



What Rehab and Residential Care Facilities Should Look for in Time and Attendance Software

A practical guide for skilled nursing facilities, assisted living communities, and continuing care retirement communities that are ready to make the right investment.



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Introduction

It's 7:00 a.m. on a Tuesday.

A CNA just called out for the morning shift, night staff are still clocked in after a double, and your DON is scrambling to cover memory care before breakfast service begins. Meanwhile, your administrator's inbox is already filling up with questions about last week's payroll.

Meanwhile, if you're running a rehab wing, your physical therapist is already on their second back-to-back morning session. But because yesterday's hours weren't logged correctly, payroll has flagged their timesheet for review. Instead of focusing on patient recovery, they're dealing with yet another payroll question.

Everyone feels the crunch, and residents notice.

For rehab and care facilities — whether it's nursing homes, assisted living, or other long-term care settings — these scenarios are unfortunately the norm.

That's why time and attendance software should be on your radar. Not just basic timesheets or spreadsheets, but a solution that helps your staff spend less time on paperwork and more time focusing on residents.

**Why is time and
attendance software
important for rehab
and residential care?**

Most facilities are under pressure to stretch budgets while staffing around-the-clock care.

The stakes are higher when payroll complexity, compliance, and resident well-being all depend on accurate time tracking. We see this with our current partners — residents come first, but taking care of your staff is the only way to provide consistent care.

The impact on your staff

Inaccurate or outdated time tracking hits your staff first. They're already stretched thin — when they have to deal with missing hours, pay errors, or confusion about timesheets, it leaves them frustrated.

If you work enough days like this, burnout will come on quickly because recovery shrinks. Nearly [99% of nursing homes](#) currently have job openings, and CNA turnover rates hover above 40%. Constantly fixing timesheets and correcting paychecks only make those numbers worse.

The impact on your residents

How your staff show up will make or break the resident experience. When meals are delayed, call lights go unanswered, or activities are canceled because shifts are short-staffed, residents notice.

What starts as a missed punch or a staffing gap compromises in the quality of care. And when families are notified, it puts your entire operation at risk.

The impact on your operations

The last few years of increased software adoption have also exposed critical gaps in manual processes.

Care facilities relying on manual systems face payroll errors, compliance headaches, and constant rework. Clunky time tracking spreadsheets can't keep pace with 24/7 operations.

Real-time visibility into hours worked, automated payroll, and credential checks reduce the administrative burden and help leaders focus on resident care, not paperwork.

Why time and attendance challenges are different in rehab and care

Rehab and care facilities aren't like other workplaces. You balance licensed nurses, credentialed aides, and high resident expectations while running lean with minimal admin staff. If you don't have a solution specifically designed for your environment, these challenges can become major risks.

When time and attendance is handled manually or with outdated tools, the cracks show fast.

1

Shift coverage breakdowns

CNAs and RNs float between units or pick up doubles. Without accurate data, payroll errors and compliance violations pile up.

2

Administrative burden

Facility administrators and schedulers lose hours each week fixing missed punches and piecing together payroll.

3

Overtime and pay rate mistakes

Staff working across assisted living and rehab units can trigger misapplied overtime and shift differentials.

4

Disconnected facilities

Paper and spreadsheet-based tracking can't handle multi-unit operations, creating payroll disputes and wasted admin time.

5

Payroll chaos

Every missed punch or manual correction makes closing payroll feel like a full-time job.

6

Compliance risks

Manually tracking breaks, FMLA leave, and CNA/RN license renewals are exhausting and error-prone. One mistake can mean fines from CMS or state regulators.

**Core capabilities every
time and attendance
software should have**

If you're reading this, you understand the complexity of your work environment.

So, if you're deciding on a time and attendance software, it has to keep up. Staff work around the clock across multiple units and care levels, compliance is constant, and labor costs climb faster than reimbursements.

You need peace of mind knowing a solution can handle all this and more. So how do you know which software is right for you?

Here are the five must-haves to look for in time and attendance software:

1. Seamless payroll processes
2. Visibility and mobile access
3. Flexible, configurable labor tracking
4. Compliance management
5. Leave and accrual management

1. Seamless payroll processes

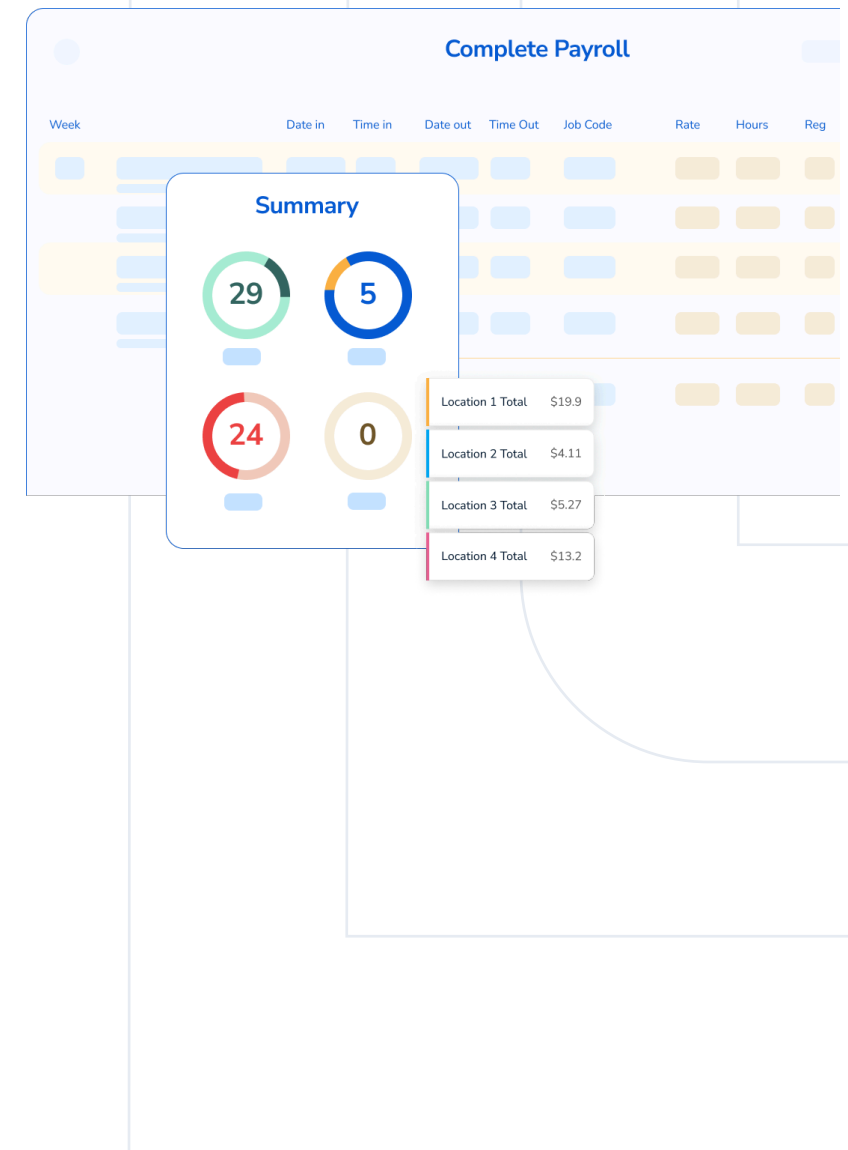
Rehab and care pay structures are complex — shift differentials, doubles, overtime, and holiday pay can all apply in a single pay period.

Manual entry leaves room for errors that damage trust, drive up costs, and risk compliance violations.

Because payroll should take just a few clicks and hours at most, not days with countless back-and-forth checks.

Look for a system that:

- Automates calculations for overtime, shift differentials, and leave
- Supports multi-rate roles across units (e.g., assisted living vs skilled rehab)
- Provides audit-ready reporting for compliance checks
- Integrates easily with your payroll provider



2. Visibility and mobile access for all employees

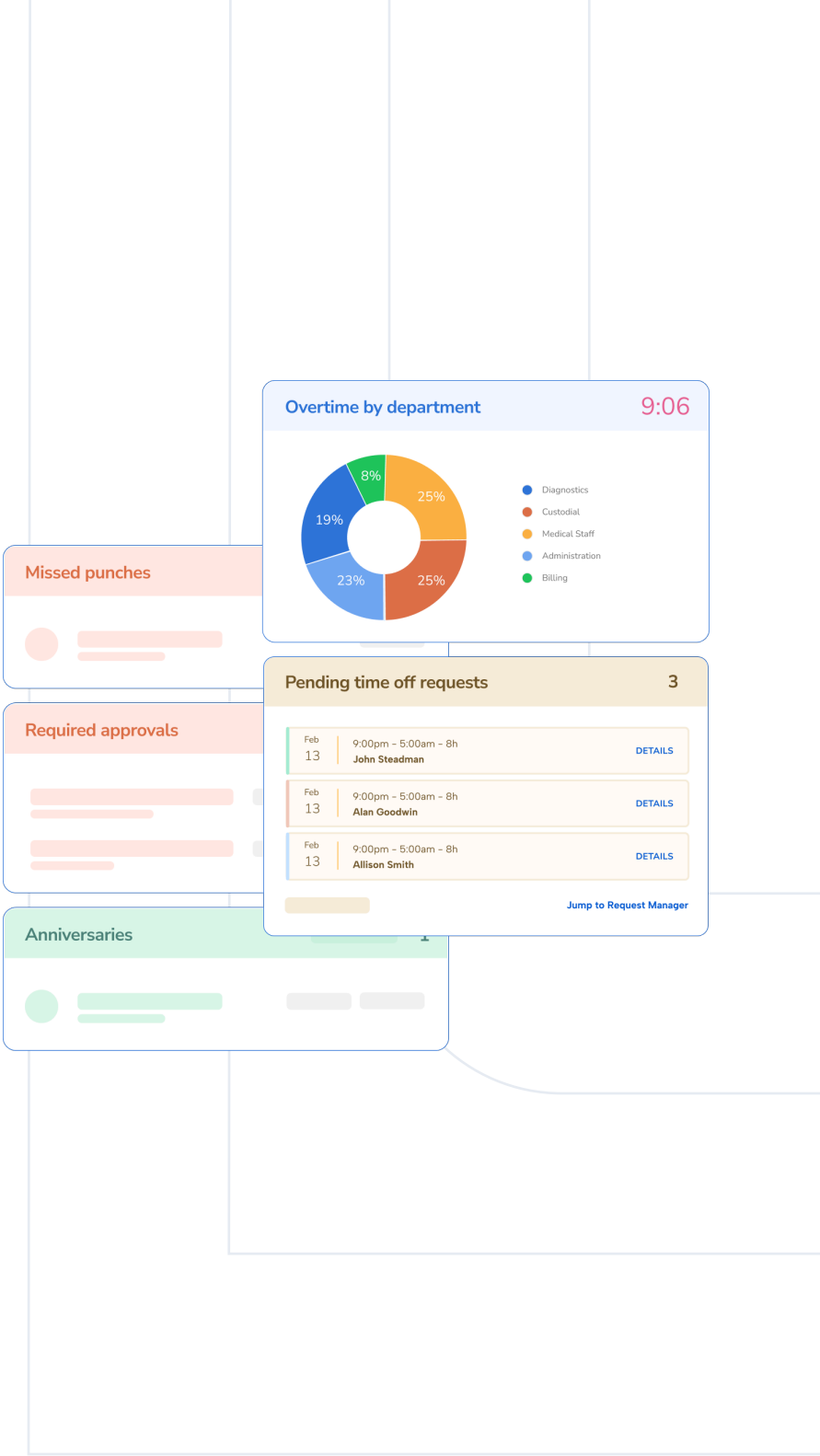
Your staff expect the same digital ease they enjoy in their personal lives.

At the same time, administrators need visibility across departments, shifts, and locations.

You need a system that works equally for everyone. Bringing this data into one system makes it easier for everyone to stay on track, whether on the floor, at the nurse station, or switching between facilities.

The right solution lets staff view and manage their time, while administrators have complete visibility into it.

Time and attendance software for administrators	
Where staff need visibility	Where administrators need visibility
Hours worked	Hours worked across units and shifts
Pay rates for overtime	Overtime totals and coverage gaps
Leave and PTO balances	Payroll and compliance reporting
Credentials	Expired licenses or training



3. Flexible, configurable labor tracking

Labor tracking can be a headache when staff float between units or pick up doubles.

Your software should allow you to:

- Define pay rules by unit and role (CNA vs RN vs LPN)
- Capture time across assisted living, rehab, and memory care units
- Apply staffing ratio rules automatically
- Flag violations in real time

Think of this capability as a digital rulebook that applies accurate, error-free, scalable logic to labor tracking.

Job Types

John Smith

Assign New

Search	Group	Description	Job Class	Rate	Cost Code	Clockable	Counts Overtime	Earns Overtime	Auto Transfer	Time Sheet
		Medical Assistant								
		PTO								
		Sick Day								
		Clinic Support								
		Training								

Cost code summary by employee

For the period of 7/28/2024 to 8/3/2024

Level 1	Level 2	Level 3	Number	Job Code	Reg	Ovt1	Ovt2	Total	Wages
LOCATION 1	JOB 1	PART 1	51-Joba Hutt	9-Project 9	13:30	0:00	0:00	13:30	\$137.50
		PART 2	51-Joba Hutt	9-Project 9	7:00	0:00	0:00	7:00	\$175.00
	JOB 2	PART 1	51-Joba Hutt	9-Project 9	1:20	1:40	0:00	3:00	\$95.83
		PART 3	51-Joba Hutt	9-Project 9	5:00	4:00	0:00	9:00	\$275.00
			Total for LOCATION 1:		26:50	5:40	0:00	32:30	\$883.33
			Total for 9-Project 9:		26:50	5:40	0:00	32:30	\$0.00
LOCATION 2	JOB 1	PART 3	51-Joba Hutt	9-Project 9	9:10	0:00	0:00	9:10	\$229.17
			Total for LOCATION 2:		9:10	0:00	0:00	9:10	\$229.17
			Total for 9-Project 9:		9:10	0:00	0:00	9:10	\$0.00
			Control totals:		36:00	5:40	0:00	41:40	\$1,112.50

Job Codes

Search codes

101 Medical Assistant

120 Front Desk

125 Clinic Support

36 Vaccine Clinic

155 Interpreter

Training

Holiday

Location 1 Total

\$199

Location 2 Total

\$411

Location 3 Total

\$529

Location 4 Total

\$329

4. Compliance management

Labor compliance in healthcare extends far beyond clocking in and out.

Rehab and care facilities must meet staffing ratios, break mandates, and credential requirements for every shift.

Software should alleviate the burden and complexity, not add to it.

Look for software that:

- Enforces break and meal policies automatically
- Sends alerts for expiring licenses and certifications
- Adjusts for state labor laws and union requirements
- Provides CMS-ready reporting for audit needs

Real-time compliance checks and audit-ready reporting save time, protect you from costly penalties, and uphold your reputation as a credible rehab or residential care provider.

The image shows a software interface for managing labor compliance. It features two main panels: 'Break Rules' and 'Rules'. The 'Break Rules' panel has a table with columns: Break Type, Min Shift Length, Max Shift Length, Break Duration, From, To, and Break Starts At. The 'Rules' panel includes a 'Weekly Overtime' dropdown, a checkbox for 'Employee also earns a salaried amount of' (set to 0.00), a checkbox for 'Ignore regular hours for this employee', and sections for 'Overtime Settings' and 'Multipliers'. A 'Sixth Day' modal is open, titled 'Sixth Day', with the text 'On the 6th consecutive day of a work week, calculate hours with the following settings:'. It has four radio button options: 'No special action for these days' (selected), 'Override overtime settings for these days' (with 'Override #1' and 'Override #2' set to 0:00 hours in the day), 'Pay a shift premium of' (set to 0:00 dollars per hour), and 'Must have worked at least' (set to 0:00 counted hours in overtime period). A 'Save' button is at the bottom right of the modal.

5. Leave and accrual management

Managing PTO, FMLA, or sick leave can be a compliance minefield.

A solution should make your requests, accruals, and leave policies simpler with:

- Automated notifications for new leave requests
- Visibility into accruals and time-off for staff
- Forecasting and tracking based on hours, rules, and requests
- Configurable rules matched to your policies
- A shared calendar to display leave and coverage

Building transparency into leave and accrual management supports compliance and strengthens team communication.

This will create fewer disputes, less questioning over timelines, and more certainty about pay rates and time tracking.

The diagram illustrates a leave management system interface. It features a main panel titled "Accrual rules" with a list of rules on the left and configuration options on the right. The rules list includes: 01 Sick Leave, 02 Vacation, 03 PTO New Hire (highlighted), 04 PTO 2-5 Yr., 05 NY Sick Leave, 06 Babylon Sick Leaves, and 07 CA Sick Leave - 30HR. The configuration options on the right include "Start and Stop Options", "Accrual Expiration Options", and "Repeated Post Options", each with a corresponding input field. Below these is a summary table showing "Casual/Sick Days" (8/10), "Annual PTO" (10/14), and "Balance - 2023" (2/5). To the right of the main panel is a "Request time off" form with a dropdown menu set to "PTO New Hire", "Date From" and "Date to" fields with calendar icons, a "Comments" text area, and a blue "Request Time" button. Lines connect the "PTO New Hire" rule to the dropdown menu and the summary table to the "Request Time" button.

Rule ID	Rule Name
01	Sick Leave
02	Vacation
03	PTO New Hire
04	PTO 2-5 Yr.
05	NY Sick Leave
06	Babylon Sick Leaves
07	CA Sick Leave - 30HR

Category	Value
Casual/Sick Days	8/10
Annual PTO	10/14
Balance - 2023	2/5

Request time off

PTO New Hire

Date From Date to

Comments

Request Time

How to evaluate time and attendance vendors

The right vendor can anticipate your workforce's curveballs before they happen.

Choosing a vendor isn't just about features. Your facility needs a partner who understands the realities of resident care 24/7 operations, credentialed roles, and the payroll complexity which all make accurate time tracking non-negotiable.

From CNAs clocking doubles, to RNs earning extra for weekends, or nurses getting extra pay for night shift, your solution should know that every punch is tied to compliance, payroll, and quality of care.

Rehab and residential care experience

- Do you currently support skilled nursing, assisted living, or CCRCs like ours?
- Can you share case studies or references from organizations similar in size and specialty?

Integration ability

- Which payroll or EHR systems do you integrate with today?
- Can you demonstrate how time and attendance data flows into payroll or scheduling in real time?

Compliance and credential tracking

- Do you provide audit-ready reporting for CMS and state staffing requirements?
- How does the system flag expired credentials or missed breaks before they become compliance issues?

Onboarding & support

- How long does implementation typically take for a facility of our size?
- What support response times should we expect if something breaks midweek?

Scalability and growth

- Can the system scale across multiple facilities or units?
- Are there additional fees for growth, new roles, or added users?

Ease of use for staff

- How quickly can CNAs, RNs, and schedulers adopt the system?
- Can staff request coverage swaps, PTO, or vacation directly in the app without manager intervention?

ROI and total cost of ownership

The right time and attendance solution pays for itself through the time and efficiency savings it provides.

Fewer overtime hours

Built-in time rules prevent overscheduling, keeping labor costs predictable and reducing unnecessary overtime — savings that add up quickly for lean facilities.

Faster payroll cycles

Administrators and HR teams spend days fixing timesheets and punches. Automated calculations cut payroll prep from days to hours for better accuracy.

Lower turnover from burnout

Retaining even one RN or CNA saves tens of thousands in recruiting, onboarding, and productivity costs. Fair, transparent schedules help keep staff engaged and reduce turnover.

Stronger provider reputation

With less staff turnover, residents and families experience more consistency in care. This builds peace of mind and stronger relationships between patients and staff, improving your reputation as a care provider.

Better resident care without extra payroll

Accurate scheduling ensures coverage for morning routines, medication rounds, therapy sessions, and meals. Time and attendance helps administrators keep care on track without adding labor costs.

Compliance error prevention

Avoiding CMS fines for staffing or break violations protects reimbursements and saves far more than the cost of the solution.

The software itself is rarely the expensive part.

The bigger, costlier part comes from inefficiencies you're already paying for and those shrink significantly when you choose the right time and attendance solution.

Questions to ask before you buy

Last but not least, as you're getting closer to your decision for time and attendance software, ask the practical questions that can make or break adoption in a rehab or residential care facility:

- ✓ **How quickly can we be up and running?**
Does the system require excessive admin setup time for the system and staff training? Do we need to adjust coverage and allot time for onboarding?
- ✓ **What happens if staff forget to clock in or out?**
Does the system provide simple fixes for administrators, or will errors keep piling up?
- ✓ **How easy is it for CNAs and RNs to use on mobile?**
Can staff clock in from their phone, request PTO, or swap shifts in the app without administrator intervention?
- ✓ **What does payroll actually look like at the end of the week?**
Can you preview a live demo of how hours flow into payroll reports so there are no surprises later?
- ✓ **What support is available after go-live?**
If something breaks mid-week, can you reach support quickly, or are you left waiting while payroll deadlines loom?

If the vendor
can't answer
these clearly
or show you
in a live demo,
keep looking,

**Make time and
attendance work better
for your rehab or care
facility with TCP**

Time and attendance software isn't just about tracking hours. For rehab or residential care facilities like yours, it's a way to reduce paperwork headaches, improve compliance confidence, and give your staff more time for patient care.

With the right system, you move from scrambling to track float staff, fix overtime, and rework payroll, to running a smoother, more predictable rehab or residential care operation.

[TCP's time and attendance solutions](#) are designed to make your job easier, no matter your role in rehab or residential care — facility administrator, director of nursing/nurse manager, charge nurse, HR manager, payroll coordinator, or even regional executives.

You've already put in the work to define your challenges and research your options. Now it's about picking the solution that aligns with how your team works, while keeping your patients and your bottom line happy.

If you're ready to see how TCP can help improve your time and attendance, check out our [TimeClock Plus](#) and [Humanity Time](#) solutions or [book time with our team](#).

TCP Software's employee scheduling and time and attendance solutions have the flexibility and scalability to suit your business and your employees, now and as you grow.

From [TimeClock Plus](#), which automates even the most complex payroll calculations and leave management requests, to [Humanity Schedule](#) for dynamic employee scheduling that saves you time and money, we have everything you need to meet your organization's needs, no matter how unique. Plus, with [Aladtec](#), we offer 24/7 public safety scheduling solutions for your hometown heroes.

Ready to learn how TCP Software takes the pain out of employee scheduling and time tracking? [Speak with an expert today.](#)



Want to learn more? Let's chat.
tcpsoftware.com