



# Northbridge Communities Reduces Unfilled Shifts and Enhances Employee Engagement with OnShift

## Key Results

**1,200 HRS**  
Administrative  
time saved

**109%**  
Increase in employee  
shift requests

**80%**  
Employee  
satisfaction rate

## About Northbridge

Northbridge Communities has 18 communities throughout Maine, Massachusetts, and New Hampshire and a staff of 1,600 that support residents with independent living, assisted living, memory care, and continuing care retirement services. Leadership takes pride in doing right by their staff and residents to create a community focused on serving seniors and their families with respect, compassion, and integrity.



## Key Challenges

- With no formal scheduling system that integrated with their payroll system, administrators and schedulers lacked scheduling visibility, leading to increased overtime and team member frustration
- Administrative, manual tasks of collecting employee feedback, tracking employee performance, and fairly delivering employee rewards were time-consuming and challenging
- Leadership at the community and corporate level lacked a way to quickly and efficiently communicate with staff

## The Solutions

**OnShift Schedule**  
Workforce Management Software

**OnShift Wallet**  
Employee Financial Wellness Software

**OnShift Engage**  
Employee Engagement Software

**“What I love about OnShift is that they’re senior care specific. That’s what sets them apart from other alternatives.”**

— Kristen Mearls, Talent Engagement Specialist at Northbridge Communities

## The Strategies

### Ensure Consistent Staffing and Reduce Labor Costs with Improved Scheduling Visibility

- Real-time analytics and enhanced visibility into scheduling helped reduce Northbridge's reliance on overtime, lowering it to an average of 5%
- OnShift Schedule makes it easy for leadership to see where they have potential for short-staffing and provides better visibility into their hiring needs
- Auto-approved shift requests for employees not at risk of overtime increased by 99%, saving schedulers time and helping to provide more shift coverage

**“Companies have approached us in the past about switching software, but OnShift is the system expert in scheduling for senior living, and you can't beat the engagement tools.”**

— Kristen Mearls, Talent Engagement Specialist at Northbridge Communities

### Improve Employee Communication and Scheduling Flexibility with Mobile Tools

- Consistent, short surveys sent automatically via text message or mobile app allow leadership to address employee concerns before they become problematic and closely monitor staff satisfaction
- The OnShift mobile app empowers employees to easily view their schedules, initiate trades, and request additional shifts, leading to a 109% increase in employee shift requests and increased scheduling flexibility
- OnShift's integrated messaging system allows schedulers and leadership to instantly communicate openings and general announcements to keep employees informed

### Enhance Employee Engagement and Retention with Performance-Based Rewards and Earned Wage Access

- With OnShift Wallet, employees have accessed more than \$1.2M in earned but unpaid wages between paychecks at no cost or financial risk to Northbridge
- By consistently recognizing and rewarding employees through OnShift Engage, Northbridge has been able to incentive positive actions and improve employee satisfaction and engagement
- Using automated, digital rewards distribution, Northbridge simplified the reward management process for administrators and provided more reward options for employees

## The Results

- **109%** increase in employee shift requests
- **4,500+** shifts auto-approved per year for employees not at risk of overtime, leading to **\$6,600+** in annualized savings
- **14,000+** employee shift requests in a year, leading to **1,200+** hours saved in administrative time
- **69%** increase in logins to OnShift year over year, showing greater employee engagement and adoption
- **\$1.2M** in earned wage access via OnShift Wallet
- **80%** employee satisfaction rate
- Overtime decreased to an average of **5%**

