

60-year-old agency saves time and transforms its operations with AWARDS

CASE STUDY



ABOUT THE AGENCY

SERVICES

Mental Health



STAFF

2,000

AWARDS MEMBER

Since 2001

Founded in 1958
Western New York and North Carolina

OP. BUDGET

Over \$75M

SITUATION

Jeff Smith, the MIS Director at DePaul, knew there had to be a more effective way to track organizational information. **DePaul offers over 90 programs in 13 counties in two states with almost 2,000 staff.** The agency was juggling data requirements from a dozen different funding streams across multiple systems. In 2000, Jeff came across software that had the potential to be a single point of entry for all agency data. Many factors made AWARDS a good match for DePaul. The software was developed with case management capabilities that match the business and program operations of human service agencies.

There was the added benefit that the software made audit preparations swift and efficient at the touch of a button. “After reviewing our options, we decided that there wasn’t a program out there that could meet our needs as well as AWARDS,” Jeff said.

SOLUTION

To facilitate the roll-out of AWARDS, Jeff and his colleague Shelia Kline put together a project implementation team. The goal was to transition the agency to a streamlined and uniform software package, but the project was much more than that. The software signaled a shift in how DePaul did business, creating standardization and accountability across the agency. **After training provided by Foothold staff, DePaul began using AWARDS, which had almost immediate results.**

Jeff noted, “Mark Fuller, DePaul’s CEO, would get phone calls from our government funders asking for very specific information. Previously, he would have to call the program directors to get the information, and this would sometimes take several days. **Now he just accesses AWARDS, and he has the information in less than 5 seconds.**”



“My CFO and I were talking about Foothold as part of our community here at DePaul and we both agree that this is by far the best partnership we have ever been a part of.” - Jeff Smith
MIS Director
DePaul Community Services

RESULT

By implementing AWARDS, DePaul was able to standardize its data collection requirements and eliminate the need for repetitive data entry across agency programs. DePaul’s largest local funder appreciates the timeliness and standardization of reports that come with DePaul’s switch to AWARDS. “When the board and executive team mandated use of AWARDS, DePaul took a step forward, and we’ve never looked back,” Smith says. “The pay-o for us has been unbelievable. **The best thing is that our social workers now have a lot more time to spend with clients, thanks to the time they save by using AWARDS.**”

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