Wesley Family Services

Executive Summary

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Background

Wesley Family Services is a Pittsburgh-based nonprofit organization formed in July 2017, when Wesley Spectrum merged with Family Services. They provide behavioral healthcare services and support programs to children, adults, and families, with their 900 staff members serving over 20,000 individuals annually throughout Southwestern Pennsylvania. They provide a diverse and numerous variety of services, from mental health programs to senior care to K-8 schooling, with a mission of "[empowering] children, adults, and families by providing transformational care."

Project Description

Project Opportunity

Wesley's previous process to adjust employee timesheets was highly inefficient, with high opportunity cost for the organization, as they have limited IT resources and a smaller team. The team received an average of 32 erroneous timesheet-related tickets per week. Each ticket took around 20 minutes to resolve, leading to about 1.3 – 2.6 days of staff time per week. Employees also did not have a central source or "landing page" to view their information.

Project Vision

We developed a self-service portal (website) as a targeted digital solution developed for Wesley Family Services to automate the payroll adjustment process, currently a significant operational bottleneck due to its manual and time-intensive nature. Built on the organization's existing .NET and SQL Server infrastructure, this portal will enable managers to directly unapprove employee timesheets to let them be modified by employees, eliminating the need for IT involvement in routine adjustments by replacing their timesheet unapproval process with the portal. In addition, it is a modular and scalable solution that Wesley will build upon to add other useful functionalities for employees.

Project Outcomes

Our key project outcomes at the people, process, and technology levels were:

- A modular portal site with multiple access levels and secure authentication, especially as Wesley often deals with sensitive medical data

- A system for managers to adjust their employees' timesheets, significantly reducing the time spent by IT on tickets related to these issues
- A shift towards a more autonomous employee culture at Wesley, empowered by the new portal technology and easy access to information through it
- New process capacity and shared knowledge with our client on how to maintain and expand upon the technology to improve business practices, aided by thorough documentation

Project Deliverables

Our deliverables consist of a GitHub repository with a large and robust .NET codebase, clear documentation on how to setup and work with the project, other supporting documentation (design docs, wireframes, etc.), and the final report outlining the project at large.

Recommendations

We recommend adding the following features to the portal:

- A power-user security level which allows certain users to unapprove timesheets in place of a manager. The security level would be granted to HR, payroll, and first level IT staff which would allow them to fix any issues without relying on manager input. This would prevent the IT department still having to manually adjust timesheets in the case that managers are unreachable, and would also mean that employees who reach out to HR/Payroll would be able to have the problem fixed right away.
- A request form for processed timesheets that allows users to directly submit a request to fix processed timesheets, which would directly be sent to the payroll department. Currently, users are simply presented a message explaining that if they cannot find the timesheet listed, to instead contact payroll directly as the timesheet has already been processed. This feature would further streamline the process by removing the need to contact payroll.
- Links to other Wesley help documentation added to the self-service portal to address FAQs or other IT questions users may have, allowing them to interact with the portal more smoothly.

Student Consulting Team

Ritu Chatterjee acted as project manager. She is a fourth-year student majoring in Information Systems with a concentration in Data Analytics, and will be working as a software developer at Cisco following her graduation this summer. She is looking forward to a career focused on the intersection of business, people, and technology.

Jonathan Ho acted as quality assurance. He is a third-year student majoring in Information Systems with an additional major in Human-Computer Interaction and minors in both Computer Science and Business Administration. He will be a Software Development Engineer Intern at Amazon Web Services in Seattle this summer, and is excited to further explore cloud computing and the social AI space, both at CMU and beyond.

Fa Phanachet acted as the community partner liaison. She is a third-year student studying information systems with an additional major in computer science. She will be interning at SCB10x this summer and is looking forward to a career in software engineering.