

# Switching to Software Creates Confidence in Service Plans

## Case Study

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

| Agency  | Services   | Location          | Founded          | Using AWARDS Since |
|---|--|-------------------|------------------|--------------------|
|  Unique People Services | Intellectual/Developmental Disabilities, Supportive Housing, Mental Health, HIV/AIDS | NYC & Westchester | 1991             | 2009               |
|   |  | Clients Served    | Operating Budget |                    |
|   |  | Over 500 Annually | Over \$22m       |                    |

### 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 our software, they were using paper to track and plan all of their services. For their I/DD programs, Medicaid Service Coordinators would travel out in 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

UPS implemented our software and saw great improvements in their documentation process. By bringing all their service plans into our software and standardizing their data collection methods, **UPS can now easily track the completion and documentation of their entire agency’s Individual Service Plans.** Through our software system, supervisors can see if service plans are finalized, if notes are complete, and if caseloads are manageable. Standardized digital forms make it simpler for their Medicaid Service Coordinators to complete their service planning. Supervisors are also able to identify any deficiencies in an ISP. With the ability to easily check if anything is missing from a service plan, program directors can quickly address the issues with their staff members.

By implementing our integrated billing module, **UPS drastically cut down on the time and effort spent on looking for billing errors.** At a glance, the agency’s billing staff can now identify any missing information from claims much more efficiently.

### Result

These changes are helping UPS **successfully coordinate care and manage individual service plans across their agency.** These improvements have instilled greater confidence in their funders and streamlined their operations. Because of their work with Foothold Technology, they even received a grant to help them purchase more technology for their staff - allowing their staff to work directly with the people they serve, from anywhere.