

# LaborSoft



## LaborSoft's Actionable Data Drives Mission-Critical Decisions for NPO

### Client

---

For over 150 years, Howard Center, a nonprofit organization, has been leading the charge for progressive, compassionate, high quality care and treatment. With a staff of 1,500+ employees in over 60 locations, they provide developmental, mental health, substance abuse, and child, youth, and family services to approximately 16,000 people a year. Howard Center connects with communities around the state as allies and advocates to offer everything from counseling services to residential living.

### Business Challenge

---

Analytics play a more critical role in today's healthcare, and non-profit organizations such as the Howard Center require more accurate, timely data. Executive reports and board summaries must reflect the work being achieved to maintain funding eligibility and uphold credibility. When Howard Center reached out to LaborSoft, they faced the challenge of generating the cohesive analytics needed across departments and throughout their dispersed workforce. Each group had their own method of storing and managing data from spreadsheets to older PC databases. Compiling, sourcing and understanding data was a labor intensive task that took time away from mission-critical responsibilities.



*LaborSoft allows management and Board of Directors make better, more informed business decisions that impact finances and operations to help forward the organization's mission.*

## LaborSoft Solution

---

Howard Center approached LaborSoft for flexible, cloud-based applications that would streamline analytics and reporting in four foundational areas – HR, Security, Compliance, and Privacy. With such a large staff, LaborSoft helped Human Resources administrators support case management processes by configuring a user-friendly interface that tracks all personnel issues. This collaborative tool makes it easier and more accessible to manage documentation vital to the investigatory process.

In addition, as a NPO, compliance grievances and concerns need to be accurately reported and addressed. By using LaborSoft, Howard Center would ensure state and federal guidelines were being met as to not jeopardize funding and licensure. LaborSoft also addressed Howard Center's privacy and security concerns through management tools that provide complete visibility into internal and external issues. This transparency helps to reduce the risk of unknown variables that could lead to costly litigation.

## Results

---

Today, Howard Center employees have access to the powerful data they need at their fingertips. By implementing LaborSoft, they have streamlined the collection of information and automated archiving of data to provide a cohesive tracking system on-demand for their entire workforce.

Using the LaborSoft's analytics tools, Howard Center is able to justify services and day to day activities with ease. These capabilities have also allowed them to drill down to detailed specifics quickly and accurately in each area of case management, and provide actionable data that drives results. This critical information is helping Howard Center management and their Board of Directors make decisions that impact focus areas including from spending and budget allocation to the processes and operational efficacies that help forward the organization's mission.

## About LaborSoft

LaborSoft simplifies management of all HR events. Our innovative technology eliminates the need for spreadsheets, paper, and manual tracking of employee and labor relations issues and grievances. It's designed to track incidents, complaints, disciplinary or corrective actions, disputes, grievances, arbitration, and E & O claims from initial filing through resolution. LaborSoft's user-friendly interface with automated workflows, tasks, and reminders mean never missing critical actions. Save operational time and expenses from costly legal fees and investigations. Learn how you can customize LaborSoft's all-inclusive technology for your organization.

[Personnel](#) | [Incident](#) | [Discipline](#) | [Grievance](#) | [Arbitration](#) | [EEO](#) | [Reporting](#) | [Analytics](#)

## Request a Demo

---

See LaborSoft in action and discover why more HR and Employee Relations Departments are partnering with us. Sample the technology and innovation making lives easier. Request a customized demonstration by one of our experts and learn how you can better manage grievances and HR issues almost immediately. [Tell us what day & time works for you.](#)