



Company: The Village

Industry: Non-Profit

CASE STUDY

CLIENT SERVICES AND BILLING MANAGEMENT

The Village Learning Center, Inc. (dba Village Learning & Achievement Center), a 501(c)3 non-profit organization, was created to support the inclusion of children and adults with disabilities in our community.

Their mission is to create environments that help individuals with disabilities reach their maximum potential for independent living. We do this by offering a variety of programs and services that promote healthy and well-rounded lifestyles, both for the individual and their family.



CHALLENGE

The Village offers many different services to its clients ranging from day habilitation to transportation. There are a variety of funding sources which help fund the delivery of these services and each client may receive help from one or more funding sources. Moreover, most funding sources provide support based on hourly attendance and each source calculates its funding amount differently. Consequently, the process of capturing attendance, correlating each client with the correct funding source, and properly billing the funding source can be extremely complicated, timeconsuming, and error-prone.

What I like about VeilSun is most consultants come in, slap a report on your desk and say “this is what you need to do to improve.” VeilSun creates and implements the solution. When they left, we WERE a better company.

- Gail Harney, Manager

SOLUTION

VeilSun performed an on-site discovery and then set out to design a web-based QuickBase application which would allow the organization to:

- ✓ Capture key client information such as demographics, caregiver information, likes/dislikes, services they receive, and associated funding sources
- ✓ Develop a database of services and funding sources and the capability to set billing assumptions unique to each
- ✓ Capture attendance information in real time via a secure site as clients attend services
- ✓ View real-time information on client attendance and billable units specific to the funding source and client

Veil worked directly on-site with stakeholders in the organization and remotely during the development process to best understand business processes, goals, and needs.

RESULTS

- ✓ Employees now have a single place to access information about client disabilities, likes and dislikes, and services, improving care given to clients
- ✓ Day habilitation managers are able to take attendance in real-time using a single, simple interface, saving them time and improving attendance data integrity
- ✓ The system automatically calculates daily units to bill funding sources, reducing administrative time and data entry error
- ✓ Financial managers can now access service usage data in real time, allowing quicker and more accurate cash flow projections

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