

AGENCY OPTIMIZES OPERATIONS AND DOUBLES SELF-DIRECTION CASELOAD WITH EVERO

The time savings and operational efficiencies delivered by EMPOWER™ expedited their return on investment.



Community Services
FOR EVERY1

*“Self-Direction is a volume program. The **only** platform that we have found that can handle volume and capacity while achieving efficiency and compliance is eVerO.”*

- Ashley McLimans, Director of Specialized Services at Community Services for Every1

CLIENT PROFILE

Community Services for Every1 ('Community Services') has been providing person-centered, customized services in Western New York since 1989, offering more than 40 programs, including Self-Direction, as well as residential housing. Their mission is to partner with individuals of all abilities to reach their fullest potential, protecting their rights and promoting their independence and inclusion in the community. In their 30+ years in business they have grown from 50 employees to over 900, and now provide support to 1,600 people in 7 counties across Western New York.

CHALLENGE

Community Services' strategic vision included growing its Self-Direction program, which was managing 43 budgets. But they knew that the paper-centric, labor-intensive processes they had in place to support the data collection and documentation requirements of Self-Direction couldn't scale without adding significant headcount. Manually entering budget information and other data into their systems took time and was prone to human error, and then investigating and correcting any errors added more time to the process. This inefficiency significantly impacted their billing and monthly cash flow, and resulted in customer service challenges with frequent status inquiry calls from frustrated individuals and families, which tied up valuable internal resources.

Looking towards the future, the Community Services team started evaluating numerous EHR platforms to help them streamline SDS program management, minimize manual processes, and, most importantly, set them up for growth.

BEFORE EVERO

- Labor intensive, time consuming workflow
- Manual processes resulted in human error
- Frequent status inquiry calls from clients
- Limited system integrations
- Move to initial EHR software created new, unforeseen operational inefficiencies
- Unable to increase caseload without adding resources

AFTER EVERO

- **STREAMLINED, AUTOMATED Processes**
- **IMPROVED Data Accuracy & Transparency**
- **SIMPLIFIED Data Transfer via API's with Existing Accounting & Billing Platforms**
- **ACCELERATED Revenue Cycle**
- **REAL-TIME Budget & Reimbursement statuses**
- **Self-Direction Caseload has more than DOUBLED**

“Real-time data transparency - for us and the families that we support - and the way it has mitigated the time and effort spent on customer service inquiries, was the largest measure of efficiency that we found.”

INITIAL SOLUTION

With a limited budget, they decided to move forward with a lower-cost, less robust, EHR software provider. Once implemented, this solution helped them start to see the benefits of moving away from their paper-centric environment. However, this software did not integrate with their Accounts Payable, Billing, and Human Resources systems, so their team needed to regularly export and import files from each system for tasks like payroll, reimbursement billing, and reporting. So, while this software created some operational efficiencies, it also necessitated many new labor and capital-intensive processes that Community Services did not anticipate. Concluding that this solution would not be able to increase their Self-Direction program capacity to the desired level, they then turned to a more comprehensive solution.

MOVING TO EVERO

The team knew that eVero's **EMPOWER™** software platform would provide the time-saving benefits associated with EHR, but quickly realized that it would help create efficiencies in numerous other areas that their previous EHR vendor could not, which would justify eVero's premium price.

An implementation plan was developed by eVero's Project Management team, and an onboarding team, made up of the eVero Client Success Manager, Community Services' Programmatic and Business Operation team leaders, and their high-volume Power Users, was identified. All projects, timelines, and deliverables were tracked via eVero's project management software to keep things on track and promote team transparency and accountability.

A 'train the trainer' approach was put in place, where the Power Users learned the capabilities of the platform first, and then successfully onboarded Community Services' other users. Existing cases were initially moved over to the eVero platform in small batches until the entire team was comfortable. The ability to upload budget files onto the eVero platform, rather than manually re-enter, was a huge time saver and helped to ensure smooth transitions.

"eVero has been truly life-changing for the people we support."

"eVero was the higher cost option. But with the rapid growth we experienced, it paid for itself in about six months. We took the risk and we doubled our caseload. It costs more, but the time we are getting back, combined with the operational efficiencies, makes it the smarter, long-term option."

RESULTS

EMPOWER™'s automated processes & built-in tools, including a web portal and a native mobile app, helped streamline processes, improving data accuracy and transparency. Since all data and documentation are organized by the Individual supported, it is easy for Community Services' team to find information needed for audits, customer inquiries, or person-centered reviews (PCRs). Integrations with their existing accounting and billing platforms simplified data transfer between systems, eliminating time-consuming and error-prone manual data entry. Their billing is now always on time and accurate, and reimbursement payments are received much faster, which has accelerated their revenue cycle.

Data Visibility and Reporting were other areas where Community Services saw huge benefits. Their team now has direct online access to timely, detailed reporting and analytics dashboards instead of relying on manually compiled spreadsheets with older data. Rather than gathering and mailing out monthly expenditure reports to the people they support, these Individuals and families can now log in to eVero's **myCarePortal™** to see real-time budget and reimbursement statuses. This has dramatically reduced the number of inquiry calls and requests the Community Services team gets from families, freeing up a significant amount of their team's time.

In the 2 years since moving to eVero, Community Services' Self-Direction program has more than doubled, now supporting over 180 people. Their staff has modestly increased over this time, but more importantly, the automation and efficiencies delivered by eVero have allowed them to reassign many existing staff members to more strategic, growth-oriented responsibilities.