



# Top Ways for Governments to Leverage Their Workforce

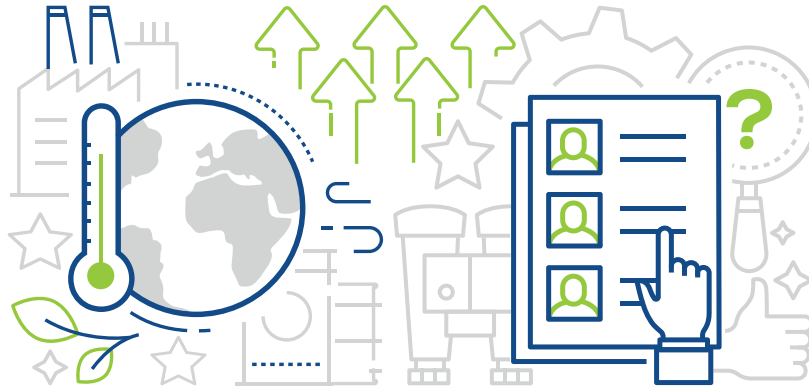
For most State and Local governments, managing the workforce is an extremely complex process because their employee groups have highly diverse needs. From Public Safety to Parks and Rec to Public Works, there are many different employee types and needs. Governments need technology that's configurable to meet those varied needs from a provider that understands the complex challenges they face. TCP Software has decades of experience working with government entities and here are a few things we've learned to about this workforce.

## Know Where Your Employees Are

Precise and accurate understanding of your employees' work is critical in managing the workforce properly. Underestimating the importance and breadth of what that entails can be extremely costly for the government and for the taxpayer. Before anything else, the work needs to be done and recorded. While the employees take care of the doing, it is up to management to take care of recording and handling that data. Tracking employee time and labor is an evolving and varied process that involves more than simply recording and storing data. Employees might be balancing multiple jobs, locations, departments or more, and it is up to management to make sure everything is in order. On top of that, there are often individualized negotiations or contracts that require small but important changes to some employees that don't affect the rest.

## Know Where You Employees Should Be

Employee schedules vary. They can be simple and repeating or they can be complex and ever-changing. Properly scheduling employees is crucial not only for the employees themselves but also for management. Schedules that are updated and accurate allow for managers to track a variety of things such as tardiness, early or late clock outs, absences and many other important variances. Being able to report on this historically can be useful in personnel cases and for making sure there are no trends of unscheduled work or shortened work weeks.



## Upgrade Employee Health Measures

The COVID-19 pandemic has shed light on the need for upgraded employee health protocols for most, if not all, organizations. It is even more important for government and other public institutions to make heightened health security a priority, both for the public and for the employees. Tools such as thermal sensors, temperature reporting and contact tracing are all vital measures for guaranteeing employee safety. [Upgraded employee health measures](#) are not only important for physical safety, but for employee morale as well. Ensuring that the appropriate steps are taken, and precautions are in place heighten overall efficiency and act as a preventative measure for widespread health issues within the government.

## Maintain Key Compliance

For public institutions it is imperative that you utilize tools and resources that are consistently updated with several various compliance regulations. These include, but are not limited to, Family Medical Leave Act (FMLA), security compliance (such as SOC-2) and accessibility (WCAG). Maintaining security compliance ensures that your data is safe and being responsibly handled at all times, which is necessary for government institutions. Accessibility compliance falls both within the bounds of Equal Opportunity Employment and Disability Accommodations, guaranteeing that your employees are able to access and utilize your tools and resources as they need it. With government money at stake, [maintaining various forms of compliance](#) is an efficient way to eliminate the risk of wasted resources or legal issues.

## Measure & Control Variables

There are a lot of moving pieces in workforce management, and government is no exception. With various types and categories of employees, schedules and departments in play, it can feel like a zero-sum game when trying to juggle proper management and efficiency. Keeping track of all the variables that come into play with employee hours is essential to effective workforce management. If the data is appropriately flagged and consolidated into a digestible view, management can effectively do their job without sacrificing the efficiency. Properly leveraging management tools to measure and control all the variables that come with employee hours saves time, money and energy that can be better spent on the rest of the day-to-day job.



## Dynamic Leave Management

Managing employee accruals and leave properly can be a challenge, but if done effectively it can alleviate a lot of the pain and stress associated with a government's workforce management. How leave interacts with schedules, hours and payroll is a critical part in keeping all the various time and attendance pieces aligned. On top of that, keeping track of the entire government's leave calendar to make sure that there are enough employees to keep things running is a complex and intricate process. [Maintaining all accruals, requests and leave calendars](#) in the same place as your schedules and hours can help keep things seamlessly integrated and ensure that management is easily able to monitor it all at once. Similarly, it can increase efficiency by reducing unnecessary steps to have employees submit time off requests and view/approve hours and schedules all from the same portal. Efficiently managing leave results in both saved resources and stress, which streamlines workforce management in general.

## Advance Visibility to Lower Cost

Tracking and monitoring employee hours pays off big for organizations by reducing unnecessary costs such as overtime. While there are times where overtime is approved or necessary, establishing thresholds for employee hours and making sure they aren't crossed is an effective way to conserve resources. The efficiency of this can be exponentially increased by putting measures in place to do most of this monitoring for you. Setting up automatic notifications for employees approaching overtime allows management to effectively monitor these thresholds without spending time or energy actively doing so. This spares management time tracking employee hours and comparing them to the established thresholds and it efficiently enables managers to curb unnecessary costs before they are incurred.

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