

CASE STUDY

Community Living South Muskoka

Health & Human Services



MISSION:

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.

WHAT WAS HOLDING THEM BACK?:

Tough time supporting multiple systems and was taking a toll on their internal staff. Reporting was very cumbersome and would take a long time to retrieve information from the previous system.

HOW WE HELPED:

After replacing their previous, 10-year old system with the Finance & Accounting and Workforce Management solutions CLSM was extremely satisfied. It is easy to get information out of the system so easily. Glad to have scheduling, finance, and reporting modules in one integrated system.



HOW THEY NOW LEVERAGE TECHNOLOGY TO SERVE MORE PEOPLE:

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. Able to export and refresh data directly in Excel with the click of a button. More user-friendly environment. Employees now have the ability to access the information they are looking for without having to ask the Finance department. 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.

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

- Christine Jenkins, Supervisor of Administration

