

Government

Social Services

TeleNav helps social services organization grow business by 20 percent.

BENEFITS OF TELENNAV

- **Improved service and business growth**

TeleNav Track helps Arroyo Development Services (ADS) provide better service and achieve 20 percent growth.

- **Employee incentive**

With savings from TeleNav Track, ADS offers employees a bonus for complying with company policy.

SITUATION

Founded in 1992 in the greater Los Angeles area, Arroyo Development Services (ADS) provides employment and community inclusion assistance to developmentally disabled adults. Working in small groups of three, employees take adults with autism, mental illness, Down's syndrome and other developmental delays to malls, restaurants, volunteer sites and other activities. TeleNav Track helps ADS monitor its employees, reduce payroll expenses, ensure mileage reimbursement accuracy and increase the quality of care—ultimately boosting referrals and business growth.

CHALLENGE

ADS faces two primary challenges. First, their business depends on 100+ employees who work directly with clients in the community. Managing

the payroll, mileage and accountability of such a large mobile staff proved difficult. Second, their business is built on referrals, which is a result of the quality of care they provide. The company needed to not only manage day-to-day business activities but also ensure quality care.

SOLUTION

After cancelling a service that required ADS to purchase their own servers, ADS chose TeleNav Track. Now employees clock in and out from their phones, and all mileage is automatically tracked. Previously, ADS paid employees for seven and a half hours when most only spent six or seven on the job. ADS used those savings to create an incentive system to reward employees who comply with company policy.

"I started with pagers and prayers," said Bob Wark, Executive Director, President and Co-owner of ADS. "Now I know where my employees are and reward compliance with a \$60 bonus on every paycheck."

Plus, if an employee files a false worker's comp claim, TeleNav Track can help disprove the employee's statement about where and when the injury supposedly occurred.

TeleNav Track helps ADS improve the quality of care they provide. One primary goal is to integrate clients into their own communities. GPS tracking facilitates this objective. Many employees resisted teaching clients how to use public transportation, and clients sometimes spent their days in some faraway community. By tracking the mileage on employees' phones, ADS rewards employees by paying mileage even when they are on the bus or train.



Quality care includes preventing opportunities for abuse. By marking employees' homes on the map, TeleNav Track helps to track that clients are not taken into employees' homes. Safety measures also extend to employees. If an employee gets into a conflict with a client, TeleNav Track enables ADS to send the closest employee for help.

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- Bob Wark
Executive Director, President and Co-owner

RESULTS

ADS credits TeleNav Track for their business growth. "When we provide quality care, we increase our referral rate," said Wark. "Despite budget cuts from the organization that pays us, we have grown our business 20 percent over the past year." Not losing sight of his primary goal, Wark said, "TeleNav Track improves my bottom line, but more importantly, it helps us give dependant adults a better life."

How can we help your business?

For a free consultation contact us
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