracking, attendance, or payroll processes. According to HR Director Ken Hann, the onsite support and training provided by Cincinnati Time of Maine staff made the launch of the new solution very smooth across all locations.

The new solution has minimized Maine Veteran Home's risk and technology investment. Because Attendance on Demand is cloud-based, Maine Vets does not need to perform system maintenance. All data is securely hosted and managed off-site. There is no need for internal back-ups, maintenance, servers, or additional software.

"I've heard from all of our payroll managers about the efficiencies they experience with Attendance on Demand."

## PBJ Reporting Made Simple

Since July 2016, Maine Vets and all other long-term care facilities have been required to report daily staffing and census information through a new online PBJ system to the Centers for Medicare and Medicaid Services (CMS). This reporting is required each fiscal quarter. The CMS also expects detailed accounts of each employee's service, including job title, services performed, and daily hours worked. Hours must be reported by calendar day—midnight to midnight—which is not the way Maine Vets and similar facilities with full night shifts typically track time. Hours for shifts that cross midnight now have to be split for PBJ reporting.

As far as Maine Vets' payroll managers are concerned, Attendance on Demand couldn't have been launched at a better time. The solution is able to produce a PBJ file that reports hours by calendar day, automatically splitting night-shift hours between days. It allocates whole shifts to a single day for payroll and PBJ-reporting purposes, and it does so automatically without changing the way the facility's operational reports or employee time cards display time.

Even though the CMS expects reporting to be done only once a quarter, Maine Vets submits its reports monthly—exceeding the requirement.

As Hann explains, "Attendance on Demand updates this information for us daily, so there's no reason not to pull reports each month. This ensures we won't be scrambling at the end of each quarter."

## Report-Generation Time Savings

Thanks to Attendance on Demand, Maine Vets has streamlined its internal time and attendance processes.

Reports that were created manually and took hours to generate with Maine Vets' previous system are now automatically created and generated with a single click.

One example is the DART (Days Away Restricted Transferred) Rate reports that are requested regularly by OSHA.

Prior to Attendance on Demand, DART reports were manually generated by Corporate Payroll, and only when requested. It took Payroll 2 to 3 hours to create the report. Today, the reports are generated automatically. With one click, approved users can pull and view reports at any time. Payroll no longer devotes any time to creating the reports because the entire process is automated and completed in under 5 minutes.



“I’ve heard from all of our payroll managers about the efficiencies they experience with Attendance on Demand,” said Hann. “Everyone talks about how much simpler it is to use than our old system—data is easier to get to, there are fewer screens to ‘click through’ and far less manual work is required.”

Hann recommends Attendance on Demand to other long-term care organizations as a solution well suited to any time and attendance management challenges they may face.

Reports that used to take up to 3 hours to prepare now can be accessed with a single click of a button.

## Cincinnati Time of Maine

Cincinnati Time Recorder of Maine/Northeast TimeTrak is a privately held company that was founded in 1970. It has been under the same ownership since 1987 operating under Lee Baxter Enterprises. The company’s focus is to provide powerful and flexible solutions in its areas of expertise: time and attendance systems, parking solutions, access and CCTV. In addition to selling and installing state-of-the-art systems, the company provides its customers with thorough training and on-going support. To that end, it offers a comprehensive annual support agreement that includes software updates and upgrades (depending on the type of system) as part of the contract. The company provides onsite support and, for time and attendance systems, it also provides online customer care. It is the company’s core belief that a system will only provide a positive and effective solution through a long-term support relationship.

## About Attendance on Demand, Inc.

Attendance on Demand supports the labor management needs of thousands of companies and more than three-quarters of a million employees across North America. Launched in 2006, Attendance on Demand is a rapidly deployed, cloud-based solution that minimizes a company’s risk and technology investment while providing advanced features for securely managing labor data—calculating pay rules, scheduling employees, budgeting labor, automating recordkeeping for labor law compliance, and managing employee status and reporting for the Affordable Care Act. With standard uptime over the industry average of 99.995% and above-average customer retention rates, Attendance on Demand removes the worry of maintaining expensive infrastructure. An extensive North American distribution network helps organizations use Attendance on Demand to reduce labor expenses and improve decision-making.



To find out how Attendance on Demand can help your organization, call 800-465-9980 or visit [www.attendanceondemand.com](http://www.attendanceondemand.com)