



The HCM buyer's guide for senior living communities

**How to evaluate workforce software  
built to support staffing stability,  
resident experience, compliance,  
and labor cost control**

# This guide is for

Executive directors, HR leaders, operations leaders, regional leaders, and finance teams at senior living communities evaluating whether their workforce software is built for the operational and regulatory complexity of community-based care across the full employee lifecycle.

## Introduction

As the aging U.S. population is expected to outpace the supply of qualified staff to care for them, today's senior living communities face a difficult balancing act, especially as they set their sights on business growth.

- Delivering exceptional experiences for residents and their families
- Attracting and retaining care staff
- Maintaining workforce stability
- Controlling labor costs
- Managing compliance requirements at every step

The common challenge isn't hiring, onboarding, scheduling, or payroll individually. It's that these processes are disconnected.

Candidate information often gets re-entered multiple times, from one point solution to another. Onboarding is delayed. Scheduling decisions happen without visibility into broader workforce trends. Time and Attendance data isn't connected to the schedule or payroll. Payroll exists separately from the decisions that drive labor costs.

The most effective workforce platforms connect hiring, onboarding, scheduling, time tracking, payroll, and compliance into a continuous workforce lifecycle, creating one source of truth from application through paycheck.

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# 1

## What does “built for senior living” really mean?

A platform built for senior living should help communities:

- Attract care staff in a competitive labor market
- Reduce candidate drop-off and hiring delays
- Create a strong first impression for new team members
- Maintain continuity of care and experience for residents
- Manage scheduling across shifts, departments, and communities
- Control overtime, agency use, and workforce costs
- Maintain compliance throughout the workforce lifecycle
- Support corporate oversight across multiple communities
- Eliminate manual handoffs between systems
- Connect workforce decisions to retention and labor outcomes

Workforce technology should do more than automate administrative tasks. It should help communities stabilize staffing, reduce agency dependence, improve retention, and create better workforce visibility across the organization.

# 8 Questions every senior living buyer should ask

## Question 1: How quickly can we hire care staff?

Open positions frequently lead to open shifts. The longer a position remains unfilled, the greater the strain on existing staff and the greater the likelihood of relying on overtime or agency labor.

**When evaluating technology, ask:**

- Is the solution built specifically for high-volume healthcare hiring?
- Does it support healthcare credential and license requirements?
- Does it distribute jobs to healthcare-focused recruiting channels?
- Does it provide a mobile-friendly candidate experience?
- Can communities manage hiring across multiple locations?

The goal isn't simply generating applicants. It's moving qualified care staff into your workforce as quickly as possible.

## Question 2: How quickly can new hires become resident-ready?

Hiring alone doesn't solve staffing instability. Communities need employees to complete onboarding, become compliant, and successfully reach their first shift.

**When evaluating technology, ask:**

- How are onboarding documents completed?
- Are compliance requirements collected and tracked during onboarding?
- Does employee information flow into scheduling and payroll automatically?
- How much manual data entry remains after hiring?

Every day between offer acceptance and first shift extends the impact of an open position. A connected onboarding process not only helps shorten that timeline, but it also improves the employee experience from before day one by reducing friction and fostering communication.

### Question 3: Can we schedule to support workforce stability and continuity of care?

Schedules sit at the center of workforce operations. Every staffing decision affects resident care, labor costs, overtime exposure, compliance requirements, and workforce satisfaction.

When evaluating technology, ask:

- Can managers identify coverage gaps before they impact residents?
- Can open shifts be filled quickly?
- Can staff be shared across communities?
- Does leadership have visibility across communities?
- Can scheduling decisions be connected to labor outcomes?

Scheduling should do more than fill shifts. It should help organizations make proactive workforce decisions before staffing gaps become more expensive problems or impact quality of care.

### Question 4: Is compliance embedded throughout the entire workforce lifecycle?

Compliance should be built into recruiting, onboarding, scheduling, time tracking, and payroll workflows.

When evaluating technology, ask:

- How are licenses and credentials monitored?
- Can expired credentials impact scheduling eligibility?
- How is employee eligibility managed?
- What audit trails are maintained?
- How does the system support reporting requirements?

The best workforce platforms help communities address compliance risks before they become operational problems.

### Question 5: Can we improve retention and workforce engagement?

Keeping turnover under control goes a long way in supporting continuity of care and reducing reliance on new hiring to fill workforce gaps.

When evaluating technology, ask:

- Can we track retention outcomes?
- Does onboarding contribute to stronger first impressions?
- Can workforce data help identify challenges impacting retention?
- Is the employee experience consistent from application through payroll?

Communities need ways to monitor turnover to prevent coverage gaps that negatively impact resident experiences. Visibility can help them retain care staff before turnover becomes an issue.

### Question 6: Can payroll handle the complexity of senior living?

Payroll remains a critical part of workforce management. But for senior living communities, payroll complexity often extends beyond simply calculating employee wages.

When evaluating technology, ask:

- Does the system support blended-rate overtime?
- Can it handle employees working across communities?
- How are overtime calculations managed?
- How is payroll information audited and tracked?
- Does payroll support required reporting processes?

The goal is accurate payroll without manual calculations, duplicate work, or unnecessary risk.

### Question 7: Can we manage employees across multiple communities?

Multi-community operators need workforce visibility that extends beyond a single location.

When evaluating technology, ask:

- Can employee information follow workers across communities?
- Are duplicate employee records required?
- Can leaders view workforce metrics at both community and corporate levels?
- How are permissions managed across locations?

Technology should simplify workforce operations as your organization grows, not create additional operational complexity.

### Question 8: How many manual handoffs remain?

Every handoff between systems introduces the possibility of delays, re-entry, errors, and incomplete information.

Ask vendors to walk you through the complete workforce lifecycle:

Applicant → Hire → Onboard → Schedule → Work → Pay → Report

Then identify:

- Manual exports
- Duplicate entry points
- Spreadsheet-based or offline processes
- Reconciliations between systems
- Compliance processes managed outside the platform

The fewer handoffs required, the more efficient and accurate workforce operations become.

# 3 What Viventium + Apploi delivers

## Hiring built for healthcare

- Purpose-built recruiting designed for high-volume healthcare hiring
- Mobile-first candidate experiences that help care staff apply quickly
- Multi-location recruiting visibility across communities and regions

### *Why it matters:*

Faster hiring helps communities address staffing instability sooner, reducing the duration of open positions and supporting efforts to improve resident and family experiences.

## Seamless onboarding and first shift readiness

- Digital onboarding that eliminates duplicate entry between systems
- Visibility into employee readiness before their first shift
- A connected workforce experience from applicant to employee

### *Why it matters:*

Efficient onboarding helps new hires become productive care staff faster while reducing administrative delays and workforce gaps.

## Smarter scheduling and workforce visibility

- Scheduling aligned with community staffing needs
- Real-time workforce visibility
- Open-shift management and multi-location workforce coordination

### *Why it matters:*

Better workforce visibility helps operators make proactive staffing decisions before gaps result in overtime, agency usage, or resident-care disruptions.

### Labor cost control with Time & Attendance

- Greater visibility into workforce activity
- Better alignment between staffing decisions and labor outcomes
- Workforce insights that connect shifts, time, and payroll

*Why it matters:*

Understanding labor costs begins with understanding workforce activity. Connected systems provide the visibility needed to make informed staffing decisions.

### Payroll built for senior living complexity

- Support for complex healthcare payroll requirements
- Automated overtime calculations
- Payroll processes designed for multi-community organizations

*Why it matters:*

Accurate payroll reduces administrative burden while supporting workforce confidence and operational efficiency.

### Compliance embedded throughout the workforce lifecycle

- Credential and eligibility monitoring
- Audit-ready workforce records
- Compliance integrated into workforce workflows

*Why it matters:*

Compliance is most effective when it becomes part of daily operations rather than a separate administrative process.

## Multi-community workforce management

- Workforce visibility across multiple locations
- Corporate and community-level reporting
- Unified workforce management processes

### *Why it matters:*

Growing organizations need a workforce platform that scales with them while maintaining visibility and control across communities.



# 4 Workforce technology evaluation checklist for senior living communities

## Recruiting & hiring

- ☐ Healthcare-focused recruiting capabilities
- ☐ Mobile application experience
- ☐ Healthcare credential awareness
- ☐ Multi-location recruiting support
- ☐ Visibility into hiring performance

## Onboarding

- ☐ Digital onboarding processes
- ☐ Integrated employee records
- ☐ Credential collection and tracking
- ☐ Reduced manual entry

## Scheduling & workforce management

- ☐ Open shift visibility
- ☐ Real-time workforce insights
- ☐ Multi-location staffing support
- ☐ Resident experience support
- ☐ Retention reporting

## Time & labor costs

- ☐ Labor cost visibility
- ☐ Overtime management
- ☐ Time tracking accuracy
- ☐ Workforce analytics

## Payroll

- ☐ Healthcare payroll expertise
- ☐ Complex overtime calculations
- ☐ Multi-community payroll support
- ☐ Reporting capabilities

## Compliance

- ☐ Credential tracking
- ☐ Employee eligibility monitoring
- ☐ Audit readiness
- ☐ Compliance controls throughout the workforce lifecycle

## Integration & user experience

- ☐ Connected workforce workflows
- ☐ Reduced system handoffs
- ☐ Shared employee records
- ☐ End-to-end workforce visibility

## Why Viventium + Apploi

Healthcare operators need a platform that works the way they operate.

### 800k+

healthcare workers rely on Viventium across senior living, skilled nursing, and post-acute care.

### 9000+

organizations are part of the Apploi hiring network

### NPS of 71

significantly higher than typical HCM benchmarks

### Beyond the platform

- Implementation and support teams are experienced in healthcare operations. We work specifically with healthcare, all day, every day.
- Compliance, payroll, and staffing challenges are understood, not learned on the job.
- The system is designed for multi-community, high-complexity environments.

“Viventium has saved me more than once on compliance and regulations with its access to free webinars. The system is flexible enough to meet all my needs and allows my employees to be self-sufficient.”

– Amy Mauseth-Gowett, Admissions Coordinator / HR Director, Meadowview Healthcare & Rehabilitation

“Everything is located in one platform, which makes it super user friendly for all my HR directors, administrators, as well as director of nursing.”

– Hannah Butt, Corporate Recruiter, Garden Healthcare (on Apploi)



## Ready to see it in action?

Schedule a personalized demo to see how Viventium + Apploi supports compliance, staffing, and payroll across your communities.