



The home care buyer's guide

How to evaluate workforce software built specifically for home care agencies

Choose technology around the outcomes that matter most

Home care agencies don't need another generic checklist of HR features. They need a practical way to evaluate whether workforce technology can help solve the workforce challenges that affect growth every day. When recruiting slows down, turnover stays high, or administrative teams spend too much time managing payroll and compliance, growth becomes harder to sustain.

This guide is designed for owners, operators, finance leaders, HR teams, payroll teams, and administrators evaluating workforce technology for a home care agency. It focuses on the outcomes that matter most: hiring caregivers faster, creating a better employee experience, and helping teams manage payroll and compliance with confidence.

3 questions at the center of this guide:

- Can the solution help you hire faster?
- Can it help you retain caregivers?
- Can it help you stay compliant and pay people correctly?

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1 Growth depends on workforce capacity

For home care agencies, workforce capacity and business capacity are closely connected. The problem? Caregiver turnover averages 77%, making it difficult for many agencies to maintain the workforce needed to support growth. When open positions stay open, agencies have fewer caregivers available to support clients. When turnover remains high, teams spend more time replacing employees instead of strengthening operations. When payroll or compliance processes depend on manual work, administrative teams have less time for the people and priorities that move the agency forward.

The pressure shows up across the agency

Hiring pressure

Caregiver recruiting isn't occasional. Agencies need a consistent way to attract candidates, keep them engaged, and move qualified applicants into onboarding and out into the field.

Retention pressure

Retention isn't driven by a single factor, but everyday employee experiences still matter. Clear pay information, timely access to wages and benefits, and straightforward self-service can help reduce friction for caregivers and create a more positive employment experience.

Payroll complexity

Variable pay rates, retroactive adjustments, different work locations, and tax requirements can create added work and increase the risk of errors.

Compliance responsibility

ACA requirements, employee records, credentialing, and exclusion monitoring require ongoing attention. Fragmented processes can make that work harder to manage.

These challenges are common across home care agencies, but the way they show up in day-to-day operations is often unique to the industry. That's why evaluating workforce technology through a home care lens is so important.

The buyer's takeaway

The right workforce technology should help remove friction from hiring, support a stronger caregiver experience, and give your team greater confidence in payroll and compliance.

2 What “built for home care” should mean

Many platforms can handle basic HR and payroll tasks. A home care agency should look deeper. The question isn’t simply whether a platform has a feature. The question is whether the platform can support the workforce realities your team manages every day.



Look for capabilities that match home care operations

High-volume recruiting

Tools that help teams manage a steady flow of caregiver applicants, communicate quickly with candidates, and reduce delays that can lead applicants to accept other opportunities.

Connected onboarding

A clear handoff from hiring into onboarding and payroll that reduces duplicate entry and unnecessary steps.

Complex payroll support

The ability to manage variable pay rates, retroactive pay, location-based tax considerations, and other payroll scenarios common in home care.

Caregiver-friendly access

Clear, detailed paystubs and convenient access to pay, benefits, and self-service information that helps caregivers find answers without needing to contact the office.

Ongoing compliance support

Processes that help teams manage ACA requirements, credentials, exclusion monitoring, and payroll compliance.

Home care integrations

Connections with the EVV and agency management systems your organization already relies on.

A platform doesn’t become “built for home care” simply because it serves healthcare organizations. Look for evidence that the vendor understands the recruiting challenges, payroll complexities, compliance requirements, and operational workflows unique to home care agencies.

A useful test

Ask every vendor to show how the platform works in a home care scenario, not just how the feature appears on a product list.

3 Five questions every home care buyer should ask

A long feature list can make every platform look similar. These five questions keep the evaluation focused on the outcomes that matter most to a home care agency

Question 1: Can the platform help you hire caregivers faster?

Home care recruiting requires speed and consistency. Look for a solution that helps recruiters engage candidates quickly, automate routine steps, and move qualified applicants from application to onboarding without unnecessary delays.

Ask the vendor:

- How can recruiters communicate with candidates by text?
- Which recruiting steps can be automated?
- How does candidate information move into onboarding?
- Where might your team need to re-enter information?

Question 2: Does it support a caregiver experience that can strengthen retention?

Retention isn't solved by one feature, but avoidable friction can make the employee experience harder. Caregivers should be able to understand their pay, access important information, and complete common tasks without repeatedly contacting the office.

Ask the vendor:

- Are paystubs detailed and easy to understand?
- Can employees access information from a mobile device?
- What options are available for on-demand pay?
- How do employees access benefits and self-service information?
- Is the employee experience available in multiple languages?

Question 3: Can it help your team stay compliant?

Compliance should be part of the everyday workflow, not a separate project your team revisits only when something goes wrong. Evaluate how the platform supports monitoring, recordkeeping, payroll compliance, and follow-up.

Ask the vendor:

- How does the solution support ACA requirements?
- How are credentials tracked and flagged for follow-up?
- How are exclusions monitored?
- What payroll tax services are included?
- How does the platform support location-based tax requirements?

Question 4: Can it support the payroll scenarios your agency manages?

Home care payroll can involve employees working at different rates, adjustments that apply to prior periods, and tax requirements tied to where work is performed. These scenarios can create significant administrative work when systems aren't designed to handle them efficiently. Ask vendors to demonstrate these scenarios using examples that reflect your agency.

Ask the vendor:

- How are variable pay rates configured and calculated?
- How are retroactive pay adjustments handled?
- How does the system address geo-tax considerations?
- What review tools help payroll teams identify issues before processing?

Question 5: Does it connect with the rest of your technology ecosystem?

Workforce technology doesn't operate in isolation. The value of an integration depends on what data moves, how often it moves, and how much manual work remains after the connection is in place.

Ask the vendor:

- Does the platform integrate with your EVV or agency management system?
- Which employee and payroll data moves between systems?
- Where does your team still need to enter information manually?
- Who supports the integration when an issue occurs?

A strong evaluation should focus on demonstrated workflows, not product claims. Ask vendors to show how hiring, onboarding, payroll, compliance, and employee self-service work together in a real home care scenario.



4 What Viventium + Apploi delivers

Viventium + Apploi brings recruiting, onboarding, payroll, employee experience, and compliance together across a connected workforce journey. The goal is to reduce friction between critical stages while giving home care teams tools that align with the way their agencies operate.



Hire faster

Apploi supports high-volume recruiting with automated workflows, SMS-based candidate engagement, and tools designed to move qualified candidates through the hiring process. A connected transition into onboarding helps reduce delays, minimize duplicate entry, and shorten the time between accepting an offer and becoming payroll-ready

- Automated recruiting workflows
- Text-based candidate communication
- A faster path from application to offer
- A connected transition into onboarding



Support caregiver retention

Viventium gives caregivers accessible tools for understanding pay and managing important employment information. A clearer, more convenient experience can help remove everyday frustrations for employees and administrative teams.

- Detailed paystubs
- Mobile self-service
- Multilingual access
- Access to benefits information
- On-demand pay options



Stay compliant and pay people correctly

Viventium supports the payroll and compliance requirements home care agencies manage, including complex pay scenarios, tax services, and ongoing compliance processes that can create significant administrative work when handled manually.

- Variable rate pay
- Retroactive pay
- Geo-tax support
- Payroll tax services
- ACA support
- Credential tracking and exclusion monitoring

Together, Apploi and Viventium help connect the workforce journey from applicant to employee. Instead of managing recruiting, onboarding, payroll, employee experience, and compliance as separate processes, agencies can support them through a more connected workflow.



Why the connection matters

A more connected journey can help reduce duplicate work, keep information moving from recruiting into onboarding and payroll, and give teams a clearer view of the employee lifecycle.

5 A more useful approach to comparing solutions

Evaluation area	Viventium + Apploi	General HCM platforms
Caregiver hiring	Automated high-volume recruiting workflows, SMS engagement, and a built-in transition to onboarding	Recruiting capabilities may require more manual processes or disconnected workflows
Caregiver experience	Detailed paystubs, mobile self-service, multilingual access, and convenient access to employment information	Employee tools may not be designed around the needs of a mobile caregiver workforce
Compliance	ACA support, credential tracking, exclusion monitoring, payroll tax services, and geo-tax support designed for healthcare employers	Compliance capabilities and workflows vary by platform and may require additional processes or tools
Payroll complexity	Supports variable pay rates, retroactive pay adjustments, and payroll scenarios common in home care	Complex payroll scenarios may require additional configuration, manual review, or workarounds
Workforce lifecycle	Recruiting, onboarding, payroll, employee experience, and compliance connected across the workforce journey	Workforce processes may operate across multiple systems or disconnected workflows
Home care expertise	Built specifically for healthcare providers with experience supporting home care operations and workforce challenges	May support multiple industries without the same level of home care specialization

Ask vendors to demonstrate these workflows using examples that reflect your agency. The goal isn't to confirm that a feature exists. It's to understand how well the solution supports the way your team hires, pays, supports, and retains caregivers.

6 Your decision checklist

Use this checklist during vendor conversations. Ask for a demonstration or documentation instead of accepting a simple yes-or-no answer.

☐ Hiring and onboarding

- Supports high-volume caregiver recruiting
- Includes text-based candidate engagement
- Automates appropriate recruiting steps
- Moves candidate information into onboarding
- Explains where manual entry is still required

☐ Caregiver experience

- Provides detailed, understandable paystubs
- Supports mobile employee self-service
- Offers multilingual access
- Explains available on-demand pay options
- Makes benefits information easy to access

☐ Payroll

- Supports variable pay rates
- Handles retroactive pay adjustments
- Addresses geo-tax considerations
- Includes appropriate payroll tax services
- Provides tools for payroll review and issue identification

Make the evaluation actionable



Compliance

- Supports ACA-related processes
- Tracks credentials and follow-up needs
- Supports exclusion monitoring
- Maintains clear employee records
- Clarifies what the platform monitors and what the agency owns



Integrations

- Connects with relevant EVV or agency management systems
- Documents which data moves between systems
- Explains integration timing and frequency
- Identifies remaining manual tasks
- Provides a clear support and escalation path



Service and implementation

- Demonstrates experience supporting home care agencies
- Understands home care payroll scenarios
- Explains implementation responsibilities
- Details data conversion and validation
- Provides training for administrators and employees

Vendor scorecard

Evaluation area	Score (1-5)	Evidence provided	Follow-up needed
Hiring and onboarding			
Caregiver experience			
Payroll complexity			
Compliance support			
Integrations			
Service and Implementation			
Overall fit for home care			

Scoring guide: 1 = does not meet the requirement; 3 = partially meets the requirement; 5 = clearly meets the requirement with supporting evidence.

7 Build a workforce foundation that supports growth

The best workforce technology decision is the one that fits the way your agency hires, supports, pays, and retains caregivers while helping your team manage compliance with greater confidence.

As you evaluate potential solutions, look beyond individual features and consider how well each platform supports the realities of home care operations. The right technology should help reduce friction across the workforce lifecycle, support caregivers throughout their employment journey, and give your team the foundation needed to grow with confidence.

Keep the evaluation centered on three outcomes



Hire faster:

Reduce friction between applicant, offer, onboarding, and payroll readiness.



Retain caregivers:

Give employees clearer, more convenient access to pay and employment information.



Stay compliant:

Support complex payroll and compliance requirements with tools and expertise aligned to home care.



Ready to see how Viventium + Apploi performs against the criteria in this guide?

Schedule a personalized demo to explore how our approach to hiring, onboarding, payroll, employee experience, and compliance supports home care agencies.