

How ReportBuilder Transformed an Agency



Case Study

“AWARDS has really increased our agency’s efficiency and ability to show our funders the quality of work we do”

Agency



Services

Mental Health,
Youth and Family

Location

Fremont, CA

Year Founded

1979

Using AWARDS Since

2012

Clients Served

Over 2,500 Annually

Situation: Stressful Audits

Every billing cycle, Kidango staff would gather thousands of case files, opening each folder by hand and gathering details about each client interaction in order to file their claims. **Each of their funders 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. This led to unreported services, duplicate billing, and a slow reimbursement process. It was the stress of claims creation and preparing for audits that led Kidango to find a 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 reports, Kidango staff also use ReportBuilder in every aspect 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 also uses demographic and outcome reports to improve their services and demonstrate the value of their programs to funders and partners.

Result: 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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