

How ReportBuilder Transformed an Agency

About The Agency

kidango

Founded in 1979

* **Services & Programs**

Mental Health, Youth and Family

* **Awards Member**

Since 2012

* **Success**

Over 2,500 clients served annually

* **Location**

Fremont, California



Situation

Stressful Audits

Every billing cycle, Kidango staff would gather thousands of case files, open each folder by hand, and pull out details for each client interaction in order to file their claims. On top of that, each of their funding sources seemed to have **different requirements on how the data should be reported**.

For Kidango, a human service agency with more than 50 sites and 500 employees across California, audits were an extremely stressful and time-consuming process. With paper documentation, it was easy to lose track of important client details, leading to unreported services, duplicate billing, and a slow reimbursement process. The stress of creating claims and preparing for audits led Kidango to find a better solution with AWARDS.

Solution

The Flexibility of ReportBuilder

AWARDS allows Kidango to instantly pull data from across their client database to build comprehensive auditing reports. Rather than building thousands of reports from scratch for each individual funder, Kidango staff could use Foothold's flexible reporting tool that allows users to select their own criteria and quickly generate reports that meet each funder's unique requirements.

In addition to billing, Kidango staff also use ReportBuilder in other aspects of their daily operations. Clinical directors run service reports every week to make sure diagnoses are correctly coded, and that consents are signed and active. With productivity reports, they can now identify workflows and costs that can be streamlined. Kidango staff also use demographic and outcome reports to improve their services and demonstrate the value of their programs to funders and partners.

Results

Efficiency Across the Agency

Within months of implementing AWARDS, Kidango reported great efficiency gains throughout the organization. The process of creating and uploading reports to the county system took just a fraction of the time that it used to. Kidango no longer had problems with duplicate billing and unreported services. They even achieved a near-perfect score on their next audit after implementing AWARDS as their EHR. Using the flexibility of ReportBuilder, Kidango found that they could enhance their agency operations and prove the impact of the work that they do.

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AWARDS has really *increased our agency's efficiency* and ability to show our funders the quality of work we do.