



Everything You  
Need to Know  
About  
**Workforce  
Management  
for Governments**



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## Are You Getting the Complete Package from Your Workforce Management Solutions?

True workforce management happens when all the key activities required to maintain a productive workforce integrate seamlessly into one package. In this eBook, chapter by chapter, you'll learn what robust workforce management looks like, and we'll show you how the TCP workforce management suite, powered by TimeClock Plus software, does just this.





TIME & ATTENDANCE

# Time and Attendance: The Core of Workforce Management



## How Time and Attendance Can Enhance Your Overall Workforce Management

When it comes to workforce management, integrated solutions are key and time and attendance remains at the core of it all.

To start with the basics, workforce management is an organizational process that includes all the activities required to maintain a productive workforce, including managing mobile or remote employees, employee scheduling, leave management and document management. Determining how your employees clock in and out, when they work, and what functions they perform while at work are all key elements of optimizing your workforce.

For state and local government entities, tracking time and attendance data can be especially difficult because of the complexity of the workforce. With numerous departments and locations, seasonal workers, employees who may work in multiple departments and are represented by unions, technology-based solutions are the only way to go.

As time and attendance capabilities become more in depth, it's essential for governments to have a system that supports workforce strategies now and for the long term. This key component is no longer just about tracking time, it's now an essential to improving employee engagement and key to what you need to support the organization.

## Automation Reduces Errors and Frustration

Automating your time and attendance system reduces the outdated and sometimes frustrating manual process that administrators, employees, and management must do to keep their records accurate. When you're relying on pen and paper, spreadsheets or other manual processes to track hours, there are many opportunities for errors. Automation reduces the chances for human error, which can save time and money.

Today's employees are accustomed to using technology in nearly every part of their lives, and work is no exception. They expect their employers to have efficient and accurate workforce management technology in place. Whether it is clocking in and out or having more control over their schedules, hours, or PTO, employees want visibility into their work records.

## Self-Service Options Empower Employees

In addition to accurate payroll deposits in their bank, employees also appreciate the visibility of time and attendance systems. With the right platform, employees can access their data and see the same information as their manager. This type of transparency creates opportunities to fix issues and builds trust between employees and their managers.

Self-service features provide employees more access to their data and help streamline communication between employees and managers for time approvals, requests for paid time off (PTO), and even scheduling. For example, when employees request PTO, a notification is sent to their manager, ensuring that the request isn't missed.

Keeping time-related communications in one system helps managers and employees efficiently manage requests, approvals, and attendance issues. The two-way messaging in self-service allows employees to read and review manager messages when they perform a clock operation versus digging through their inbox for an email they received weeks ago. Similarly, it's easier for managers to manage and track all time-related questions and issues for their employees in one place.



## Data Informs & Improves Workforce Decisions

Time and attendance data informs every aspect of workforce management. Without HR tech for time and attendance, errors and issues typically come to light at the end of a pay period – when hours are tabulated and reviewed. Or even worse, a time tracking error may become apparent only after you run payroll, requiring additional time and effort to correct. As for building your workforce management capabilities on time and attendance actions, that becomes next to impossible without technology in place.

But payroll and HR don't need to suffer through these time-related issues.

“Our ability to collect and analyze data is evolving at an exponential rate.”

— Forbes  
The Value of Real-Time Data Analytics

Fundamentally, this capability transforms organizations from reactive environments -- being managed by static and aged data -- to automated continuous learning environments in real-time.

“Indeed, with access to real-time data and reporting features, leaders and managers can make better- informed decisions quickly.



For example, the data related to time and attendance can help:

- Compare job costs to help governments understand what projects or work areas on which employees spend the most time.
- Provide insight into seasonal and contracted employee labor and costs.
- Examine absenteeism rates to understand the impact on loss in salary, productivity, and quality. Data from [the Bureau of Labor Statistics](#) (BLS) indicates that in 2019, nearly 3% of an organization's workforce was absent on any given day.
- Analyze overtime expenses against [new overtime rulings](#) to determine if your model for exempt and non-exempt employees is working for – or against – your bottom line. And track the data to help you keep clear of the [common overtime errors](#) many organizations face.
- Time and attendance data can also help you understand the time input versus work output ratio and to help you optimize efficiencies.

Modern time and attendance software plays a vital role in helping HR and government leaders stay on top of organizational goals and KPIs.



# Six Features That Set TCP's Time & Attendance Apart

Governments are comprised of a greatly varied workforce, that typically include fire and police departments, public works and parks and recreation, all of which include have employees with different needs, skillsets and experience levels.

Here are six important ways TCP sets itself apart from other providers...

## 1 Multiple methods to collect time

TCP has a configurable, customizable time clock that can have up to five attachments or methods by which an employer can collect time. Based on your unique needs, TCP can collect time via thermal sensors, fingerprint scanners, and badge-readers.

We also offer a hand scanner clock, a USB option for a fingerprint scanner, a mobile app, and a browser-based time clock option. No one offers as many customizable methods for time collection.



## 2 Flexible job tracking options

TCP enables you to track up to six layers of labor. Employees can have as many job and cost codes as necessary on their profile, and they can switch between those codes at any point. That flexibility in code selection creates a snowball effect of benefits that includes reporting, analytics and improved day-to-day workforce management.

Every organization tracks data differently. TCP's solutions allow you to configure these job tracking options according to each department's terms.



## 3 Numerous options for labor and OT calculations

TCP provides numerous options that remove that risk of wasted time entering calculations and fixing related errors. We offer flexible pay periods, shift differential, and adjustable work weeks — by employee or department. For OT calculations, TCP includes 12 different threshold types: weekly, biweekly, daily, and others. We also have calculations in place to address comp time and weighted overtime.

None of our competitors can match the breadth or configurability of the calculation options that TCP offers.

## 4 Dynamic accrual set-up

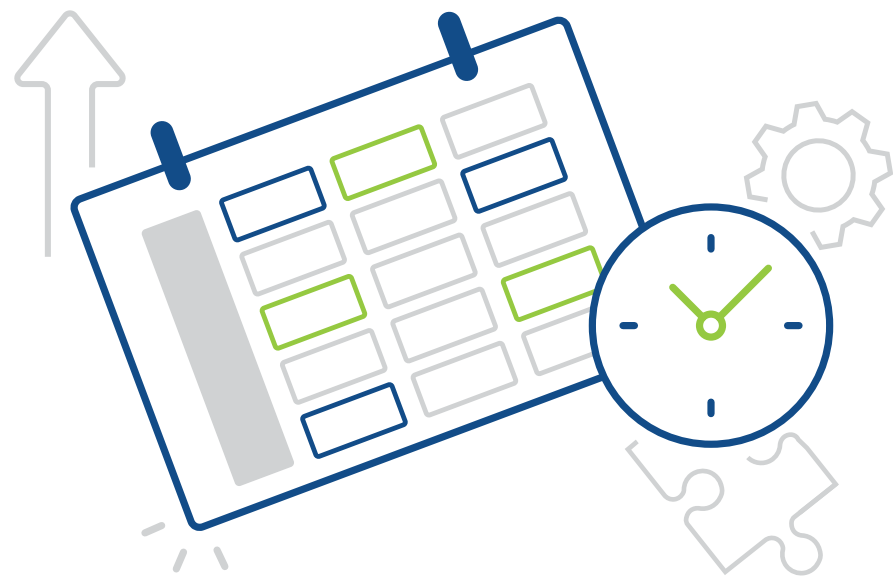
TCP provides some of the most flexible configuration capabilities in the industry. Based on your government's needs, you can configure flexible posting periods, as well as accruals that distribute based on hours worked, or based on a flat rate. TCP also allows for negative balance limits, configurable caps and resets and all settings can be adjusted on a master, departmental or individual employee level.



## 5 Expansive configurability

TCP is designed to offer as many configurable options as possible, including calculations, employee set-up, and employee interaction capabilities.

Our platform can adjust to most configuration needs. We're also not limited to one configuration – we can make changes on a level that applies to the organization, a department, an employee or even individual timesheet segments



## 6 Extensive exception options and an interactive view

Exceptions show anomalies in the hours an employee works. Whether it's shift exceptions, overtime comp time, a short or long break, missed punches, or nearly 30 other exceptions, TCP helps governments efficiently track the data they need to optimize their employees' time. Additionally, with our platform there's no need to run a report to view exceptions, they are available on-screen and in real-time.

Time and attendance are at the heart of what TCP does, and it's where we began. How your employees' clock in and out, when they work and what they work on are the core workforce optimization. We've taken what we know about time and attendance and evolved the TCP platform to offer an expansive range of workforce management capabilities. Each component has been carefully designed to support the needs of each organization.



You've collected the hours, what do you do with them?

At TCP, we believe robust time and attendance solutions aren't complete until they are integrated with your payroll and ERP/HCM systems. Our customers frequently rave about how these integrations take their [payroll processes from days to hours](#).

We work with all the major payroll providers, including ADP, QuickBooks and Munis, to offer specially configured payroll integrations. Whether your integration is seamless, a one-click, pre-coded module, or a flat-file export, we make it happen. [View all TCP's payroll integrations here](#). Don't see your payroll provider? We maintain relationships with payroll providers to create the integration your organization needs and to ensure you have the best customer service.

Looking for Enterprise Resource Planning (ERP) or Human Capital Management (HCM) integrations? Our time collection solutions are built to operate with your existing systems and can result in substantial savings. TCP makes integration with these systems easy and cost effective, so you can focus on other important matters.



## SCHEDULING

# Reduce Workforce Friction with Integrated Scheduling



It seems like simple advice when a manager hollers, “Check the schedule for your next shift” as an employee leaves for the day. But the reality is, scheduling is one of the most complicated aspects of running a smooth operation.

Scheduling is a key area where the right solution can streamline processes and procedures to relieve organizational and employee issues that you may not have even realized. Aside from receiving accurate pay, it’s likely that an employee’s schedule is one of the most relevant aspects of their work experience.

## Consider this...

It’s a Friday the middle of winter and city road crews are busy preparing streets for winter weather and repairing them after a storm. As another storm approaches, the crew manager is scrambling to prepare his crew while dealing with an everchanging timeline. It’s 6 am and everyone is ready to go, except one key member who is more than 30 minutes late. He dials the employee’s number, hoping he’s on his way to work.

“Why aren’t you here for your shift?” he asks when he picks up.

“I checked the schedule on Tuesday. I’m not scheduled to start until 8 am,” says the employee.

“I updated the schedule on Thursday because of the storm. Didn’t you see the latest?”

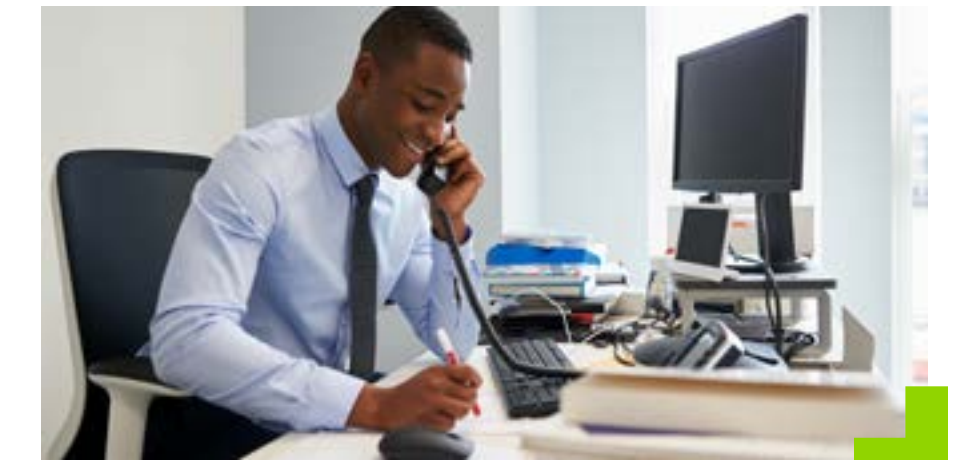
“I haven’t been up to the office since Tuesday, so I had no idea,” says the employee.

The manager is frustrated. He knows there must be a better way to communicate schedules than posting them on the wall or calling employees every time there’s an update. But he can’t think about that right now – he’s got to get the rest of his crew going.

Regardless of your department, if you’re in charge scheduling, there’s a good chance you feel this manager’s pain. Unfortunately, scheduling is one of the most complicated business elements and one of the most critical aspects of operational success. You can’t maximize business results without the people there to help you do so.

“The reality is that nonstandard work schedules are common, and every organization that is reimagining the workplace should be cognizant of the pros and cons of implementing them. Schedules can affect a host of important outcomes for employees, both personal and professional,” [according to Harvard Business Review](#).

Many governments don’t know what they’re missing – in terms of employee and operational effectiveness – by not having robust scheduling capabilities integrated with their other systems and tools. : Integrated systems allow government departments to use data from time and attendance systems, past schedules and approved leave and absences to make building the weekly schedule simple and quick



## How Workforce Management Solutions Solve Scheduling Issues

Even with the technology available, many governments with hourly employees or shift workers on staff still rely on paper schedules, cumbersome spreadsheets, or outdated backend systems that employees can't access. In these organizations, you'll find the schedule posted on the backroom wall or other central location so that employees can find out when they work next. This approach may suffice when schedules don't need to change.

But what happens when they do need to change? "It is clear that volatile schedules can create tremendous stress and hardship for employees and their families. This is especially true for workers in positions that do not pay well and offer limited benefits," according to the authors at Harvard Business Review.

In many organizations, schedule changes occur daily – if not hourly. Managers and shift supervisors might even say that despite their best efforts, schedules are living documents. The reality is that employees need to swap shifts, special circumstances require adding more labor, people get sick. Managers change and update schedules to fix gaps and ensure the right people are in place.

Without workforce management solutions that integrate and include advanced scheduling capabilities, it can be next to impossible for managers to know what's going on with their teams and even more challenging to ensure shift coverage and manage overtime costs effectively



## Consider this...

It's late in the season at the city pool and your seasonal workforce is dwindling as school obligations pull them from their summer jobs. One of your most loyal lifeguards requested the weekend off awhile back and got her shift covered by one of her peers. Now you're looking into the week's time and attendance data and discover that this puts the employee filling in for her into overtime—that you can't afford this late in the season. Now you have to break it to one of your best employees that her weekend plans are ruined...



Without a central workforce management system, managers must review multiple spreadsheets, request forms, and data points to schedule each employee properly. These outdated systems make the scheduling process ripe for errors.

There are also labor laws and state requirements regarding hours worked. For example, in California, there are [unique regulations regarding overtime](#) . In Seattle and other localities, employees earn [sick and safe paid time](#) off based on the number of hours they work. A flexible system that adapts to your organization's needs is an important way to ensure you're meeting local and federal compliance regulations.

Unions can also make schedule building extra complicated. The data you have might show you the team can get their work done in only 32 hours a week, but the collective bargaining agreement (CBA) requires you to schedule these employees for 40 hours a week. Advanced scheduling features can help you ensure your scheduling is aligned with any CBAs in place.



## Important capabilities for scheduling

Making the employee schedule to cover various shifts is an important, but thankless, role in many organizations. When a schedule is managed effectively using a scalable, repeatable process, productivity is off the charts, and labor costs come in at -- or under -- budget.

Some of the fundamental ways that scheduling software supports governments include:

**Flexible schedules and configurations** allow managers to pivot shift coverage quickly or reassign a shift to another employee. This flexibility helps when people are out sick or are using other paid time off.

**Employee access** to schedules improves engagement and efficiency. When employees can see their schedule online, make schedule requests and communicate with their manager about changes, they're empowered to participate in the process, helping to make it more efficient and productive. Some systems even provide the ability to create push notifications about schedule changes or to send reminders when it's time to work.

**Interdepartmental communication** and views provide enhanced visibility. This is great for multiple departments, remote or mobile workers and employees who work in multiple departments. This view of all an employee's roles and departments where they work reduces the chances of scheduling an employee in two locations at once, helps keep unnecessary overtime in check and ensures compliance with hourly regulations.

**Qualification verification** ensures you have the right skillset and ranks for each day. It's not enough to just have someone filling a role when employees are out. You need a solution that can help you find the skilled welder or team lead to ensure the day's work gets done.

### Consider this...

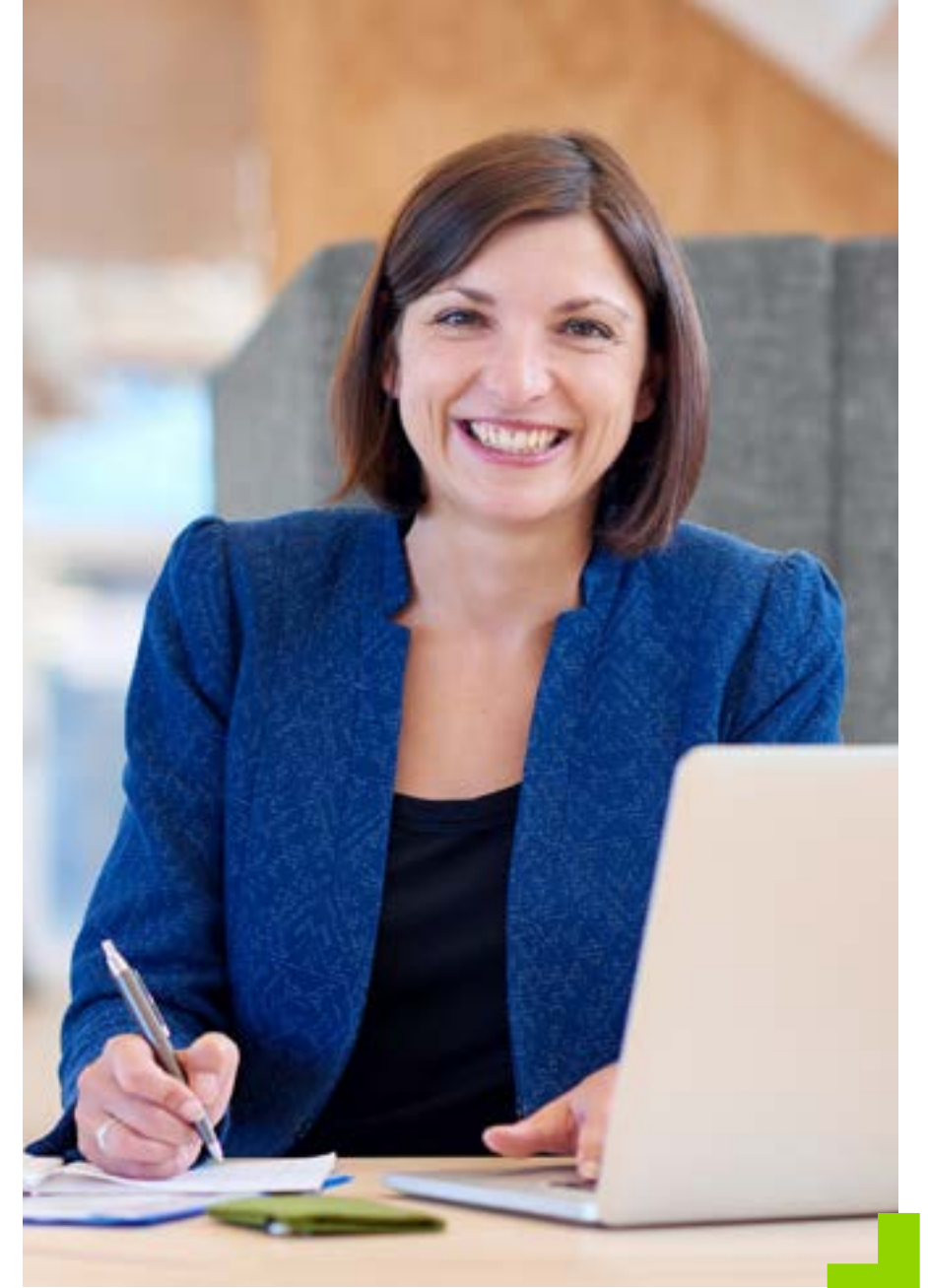
A typical shift for a fire department must include five firefighters, two lieutenants and a chief (for example). As schedule changes occur, it becomes challenging to ensure you have a full shift with all the necessary ranks. How can you make it easier to find replacements with the proper qualifications to cover the shift?



## Five Features That Set TCP's Scheduling Capabilities Apart

We offer a variety of scheduling tools to support how your government achieves results. With [TCP's scheduling solution](#), powered by TimeClock Plus software, you can build and manage schedules, create recurring schedules, set up exceptions and download reports to maximize your workforce.

Here are five important ways TCP sets itself apart from other providers...



## 1 Flexible scheduling options

Schedules in our software can be set up on an ad hoc basis to recurring 9 to 5 hours, and anything in between. You can also deploy specific schedules for different environments. The easy-to-use interface allows you to drag and drop shift assignments, as well as view coverage percentages to ensure the right people are scheduled at the right time.

## 2 Employee empowerment

We make it easy for your workforce to access their schedules on any electronic device. With this ability, employees are empowered to manage their schedules remotely, trade shifts and request days off. Organizations also have the flexibility to allow employees to change their schedules without manager input if desired.

## 3 Exception tracking

We know that governments need to monitor schedule anomalies, such as late arrivals or missed shifts, and take action to resolve issues. Our TimeClock Plus software allows users to define the types of anomalies they wish to track, and you can also set up notifications based on these actionable occurrences.

## 4 Regulatory compliance

In the TCP system, you can create rules to ensure that laws are followed and overtime is appropriately applied. This helps ensure compliance with federal, state and local labor laws.

## 5 Integrated workforce management

Thanks to seamless configuration, you're able to integrate scheduling with our time and attendance, leave management and other capabilities.



## TCP's Advanced Scheduler... Created with State & Local Governments In Mind

TCP has a long history of creating solutions to suit our customers' needs, and our Advanced Scheduler solution is a perfect example. Understanding the complexity of building schedules for public safety organizations like police and fire departments, we developed Advanced Scheduler to empower your workforce to swap, drop or offers shifts without manual work. Our interactive solution helps match shift change requests to qualifications you've configured (rank, skillset, etc.) needed in real time.

Advanced Scheduler offers dynamic configuration to give you a comprehensive and digestible view of your schedules. It also gives employees and managers expanded notification options when shifts are changed and seamlessly integrates time-off requests with schedules. Show us your most complex scheduling needs and we'll show you how we can help!

Reach out today to learn more and [schedule a demo](#) with one of our consultants.





**ABSENCE & LEAVE MANAGEMENT**

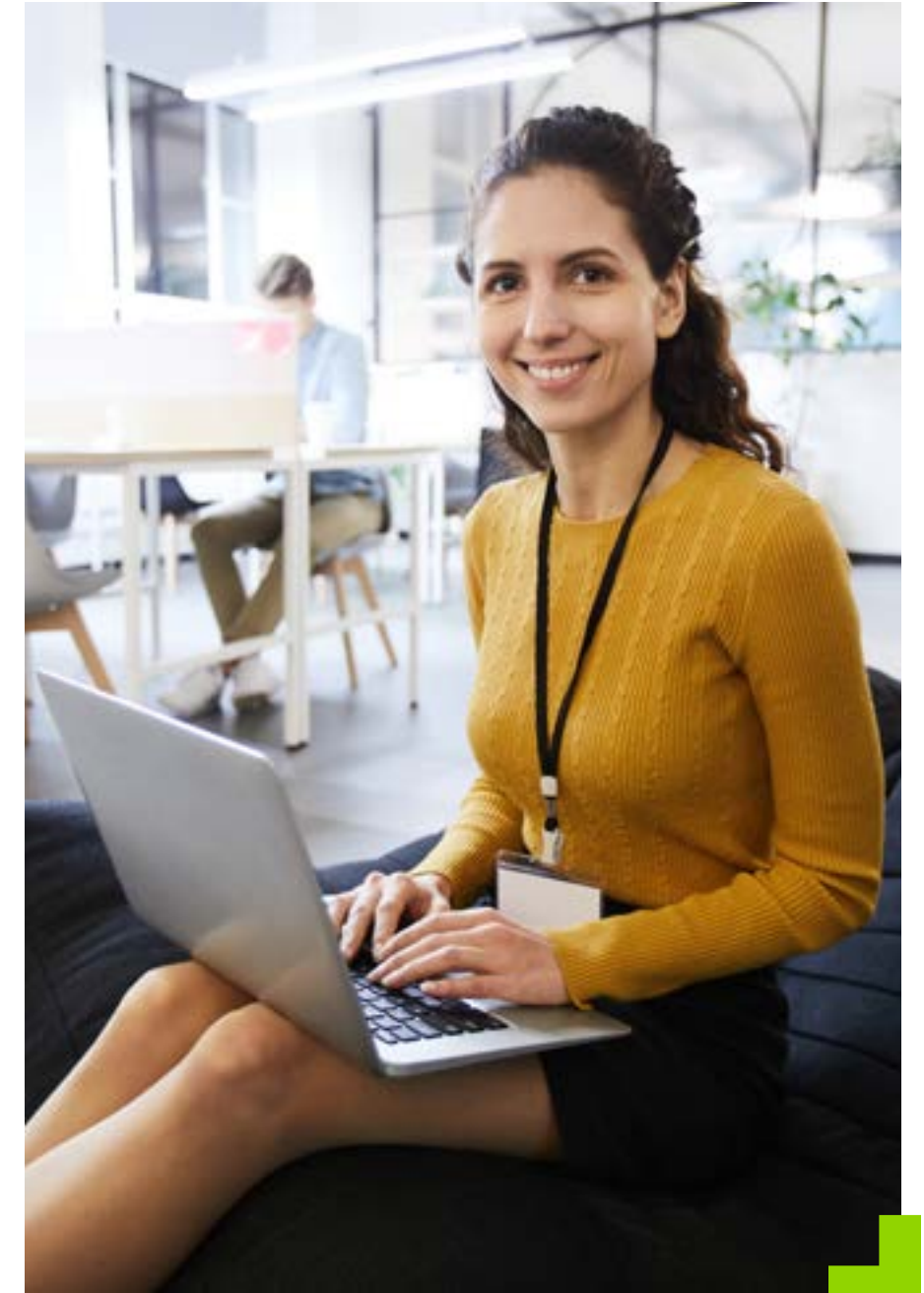
# Leave Management Tools That Flex to Meet Your Needs



Many employees don't have a clue how tough it is for organizations to manage everything related to leaves of absence or time off – even if it's just for one day.

Indeed, due to local, state, and federal regulations, managing leave can be one of the most complicated issues for HR and payroll teams. With so many compliance issues related to time off—as well as rules developed by the individual organization—managing, reporting and paying employees for time off isn't simple at all.

Thankfully, integrated workforce management tools can help improve the leave management process.



# The High Cost of Ineffective Leave Management

Many factors related to time off must be tracked – whether it's one day or three months' leave. For example, organizations must:

- Adhere and comply with leave requirements based on industry, location, and job type (e.g., hourly, salary, or union)
- Evaluate leave requests based on organizational policies
- Monitor employee leave limits and paid time off balances
- Determine coverage during an employee's absence

As your organization grows, leave management becomes more complex. Aside from the difficulty of effectively and efficiently managing and tracking data, there are two additional pain points related to leave management: compliance risk and the costs of excessive absenteeism.



## Compliance risk

Only two out of five employers in the [Absence and Disability Readiness Index](#) were using a system to track absences covered by the Family Medical Leave Act (FMLA). When this type of highly regulated leave is left to manual processes, you're risking your organization's ability to maintain compliance.

Indeed, there are important federal leave requirements to meet, such as FMLA, but HR and payroll must also effectively manage time off and leaves of absence based on governmental policies and rules. Without integrated workforce management tools, handling these complex situations can lead to incorrect pay, inaccurate accruals and disgruntled employees.



## Excessive absenteeism

Even if you're able to effectively administer leave and manage federal and local regulations, if you're using legacy systems or manual methods, you're not uncovering or addressing the costly issues related to employee absenteeism.

The [Center for Disease Control Foundation](#) reports that "productivity losses linked to absenteeism cost employers \$225.8 billion annually in the United States, or \$1,685 per employee."

No matter how tough leave management may be, a trusted workforce management solution is essential if you want to streamline processes, protect your organization and save money by managing complicated leaves and payroll.

Read more on this topic

["5 Ways Time Tracking Boosts Your Bottom Line"](#)



## The Benefits of Integrated Leave Management

Having leave and absence management integrated with your time and attendance, payroll, and scheduling saves a lot of manual work and ensures greater accuracy.

At the foundational level, workforce management software can address many common leave management issues. Fundamental system requirements for leave management should:

- Provide accessible means of electronically submitting leave and time-off requests
- Give employees and managers real-time access to time off balances
- Manage a leave schedule that grants adequate insight into the organization
- Embed policy and regulation requirements
- Establish protocols for who receives, reviews, and approves requests

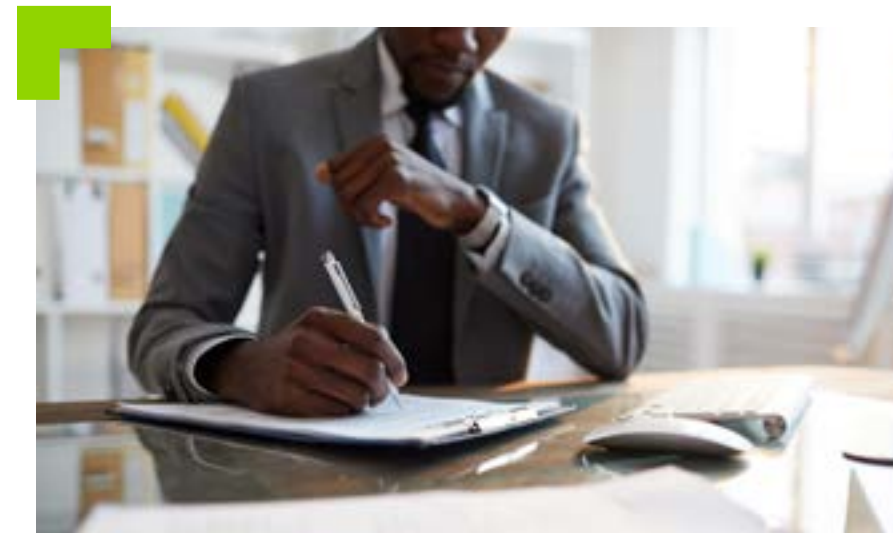
As you consider [innovative leave management solutions](#), also look for a system that will meet your compliance and legal requirements, that will flex to your organization's needs, and that integrates with your overall workforce management approach.



## Meet compliance & legal requirements

A powerful solution will allow you to account for a variety of factors that impact leave, such as job level, employee location, and union status. As you manage compliance risks, you want a comprehensive view that will help you audit the process.

At the same time, you want a micro-view that allows you to easily pull up data to view accruals for employees. Employees also need to be able to view their current earned and accrued leave status. Ideally, your system should also provide a dedicated FMLA workflow that automatically tracks FMLA-related leave (including requests and required documentation). This helps you stay compliant with the regulations and avoid the cost of a mishandled FMLA case.



## Support your government's policies

You want a solution that accommodates your policies, rather than one that forces you to change your policies because of system limitations. Consider how the system establishes workflows that best fit your organization. For example, can it be configured for the necessary levels required to approve and administer short-term disability or parental leave? Can you implement and enforce any blackout dates in the system for vacation requests?

Make sure the system also empowers managers. Look for notifications and easy methods they can use to review, approve or deny requests for time off—ideally without having to log in, switch systems or dig through emails. In addition to managing the process of taking leave, these capabilities help managers keep an eye on absenteeism before it becomes a problem. Similarly, make it as easy as possible for people managing benefits to handle any longterm leave requests.

These capabilities help managers keep an eye on absenteeism before it becomes a problem.

## Integrate with core workforce management functions

As you face workforce challenges, such as those during the COVID-19 pandemic, you need a system that you can quickly update based on unanticipated situations. In the case of COVID-19, many organizations without leave management software struggled to quickly implement the [Families First Coronavirus Response Act \(FFCRA\)](#) as part of their policies and processes. Amidst a chaotic time, it's key that your leave management policies and the system responsible for administering them are updated so everyone has access to the most accurate information.

Given the complexity of leave management, it's ideal if all the workforce data you need is readily available in one system. Leave requests are a key part of scheduling, employee hours and payroll. When creating schedules or running payroll, it's a time-consuming and error-prone process to switch between systems.



## Integrate with core workforce management functions

For those customers looking for help in managing FMLA, human resources can manage and monitor FMLA within the leave system. With [TCP's leave management solution](#) there's no need for a separate solution or tracker. Our FMLA feature also lets employees select the type of leave they want to request. This simple step makes it much easier for HR to process and track time off.

**Public Safety:** Depending on the policy, a police department may require more than one rank (i.e. a lieutenant) to be on a shift. With integrated workforce management, schedulers can quickly identify any gaps that, for example, may have been created by a new leave request.

**Parks & Recreation:** Given that these departments often employ large numbers of seasonal staff, earned or accrued time off may be handled differently. Therefore, if an employee requests time off, managers need visibility to schedules and paid leave balances before approving the request. They also need to view overtime totals before assigning the shift to another employee.

**Public Works:** Excessive absences can impact the department's ability to complete work in the agreed upon timeframe. Given taxpayers' keen interest in these types of projects, easy access to this information allows organizations to address issues before they get out of hand.

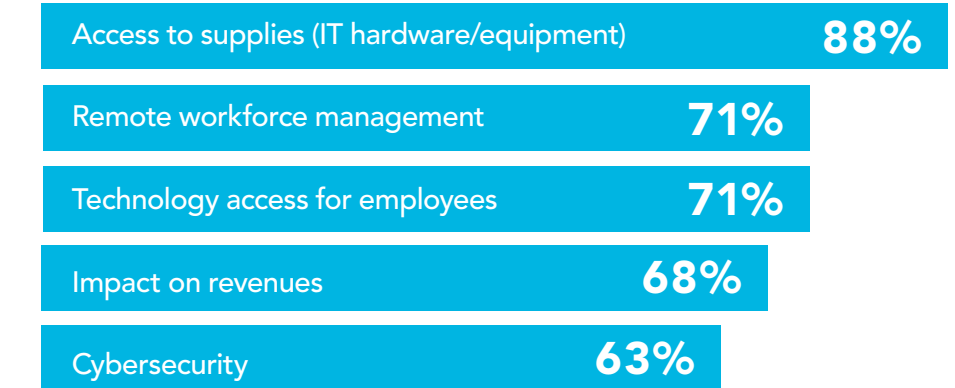
## Integrated Workforce Management Software Offers Key Data for Decision-Making

A recent Government Technology report showed that the biggest COVID-19 response challenges for state IT departments were access to supplies (including hardware & equipment), remote workforce management, technology access for employees, impact on revenues and cybersecurity. A robust workforce management system can offer solutions or ensure compliance to all these challenges.

For some government organizations, the remote work many were forced to do in 2020 was completely new and came with a lot of challenges related to access to supplies, technology and cybersecurity. Thankfully, TCP offers time collection options that are accessible from standard technology devices (web-based software and mobile devices). Additionally, our robust workforce management software that makes remote work a breeze.

With easy access to key data that drives your workforce management decisions, you can feel confident that you're maximizing your workforce. This includes using workers most effectively, ensuring you're meeting various compliance concerns and managing scheduling and leave in a way that satisfies employees and managers alike.

## Biggest COVID-19 Response Challenges



Source: Center for Digital Government





DOCUMENT MANAGEMENT

# Secure Your Employee Files with a Document Management Solution



Many public organizations are still storing hard copies of extremely sensitive employee documents. Others may store digital files in a third-party system or, worse, on an individual employee's computer. These standard document management solutions are neither secure, nor are they generally well organized.

Not having an electronic document management solution can lead to costly errors uncovered during an audit or legal action.

### Consider this scenario:

You're feeling good about all you and your team has accomplished over the last few weeks.

One afternoon as you're leaving the office, your assistant informs you that Donald, an auditor from the Department of Labor, is arriving in two days to follow-up about an FMLA complaint.

In normal times, this announcement might not cause you concern. But these aren't normal times.

The first issue: your HR manager just retired. The second issue: all FMLA files were apparently saved on her computer. The third issue: her file organization leaves something to be desired. So far, you've only found photos from what appears to be her nephew's high school graduation from Franklin Marshall High School in Louisiana. (Otherwise known as file name: FMLA.)

To say you're dreading your meeting with Donald from the DOL is an understatement.

This situation offers the perfect illustration of how state and local governments can benefit from a document management solution that allows people in the organization to upload and store employee-related documents. Whether it's performance reviews, direct deposit information, I-9's, FMLA records or other important employee records, storing them in a central, secure location is essential.

Without a document management system, it's easy for administrators and department leaders to become overwhelmed by keeping track of employee-related documents and paperwork. That's when documentation is lost or hard to find, which creates serious issues when audits occur. When a documentation process and system are in place, organizations save time, money, and stress.



# The Importance of Document Management

There are several risks for HR and Payroll departments if the organization doesn't maintain employee-related files in a secure location that provides easily accessible digital files.

## Storage space, record retention and security

In terms of operations, there are issues related to **space and document retention** when organizations use paper files or disorganized digital methods to store employee-related files. Whether it's the space for multiple filing cabinets, offsite storage, or maxed out hard drives, copies of employee files consume a lot of space.



These file storage issues only grow as your business expands, and the number of current and former employee files increases.

In terms of **data security**, if you're using paper documents or unencrypted files, you're at risk of a confidential data breach. Employee-related documents contain highly sensitive information, including bank accounts, social security numbers and performance management details.

Some organizations opt to store employee documents in a third-party system offsite. While this may solve the security issues, it has negative impacts on syncing systems and having immediate access to records in the same system where your workforce management tools and processes already exist.

## Easy access to documents during an audit

While having integrated document management is key for smooth operations and record retention, having documents readily available in the event of an audit is essential to avoid stress, legal issues and costly fines. An audit can happen at any time, and organizations are expected to have certain documents organized and readily available for all employees.

Federal agencies typically don't provide much advance notice of an audit; the amount of time an employer must gather documentation depends on the auditor. For an organization without a document management system in place, an auditor's arrival creates stress and panic as teams scramble to locate required records, data and forms. Three common employee-related audits that organizations encounter include:

- **FMLA audit:** The Department of Labor (DOL) can audit employers at any time; often, the reason for an audit is due to an employee complaint. The DOL's Wage and Hour Division has consistently [received more than 1,000 Family Medical Leave Act \(FMLA\) complaints per year](#) for decades. As part of the audit, the DOL will review the FMLA process step-by-step and request to see all relevant forms and documentation.
- **I-9 audit:** The Department of Homeland Security conducts these audits to confirm employees' eligibility to work in the United States. As part of this process, hiring practices are reviewed, and verification is required for all employees. If Forms I-9 are incomplete or missing, employers can be [fined between \\$100 and \\$1,000 for each failure](#).

- **Wage and hour audit:** The focus of these investigations by the DOL is anything related to pay and covered by the Fair Labor Standards Act (FLSA). For example, they may be auditing overtime pay compliance, exempt vs. nonexempt classification or minimum wage compliance. In addition to interviewing employees, the DOL will request records and documents for their review. The [maximum penalty](#) for violations of the FLSA's minimum wage and overtime provisions is \$2,014, assessed on a per-employee basis.

In addition to investigating based on employee complaints, [SHRM reports](#) that the DOL "has also targeted employers in low-wage industries for wage and hour violations, particularly in the areas of agriculture, **daycare, food service**, garment manufacturing, **guard services, healthcare**, hotels and motels, **janitorial services** and **temporary help**."

Storage space, record retention, security and audits are all impacted when organizations don't have an integrated document management system in place for their employee-related files. Be sure you're keeping the files you need and that you're storing them according to legal guidelines. Before the costs and time spent on these issues quickly spiral out of control, HR leaders must examine how an integrated platform can help protect their organization.

## Which Employee Documents Do I Need In Case of an HR Audit?

[READ BLOG](#)



# The Benefits of Integrated Document Management

From a practical standpoint, many organizations have already found that moving to electronic employee file management is beneficial. A system can be maintained effectively and efficiently when a plan is in place for implementation, monitoring and retention. Accessibility, data security and consolidation are three of the primary benefits of integrating document management with your workforce management solutions.



## 1 Accessibility

Rather than sifting through a stack of file folders, when documents are stored electronically, you can use categories and tags for easy sorting within the system. Attaching these to each employee profile makes it easy to locate any file you need quickly. If you experience an FMLA audit, for example, you could pull all records related to FMLA. This type of access makes an internal or external audit much more efficient and less stressful.

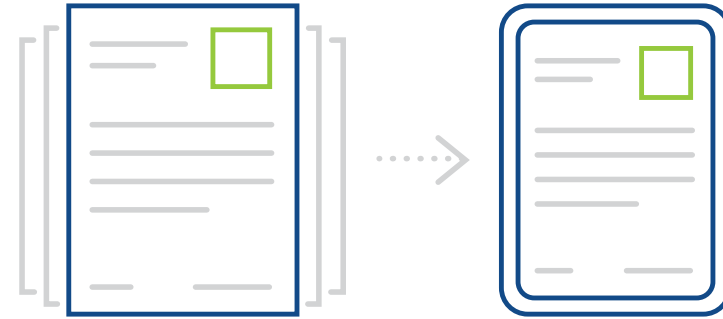


## 2 Data security

Even if an employee has the administrative rights to access sensitive employee information doesn't mean they need access to all data about that employee. For example, Payroll employees don't need access to employee performance reviews. Managers don't need access to direct deposit info or W-4 info. With a secure, organized solution, you can control access to documents by role or other factors.

### 3 Consolidation

When employee document management is part of your workforce management platform, you don't have to bother with switching systems or pushing data sync before accessing a file. The most current information you need exists within the same system. Management can access documents directly within their workforce management solution, making the data readily accessible for all departments.



Maintaining documents within the existing workforce management solution saves money by consolidating systems and minimizes time wasted on administrative work. As part of a cloud-based solution, your HR department, treasurer, and internal auditor will also have access to necessary files regardless of their location.

In addition to the benefits of digital document management, there are important legal considerations to keep in mind. As with any new technology, organizations should consult with legal counsel regarding any requirements.

There are a variety of document management options in the marketplace. As you consider adding this beneficial tool to your workforce management processes, it's crucial to work with a provider that understands state and local government structure and offers a tool that meets your needs.



## A Vital Addition to the Workforce Management Toolbox

As part of our experience delivering industry-leading workforce management solutions and payroll integrations for clients, we witnessed first-hand the struggle state and local governments face when they don't have an efficient document management system for their employee records. Our customer service team received many calls from clients who faced audits but didn't have easily accessible digital copies of their most essential employee records.

We're committed to providing clients with the tools they need to be successful, which is why our growing workforce management portfolio now features [streamlined, secure document storage](#) that benefits your entire organization.

TCP allows you to store and manage documents in a way that's designed for the sensitive nature of confidential HR-related documents. Our approach is built on customizable categories, streamlined FMLA uploads and extensive permission configurations.





## Customizable categories

Customizable categories can be as specific or generic as an organization deems necessary. It's possible to configure it to simple categories such as HR or Payroll, or you can make it more complex based on your needs. For example, you might choose to establish categories by document type, such as performance reviews, audits or leave requests.

Everything is customizable based on your needs and set-up, so you don't have to worry about modifying your processes and policies to meet the system's requirements.



## Streamlined FMLA uploads

Streamlined FMLA uploads enable organizations to upload all necessary FMLA files to both the employee profile and FMLA cases. With three to ten documents required per FMLA request, this can save considerable time.

Uploading directly onto the employee's profile allows you to store and track employee-specific documentation where that employee's information already exists. Uploading to an FMLA case ensures that all the necessary materials for an FMLA case are located in one place.

This is useful for auditing purposes and ensuring that all the required documentation is successfully filled out and tracked. Regardless of the need, with streamlined uploads FMLA information is easy to find and accessible in both locations. If you experience an audit, this easy access will be of great importance to locate files that may help you avoid fines.

Streamlined FMLA uploads ensure all the necessary files for an FMLA case are located in one place.

## Extensive user permissions

Extensive user permissions allow organizations to configure a hierarchy when it comes to managing employee documents. You can restrict permissions so managers may only view document categories relevant to them, and you can even grant access regarding viewing, uploading, downloading, or deleting documents.

This ensures that document integrity is secure. Additionally, TCP's solution offers SOC-2 compliance to ensure the data is secure and encrypted.

An integrated workforce management solution can offer standardized, centralized document management and storage capabilities that make it easy to find what you need when you need it.

Adding document management capabilities to your existing workforce management platform provides an even more powerful and holistic solution for your organization.



# Removing the Document Management Dilemma

Instead of drama and dilemmas related to employee documents, administrations can save time, money, and stress with the right platform in place. TCP believes that Document Management is a crucial part of workforce management. It's the third pillar in our robust platform, which includes Scheduling, Absence/Leave Management, Document Management, Labor Tracking/Costing, and Mobile.

Document Management is a new feature in TCP's TimeClock Plus platform explicitly designed to help organizations store sensitive data while also making it easy to locate and track employee-related documents in the system.

During this era of extensive workforce change, HR needs to switch to digital employee files. As a function, HR is charged with managing the most documents in an organization and protecting a high volume of sensitive information. But merely uploading documents is just one part of the equation. How HR works with files once they're digital determines whether going paperless translates to productivity gains.

This type of solution reduces the administrative burden and allows HR to be more flexible and agile in meeting organizational needs. Your employees trust you keep their sensitive data safe. Is your organization doing enough to protect this information?



Chapter

5

LABOR TRACKING

# Gain Valuable Workforce Insight with Labor Tracking





A solid workforce management (WFM) strategy starts with a clear picture of the time and work required to complete tasks across your business organization. From that foundation, state and local companies governments use workforce management to create forecasts, schedule employees and measure employee and job performance.

If you're running into issues such as job cost overages, public works projects that end up going over budget or lagging employee productivity, basic time and attendance won't help you address those issues. Instead, you need a level of workforce management detail that provides valuable insight about your organization and your workforce.

Empowered by workforce management tools, organizations are positioned to optimize and increase performance across human resource management, scheduling, budgeting and forecasting.

Your organization needs the data and insights that will empower you to take your labor tracking capabilities to the next level. There are two essential workforce management tools that will help you do this: **labor tracking** and **job costing**.

- **Labor tracking** is how your organization tracks and understands your labor costs. It's how you pay employees for their time – based on the labor of the job they performed. Accurate labor tracking is essential for accurate budgeting and job costing.
- **Job costing** is a way of using codes to track the costs of a job. This data reflects what the labor costs to get a job done. With job costing in real time, you can see whether your project is on track and on budget.

Using these two tools, HR and Finance can shine the light on labor budgets and workforce management.



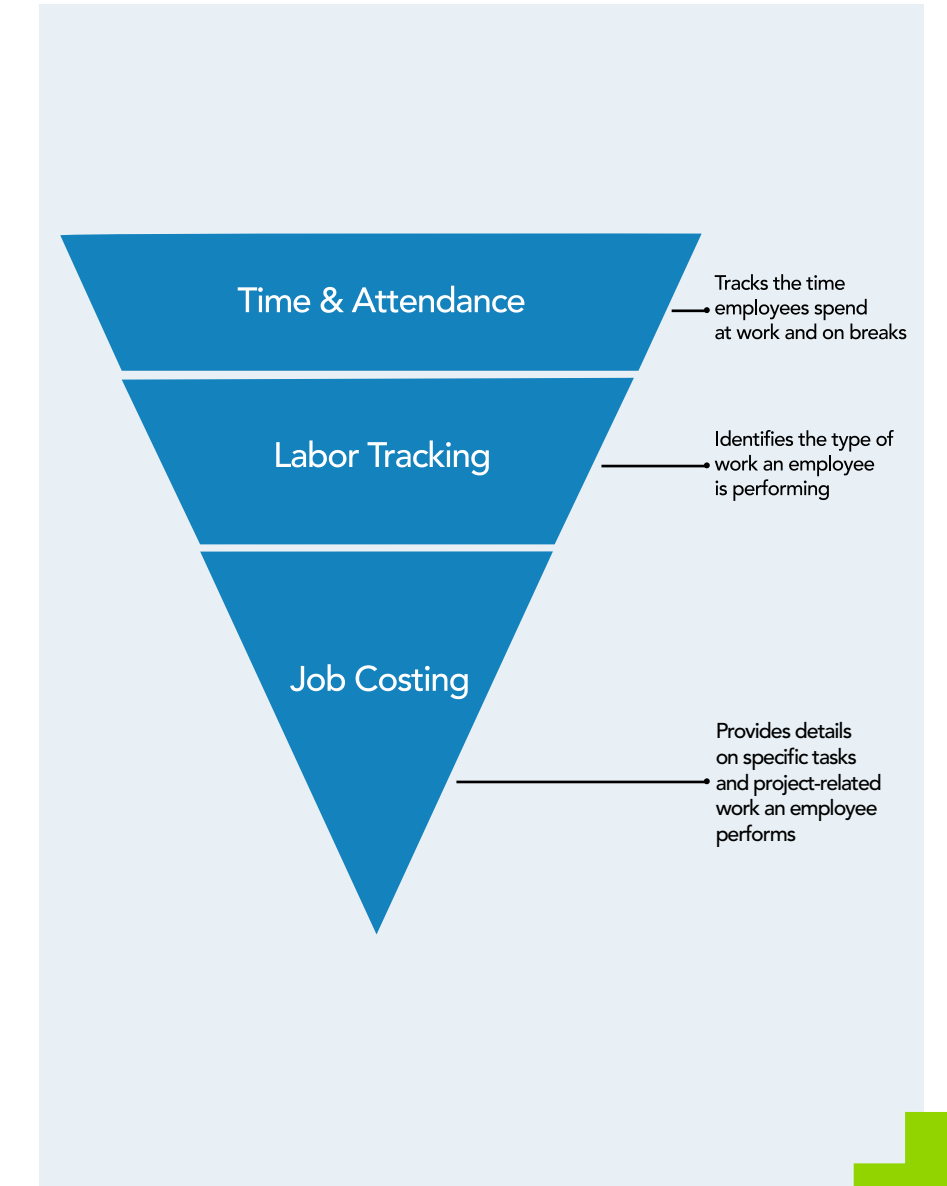
## What level of employee time tracking is right for you?

Instead of calculating the expenditures of the entire organization, labor tracking and job costing allow governments to manage their workforce based on the cost-related metrics related to specific projects, services and processes. It's an effective strategy to assess surpluses and deficits attached to different elements of the organization, including how labor is impacting the budget.

The [Center on Budget and Policy Priorities](#) tells us that wages and salaries make up about one-third of state and local governments' general spending, on average. When you break it down, states' spending is 15 percent, compared to local governments where wages and salaries add up to 41 percent of spending.

In either case, the impact of labor costs makes it essential for an organization to understand if they're using the appropriate workforce model, if they're maintaining budgets, and how they might be able to improve their operations.

Thanks to technology, labor tracking and job costing now exist within workforce management platforms. With software, organizations are now empowered to efficiently track their employees' labor hours, gain greater insight into how the workforce uses their time and provide essential data on the status and costing of projects.



# Maximize Cost Efficiency by Tracking Labor Hours

Given the various types of work that happens in in an organizationstate and local governments, it's essential that companies organizations have a way to efficiently organize and oversee labor hours. Workforce management software allows you to do just that. With the right software not only can you track the hours employees work, but you can also define and configure the types of labor that occur in your organization.

If an organization wants to run a cost-effective operation, at a minimum, HR teams need to lead the way in tracking and measuring workforce hours. This not only allows you to accurately pay your employees, but it allows you to determine how long it takes them to accomplish the necessary tasks to run your businessorganization and provide public services..

This is the data that allows your organization to maximize productivity, efficiency and operate profitabilitywithin budget. You're not asking people to work harder. Instead, using the data and insights gained through your WFM workforce management tools, you're enabling your entire organization to work smarter. You've captured and analyzed the information needed to be able to make wise, data-driven decisions when it comes to workforce management.



## Insights you can gain by tracking labor

By tracking labor, employers attain insights into what their workforce is doing. They're able to understand what qualifies as production time, whether it is applied to governmental or to proprietary funds, and gain awareness as to how their workforce uses time to get the work done.

For example, a maintenance worker will clock in and out for their shift. The department uses that data to:

- Gather insight into the work that's happening
- Pay employees accurately for specific roles
- Make policy decisions based on the division of labor for the organization

Having accurate labor tracking also helps organizations uncover any issues, irregularities and root causes. They have insight into exactly what jobs and tasks are requiring time. Accurate labor tracking increases efficiency for an organization by associating an employee's time with their specific labor.

## Consider this scenario:

A student employee in the parks department works at both the public pool and the community center.

The employee typically works a total of 20 hours a week; however, their hours fluctuate. Some weeks they have 20 hours at the pool while others they work 10 hours at the pool and 10 hours at the community center. In addition, the pay rate for these two jobs is not the same.

In this example, it's easy to see that without a system, this employee's labor would be difficult to track in an efficient and accurate manner. However, by allowing you to define and configure types of labor, a strong labor tracking system saves time and energy for payroll as well as ensuring a higher degree of accuracy, leading to a happy and fairly compensated teenager.

The organization can track each type of labor individually (lifeguard or tutor) and export that data directly to payroll, so the employee can receive the accurate pay for the hours worked in each job. In addition, managers in these two departments can ensure the student's hours don't exceed the total hours they are allowed to work.



# Gain Insights with Job Costing

Labor tracking is just the beginning. When you also have job costing data as part of your workforce management solution, you can capture additional valuable insights that can have a huge impact on your organization.

For example, when a mechanic clocks in for the day as an hourly employee, in addition to location or department, they are also presented cost codes that deliver more detail about their labor. As employees select cost codes identifying specific jobs, you'll not only have the time they worked, but you'll also know what they were working on.

If a city mechanic finishes a fleet vehicle's the oil change in an hour, they will move to the next task. At that point they select the cost code for their next project – for example, tire rotation. After working on that job, they clock out for a break using the time clock device.

By examining the data from labor tracking and job costing, you can answer questions such as:

- Are we using our workforce efficiently?
- Is our labor spend over or under budget?
- Are we spending time on the most profitable important jobs?
- How much time are we spending maintaining our fleet?

Job costing data provides numerous benefits for organizations to help ensure you're using labor efficiently and maximizing your results. While job costing has historically been used in manufacturing or service industries, it has applicable use in the public sector.



# Insights you can gain by tracking labor

## Inform their employees which projects they will be working on.

You can set up job costing so that employees choose their task from a list, or you can assign it to them through the system. For example, public works can use job costing to tell their crew which site to work at each day, as well as what type of work they'll be doing – tree trimming, park cleanup, or building maintenance. This ensures their time gets charged to the correct project each day.

## Evaluate the overall amount of time spent on specific tasks.

Cost codes can be applied across employees and departments so that organizations have a full view of all hours worked against specific tasks. For example, refuse and recycling superintendents could use cost codes to determine the productivity of each truck on collection routes.

## Analyze data to understand project status.

When you're tracking labor against cost codes, you have a real-time view on project status. For example, during spring and fall cleanup you can get information about trees inspected, trimming and cutting completed, or equipment used – all based on cost code data. This data is another way for organizations to evaluate overall production and project status.

## Track activities to specific projects and grants.

Most local and state governments receive and rely on funding based on grants. Part of the requirement to receive the funding is tracking and submitting information about how the money is applied.

To effectively allocate funding from these sources, you must carefully track the time employees spend on a range of activities and tie those activities back to your overall budget. When you have a reliable time-tracking solution, you can track hours, assign them to the right budget codes, and have a real-time view of how your payroll costs compare to your budget for specific activities.

# Analyze Labor and Job Costing Data for Business Impact

Labor and job inefficiencies can add up quickly and have a negative impact on your budget. While you're not in "business" to make a profit, you and your taxpayers certainly don't want to lose money. So, think about what it might take to change the game. The labor tracking and job costing functions in workforce management software can help company leaders identify and examine workforce issues. Then they can use the data to determine changes that need to be made based on jobs and tasks within the organization.

"While workforce management started out as a method for scheduling, it's since grown into a multi-faceted management framework that helps organizations easily track employee productivity," [according to CIO](#). "As more employees have the ability to work remotely and mobile technology becomes the norm, companies are starting to embrace mobile workforce management of off-premise employees."

Indeed, workforce management has evolved into a framework that helps governments improve time management, forecast workloads and offer insights into the workforce.

In addition to solving current issues, having access to data related to jobs and labor allows you to forecast for the future and help your organization make more informed budget decisions.

Using the data from your workforce management platform, you can make decisions based on:

- Total hours worked and dollars spent by a project, department or crew.
- Future scheduled hours that will forecast total labor spend for any department, job, step, operation or task in the system.
- Real-time over/under budget status based on hours worked and tasks completed.
- Reports such as an actual vs. scheduled vs. budgeted can be used to analyze and compare factors and functions within your organization.



Tools within your workforce management system make this easy. A dashboard can provide a quick view of the key workforce metrics your organization needs to monitor for a project. For a more detailed view of workforce data, create reports that give managers the details they need to analyze labor and costing data.

Labor tracking and job costing can also help managers see which jobs and tasks are most beneficial and who is working on them. Fortified with this information, HR teams and individual managers departments can implement workforce policies that support productivity and profitability value. It also helps organizations understand the ideal labor mix required for given tasks. Based on data, you can ensure top performers are assigned to jobs under the most public scrutiny to increase efficiency and limit unnecessary costs.





# Advance Beyond Time & Attendance

Workforce management is an organizational process that includes all the activities required to maintain a productive workforce. It includes time and attendance, but it goes far beyond that. Workforce management supports the management of mobile and remote employees. It streamlines scheduling and the management of employee leaves.

Finally, workforce management enhances your ability to track the labor and job costs associated with your workforce so you can make businesspolicy decisions. Configurable labor tracking and job costing allows you to assess the when, what and how of your employees' performance are essential to optimize your workforce.

TCP has experienced the growth of the workforce management industry firsthand. We began in 1988 to help the restaurant industry solve time and attendance challenges. Since then, we've grown into a comprehensive workforce management system that helps thousands of organizations optimize operations and streamline processes.

Like all the components in our workforce management solution, we provide labor tracking and job costing tools that are built so clients can make the best use of their tech stack. While other providers may force clients to fit into a box, our solutions are highly configurable and integrate seamlessly with financial management systems such as Workday and Peoplesoft.

In TCP's platform, cost codes are configurable to include the entire organization or an individual department. You can define up to five different levels of work per cost code. For example, these levels can be related to the specifics of a particular job, or you can use a level to designate specific work orders.

In addition, through labor tracking and job costing, we help organizations simplify labor calculations with automated payroll. Using shift differential in our TimeClock Plus software, users can create and assign shift schedules that modify employee rates of pay. These shift schedules can be assigned to employees and will, when processed, modify the rate of pay the employee receives. Rather than just calculating the amount of time worked, organizations benefit from automated tracking of all the different types of work employees do. This ensures employees get paid at the proper rate, based on the job they were performing at that time. It also helps organizations maintain accurate records of overall labor and job costs.



## LABOR TRACKING AND JOB COSTING IN ACTION

### Improving Time Tracking and Job Costing for U.S. EPA & State EPA Consent Decrees

For our clients working under a U.S. EPA or state EPA consent decree, automated time tracking and job costing takes the pain out of budgeting and recording the time and monies spent on activities required for compliance. [TCP's solution helps for governments](#) municipal sewer and water departments for example, streamline the process of assigning employee time to the correct budget and make sure they're using the funds as planned. Here's how:

- **Time-saving automation:** Employees can submit their hours in just a few clicks. Integration with payroll platforms makes for seamless delivery of supplemental pay based on approved work hours.
- **Real-time budget management:** Administrators can view hours dedicated to any supplemental-pay activity as they are submitted, approved and tracked against budget.
- **Track employee time for a broad range of activities:** Calendar tools help track employee hours spent on community outreach and education, which is often required as part of a consent decree.
- **Dashboards and reporting:** Our [cloud-based dashboard](#) makes it easy to track when projects are running over/under based on hours worked and tasks completed.
- **Anywhere mobile tools:** The [MobileClock app](#) allows teachers supervisors and crews to record their time from any location.

As the example from how we're supporting local governments under a consent decree illustrates, rather than requiring clients to use a standard format, we're dedicated to solutions that adapt to the needs of your organization. Our broad range of capabilities, including these labor tracking and job costing tools, are designed to work together so your teams can work better.

# Conclusion

In the past, the idea of labor tracking and job costing may have been assigned to Operations or Finance. However, the time has come for HR and Payroll to take an active role in the discussions about labor tracking and job costing. As the function that manages "all things people," HR benefits when they have access to the data regarding labor and associated job costs. This valuable information brings direction and focus impact to the organization's long-term workforce management approach.

Precise tracking of labor and job costing allows your workforce management to be comprehensive and actionable. A flexible solution for creating, assigning and customizing cost codes helps you prioritize precise labor and job tracking so you can optimize your workforce management operations. Equipped with labor tracking and job costing tools, organizational leaders can ensure they're monitoring every aspect of a job as well as the labor required to get it done.

With a highly configurable workforce management solution, labor tracking and job costing provide you with the actionable data you need to make more informed budget decisions. This level of data allows you to move far beyond what you can do based on the basic insights available from time and attendance. Workforce management is more than just a software tool – it is an entire business-process solution.

[Contact us](#) today to learn more about how we can customize a workforce management solution that will help you take your organization to the next level.

MOBILE SOLUTIONS

# Mobile Solutions Are Essential for Today's Workforce



The demand for a mobile workforce has been rising in recent years and the COVID-19 pandemic has accelerated that demand. [A report published by Government Technology magazine](#) tells us that staff productivity, freedom, and job satisfaction are key drivers for instituting a mobile work strategy, as well as weather and other disasters, which have proven that agencies will always need a reliable and seamless contingency plan to keep business up and running.

Still, the benefits of a mobile solution aren't limited to a strictly mobile workforce. The public sector is awakening to the benefit of empowering every employee to use technology that fits their needs and adds value to the organization.

"For too long, the government has employed 20th-century tools to solve 21st century problems. We fell behind in making the smart investments in technology that yield productivity gains in the private sector every day." Steven VanRoekel, former US Federal CIO, said in [a speech](#) given in 2011.

Today, the modern government employee uses mobile solutions daily, and thanks to the proliferation of the cloud, most employees are now able to access necessary work information anywhere easily when they need it. They can also join meetings via the internet and email colleagues regardless of their location, and even deliver important services to the public. Mobile technology has changed the game even more by providing digital access to information via technology most individuals are already familiar with and can even facilitate more mobile or remote jobs.





## What does mobile mean for workforce management solutions?

Mobile is all about accessibility and ease of use. Through mobile solutions, administrations can deploy workforce management to employees who may not work in an office setting – for example, deploying scheduling tools that can handle the complex needs of public safety and seasonal employees.

For these employees, workforce management software is accessed via a mobile device to provide them with access to time clocks, schedules, manager communications, and notifications, among other things.

Some organizations allow employees to access the full breadth of workforce management capabilities, and other administrations just use the mobile interface for time clock purposes. Government policies and needs will inform what level of access each organization needs to offer employees at any given time.



## Top Mobile Functionalities & Requirements

Not all mobile workforce management solutions are created equal. Unlike the fitness app, if it doesn't meet your needs, it's not as simple as downloading another app from the store. It takes careful review to ensure a mobile solution is right for your workforce management strategy. For organizations considering mobile options, you need a clear vision of functionalities and benefits they can achieve when deploying technology for mobile workforce management.

TCP believes there are five key functionalities that a mobile solution should include.

### 1 Configurability

You need a mobile solution that can be deployed to your level of comfort. A one-size-fits-all solution forces your district to adapt to its limitations instead of the other way around. Managers should feel confident and comfortable about the level of access and self-service that employees have via their mobile devices. You should be able to provide employees access to simple functions such as the ability to clock in and out -- to more extensive self-service options such as requesting time off or reviewing schedules. As always, access levels and permissions should be based on your comfort level and needs.

### 2 Offline access

If you're considering mobile access, that means your employees work from various locations – including those which may have spotty internet access. But we know that even if they can't clock in, employees may be working. In those cases, you need a mobile solution that is not just available in an employee's pocket but is also available offline to allow employees to use the system, even when internet service is not available.

### 3 Communication tools

Managers may struggle with reaching employees at remote sites. Your mobile workforce management solution should allow you to push messages to employees working in the field. This functionality is essential for sending schedule changes and communicating the same message to a dispersed group of employees. A side benefit is that you also have a document trail of all communications sent through official channels.

## 4 Individual devices

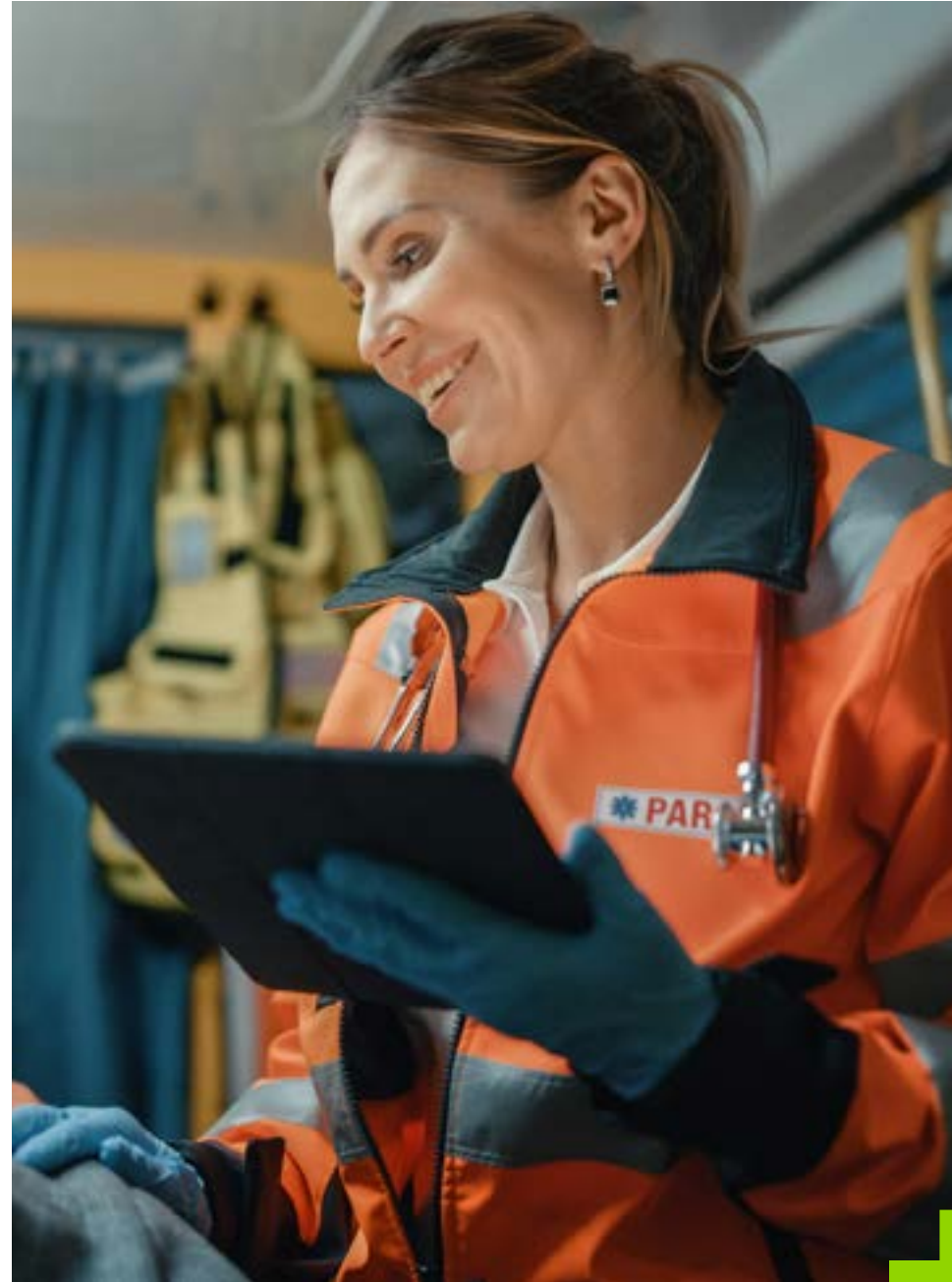
Whether it's via a mobile device or a desktop application, a digital solution allows your employees to clock in without long lines at a time clock. When considering pandemic precautions, this also reduces the chance of big groups of employees using common surfaces.

## 5 Geofencing

This location functionality allows you to map areas where mobile operations are permitted. For example, geofencing helps ensure that employees will not perform clock operations from home, on the road to work – or elsewhere

## 6 Geolocation

Slightly different from geofencing, this functionality allows an employer to see where the employee is when they clock in.



## Government Use Cases for Mobile Solutions

Globally, more than 5 billion people own a mobile device, according to [Pew Research Center](#). More than half of those devices are smartphones. To maximize the benefits of today's technology and the efficiencies of a mobile workforce, organizations must adopt a mobile mindset.

"Any technology deployed for workers outside an office should be accessible so that efficiency improves," according to [HR Technologist](#). "Organizations must keep in mind that their employees now have access to better technology outside work than they do at work. They expect any technology they use – for work or personal use – to be intuitive and engaging. To keep them engaged and efficient, a mobile-first mindset is critical."

The mobile workforce is most common in public works and public safety departments, where "deskless" workers are out in the field and not in an office, and in locations with seasonal workers such as public pools and recreation centers. As an example of mobile workforce management efficiencies, consider how mobile makes it easier for employers and employees in these departments.

- **Public Works**  
Workers can start their day at any job site without needing a physical time clock to do so. That means crews don't need to install or service time clocks at multiple sites. Supervisors can deploy teams to various places without worries about someone not being able to clock in at a given location. This flexibility allows companies to employ automated

solutions without a physical time clock. to clock in at a given location. This flexibility allows companies to employ automated solutions without a physical time clock.

- **Police and Fire Departments**  
Employees can clock in when they start a shift, clock out for breaks, and receive urgent, official communication regardless of their location. Especially in times of disaster or emergencies, reaching these workers with up to date, critical information increases safety and reduces logistical issues.
- **Part-Time and Seasonal Employees**  
A vast number of part-time and seasonal employees are students and therefore, digital natives. For members of this workforce, who often work at multiple locations, it's practical to give them the ability to clock in via a digital time clock on their mobile device.

While these departments typically have more remote workers, it's important to note the increase of remote and mobile work due to the COVID-19 pandemic. At the peak of the U.S. shut down in early April 2020, [62% of employed Americans](#), worked from home including government workers.

Since then, many organizations, in both public and private sectors, have shifted from managing a remote workforce to managing complex hybrid versions of work. These organizations have joined the growing list of employers who need a reliable, convenient way to manage remote and mobile employees.



## Addressing Concerns About Falsified Time

There are significant advantages when employers use mobile software, especially to manage employee time. Supervisors can react immediately if overtime issues arise. Through automation, digital time clocks save time and effort by seamlessly transferring employee's hourly data to payroll. Finally, time clock apps also improve record retention, securely store data in one location and help organizations comply with all regulations and avoid legal issues.

While managers appreciate and understand the benefits of using time clock applications, they may also have concerns about the falsification of time records. They want to know how they can tell if an employee is clocking in from the beach in Hawaii, 15 minutes early as they sit in their car in the parking lot or from the job site as per schedule.

Those are valid concerns. The answers to those concerns are geofencing and geolocation, staggered access and configuration options. Features that will help you limit falsified time records include the ability to:

- **Varied access.** Find a solution that allows you to enable all functions from every location, functions dependent on an employee's job, or block access from a specific location. For example, a user may have access to everything the app offers when they are onsite. From home, they may only be able to view time worked and request time off. If the geolocation is outside a specific area, you should have the option to shut off access altogether.

- **Configure the system.** Workforce management software should enable you to tailor the experience and user permissions based on time, user location, job types, department or other organizational specifics.
- **Limit IP addresses.** While geofencing and geolocation are popular solutions to limiting access, you may also want a system that allows you to limit the locations where employees can use the mobile app.



## TCP's Mobile Solutions

We understand that districts need a reliable, convenient way to manage both in-person and remote employees. Using TCP's [MobileClock app](#) or [WebClock solution](#), employees can perform time clock operations, check their schedules, request time off and more, making it easier for remote, hybrid and mobile workforces.

MobileClock removes the limitations of fixed time-collection devices and gives employees the ability to clock in and out from wherever they may be. Added benefits of our solution include:

- Streamlined delivery of app updates ensure all employees are using the latest version of the app.
- Ability to set different parameters for clocking in and out for salaried vs. hourly employees or remote vs. in-person staff or prompting employees to complete a health questionnaire before they can proceed to work.
- Options for biometric security protection through a phone's fingerprint scanner to authenticate the employee's identity.
- Setting validation criteria, including using geolocation to ensure that an employee is in the right place at the right time.

TCP's WebClock is a web-based time clock that allows employees to perform clock operations and self-service actions directly from a computer, tablet or another device. Through this easy-to-use interface, employees can quickly clock in and out, leave on break, change departments or tasks, submit time-off requests and create timesheets. The customizable dashboard widgets give employees a quick snapshot of their hours worked, messages, time-off accruals, leave requests and more.

This software solution is available to employees wherever they are – typically on their personal computers. Some companies use the WebClock instead of regular time clocks, and other companies offer it in addition to time clocks.

Our web and mobile solutions allow employees the flexibility they need to do their jobs and provide organizations with a sense of relief, knowing that their time and attendance data is accurate, secure and accessible.



# Maximize the Benefits of Your Mobile Workforce

Mobile workforce needs aren't going away anytime soon. In fact, they're only increasing. The global mobile workforce is expected to [increase to 1.88 billion people in 2023](#), accounting for 43.3% of the overall global workforce.

A mobile workforce is not defined merely by the type of worker. It is also determined by the technology that enables members of this workforce to do their jobs. This is about the data and location mobility that adds to the "anytime, anywhere" landscape of modern work.

Today, mobile workforce management tools enable this agile workplace. When you deploy mobile solutions, time tracking is possible from any location. Communication is enterprise-wide and not limited to people within a single specific job site. With a mobile workforce, information and data are streamlined across systems for greater visibility, productivity and efficiency.

If you're ready to maximize the benefits of a mobile workforce, let's talk. We'll help you understand how you can take advantage of mobile options to deploy the versatile solution that your workforce – and your organization – needs.



## Conclusion

In the past, state and local government leaders focused primarily on levers such as public services, project planning systems or enterprise resource planning. But leaders have turned their attention to workforce management – the strategic use and planning for their human resources.

Today workforce management is a key organizational process that includes all the activities required to maintain a productive workforce. Workforce management involves supervising mobile and remote employees, scheduling employees and administering leave, making governance decisions based on labor tracking and job costing, and deploying document management solutions to avoid risk.

Thanks to technology, this long list of workforce management tasks can now be handled through tools and software that support the organization, front-line supervisors and workers across every department. Genuine workforce management happens when all the key activities required to maintain a productive workforce integrate seamlessly into one package.

Over the coming years, the idea of what it means to "work" will continue to shift and change dramatically. Organizations can prepare for those shifts by implementing tools and technology to engage and supervise employees. Enabled by effective systems, it's possible for state and local governments to manage their workforce in a way that empowers everyone to work better for the good of their community.





## Thanks for reading “Everything You Need to Know About Workforce Management.”

TCP’s TimeClock Plus software empowers people to work better and streamlines processes—for you and for them—whether they’re working or requesting time off. With the right solution, you can manage your employees more effectively, increase their satisfaction and have data to back up all your decisions.

Reach out today to learn more and [\*\*schedule a consultation today\*\*](#) with one of our consultants.

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