

Xora Case Study

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— Ellen Ching, Program Director, Arc of Kauai

Arc of Kauai

Situation

The Arc of Kauai is a non-profit organization in Hawaii that caters to the needs of developmentally disabled individuals.

Its 50 field staff members log more than 5,000 service hours each month providing one-on-one care to 40 special-needs people in residential and community-based living situations.

Challenges

The Arc faced a number of challenges in its daily operations. Employees kept records of their work hours in a paper-based system. Thus, payroll processing was a laborious task. Five employees spent five days each month handling payroll issues, mainly because the field staff's time accounting was often inaccurate. State laws required staff to be compensated within a very short time frame, which added to the stress associated with the payroll system.

Arc management also faced problems with staff supervision. Medicaid stipulates that staff must be supervised in person, which can be difficult as employees, by nature of the job, move about frequently. Arc program director Ellen Ching recalls, “We'd needed to call staffers ahead of time to see where they were.”

Timely, accurate communication with staff was problematic. If management needed to communicate with staff, a memo was included with each staff member's

paycheck. This system was not only untimely, but it also often led to miscommunication as word spread among staff members.

The last major concern was safety. As an island in the Pacific Ocean, Kauai is often threatened by such natural disasters as hurricanes, tsunamis, and floods. Arc clients depend on the organization as their primary means of safety and security, and as such, the need for a centralized communication and notification system became apparent.

Solution

The Arc of Kauai decided to implement Xora, a location-based mobile business application, on 45 mobile phones. Management soon noticed significant improvements in business operations. Xora automated the timecard and hours tracking processes, which drastically reduced the amount of time needed each month to work on payroll issues. Ching also notes improved communication with staff. “Xora gives us an instantaneous, universal, proactive communication function, and when people ask a question, we can make sure that everyone is getting the same, immediate answer,” she says. The Arc has also used Xora to conduct employee training and send employee opinion surveys.

There's also increased peace of mind for Arc clients and their families. Xora allows the Arc to quickly notify clients and staff

about emergencies and disasters.

Results

The Arc achieved a return on investment in only three months after deploying the Xora solution. Ching further expects Xora to help cut labor expenses by tens of thousands of dollars each year. An added bonus has been reduced fuel costs; the Xora electronic mileage feature has enabled the Arc to trim the previous \$100 per staff member per month mileage expense. Says Ching, “The beauty of the Xora system is that it helps us respond so quickly to the ever-changing needs of the special population we serve.”

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