



The Arc of Kauai

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.

Objective.

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 could be difficult as employees, by nature of the job, moved about frequently. Arc program director Ellen Ching recalls, "We'd need 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 flooding. 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.

THE ARC OF KAUAI
WWW.THEARCINHAWAII.ORG

Company Description:

The Arc is a national, grassroots organization of, and for, people with intellectual and related developmental disabilities. With more than 140,000 members in 1,000 local and state chapters, the Arc is the largest volunteer organization devoted solely to working on behalf of people with intellectual disabilities.

An estimated 7.2 million Americans have an intellectual or a related developmental disability. Through aggressive advocacy at the local and national level, the Arc ensures that these individuals have access to the services and supports they need to grow, develop, and participate in communities across the country.

The Arc in Hawaii is committed to helping Hawaii's people with intellectual disabilities secure the power to choose where and how they live, learn, work, and play.



Solution.

The Arc of Kauai decided to implement Verizon Wireless Field Force Manager, a location-based mobile business application, on 45 new Motorola V325 mobile phones. Management soon noticed significant improvements in business operations. Field Force Manager 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. "Field Force Manager 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 Field Force Manager to conduct employee training and send employee opinion surveys.

There's also increased peace of mind for Arc clients and their families. Field Force Manager 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 Field Force Manager solution. Ching further expects Field Force Manager to help cut labor expenses by tens of thousands of dollars each year. An added bonus has been reduced fuel costs; the Field Force Manager 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 Field Force Manager system is that it helps us respond so quickly to the ever-changing needs of the special population we serve."

Objectives:

- Reduce stresses within the payroll system by decreasing the amount of time needed for data entry.
- Streamline the supervising of staff by knowing employees' current locations, their job tasks, and future assignments.
- Increase the lines of communication between management and staff and among staff members to avoid miscommunication issues.
- Establish a system to quickly and efficiently communicate with staff members during emergencies, such as natural disasters or other safety concerns.

Solution:

- Deployed Field Force Manager across 45 mobile phones allows Arc personnel to reduce the time needed to manage payroll issues.

Results:

- Achieved return on investment in only three months.
- Expected to cut labor costs by tens of thousands of dollars.
- Trimmed fuel costs, \$100 per staff member per monthly mileage expense.

"The beauty of the Field Force Manager system is that it helps us respond so quickly to the ever-changing needs of the special population we serve."

ELLEN CHING
ARC PROGRAM DIRECTOR

Requires qualifying voice plan. Field Force Manager is only available to businesses with five or more business lines of service. Subject to specific terms of use. Monthly access includes unlimited date usage for Field Force Manager. Limited Monthly Access plan is not eligible for business discounts. Field Force Manager is only available in the National Enhanced Services Rate and Coverage Area.

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