

Switching to AWARDS Creates Confidence in Service Plans

About The Agency



Unique People Services, Inc. (UPS) is a New York-based nonprofit organization founded by Lynn Wonsang in 1991.

* Services & Programs

Supportive Housing, Mental Health, HIV/AIDS, Intellectual & Developmental Disabilities, Case Management & Integrated Health

* AWARDS Member

Recognized for excellence since 2009

* Success

Serving 1,000+ individuals annually

* Operating budget

Over \$22M allocated to direct services



Situation

Unique People Services (UPS) is a multi-service agency with over 20 programs. They provide mental health services, HIV/AIDS support, intellectual and developmental disabilities services, and supportive housing initiatives.

Before transitioning to AWARDS, they were using paper to track and plan all of their services. For their I/DD programs, Medicaid Service Coordinators would travel into the field and then come back to the office to write their Individual Service Plans and review notes with providers. **UPS needed a more efficient method to complete service planning, an easier way to bill for services, and better processes to maintain quality assurance.**

Solution

When UPS adopted Foothold AWARDS, they transformed their documentation workflow. By **unifying service plans within a single platform and standardizing data collection**, the agency gained a clear view into the status of every Individual Service Plan across their programs. Supervisors can now see at a glance when plans are finalized, whether notes are complete, and if caseloads remain manageable.

Digital, standardized forms have also simplified the process for Medicaid Service Coordinators, making service planning more efficient and less error-prone. **Supervisors can easily spot gaps or incomplete sections in an ISP and act quickly to address them.**

UPS also implemented AWARDS' integrated billing module—significantly reducing the time spent tracking down claim errors. Now, billing staff can instantly identify missing details and resolve issues before they cause delays.

Results

With AWARDS, UPS gained the tools to effectively coordinate care and manage Individual Service Plans across their entire agency. These improvements not only simplified operations, they built greater confidence among funders.

As a result of their success with Foothold Technology, UPS secured a grant to invest in additional tools for their team. Staff can now work more flexibly and efficiently, supporting the people they serve wherever they are.



Because of our success using AWARDS for billing, we were able to instill confidence in our funders.