



## Generations Works As Your Business Grows

“We use Generations for three different businesses:  
a staffing agency, a Medicaid certified agency,  
and a private duty office.”

-Brian Fletcher, CFO, TBAB Health Care Services, Inc.

### Customer Profile

Founded in 2005, the mission and purpose of TBAB Health Care Services, Inc. is “to be a blessing” (hence the TBAB name,) to provide peace of mind to New Mexico families, and to have a positive and innovative influence on the industry and community. From activities of daily living to companionship, and from light housekeeping to activities outside the home, TBAB assists people and businesses throughout the greater Albuquerque area.

### Business Challenge

Preparing for opening, TBAB reviewed the different methods of monitoring the many details of clients and caregivers and decided to start immediately with a software program. They searched for a program that would work with both employees and independent contractors and handle scheduling with ease. It also had to interface with QuickBooks for billing and payroll, plus have the potential for adding a telephony system. Most importantly, the program would have to have the capability of managing the demands of a growing company.

### Solution Overview

After reviewing different programs, TBAB choose Generations Homecare System. Nine months after starting with Generations, they added telephony from The Phone Works (PATTI™) into the mix. They were particularly impressed with the security and stability of Generations.

At TBAB Generations is used for three different facilities: a business that provides staffing for hospitals, a Medicaid-Based certified agency, and a private duty agency. That’s three different databases in Generations that different people have access to. Generations technical support assisted in establishing those databases and the associated security. Generations also offered and continues to offer training sessions so that each employee of TBAB would understand how the program works.

Initially, TBAB used the QuickBooks connection extensively and still do for some businesses. For example, the Medicaid division is smaller with about twenty-five clients and

### SUCCESS STORY

**TBAB Health  
Care Services, Inc.**

### AT A GLANCE:

**CLIENT:** TBAB Health Care Services, Inc.

**LOCATION:** Albuquerque, New Mexico

**INDUSTRY:** Home Health Care

**BUSINESS CHALLENGE:** Choose the best software for a new home care business.

**SOLUTION:** Generations Home Care System®, QuickBooks®, and The Phone Works (PATTI™) telephony.

**RESULTS:** Since opening in 2005, TBAB has grown from no revenue to \$4.6 million dollars and three separate agencies.



## Success Story: TBAB, Inc.

### **Solution Overview** continued

caregivers so they continue to send payroll data to QuickBooks. However the staffing and private duty businesses have about two hundred caregivers, so they recently began to use the Payroll Export function to send data to a local payroll company. They still bill for all three businesses using the interface with QuickBooks. They use the Generations Homecare System built-in Report Writer function to create custom reports and then export those reports to Excel for further manipulation.

TBAB uses the PATTI™ telephony system for their private duty business only. But, unlike many home health care businesses, they do not use telephony to verify that a caregiver has worked. Because many of their clients have fall risks, if a caregiver does not show up as agreed, the client is truly at risk. PATTI alerts the TBAB office if the caregiver has not arrived on time, thus also notifying the office of the fall risk.

Throughout their years using the Generations Homecare System, TBAB has enjoyed the many enhancements to the program. "The biggest thing I enjoy is that updates come out regularly," says CFO Brian Fletcher, "and it's very obvious that Generations integrates feedback from customers. I routinely read the update list and find things fixed that I didn't even know were issues."

Though there have been bumps along the way as TBAB has grown, Generations Technical Support has been there to smooth the road, including spending as much one-on-one time as needed. "Tech support is spectacular," says Fletcher. "I love web chat because I don't have to pick up the phone and risk that I can't get someone. And because I'm the de facto IT manager here, it's a relief to know that if there is an issue, I can just tell people to contact Generations and rest assured that tech support will take care of it."

"Generations has definitely contributed to our growth. Generations allowed us to grow, and adapted with our needs. Generations grew with us.."

—CFO Brian Fletcher

### **Business Benefits**

In less than two years, the company has grown from no revenue to \$4.6 million in revenue. As a result of choosing the Generations Homecare System, TBAB has handled their rapid growth and expansion with ease.

### **For more Information**

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