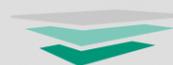# Making a Complicated Report Simple

CASE STUDY

FOOTHOLD TECHNOLOGY

ABOUT THE AGENCY

SERVICES
Developmental Disabilities, Mental Health, Disabilities

INDEPENDENT LIVING INC.

LOCATION
Founded in 1987 in New York State

SITUATION

### Spending Weeks Completing a Funder's Report

Independent Living is a consumer-directed organization dedicated to enhancing the quality of life for individuals with disabilities. One of their primary funders requires data reports that took weeks for staff to complete, since the report's categories didn't match the categories found in their documentation. As a result, staff were spending hours running reports out of various modules, renaming data elements, and manually compiling data to fill in the ACCES-VR reports.

SOLUTION

Mapping Data to the Right Categories

With InSights, Independent Living now has custom dashboards that help them complete the data reports much more efficiently. Their staff met with the Foothold team to look at the ACCES-VR reports in detail. Our analytics expert helped them map their services and demographics data to the exact categories required in their funder's report. By mapping data to the right categories on the backend, Independent Living can now easily see all the data they need in a couple easy-to-understand dashboards.

> "By the time it came around to purchasing the software, Foothold Technology really stood out. The AWARDS software was by far the most affordable, quality option and that made it an easy sell to our management."
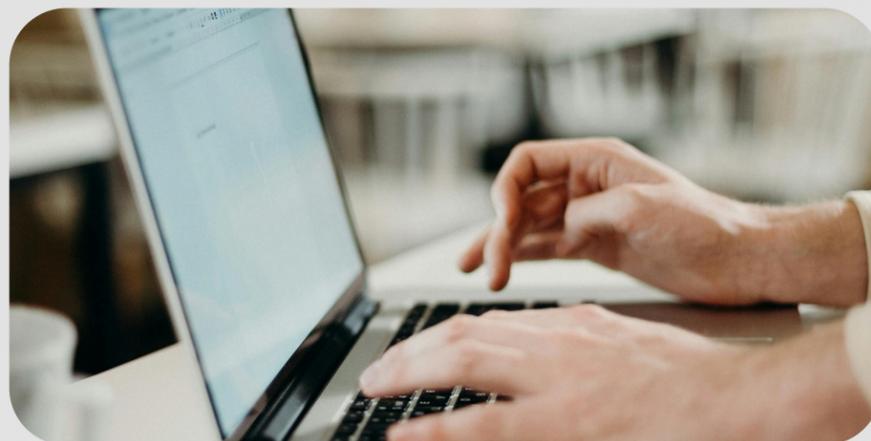
RESULT

More Revenue, Perfect Audits

Through a combination of accurate documentation and re-billing of past services, the agency was able to rapidly grow its revenue. After implementing AWARDS' billing system, the agency now bills successfully for over 95% of its services.
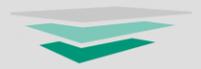
In a letter of thanks to the staff at Foothold for the collaborative effort, the agency's CFO wrote, "On behalf of myself, and [my agency's] staff, I would like to sincerely thank you for helping us to collect $171,000 from Medicaid re-billing payments. This has been an incredible help, to not only the staff at the agency, but also the consumers that we serve." Along the same lines, a second executive director recently reported, "thanks to AWARDS we received a perfect score on the agency audit with the Medicaid Inspector General – I didn't even know that was possible."

Making a Complicated Report Simple

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Disability Data
A. Cognitive

Mapped Condition	# of unique clientidnum
Traumatic and other brain injuries	43
Learning Disability	37
Autism	9
Intellectual Disability	5
Other cognitive disabilities	5

County(s) Served
ACCESS-VR

Residence - County	# of unique clientidnum SAF	NAF	MAR
Albany	4		
Bronx	1		
Delaware	1		
Dutchess	36	3	
DUTCHESS	1		
Erie			1
Llyod	SAF	SAF	SAF	SAF
Monmouth	1		

BENEFITS

Weeks of Time Saved

With data already mapped to the right categories, filling out the ACCES-VR reports no longer takes weeks to complete. With this streamlined new process, future staff can be easily trained on how to fill out the report. Knowledge no longer sits with only one person at the organization.

During the process, Independent Living was also able to identify typos in their data, as these errors were easy to see once data was pulled into their dashboards. By making the full process less manual and time-consuming, they were able to improve the accuracy of their data and reporting.

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