How an Agency Kept Its Doors Open After a Disaster
Case Study

"Thanks to AWARDS, we were able to keep our doors open during this difficult time. We could continue helping clients, and this pleased everyone, including our funders."

Agency	Services	Location	Founded	Using AWARDS Since
Community Counseling Center of Southern Nevada	Mental Health, Substance Use Disorder, HIV/AIDS	Las Vegas, NV	1990	2009

Situation: Disaster Strikes a Nevada Agency

The Community Counseling Center (CCC) of Southern Nevada is an organization that provides behavioral health services to men, women, and families in the area. When a fire struck their agency, the building was so badly damaged that staff members were denied access to the building. **The fire destroyed most of the agency's items, including all of their computers, archives, and paper records.** After the disaster, the agency's top concern was how to continue services to their community without disruption.

Solution: Off-Site, Web-Based Database

Since the agency implemented AWARDS software a few years earlier, all of their current records were stored in a secure, web-based database. Even after losing all of their computers, the agency still had access to their client data through Foothold's world-class data centers.

By storing data off-site, the agency ensured that client data is safe and accessible even in the event of disasters. **Foothold's data centers offer complete protection against physical and cyber security threats,** including multiple data back-up measures and sophisticated disaster prevention systems.

Result: Continued Services Despite Disaster

Working from temporary work spaces, the agency was back up and running just a few days after the fire. **The staff was able to access all of their records, and they continued to serve their clients with minimal disruption.**

Despite the disaster, the staff was extremely thankful that they could continue their services with all of their crucial client data intact. Using AWARDS ensures that their data is always safe in the face of any unexpected disruptions.