

Golden West Senior Residence - Case Study

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Point of Sale Software For Retirement Communities



Flatirons Terrace, Independent Living at Golden West Senior Living

FullCount at our Community

In April of 2008, we opened up a new independent living building called Flatirons Terrace. This brand new building includes 55 resident apartments and a full-service restaurant. With this new construction we needed new technology to track resident spending/purchases. We bill residents at Flatiron's based on a fixed monthly amount. FullCount helps us manage all dining menus, purchases and outstanding balances. Through the back-office portion of FullCount we can produce monthly billing statements to send to residents. We also use FullCount to manage our resident wellness check program. By pulling a report in FullCount we can monitor dining attendance and proactively check on the safety of those not there. We are currently planning to implement FullCount in our salon and gift shop.

Choosing FullCount

In looking at other alternatives, we chose FullCount for two main reasons - flexibility and accessibility. FullCount is entirely web-based which allows us to access it from any computer with an Internet connection. No longer do we all have to go to one computer to get the information we need. FullCount was also more flexible and customizable than other products we looked at. Being designed specifically for retirement communities, FullCount provided more of the functionality we needed.

Before and After FullCount

In other areas of our community we use paper check lists for residents in the dining area. Having FullCount in Flatiron's Terrace has been a major time saver. Our staff used to use spreadsheets and enter data into the accounting system manually, which created opportunities for human error. This process has been greatly improved with FullCount.

Implementation and Training

The FullCount staff was very flexible in getting the system implemented in a short time period. They've also provided excellent customer service. Our project manager came to our community for training and offered additional training if needed. Overall, the implementation of FullCount was very flexible and the staff was very accommodating.

Major Benefits of FullCount

The major benefits of FullCount at our community are the customer service and tracking ability. Being able to get away from paper, customization, and improving methods for updating dining menus is very helpful. The turnaround for customer service with FullCount is amazing.