



Graceworks Lutheran Services Combats Staffing Shortages with OnShift

Key Results

1 in 5 shifts filled by shared staff

40% of employees picked up shifts at other homes

Increased employee satisfaction with flexible schedules

Company Background

Graceworks Lutheran Services provides residential and personal services to help individuals achieve stability in their lives. Their 1,100 employees serve adults with developmental disabilities in 40 Graceworks Enhanced Living group homes, day program facilities and at their long-term care facility, Bethany Village. The 40 Graceworks Enhanced Living group homes are located across four counties throughout the greater Dayton, OH and Cincinnati, OH areas.



Graceworks
Lutheran Services

The Challenge

Schedules created and managed on paper for each of Graceworks' group homes did not allow for corporate oversight and made it difficult to share available staff across its 40 group homes.



Staff Burnout & Frustration



Manual Labor Management



Costly Limited Scheduling Visibility

- » When call-offs occurred, home managers spent an average of four hours searching for replacements, relying on direct care staff at their own homes, which was a limited group
- » Home managers were burned out from working extra shifts when they were unable to secure replacements to fill call-offs
- » Employees were frustrated as they would often be contacted on the same day by multiple home managers to fill shifts
- » Schedules created using pencil and paper or spreadsheets by individual home managers did not allow for corporate oversight into staffing
- » Staffing varied based on each resident's needs, which made necessary daily adjustments nearly impossible using manual processes
- » Home managers had to carry the paper schedule with them and be available at any time if employees needed updates or changes
- » Employees could pick up shifts at other homes, but had no visibility into available shifts
- » Home managers were unaware of available and willing employees to pick up shifts who worked in other homes
- » PRN staff became discouraged and disengaged as they had to call each individual home when they wanted to pick up shifts
- » Home managers contacted a limited group of "go-to" employees to work open shifts, which led to high overtime

The Solution

Graceworks Lutheran Services selected OnShift Schedule to gain staffing visibility across their 40 group homes. OnShift's staff sharing features, employee messaging and management, and online scheduling were key reasons why Graceworks selected OnShift.



Sharing Staff Across Homes

- ✓ Home managers can easily schedule employees from other homes with OnShift's staff sharing features
- ✓ PRN staff have become a centralized staffing pool and can pick up shifts or be deployed to any of Graceworks' homes
- ✓ Using OnShift messaging, employees are notified in the method they prefer of open shifts and important organization happenings



Online Scheduling & Labor Management

- ✓ Home managers create schedules in minutes with repeatable templates and easily modify daily staff adjustments based on changing residents' needs
- ✓ Using OnShift's real-time staffing information and labor management dashboards, managers have visibility into when and where staff are working across all 40 homes
- ✓ Employees have more control and ownership of their schedule with OnShift's mobile app



Staffing Flexibility & Visibility

- ✓ Staff have flexible, more desirable schedules with the ability to see and pick up open shifts across multiple homes
- ✓ Management has visibility into who's picking up shifts, and provide support if needed to avoid home manager burnout
- ✓ Home managers have real-time visibility into employee overtime hours, reducing unnecessary overtime when filling open shifts

“OnShift helps give us a leg up to show applicants and employees that we can be more cutting edge because we have online scheduling, whereas another DD provider maybe wouldn't provide that.” – Jennifer Wurzelbacher, HR Manager

The Results

- **1 out of 15** shifts were filled by staff from other homes
- **40%** of employees picked up shifts outside of their home organization
- **Gained competitive hiring advantage** by offering staff flexible schedules
- Combatting the labor shortage by growing its PRN staffing pool by **20%** enabled by OnShift's staff sharing capabilities
- Employees are **happy and more engaged** with clear expectations of their schedules
- The six-week schedule for each home is **created within minutes**



schedules created in minutes

20%

increase in PRN staffing pool

40%

employees picked up shifts at other homes



happy & engaged staff

“OnShift has allowed our PRN staff to more easily schedule their hours without waiting for a call back from the home manager. They can see immediately what homes have open shifts, when they're open and pick up what works for their schedule.” -Kelly Bergstrom, Senior Services Manager