Expanding Beyond Traditional Governance, Risk & Compliance
A Healthcare & Human Services Case Study

OVERVIEW

Manual tracking of GRC functions in spreadsheets harbored too many limitations and increased the risk from human error, so Sevita adopted the Onspring GRC platform to create efficiency and more accuracy. What started as a specific GRC initiative ultimately expanded into a robust process improvement program across multiple functions of the business.

> *"Onspring is more than a standard GRC system, which was exactly what we needed."*
>
> *Jennifer Neville,*
> *Associate General Counsel*

View the full case study

PROFILE

Company:
Sevita (formerly known as The MENTOR Network)

Industry:
Home & community-based healthcare

Reach:
40 states
35,000 employees
50,000 individuals served

Solutions in Use:

- Risk management
- Policy management
- Regulatory compliance
- Government relations compliance
- Corporate governance
- Legal entity management
- Environment, social & governance (ESG)
- Mobile program site visit audits
- Employee Safety
- CARES Act funding
- Acquisition tracking
- Licensure database
- Insurance policy management
- Emergency preparedness
- Disaster recovery
- IT controls

Onspring

CHALLENGE

Manual tracking of GRC functions in spreadsheets has limitations. Spreadsheets limit reporting and increase the risk from potential human error and oversight.

With so many processes bogged down in laborious, static spreadsheets, Sevita adopted Onspring to better manage all GRC processes and reporting needs. Business owners believed the platform also provided a simplified method to track and manage company licenses.

Efficiencies were soon added across multiple areas of the business as team members saved hours each week collecting, managing, and reporting on data.

The same question was asked,
"Can you do this with my spreadsheet?"

SOLUTION

Two distinct phases of implementation in Onspring were initially planned by business owners.

Breaking programs into phases enabled faster launches and impact to business functions needing immediate support.

60 days into Phase I implementation, system administrators realized how they could customize Onspring to deliver on the spreadsheet automation requests they kept receiving from various teams.

Soon, additional phases were added to implementation, increasing scale and ROI.

LAUNCH PHASES →

Phase I:
Governance, Risk & Compliance *[Priorities]*

- Risk management
- Policy management
- Regulatory compliance
- Employee Safety

Phase II:
Licensure Database & Custom Programs

- Legal entity management
- Corporate governance
- Mobile program site visit audits
- Environment, social & governance (ESG)
- CARES Act funding
- Acquisition tracking
- Insurance policy management

Phase III:
Governance, Risk & Compliance *[Less critical]*

- Emergency preparedness
- Disaster recovery
- IT controls
- Government relations compliance

SPOTLIGHT: RISK MANAGEMENT

GOAL

Increase enterprise-wide efficiency and reduce risk.

CHALLENGE

Manual tracking in spreadsheets was time-consuming and left a margin for errors.

SOLUTION

Comprehensive application in Onspring conducts annual risk assessments, gathers necessary data, creates and tracks an annual work plan, and report to the Board.
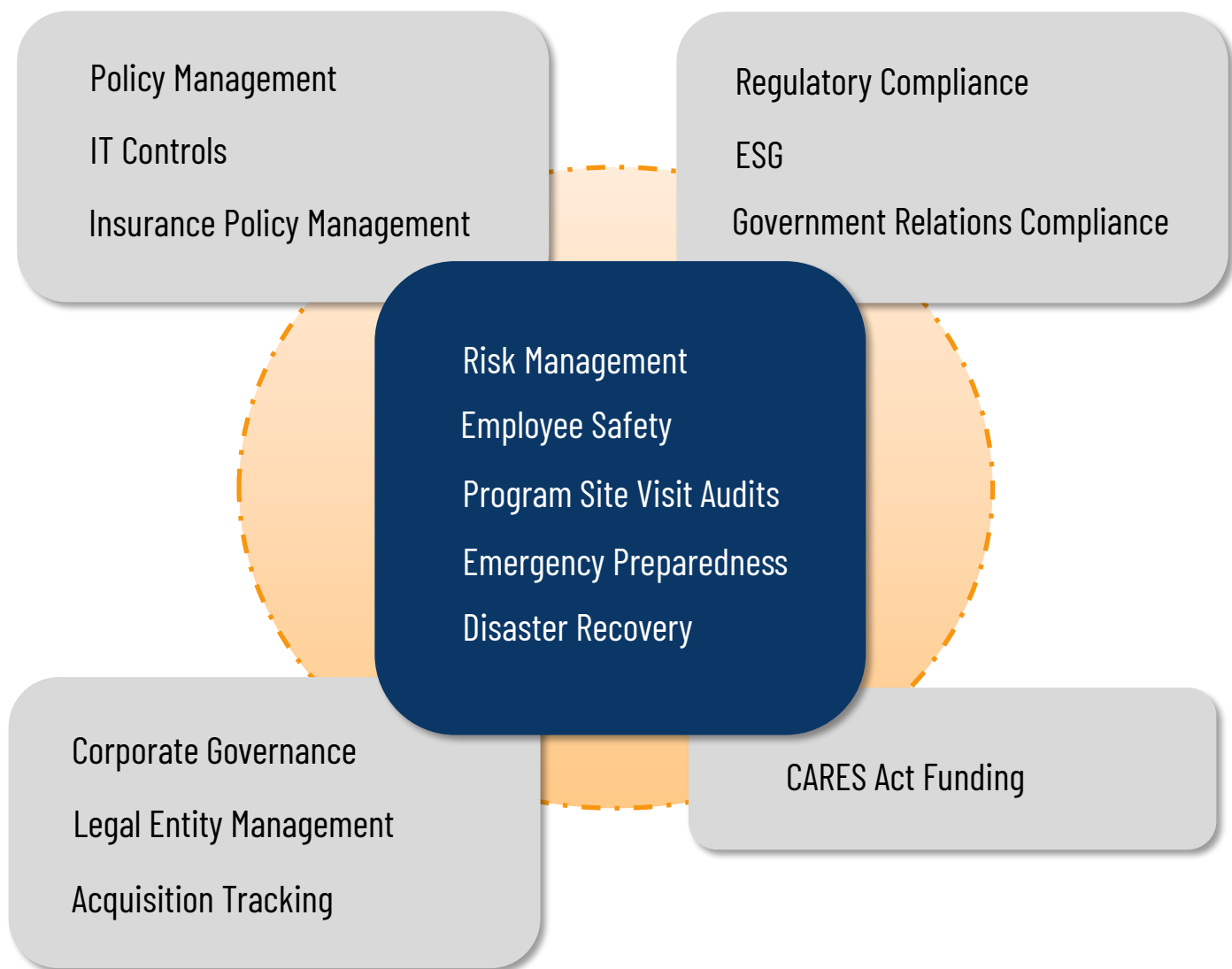
RESULTS

One centralized system to seamlessly connect data, related risks, activate plans, and communicate with stakeholders.

Risks by Category and Average Inherent Score

Governance, Risk & Compliance Programs in Onspring

Policy Management

IT Controls

Insurance Policy Management

Regulatory Compliance

ESG

Government Relations Compliance

Risk Management

Employee Safety

Program Site Visit Audits

Emergency Preparedness

Disaster Recovery

Corporate Governance

Legal Entity Management

Acquisition Tracking

CARES Act Funding

RESULTS

Real-time Visibility

- Centralized metrics for Sevita teams
- Executive dashboards
- Automated Board reports

Efficiency

- Hours of time savings collecting data
- Automatic connections between risks and corrective actions or annual plans

ABOUT ONSPRING

Onspring is a cloud-based, no-code platform for reporting, analysis, process management and coordination. Our connected solutions for Governance, Risk & Compliance, ITSM, and Business Operations create efficiencies for your teams and put key metrics at your fingertips—anytime and everywhere. Get started with our solutions in days, not months, and easily tailor them to your requirements.

With Onspring, you're in control. Learn more at onspring.com.

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