



Claremont Unified School District

Proactive BEST HCM Preparation Drives Operational Excellence

Executive Summary

Claremont Unified School District transformed their timesheet processes and achieved BEST HCM readiness by partnering with Informed K12. Under the leadership of Karen Waltman, Executive Director of Business Services, the district took a proactive approach to digital transformation, **consolidating 15+ manual timesheet processes into 7 streamlined digital workflows.**

This strategic decision resulted in enhanced operational efficiency, complete transparency, and seamless BEST HCM upload while avoiding the staffing increases that would have otherwise been necessary.

District Background

Claremont Unified School District serves students across multiple sites in California. As part of LA County's educational system, the district was required to transition to the BEST HCM (Human Capital Management) system—a mandate that would fundamentally change how payroll processes operate, requiring daily data entry instead of monthly summaries.

Karen Waltman, with 28 years of experience at the district, recognized early that this transition would create significant operational challenges without proper preparation. “When we were preparing for the transition to BEST HCM, it became clear early on that our existing systems just weren’t going to cut it.”

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Karen Waltman



Systemic Inefficiencies

Claremont faced multiple interconnected challenges with their existing manual timesheet processes:

- **15+ disparate timesheet processes** across different employee categories
- **No real-time visibility** into approval status for employees and administrators
- **Routing gaps** where forms could bypass required approvals, creating budget risk
- **Paper-based friction** from dependency on mail courier driving to school sites
- **Substitute teacher confusion** about pay rates and payment status

The BEST HCM Catalyst

The impending BEST HCM implementation intensified these challenges. As Waltman explained: "As soon as we saw some of the initial trainings that LACOE was putting on and looking to see how we had to now pay employees, it was no longer based on total units for the month. They were asking us to start inputting on a daily basis... that was going to be at least five times the amount of work. There was no way we could accomplish this without hiring one or two additional payroll staff."

Waltman's research revealed the consequences of unpreparedness. She noted: "I know other districts want to make the same changes. Colleagues I know were literally in tears because they didn't have a system in place, and they lost one of their payroll employees because it was just too much."

The district faced a critical decision: significantly increase payroll staffing or find a more efficient solution.



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Karen Waltman



Strategic Partnership with Informed K12

Despite LA County's recommendation to focus solely on BEST HCM implementation, Claremont chose to implement Informed K12 first.

As Waltman recalled: "LACOE told us not to change any of our current systems and to only focus on implementing HCM. I stood my ground and I said, no, this is actually what's going to work."

Implementation Approach

The district took a comprehensive approach to digital transformation:

- 1. Change Management:** Extensive training for office managers, principals, and staff
- 2. Phased Rollout:** Gradual implementation allowing for adjustments and staff adaptation
- 3. Proactive Timeline:** Completed implementation well before BEST HCM go-live

Waltman stated, "I’m glad we made the move before rolling out the HCM, so that we got everyone accustomed to this change."

The Results: Comprehensive Operational Transformation

Operational Efficiency Gains

- **Consolidated 15+ timesheets into 7 efficient processes**
- Enabled remote approval capabilities for administrators
- Improved processing speeds
 - Certificated: 4.27 days to payroll
 - Certificated Sub: 2.06 days to payroll
 - Classified: 2.81 days to payroll
 - Classified Sub: 2.43 days to payroll
 - Request for Payment: 3.88 days to complete

Seamless Data Flow with BEST HCM

- Timesheets are converted to a TADC file through a secure portal that flags issues to review (i.e. duplicate entries, missing appointments in HCM, overtime, etc.). Staff can

quickly convert the TADC file to a TADJ file to upload.

- Reduced supplemental payments and prior period adjustments
- All timesheets include routing history, eliminating payroll blame
- Employees can track the status of submitted timesheets 24/7
- Site administrators can view timesheets by specific account strings
- Real-time approval status updates

Enhanced Transparency and Accountability

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Improved End User Experience and Adoption

Claremont saw strong user adoption, with 100% of school sites using the platform weekly and 71% of account holders active each week.

Lessons Learned and Best Practices

Karen Waltman's assessment after 28 years with the district speaks to the transformational impact: "I absolutely love it. When I retire, this is one thing that I'm going to look back and say, this was one of the best decisions that I have made for the district and for all the end users. It's been wonderful."

The solution's impact extends beyond operational efficiency: "It impacts every single individual, not just the salaried employees, but it also impacts all the substitutes, the student workers, and the AVID workers."

Proactive Change Management

Claremont's success stemmed from their proactive approach: "I think it's important that the districts, the other districts, cannot wait. They have to start

the process now... if they start now, imagine the smooth transition because now all their staff will be already used to Informed K12."

Strategic Risk Assessment

The district correctly identified that the greater risk lay in maintaining the status quo: "We knew that was not possible... we didn't want to be that district."

Partnership Approach

The collaborative relationship with Informed K12 was crucial: "Katie has been absolutely wonderful. She's been just a phone call away. She answers our questions. She thinks out of the box, and she designs it a different way."

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Karen Waltman



About Informed K12

Informed K12 provides workflow automation solutions specifically designed for K-12 school districts, helping educational leaders streamline operations, ensure compliance, and focus on student outcomes.

www.informedk12.com



Looking Forward

Claremont's transformation positions them for continued success as they navigate ongoing educational technology changes. Their proactive approach to BEST HCM preparation has created a foundation for future operational excellence while serving as a model for other districts facing similar transitions.

The district's experience demonstrates that strategic technology partnerships, implemented with proper change management and stakeholder engagement, can transform operational efficiency while enhancing the experience for all users—from administrative staff to substitute teachers.

Learn more about how Informed K12 supports districts across the nation

