



**goodlife**  
UNIVERSITY

# Phases of the Labor Process

How we support you and your team  
through every phase of the Labor Process.

[mygoodlife.org/goodlife-u](https://mygoodlife.org/goodlife-u)

# Phase 1



## THE SITE REVIEW

What To Expect From Your Site Review:

UNDERSTANDING YOUR HOMES

- 1 We will send you a document to fill out that gives us some general information about your programs.
- 2 We will map out all your homes in Google Maps to better understand where they are located in relation to each other and Day Services, if provided.
- 3 There will be an approximately 2 hour review of your program via video conferencing, which includes our top-level executives.  
*\*On-site visits are optional; let us know if you prefer this.*
- 4 We will collect and review additional documents from you, as discussed in the Site Review.

REVIEWS AND MEETINGS



- 5 Our team will have an internal planning and analysis meeting to discuss the Site Review and determine our recommendation and scope for your Analysis Phase.
- 6 We will follow up with your team via email to outline our recommendations and discuss opportunities for Phase 2 projects.
- 7 We will provide you with an outline of GoodLife's scheduling and pay system, written by Mike.

THE SITE REVIEW





# Phase 2

## ANALYSIS

### What To Expect From Analysis:

- 1 Analysis begins with a one-hour training session with a member of our team to train you on how to complete the questionnaire we need for proper analysis.
- 2 Depending on the uniqueness of your program, some information may be tricky to outline, so we provide coaching and answer questions for completing requested information.
- 3 A member of our team will do a thorough review of the information you provide and work with you to resolve any questions before sending the information along to our Chief Talent Officer.
- 4 The Chief Talent Officer will create schedules based on the ratios provided—this can take a considerable amount of time as these brand new schedules are created from scratch, not considering what is being run currently.



- 5 The Chief Financial Officer will then do an in-depth analysis of the “before” (what you are doing now) versus the “after” (our proposal)—this can also take quite a bit of time, depending on the complexity of your current pay practices, PTO practices, and the data provided.
- 6 We will have a Reveal Meeting between our Labor Team (same team members from the site review) and your team—typically this takes about one and a half hours. In this meeting we will discuss how our proposed changes can positively impact your systems, processes, workforce, quality of care, and bottom-line.
- 7 The analysis will compare the following items: overtime percentages, weekly hours per schedules, average pay rate, number of employees, extra capacity to work, and PTO.
- 8 We will develop wages and compensation strategies that will increase pay within the limits of your current payroll allocations.
- 9 After the Reveal Meeting, our analysis document—which includes all the analysis information we discuss in the meeting and new schedules we create for you, will be yours to keep, regardless if you choose to implement or not.
- 10 After the Reveal Meeting, we offer one round of changes and refinements to the proposed schedules or pay strategies (any further changes would be made in the implementation phase).



# Phase 3

## IMPLEMENTATION

### What To Expect From Implementation:

- 1** During our first meeting, we will provide you with the checklist of all action items to be accomplished during implementation. Several items will require you to make important decisions. We will guide you through the details in the beginning so you can feel confident moving forward with your decisions.
- 2** We will hold a weekly, hour-long meeting with your team. Our attendees will generally include the Chief Financial Officer, Chief Talent Officer, Director of Finance, and Director of Workforce Management.
- 3** Throughout the Implementation Phase, we will be available to answer questions at any time via email. On occasion, we can be available to hop on a video or phone call to resolve any challenges that may arise or to discuss complex questions.
- 4** We will give you access to all of our intellectual product as it relates to your project. After the initial meeting, you will receive about 35 documents that serve as resources—either to explain our strategy or as examples of what we do/use. You are welcome to ask for more documents throughout the process and, if we have them and they relate to your project, we will provide them to you.

## ACTION ITEMS

- Some action items you can expect from your Implementation Phase are as follows:

Updating specific documents - this is a very important piece!

Discussing any position changes that may need to occur.

Helping you work internally or with your payroll provider to ensure all pay strategies are set up and running correctly for accurate payroll.

Ensuring your processes are in place for your payroll strategy to operate smoothly.

Updating your schedules as necessary and teaching you how to create and make changes to schedules.

Supporting your team and problem solving as you make important decisions for your agency with regard to things like PTO and pay.

We will help devise a strategy to communicate and market your new system and positions to direct care staff and managers.

Assist with marketing material and how to advertise for new positions under the new strategy.

Specific training on the Workforce Management role and responsibilities.

Create Superimposed schedules.

## CONTACT

consultants@mygoodlife.org | 785-917-3824

**mygoodlife.org/goodlife-u**