

# BAY COVE HUMAN SERVICES

## Solution Overview

### Industry

Nonprofit Organization

### Scenario

Bay Cove was using an application specific to the nonprofit industry, but realized the need for a more robust, horizontal financial system that would address more of their business requirements. The selection process was rigorous and based on a point scale that quantified the "fit" of each product they examined. Microsoft Great Plains Dynamics was the hands down winner.

### Company Profile

Based on the core principle that *Everyone has Value*, Bay Cove provides a full range of human services to Boston residents who face the challenges accompanying mental retardation, developmental and learning disabilities, mental illness, physical or sexual abuse, drug and alcohol dependency, or HIV infection.

### Benefits

The financial reporting and inquiry capabilities of MGP have greatly decreased the amount of time and resources it takes to meet external reporting requirements. Each year, Bay Cove must submit the Uniform Financial Report (UFR) to the Massachusetts state government. In their first year of using Microsoft Great Plains, they met that deadline on time, for the first time.

### Software Used

Microsoft Great Plains Dynamics  
 General Ledger  
 Payables/Receivables Management  
 Bank Reconciliation  
 FRx  
 Integration Manager  
 Fixed Assets  
 Payroll and Direct Deposit  
 Customization Suite  
 Human Resources  
 MICR  
 Magnetic Media

Microsoft SQL Server  
 Macromedia Cold Fusion

### Demographic Information

Annual Revenue: \$35+ million USD  
 Number of Employees: 1000  
 Number of Users: 19  
 Number of Sites: 1

### Scope

Bay Cove has a decentralized business model. With more than 80 programs and 200 managers, operational decisions are made at decentralized locations.

---

***According to various members of Bay Cove's accounting department, the benefits of implementing Microsoft Great Plains Dynamics were many. "...It allowed us to double our payroll with no increase in administrative staff. Bay Cove now produces a 1000 person weekly payroll. ... The new Web-Based timesheet entry will allow us to triple our payroll with no increase in resources. Our auditors have never been happier, and their bills have never been lower. ... Microsoft Great Plains is the core of our Intranet – everything ties back to it. The accessibility of the SQL Server database is the key."***

---

Bay Cove's customers are its 1,000 active staff members, its payers and funding sources, and most of all, the clients whose human potential Bay Cove promotes with excellence and compassion.

The goal of the Information Services department is to serve its customers by creating and supporting a hardware, software, communication, and information infrastructure to enhance the organization's mission. The infrastructure must be flexible and scalable enough to facilitate the ongoing expansion of the agency. It must be flexible enough to respond to ever-increasing and ever-changing internal and external demands for accountability and information.

The Information Services and Accounting departments have extensively used Microsoft Great Plains to deliver improved customer service. While the application does not specifically interface with Bay Cove's clients, the ability to provide accurate and timely information to payers, and to support Bay Cove's staff has a direct impact on its ability to serve clients. Bay Cove also operates in a strong regulatory climate and must meet those regulatory requirements in an efficient and cost-effective manner in order to focus on the organization's mission.

## Wanted: Up-to-Date Information...

Bay Cove's managers needed up-to-date information on payroll costs, as their payroll expense constitutes a large part of their budget. The managers needed to access the weekly payroll information in the Microsoft Great Plains Payroll module, which captures details by Reporting Unit (RU). Managers also needed real-time information on their budget-to-actual expenditures, rather than wait for quarterly reports. Managers make daily decisions such as, "I am short-staffed at this group home. Do I pay my regular staff overtime or do I bring in a relief worker? My regular staff knows our clients better but they cost more money. I can get a relief worker at a lower hourly rate."

Bay Cove's managers also had to closely monitor licensures, certifications, and trainings in order to meet statutory and certification requirements. They needed to know whether an employee's CPR certification was about to expire or whether they had enough people to fill next week's classes on Effective Behavioral Supports or Grief and Loss.

## ...and Tracking Systems

Senior management wanted a more effective way to track due dates for upcoming performance evaluations and push accountability down to the Program Managers. They wanted to take the onus off human resources for pulling together review date information, distributing it to Program Managers, and then staying on top of the managers to perform the reviews.

Bay Cove also evaluated the information that employees need to efficiently do their job and how to best distribute that information. Employees wanted an automated system for determining their sick and vacation time balances as well as their next vacation award date.

The payroll and human resource departments had a host of information needs. They are responsible for using MGP to produce a 1,000 person weekly payroll, including direct deposit, and the administration of many benefits. They requested a way for employees to update their demographic data, rather than chase down returned W-2s at year-end or get regularly interrupted with requests to change demographic information. Payroll and HR also seconded the employees' request to provide an on-line mechanism for determining time-off balances.

## An Intranet Is Born

From those collaborative efforts was born the vision of BayNet. Accessed at [www.baycove.org/inside](http://www.baycove.org/inside), BayNet is Bay Cove's vision for creating an on-line community for staff and providing them with real-time information. BayNet consists of five key areas: 1) budget-to-actual reports for managers; 2) review status; 3) time-off balances; 4) certification, training, and skill sets; and 5) a mechanism to update demographic information for payroll and human resources.

Bay Cove's Program Managers, using a secured login, can view Web-based budget-to-actual data for their Reporting Units (RU). The Program Managers can determine, in real time, whether their program has gone over budget or whether an expense was mis-coded to their RU. Director-level Program Managers can see individual RUs as well as roll-ups. Managers can view a list of their employees and next review dates. Program Managers can also view their employees' time-off balances and next award date. Finally, Program Managers can comprehensively evaluate their employees' skills sets, certifications, training, licensing, and education using the BayTrain section of BayNet.

## The Right Choice

Bay Cove's decision to choose Microsoft Great Plains has garnered attention in the nonprofit community. Bay Cove was already viewed as a leader in the human services industry, and is now seen as a leader in selecting Microsoft Great Plains over more widely-used vertical solutions for the human services industry.

Bay Cove Human Services is in the business of helping people and they have leveraged technology to improve people's lives.