



COMMUNITY LIVING SOUTH MUSKOKA

CASE STUDY

THEIR MISSION

Community Living South Muskoka provides lifetime support to all those impacted by a developmental disability, utilizing skilled staff and effective partnerships involving the individual, the family and the community with the result that the individual is accepted as a valued community member.



Solutions Used:



Finance, HR & Payroll

After a quick implementation of the Finance, HR and Payroll modules we achieved a truly integrated system, along with comprehensive and accurate reporting, and saved an initial \$50,000 CAD! It's great that we no longer need to support 3 or 4 different systems and struggle to make them work together."

- Rick Van Der Ley, Director of Administrative Services

COMMUNITY LIVING SOUTH MUSKOKA - IN NUMBERS



650+

EMPLOYEES



100+

VOLUNTEERS



580+

PEOPLE SERVED
EACH YEAR



9M

OPERATING
BUDGET



7

PROGRAMS
DELIVERED



WHAT WAS HOLDING THEM BACK

CLSM was having a tough time supporting multiple systems and it was taking a toll on their internal staff. Managing employees was difficult since vacation requests and personal information were tracked manually.

At the same time, reporting was very cumbersome and would take a long time to retrieve information from the previous system. It was clear that this organization could benefit from an integrated system with flexible reporting, scheduling, and comprehensive employee self-serve options. "We desperately needed an integrated system that would let us pull information quickly and easily. Also, dealing with scheduling conflicts and vacation requests created many difficulties and communication challenges for the staff," explains Rick Van Der Ley, Director of Administration for CLSM.

HOW WE HELPED THEM

After replacing their previous, 10-year old system, CLSM was extremely satisfied with the solution that NEW BRAND implemented for them as it was specifically designed for Social Services Organizations. "The implementation for the General Ledger took less than two months, thanks to Victor Bacho, who was the Sparkrock Project Manager for our implementation," says Van Der Ley. "Victor designed a template that simplified the import of data from the previous system to the new one. Working with him has been a great experience, making us feel that Sparkrock has our best interest at heart. Overall, we're thrilled to get information out of our system so easily! Other organizations like ours are typically interested in solutions from scheduling to finance and reporting. Sparkrock's solution was an obvious choice for us when we learned that it encompasses these modules in one integrated system. It's great that we don't need to support 3 or 4 different systems and struggle to make them work together anymore."





HOW THEY LEVERAGE TECHNOLOGY TO SERVE MORE PEOPLE

With their new system, CLSM now has real-time, on-demand data analysis and reporting, allowing them to better manage and track their budgets as well as how to allocate funds to different community programs. They are also now able to export and refresh data directly in Excel which allows users to set up detailed reports and update them with the click of a button.

From a user standpoint, their new accounting system provides the better navigation they were looking for. With a more user-friendly environment, employees can navigate from one table to another with minimal clicks, through the solution-wide search function. Also, employees now have the ability to access the information they are looking for without having to ask the Finance department. This will also ensure end-users are seeing the most up-to-date, real-time information with refresh capabilities.

Their new scheduling tool makes it easy for their HR department to make informed scheduling decisions for any location, eliminate shift conflicts, notify employees of work shifts automatically, avoid human error, and produce perfect timesheets every month.

All of this adds up to providing easier, more-streamlined administrative processes, which allows more time and money to be funneled into the valuable services they provide for their community.

“Having worked with Sparkrock since 2007, we trust their social services expertise and ability to deliver on time and on budget.”

— Rick Van Der Ley, Director of Administrative Services