

# • OnShift Overview



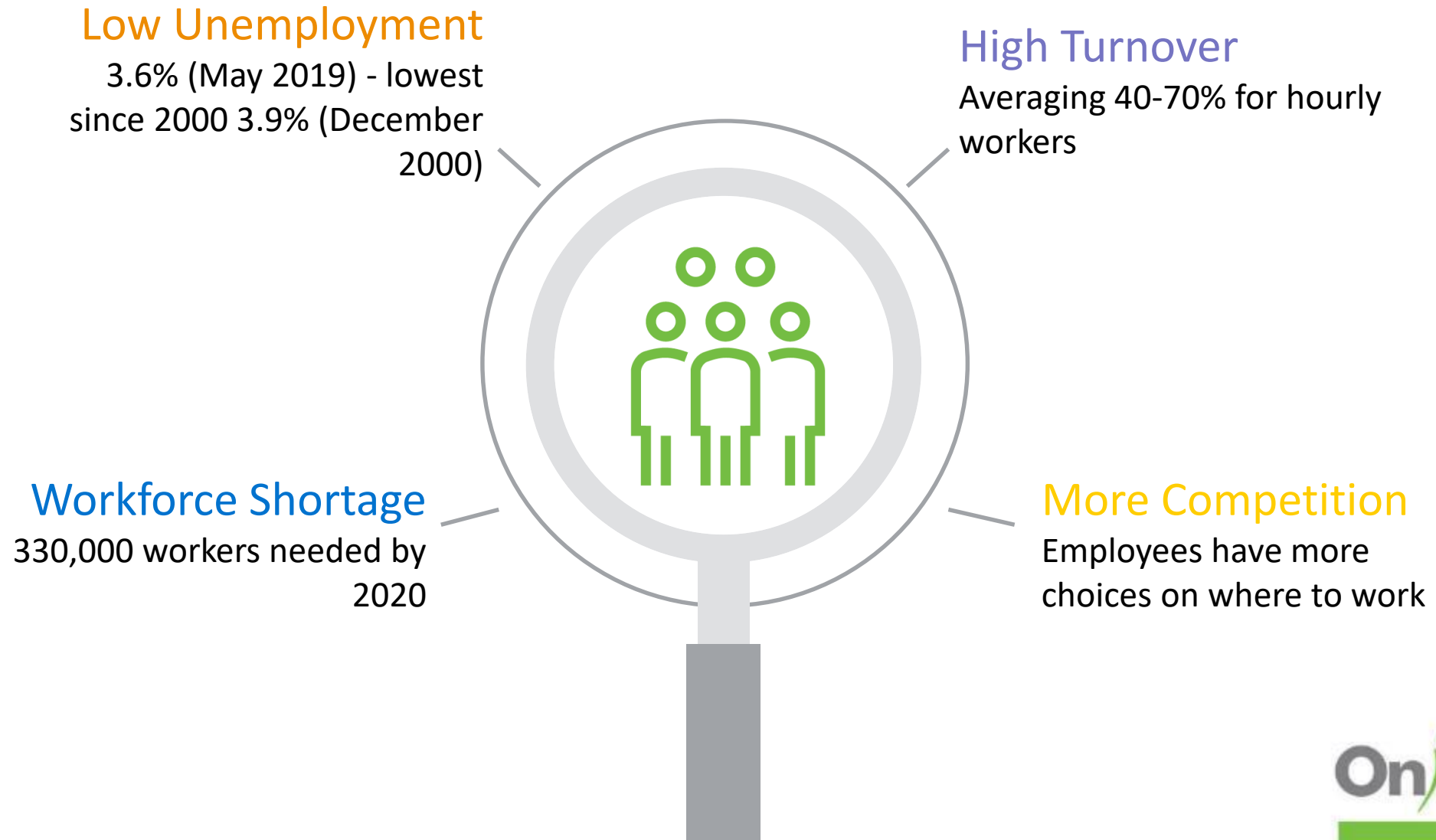
# Agenda

- Industry Labor and OnShift Background
- Goals & Initiatives Review
- OnShift Demonstration
- Customer Success Management
- Why OnShift?
- Q&A

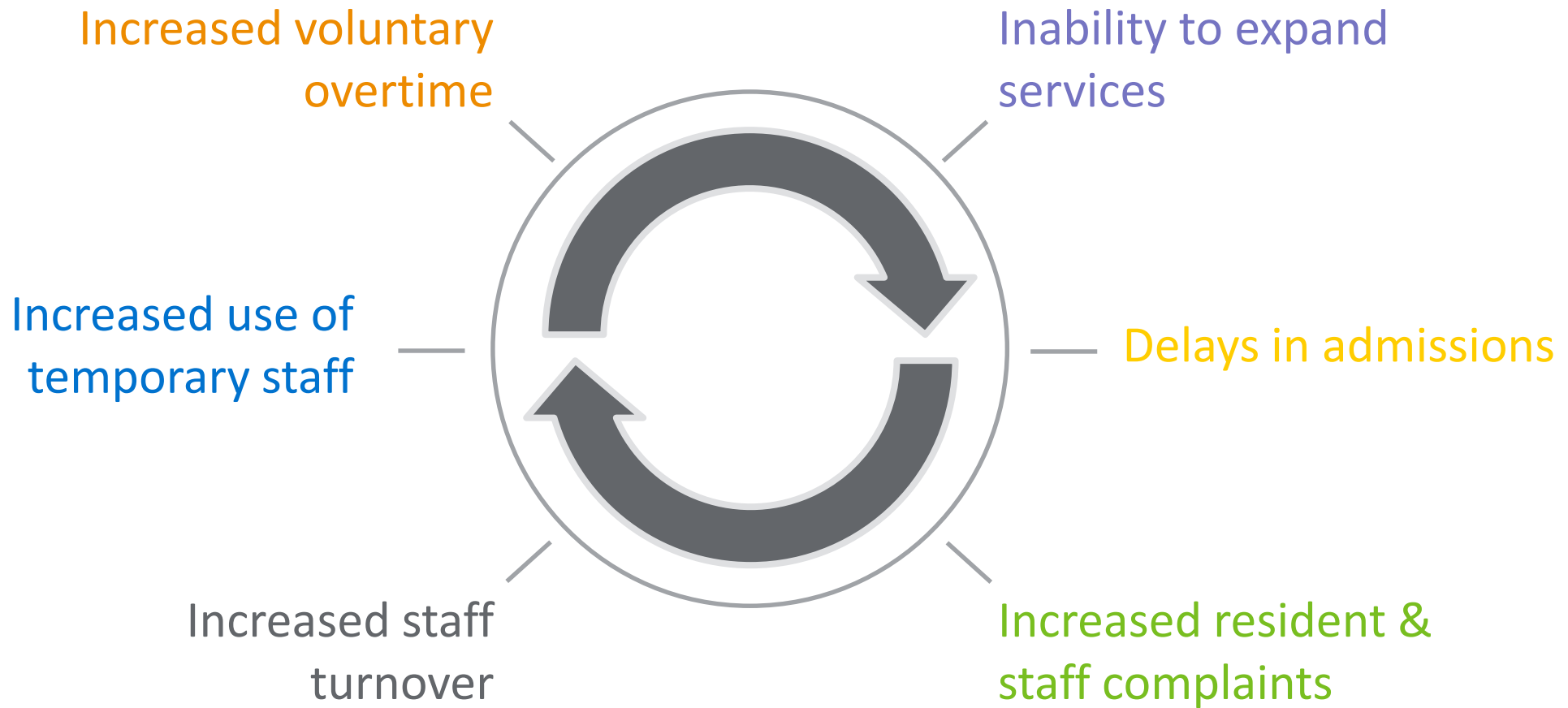


# OnShift and Industry Background

# Today's Workforce Challenges Are Magnified



# Staffing Shortages Become A Vicious Cycle



# Our Vision



**To change our world with an exceptional and engaged workforce**



# Who We Are “To change our world with an exceptional and engaged workforce”

- SaaS human capital management
  - Hiring, scheduling, employee engagement
- Purpose-built for healthcare
- Customer Success Management
- 4,500+ communities
- Active industry support



# Our Customers





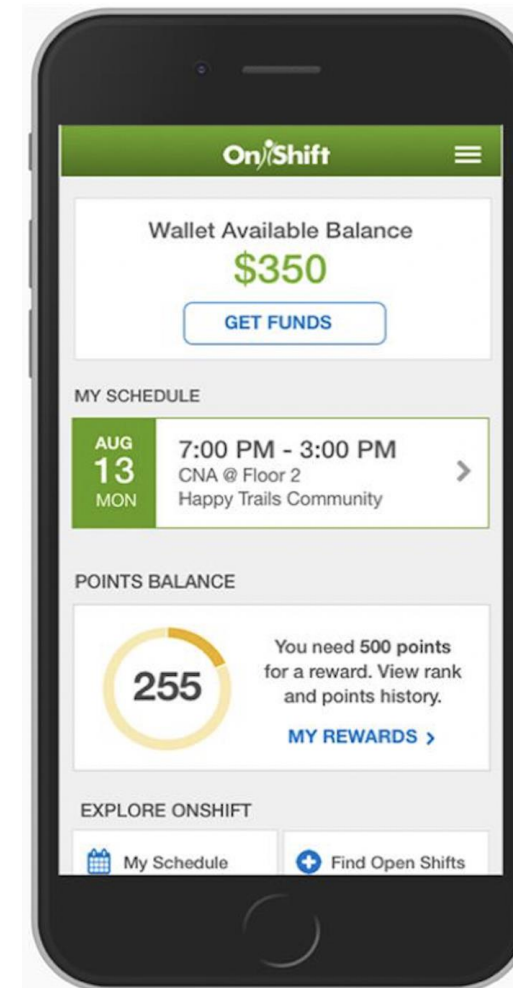
# Goals & Initiatives Review

# Organizational Goals

- Streamline and automate the scheduling process
  - Improve communication of open shifts/call-offs
  - Utilize staff more efficiently
- Measure, manage, and reduce overtime costs
- Reduce costly turnover through engagement

# Employee Retention Like Never Before

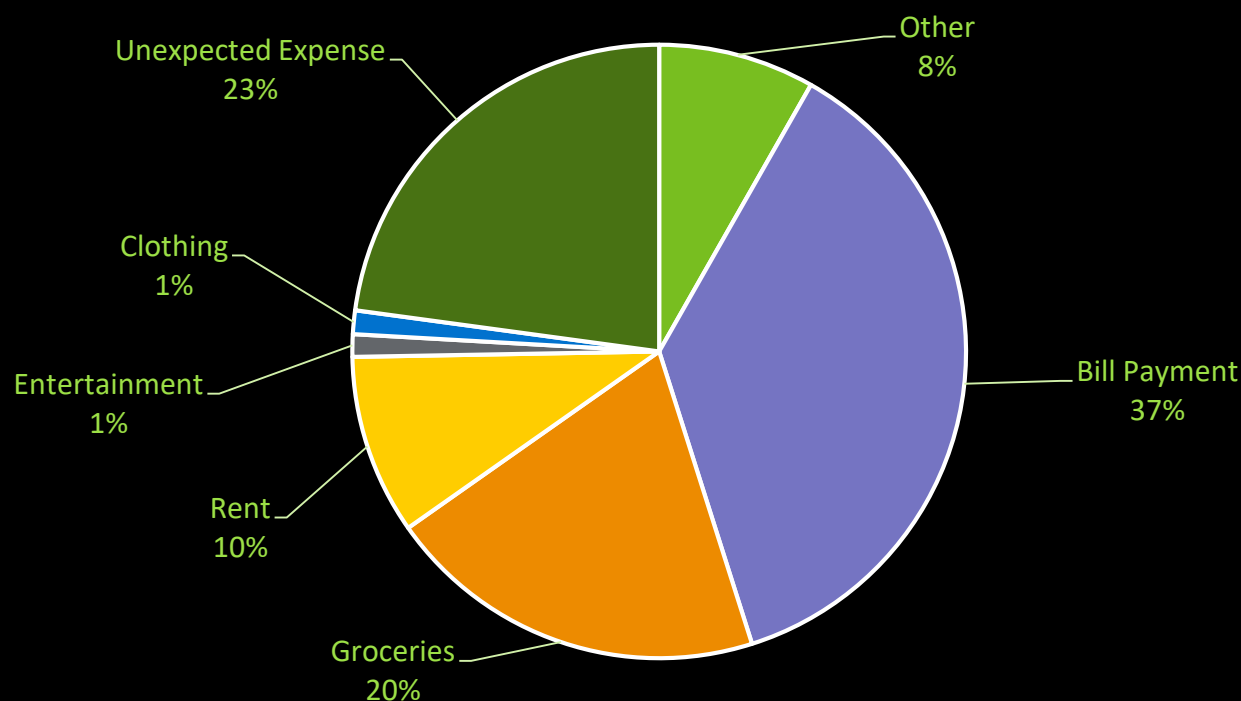
- Instant access to personalized work information for employees
- Simple services to make employees' lives easier
- Differentiate your place of employment
  - Flexibility & work-life balance
  - Demonstrate you care



# OnShift Wallet: Why Employees Need Wage Access

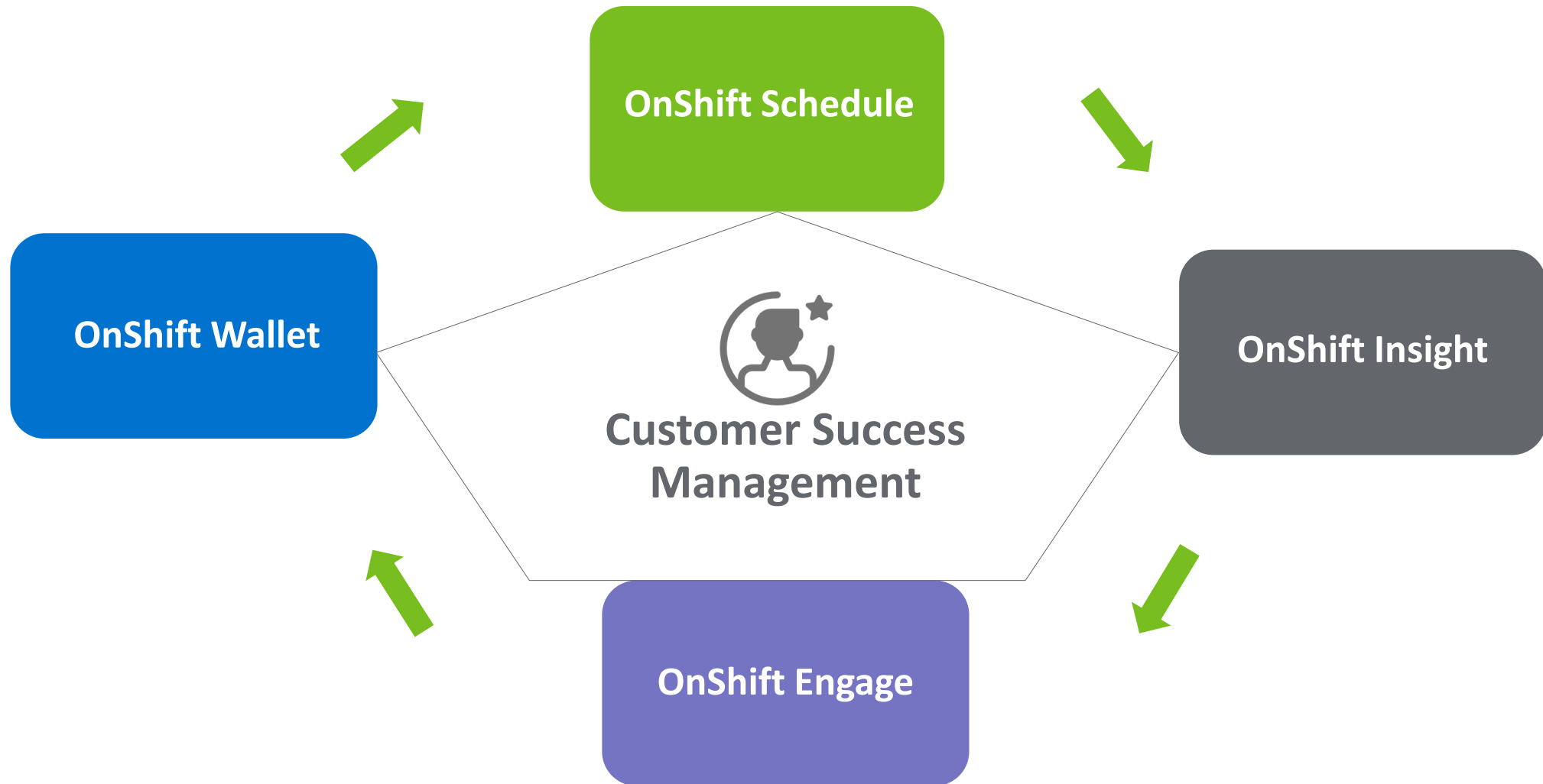
- 90% intend to spend the funds on bills, groceries, rent and unexpected expenses
- 75% avoided paying bank overdraft fees, late payments, payday loans or other fees
- 88% would recommend their workplace to a friend
- 94% would recommend OnShift Wallet to a friend or colleague

How Do You Intend to Spend These Funds?



# OnShift Suite & Demonstration

# Solving Workforce Challenges





# Customer Success Management

# Customer Success Management

- Dedicated team to your organization
  - Goal tracking & labor management consultation
  - Best practice sharing
  - Scheduling adherence
- ✓ Ensure community adoption
  - ✓ Get continuous expert support
  - ✓ Achieve goals & realize sustainable value



# OnShift Implementation Lifecycle



## Onboarding

### 1 Planning & Integration

- Integration set-up
- OnShift system configuration
- Project management and risk assessment



## Training

### 2 Utilization & Adoption

- Readiness assessment
- OnShift training
- Employee in-servicing
- Proactive usage monitoring

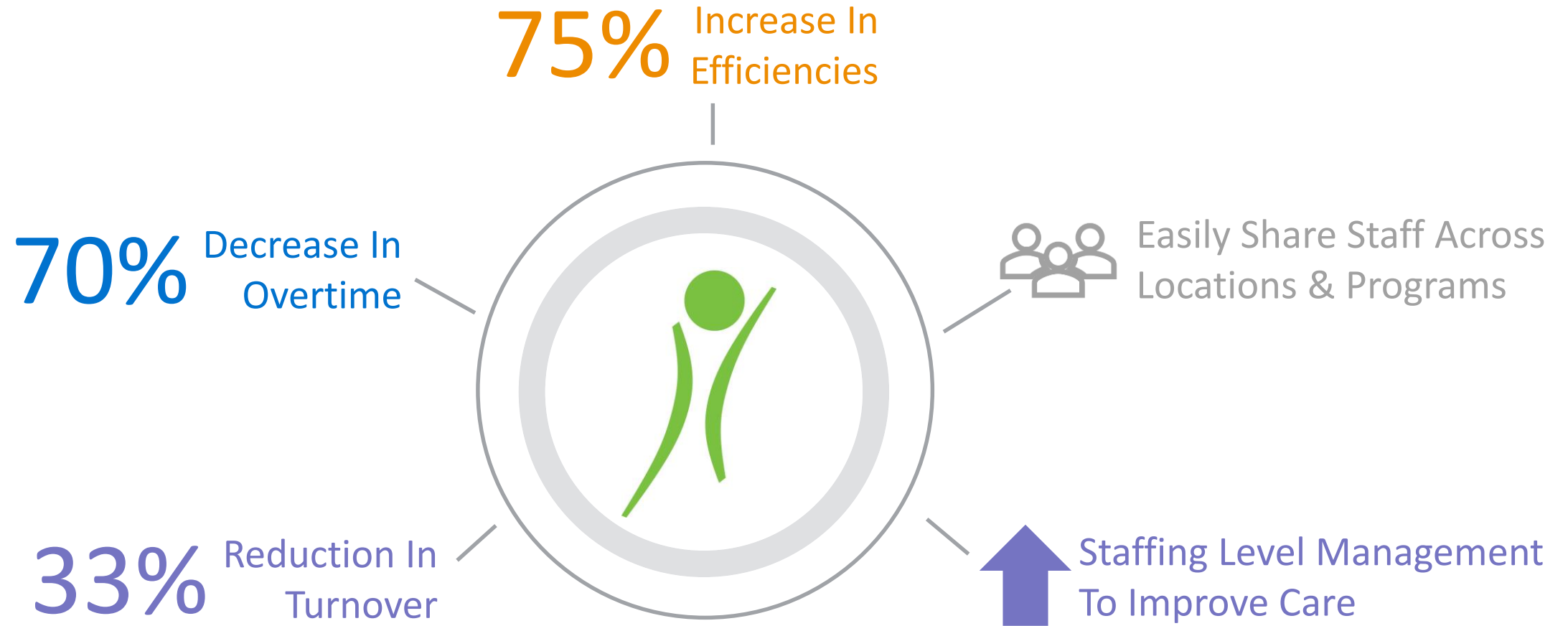


## Customer Success

### 3 Goal Realization

- Continuous consultation
- Retraining as needed
- KPI & goal review
- Tips & best practices

# Proven Success



# The OnShift Difference

- ✓ **Ease-of-Use**  
Intuitive & mobile-first design makes our solutions user-friendly
- ✓ **Employee-First Focus**  
Employee-centric approach facilitates adoption & value
- ✓ **Purpose-Built for Healthcare**  
100% focus on the healthcare workforce
- ✓ **Predictive Analytics & ROI**  
Our customers improve staffing end-to-end, achieving sustainable ROI
- ✓ **Customer Success Management**  
Expertise, coaching and best practices specifically for senior care providers

“OnShift not only makes it easy to spot gaps in the schedule, but fill those gaps...And the overtime prevention features give us better visibility into who we’re using to fill those shifts. So now, we can be confident that we have the staff we need, when we need them, and do so in a cost-effective way.”









- Cindy Watson, COO, Correctional Medical Group

# Next Steps

- Labor Assessment & Community data to OnShift for pricing
- OnShift Proposal review
- MSA & Order Form review and completion
- Pre-deployment meeting for integration & planning
- Kickoff meeting within week of signing agreement
- Pre-rollout
  - Integration testing & initial building prep
- Training





Customer Description	Nonprofit care organization in northern Illinois that serves residents with profound developmental disabilities & special healthcare needs across 6 group homes.			Southwestern Ohio group home provider serving adults with developmental disabilities in 40 group homes and day program facilities.		
Business Goals	 Increase Staffing Visibility Across Group Homes	 Improve Schedule Efficiencies	 Reduce Excess Labor Costs	 Move Away From Manual Scheduling Processes	 Increase Visibility Into Staff	 Reduce Staff Burnout & Frustration
Results	<b>95.7%</b> Client satisfaction rating, achieved through consistent staffing	<b>96%</b> Reduction in time to fill open shifts from employee requests	<b>22.8%</b> Decrease in monthly overtime	 Schedules created in minutes, not hours	<b>40%</b> Employees picking up shifts at other homes	 Happy and engaged staff
Testimonial	<i>"With OnShift, we have higher satisfaction from parents and guardians solely because we make sure that the staffing levels are where Marklund wants them to be."</i> — Rachelle Jewison (Administrator)			<i>"OnShift helps give us a leg up to show applicants and employees that we can be more cutting edge because we have online scheduling, whereas another DD provider maybe wouldn't provide that."</i> — Jennifer Wurzelbacher (HR Manager)		



# Proven Success at Washington Odd Fellows Home



## Washington Odd Fellows Home Overview

CCRC serving residents across a spectrum of care including independent living, assisted living, skilled nursing and rehabilitation

## Strategic Priorities

1. Increase employee satisfaction to reduce turnover
2. Improve manager-employee communication and relations
3. Quickly fill shifts and improve staffing visibility to ensure proper care

## Top Workforce Issues

- Employees lacked a fast, easy way to share feedback, leaving valuable feedback unsaid and management unable to take action to fix issues
- Limited visibility into staff satisfaction made it difficult to identify and improve employee relations to prevent turnover
- Schedulers spent hours contacting staff one-at-a-time to fill shifts

## Key Results

**33%** Reduction In Turnover | **26%** Less shifts with a call-off | **56%** Increase in on-time punches

### Turnover Reduction

- 33% decrease in employee turnover in the first 6 months of using OnShift Engage

### Improved Staff Satisfaction & Behaviors

- 56% increase in on-time punches and 44% reduction in late punches
- Interested and available employees are able to quickly fill the “now open” shifts, making both employees and schedulers happy

### Improved Manager-Employee Relations

- Multiple process improvements made based on employee feedback, including a simple change to the location for nurse aides to chart

