



# CASE STUDY

## Belmont Village Improves Employee Engagement Through Partnership With OnShift

### Overview

In 2016, Belmont Village, a senior living organization with approximately 3700 employees across 30+ communities, came to OnShift looking to improve visibility into staffing in order to better support their complex staffing needs, and reduce excess overtime.

Additionally, Belmont Village wanted a software platform that would help them increase employee engagement and reduce turnover—a key initiative for supporting the reputation of the Belmont brand and the quality of service they provide their residents.

With OnShift’s software platform in place, Belmont Village has experienced steady improvements in overall staff satisfaction and engagement plus control and visibility of labor costs. And at the onset of the COVID-19 pandemic, Belmont Village relied on the OnShift Customer Success team to provide additional support to both their communities and their staff.

**“Before we rolled out OnShift, everything was on paper... and it was very inefficient. With OnShift, it was like going from VHS to streaming. We’ve moved miles ahead.”**  
-Troy Yates, Vice President of Training & Employee Development, Belmont Village

### The Strategies



#### Keep Staff Informed & Encouraged With Consistent Communication

With the emergence of COVID-19, Belmont Village managers knew frequent communication would be essential for the safety and wellbeing of both their residents and staff. With a 92% adoption rate of OnShift’s employee mobile app, leadership knew the communication system in OnShift would be the most effective way to keep staff informed about ongoing policy changes and CDC recommended guidelines. Additionally, in partnership with OnShift’s Customer Success team, Belmont Village utilized the messaging within OnShift to send words of encouragement, positivity, as well as video messages from across the organization.



#### Adapt Scheduling To Meet The Needs Of A COVID-19 World

Belmont Village has always relied on the flexible scheduling capabilities within OnShift to meet their complex staffing needs. With the onset of COVID-19, communities needed a strategy to maintain the consistent staffing their residents were accustomed to, as well as mitigate the spread of the virus within COVID-19 positive buildings. Belmont Village quickly adapted their staffing strategy to indicate COVID-19 specific units and positions within OnShift’s platform. This gave schedulers a simple way to identify employees working in COVID-19 units and ensure proper staffing throughout their communities while facilitating infection control.

**“It was a blessing to have OnShift.”**

-Troy Yates, Vice President of Training & Employee Development, Belmont Village



## The Strategies (cont.)



### Prevent Excess Labor Costs Through Automation

Staffing to meet resident service needs is always a top priority for Belmont Village. The organization relies on OnShift's auto-approve shift request feature to both maintain appropriate staffing levels and keep rising costs due to COVID-19 in check. With OnShift's auto-approve shift request feature, staff receive instant approvals on their preferred, requested shifts, as long as there's no overtime risk. This has not only helped ensure the most cost-effective staffing decisions are made, but also gives staff flexibility and the shifts and schedules they want, leading to greater satisfaction.

“Our rollout of OnShift Wallet and OnShift Engage was very timely with the pandemic and the challenges associated. It was a good time to add two initiatives focused on employees and employee benefits.”

- Jonathan Westbrook, Vice President of Operations, Belmont Village



### Enhance The Employee Experience Through Technology

To further enhance the employee experience and show appreciation, Belmont Village introduced OnShift Engage and OnShift Wallet to their communities in early 2020. Belmont Village utilizes pulse and custom surveys to collect timely and actionable feedback from staff along

with surveys designed to mitigate new hire turnover. Additionally, OnShift Wallet provides staff access to earned, but unpaid wages, between paychecks. Belmont Village recognized that the COVID-19 pandemic exacerbated financial uncertainty among some of their employees and saw OnShift Wallet as a crucial benefit to ease their financial stress.

## The Results

**10K+**

**shifts filled** using OnShift's auto-approve shift request feature in 2020

**\$580K**

**funds accessed** via OnShift Wallet from March to December 2020

**85%**

**of employees** felt supported by management during the pandemic

**77%**

**employee satisfaction rating** in 2020

**Employee overtime stayed on budget**

throughout 2020

“The partnership with OnShift is beneficial in helping drive new ideas, innovative programs and efficiencies and having, truly, what I consider experts in staffing helping us with those decisions.”

-Jonathan Westbrook, Vice President of Operations, Belmont Village