

COOPERATING COMMUNITY PROGRAMS

works with the Microsoft Dynamics GP®

solution for the

LONG-TERM HEALTHCARE INDUSTRY





“One of our first insights was that we were paying a fortune in payroll processing fees. By bringing payroll in-house using Microsoft Dynamics GP Payroll, we recouped our money in just 18 months!”

April Bauer, Finance Administrator of CCP

Cooperating Community Programs works with Microsoft Dynamics GP® by InterDyn BMI

CLIENT CARE COMES FIRST

Since 1979, CCP (The Cooperating Community Programs) has been working with people with disabilities to create satisfying lifestyles. Realizing each person has different lifestyle wants, needs and abilities, CCP provides a variety of in-home and group support services that foster independent living. CCP has over 1100 employees working in a variety of capacities to serve 700 or more clients with disabilities at any given time.

Without sacrificing client-care, CCP wanted to find ways to trim their operating budget. With service to their clients and community at the core of their mission, CCP felt (and still feels) a financial responsibility to be good stewards of the money being spent. They knew that their first priority had to be getting an understanding of the core issues that were driving up overtime and administrative expenses.

ONE SIZE DOES NOT FIT ALL

The Cooperating Community Programs employees help clients with anything they need - from learning self-care skills to finding employment. Each client receives customized care, based on their abilities and preferences. With so much variability in the skill sets of the employees, and abilities of the

clients, CCP can't take a one-size-fits-all approach to cutting costs. Identifying and enforcing budgetary constraints is made even more difficult because most employees don't work in a central office – they work in the clients' homes or in a community home setting.

To skillfully cut operating costs, CCP needed accurate insight as to where the money was being spent and how they could re-appropriate the funds to achieve better results. They knew they were paying “too much” in overtime, but they couldn't slice and dice the results to get to the root of the problem that would help them know how to cut overtime costs. CCP started looking for software solutions that would give them greater insight into their business, allowing them to boost productivity and cut administration costs. Getting better reporting was at the top of their “must-have” list. Ideally they'd be able to find an accounting and payroll system that would integrate with CareVoyant, their patient-care system.


CUTTING EXPENSES WITHOUT COMPROMISING CARE

April Bauer, Finance Administrator of CCP, was excited to find – and start working with – InterDyn BMI, a Microsoft Dynamics partner who deeply understood best practices, and could offer advice and support on all aspects of Microsoft Dynamics GP. After a comprehensive evaluation, it was clear that Microsoft Dynamics GP financial management system with Human Resources and Payroll was a great fit for CCP because it integrated neatly with CareVoyant, the system CCP was using for patient-care management and Medicare/Medicaid processing.

INTERDYN BMI SOLUTIONS

Microsoft Dynamics GP:
Financials
Distribution
Human Resources
Payroll

Greenshades
CareVoyant



“We’re lucky to have InterDyn BMI as our Microsoft Dynamics GP partner. They know the software. They continually act in our best interest. We trust them.”

April Bauer, Finance Administrator of CCP



ACCURATE REPORTING

The first priority for CCP was getting accurate reporting. That meant making sure that Microsoft Dynamics GP and Carevoyant were deeply integrated so that CCP executives could identify, per-house and per-employee metrics. With the details in hand, they could clearly see the best ways to cut costs without impacting the quality of care. Interdyn BMI recommended and set up Sharepoint portal so that accurate information would be readily available 24 hours a day and securely available to anyone who needed to see the data.

CUT PAYROLL FEES

Outsourced payroll fees were costing CCP approximately \$100,000 a year. But bringing CCP’s payroll in-house wasn’t going to be simple. With 50 departments, 20 positions and pay codes, plus complications like weighted overtime, their payroll grid contained over 500,000 items! What would be a daunting challenge for most companies was an easy and smooth switch – thanks to the preparation and collaboration of CCP and InterDyn BMI. Together they mapped out the payroll plan, and over the weekend switched over the payroll processing of all 1100 employees at once.

IMPROVE FORECASTING

To cut down on overtime expenses, CCP needed a better way to manage the staff workload, and be alerted when it was time to hire additional resources with the right skill sets and credentials. By tracking how many staff members it took to manage each client, it became manageable for CCP to know exactly when it was time to hire someone. They didn’t have employees with too little – or too much – work. The schedule was much more balanced.

CONTINUING TO REAP RESULTS

Microsoft Dynamics GP from Interdyn BMI was a great fit for The Community Cooperating Programs, and CCP quickly saw the return on their technology investment. Some of the major benefits include:

- Saving over \$100,000 per year on payroll administration expenses.
- Dramatically reducing overtime expenses by improving hiring forecasts.
- Improved decision making by being armed with timely financial information.

CCP continues to work with their partner, InterDyn BMI, to streamline their systems and processes. In the near future, The Community Cooperating Programs wants to begin taking full advantage of the Microsoft Dynamics GP’s human resource solution to manage employee’s certifications, training, and the annual reviews of mandatory requirements. The integration of this information into Microsoft Dynamics GP will reduce paperwork and provide assurance to all that employees and facilities are continually in compliance with state and federal law.

"Microsoft Dynamics has truly transformed our business, and we're grateful to have our partner, InterDyn BMI, to lead us and challenge us to get even more from our technology investment."

April Bauer, Finance Administrator of CCP

InterDyn BMI

a partner who knows your business needs

For more than two decades, InterDyn BMI has been a leading partner dedicated to the sales, consulting, service and support of Microsoft Dynamics solutions. InterDyn BMI focuses on integrating and delivering all aspects of a client's business needs including Enterprise Resource Planning (ERP), Customer Relationship Management (CRM), e-Commerce, Systems Engineering, Business Process Consulting and Custom Application Development. InterDyn BMI's experience, proven methodologies and world class consultants ensure customer success on every level.

InterDyn BMI

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