

Home Care Assistance Success with ClearCare Power Tools: WOTC, WorkSafe and Payment Processing



Jeff Schweikert reduces agency's tax liability with the Work Opportunity Tax Credit (WOTC) program

Jeff Schweikert started Home Care Assistance of St. Louis in 2006 after a 24 year career in the high tech industry. His strategy of carefully considering each and every caregiver applicant helps him combat the industry trend of caregiver shortages and turnover. Despite these challenges, Jeff has continued to grow by maintaining a careful focus on hiring and retaining top talent – which in turn allows his business to offer stable and reliable care to local families.

One of the many considerations that employers like Jeff have during the hiring process is to participate in the Work Opportunity Tax Credit (WOTC) program, a federal tax credit awarded to employers who offer work to those who face significant barriers to employment. A home care agency can earn tax credits for their business between \$2,400 and \$9,600 per eligible caregiver. **Jeff and his hiring team have found that upwards of 30% of caregiver applicants are eligible for his agency to earn the WOTC credit.**

For Jeff, considering the WOTC program as a component of his hiring strategy is a no brainer.

"It is an opportunity to obtain tax credits for things we were already doing with the business. Since the beginning, we've worked to help our employees access the tools and environment to become more independent. It's been great to have the opportunities through WOTC to receive tax credits in exchange for doing the right thing in creating jobs that become careers."

Jeff is able to re-invest the savings each year back into his business. Home care agencies who find these credits can invest in better tools, training, and more competitive wages and benefits for caregivers and office staff.

"We've seen tax credits in the tens of thousands of dollars since we started in the WOTC program. These dollars get invested back into the business to continue to make our employee experience with the company stronger and stickier."

The icing on the cake? Jeff doesn't have to spend hours manually submitting paperwork and calculating hours to determine actual eligibility because ClearCare offers an integration with General Information Services.

"Processing WOTC credits used to be a much more manual process before the ClearCare integration. The integration into ClearCare has significantly streamlined the process."

Additionally, with the help of ClearCare's integrated Employment Screening with CareGuard continuous monitoring, Jeff is able to run continuous background checks on caregivers in a similar way that LifeLock and Credit Karma continuously monitors your identity or credit background.

Offering a great career to top talent while saving money and time. What's not to love? Check out the Home Care Agency's Guide to WOTC to learn more about how this program can provide savings that cover the cost of ClearCare.



**Jeff Schweikert, President & CEO,
Home Care Assistance, St. Louis**

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Jim Diehl's agency saves 25% on workers' comp with ClearCare's WorkSafe

Why did you purchase your work comp insurance through ClearCare? We purchased our workers' compensation through ClearCare for three main reasons:

1. Workers' compensation insurance through ClearCare Online Insurance afforded us more savings versus other options we explored.
2. WorkSafe, ClearCare's integrated caregiver safety program, helps us minimize injuries from our employees.
3. The WorkSafe program is integrated into the ClearCare platform that we already use, simplifying our safety program without needing another vendor.

How much did you save on your workers' comp? We are a new home care agency, and this was the first time we purchased workers' compensation insurance. As a start up, it was critical to control our costs.

We believe that by choosing ClearCare Online Insurance, we will save around 25% on our workers comp by the end of our first year of operations.

How will WorkSafe central impact your agency? As a new home care agency, not only was it important to control costs, but also to control administrative complexity. The WorkSafe program gave us a turn-key solution to help minimize work related injuries. We did not have to build anything new and we can manage it from the same software platform that we already use to manage our customer and employee relationships. Having WorkSafe integrated with the platform and with us every day streamlines our processes, helping us minimize administrative complexity, which is key in a start up company with limited human resources.



WORKSAFE



Jim Diehl, Home Care Assistance, Bell and McLennan Counties, Texas

David Waddell cuts billing day in half with ClearCare's e-payments solution

"My goal is to have all of my clients on Payment Processing. It would make my day a piece of cake"

Before signing up for ClearCare's payment processing platform I used a tedious system of manually entering credit card payments that usually was a full day project. The process was convenient for our customers but a hassle for our staff. You might not realize it but manually keying in credit card information and then manually applying those payments was a time warp but also very error prone.

Now approximately 85% of our customers are paying by credit card through ClearCare's payment processing feature. Most clients were more than willing to sign up for this new system when we shared that they could split the bill with other family members online and retrieve historical payment information. We usually receive these types of requests at the end of the year or near tax time so it's nice knowing we can now direct them to the Family Room portal for that. Financially we

are now able to collect our cash in about half the time.

"I just push a button and what took hours now just happens..."

The entire billing platform that ClearCare provides streamlines the payment process. You just push a button and everything happens. The ClearCare system automatically syncs the client's billable hours through the scheduling system and sends invoices to customers. The process is just like anyone pays a cell phone bill. The client receives an email with the invoice a few days in advance of when it's due and the client can choose to pay manually or auto-pay. The payment splitting feature allows the families and/or clients to split invoice payments down to the cent.

David's advice to agencies who have not yet started using Payment Processing is simple: "I just can't imagine not taking the leap to use Payment Processing...I don't know of anybody who has a better system."



PAYMENT PROCESSING



David Waddell, President, Home Care Assistance, Placer County, California