

When Disconnected Systems Put Service Delivery at Risk

About The Agency



Opportunity Housing, Inc. (OHI) is a Maine-based non-profit organization that supports people with disabilities.

* Services & Programs

IDD Services and Mental Health

* Clients Served

600 Each Year

* Location

Bangor, Maine

* Operating Budget

\$18 Million

* Founded

1979



Situation

OHI's Struggle with Disconnected Systems and Inconsistent Records

In 2019, OHI recognized that its fragmented approach to health records and documentation was limiting its ability to provide consistent, high-quality care. The organization lacked an Electronic Health Record (EHR) system for its Intellectual and Developmental Disability (IDD) services, while its Mental Health (MH) billing processes were disjointed and vulnerable to error.

Previous attempts to implement a unified system had fallen short—especially in meeting the specific documentation and billing needs of IDD services. As a result, most staff still relied on paper-based notes, leading to lost documentation and inconsistent practices across programs.

With MH and IDD services requiring many of the same documentation workflows, OHI needed an integrated solution that could bring consistency across programs—while still honoring the differences between service lines.

Solution

Brining it All Together: One Unified System for OHI

After experiencing the limitations of disconnected systems, OHI committed to a bold but necessary shift: bringing all programs into a single, unified platform. There was understandable hesitation—past implementations had been difficult, and another misstep could risk service continuity.

This time, OHI chose AWARDS to support all service lines. The difference? A focus on full organizational adoption from day one. Within six months, OHI successfully transitioned to a unified system—establishing a reliable foundation for documentation, billing, and reporting across every program.

Benefits

Transformative Impact of the New System at OHI

Implementing AWARDS created a meaningful shift in how OHI supports both staff and the people they serve. Greater transparency and accountability brought peace of mind, especially for supervisors, who could now confidently track tasks and eliminate the uncertainty that came with paper-based systems. This clarity eased the pressure of audits and built stronger trust with stakeholders.

For the Leadership Team and Board, the system quickly proved essential. Information that once required hours of coordination (like data for the Human Rights committee or PERM audits) was now accessible in moments, helping the organization act faster and with greater confidence.

But perhaps most importantly, the system brought teams closer. With **nearly 90% of staff using it daily**, it became a foundation for better communication, stronger engagement, and a culture where employees felt supported and inspired to keep improving.

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While MH and IDD may exhibit differences, many administrative tasks, such as obtaining consents and releases, should remain the same. **Consistency is key to optimize** the impact of an EHR to an organization.