

## Industry

Healthcare

## Customer

Hope Services is Silicon Valley's leading provider of services to people with developmental disabilities and mental health needs.

## Customer need

Hope services wanted to get EVV compliant by their State mandated deadline that was about a month and a half away. They wanted specific EVV reports based on the following verification criteria:

- Service type - supported living service or home health care service.
- Individual receiving the service.
- Date of service - today's date or other dated schedule.
- Location of service delivery - in the community or client's home address.
- Individual providing the service - nurse or staff.
- Begin and end times of service - clock in and clock out.

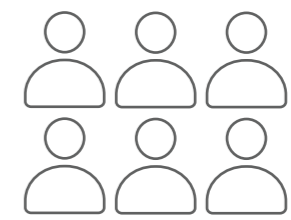
## New workflow with allGeo

allGeo implemented and deployed a custom solution for the customer in time to meet their deadline. The solution includes a customized field service app (the allGeo app) on the caregiver's mobile phones with workflow-specific labels: Start Session, End Session allowing caregivers to record activities in real-time. In addition to recording these pre-defined stages, the caregiver could also attach geotagged notes at the job site using the allGeo app. This was combined with a rules-based messaging service where the system would periodically send out alerts and automatically process incoming responses to detect any exceptions (i.e. missed replies).

allGeo was able to quickly roll out a solution that provides automatic EVV compliance reporting to the State via a Sandata connector (Sandata is the state designated aggregator for California). The customer realized that the same data that was being collected for EVV compliance could autosync payroll data to ADP Workforce Now, the customer's payroll system for payroll processing. Both these integrations to Sandata and ADP Workforce Now are built into the allGeo platform, making it easy to move data into these systems.

## Reports

**EVV report:** This report is automatically sent by the allGeo platform to the Hope team at the end of each work day.



**150+**  
Employees



Healthcare



Payroll automation



EVV Report



## About allGeo

allGeo is a leading provider of [field service management](#) for mid-size & enterprise businesses to achieve excellence in field service operations by providing tools to improve operations & payroll processes. The allGeo platform helps businesses create custom field service workflows using products & tools such as [Scheduling, Time Clock, Tracking & Monitoring, Mileage](#), Dispatch Messaging, [Mobile Forms](#), Events based alerts, and Reporting.

Examples of workflows include - Time tracking using geofence and pay rate logic for Payroll, QR and Geofence sites for jobs tracking, [Lone worker safety](#) with E911 integration, [Electronic Visit Verification \(EVV\)](#) for home health care, and [Field Inspection](#) using QR / mobile forms. The [allGeo platform](#) integrates with your CRM, ERP and payroll systems to enable easy flow of data from the field to your back office systems.

---

## Contact Us

**Tel:** +1-415-496-9436

**Fax:** +1-800-507-1673

**Email:** [sales@abaq.us](mailto:sales@abaq.us)