

CASE STUDY: Non-profit Industry

Area Agency on Aging, of Akron, Ohio, Uses Ascentis to Reduce Waste and Increase Efficiency

The Ohio-based Area Agency on Aging 10B is a private, non-profit organization that helps older adults meet their long-term care needs. The Agency supports their efforts to remain in the community instead of in nursing facilities, and also supports family caregiver support programs.

The Agency has been using Ascentis HR, the flagship Ascentis HRIS solution, since 2007. The decision to invest in an HRIS was a strategic one, as the Agency has experienced growth and needed an easy-to-use yet robust solution to support and automate critical HR processes.

Ascentis solutions reduce costs and waste

“The primary motivator to invest in an HRIS was our business philosophy of reducing and eliminating waste in our administrative processes,” said Barbara Kallenbach, CEO, Area Agency on Aging. “We receive most of our funding from government sources, and it’s absolutely imperative that we are conscientious stewards of tax payer dollars.”

Waste elimination is primarily achieved because Ascentis solutions virtually eliminate paper-based enrollment processes, which can require hundreds of cumbersome forms that create time-consuming delays and allow errors to be inadvertently introduced into the system. “Ascentis HR saves us from having to store filing cabinets full of documents, and we continue to scan in new documents on a regular basis,” continued Kallenbach.

Another primary reason the Agency selected Ascentis HR over other HRIS solutions was its ability to integrate seamlessly with their accounting system, Microsoft Dynamics® SL. Changing accounting systems was not an option, and Ascentis made it easy to interface with their existing data infrastructure.

Employee self-service and Carrier Connect increase employee satisfaction and HR efficiency

Agency employees have also enjoyed the flexibility and easy access to data that Ascentis Employee Self-Service provides. “The fact that our staff can use self-service during open enrollment makes the job of HR much easier,” Kallenbach observed. “We have a fast-growing organization where many of our employees are field-based. Self-service provides them with benefits plan options during enrollment, along with time-off and payroll information.

“Both remote and on-site employees can easily access the information they need online, at any time, and HR doesn’t have to spend excessive time answering questions or looking up information over the phone,” noted Kallenbach. Using the Carrier Connect service, the Agency electronically transfers benefits selections collected from employees directly to their insurance carriers. This paperless process creates a seamless, automated and accurate open enrollment environment for their HR team.

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Area Agency on Aging, of Akron, Ohio, Uses Ascentis to Reduce Waste and Increase Efficiency, Cont.

**Networking with counterparts supports
efforts to increase efficiencies
while reducing waste**

All Area Agency on Aging staff is Lean certified, and Kallenbach is a champion of process waste reduction and efficiency gains in her division as well as for the agency. On a quarterly basis, CFOs from other agencies meet and share best practices. During one of these meetings, Kallenbach discussed the benefits that her agency has enjoyed from Ascentis solutions to her counterpart at the Western Reserve Agency on Aging.

As a result, the Western Reserve Agency on Aging has become a new Ascentis client, and Ascentis rewarded Kallenbach with a \$500 donation to the Greater Akron Canton Area Agency on Aging Foundation per her request for referring Ascentis.

**For more information about Ascentis HRIS and payroll solutions,
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