

EVERO'S DATA INSIGHTS POWER AGENCY'S EXPANSION PLANNING

Moving to eVero created operational efficiencies enabling growth



HERITAGE
CHRISTIAN SERVICES

BACKGROUND

Established in 1984, Heritage Christian Services (HCS) strives to advance an inclusive and equitable community. Their more than 3,800 employees work alongside the people who choose their services, ensuring that everyone can achieve what is meaningful to them. They serve their community with programs that promote housing options and the support within them, in addition to programs that sustain relevant employment and day habilitation. They have also established programs for high-quality childcare, setting the standard for statewide workforce education, ensuring robust health, wellness and equity, and embracing self-empowerment. Self-Direction has been an area of growth for HCS, and they support more than 1,600 people with self-directed plans/budgets, with more than 1,200 self-hire employees in the Rochester and Buffalo Niagara regions.

CHALLENGE

With the tremendous growth of Self-Direction statewide, the HCS Leadership Team saw an opportunity to extend the services that they offer to other regions of the state. To research potential expansion areas, they needed to be mindful of the New York state's guiding principle of providing individuals fair and equitable access to supports and services regardless of location. They needed a way to identify underserved areas and determine if the HCS model would meet the needs of the population there and improve access to services in the community.

BEFORE EVERO

- ∞ Supported ~100 Self-Direction individuals
- ∞ Paper-driven data collection
- ∞ Time-consuming, duplicative, data-entry processes
- ∞ Delayed, manually compiled reporting
- ∞ Limited visibility into areas of opportunity

AFTER EVERO

- ∞ **Expanded** Self-Direction caseload by **1500%**
- ∞ **Increased accuracy** via automated data collection
- ∞ **Reduced timeframes** and **manpower** requirements
 - ☑ Average payroll processing time cut by over 60%
 - ☑ Streamlined data gathering when audited
- ∞ **Improved insights & transparency** using real-time data
- ∞ Developed a **data-powered** strategic growth roadmap

"We don't like duplicative work, and eVero's extensive reporting options & custom dashboard widgets let us monitor our compliance in near real time, rather than tracking due dates manually in Excel spreadsheets"

- Rebecca Mack,
Director of Customized Support

THE MOVE TO EVERO

HCS has been utilizing eVero's **EMPOWER™** software module to help them efficiently manage their Self-Direction program for almost 10 years. Before eVero their processes were paper-centric and highly manual. Their back office was filled with piles and piles of paperwork, with service documentation and timecards all handwritten and delivered via fax or US Mail! Regional offices would scan documents and email them to the home office, which further delayed timeframes. The lag time for payroll and reimbursements was sometimes as long as 3 months, which was very taxing for both families and employees. Under this model, HCS supported just over 100 people and were working at maximum capacity with no ability to scale.

The transition of their operations to eVero was seamless. By automating manual processes and digitalizing paper forms they quickly eliminated the time-delays and frustrations they previously experienced. They could now locate information immediately, without searching through stacks of paper, and families and staff could leverage eVero's mobile app to upload documents, invoices and receipts, and track payments. Additionally, they set up Auditor log-ins so State liaisons could access the life plans and monthly summaries directly during any audits, saving both time and manpower.

eVero's real-time analytics greatly elevated the level of transparency for HCS staff and management, as well as the people they support. Their team uses a mix of standard and custom reports to stay on top of important metrics and deadlines, and they've identified key dashboard widgets and alerts for staff to use to monitor their compliance. eVero's myCarePortal™ and eVeroPortal™ mobile app provide the people they support with real-time insight into their budgets and reimbursements, which has significantly reduced the number of customer service inquiries they receive.

THEIR GROWTH STRATEGY

Thanks in part to efficiencies they gained by moving to eVero, HCS now had a scalable Self-Direction model, and they were ready to expand their footprint. But the question was to where? They wanted to be strategic and intentional when selecting where to expand, rather than just blindly picking a convenient area. They wanted to make data-driven decisions but realized that the information gathering and analysis they required for this exceeded their capabilities. They turned to eVero for the data insights they needed for their strategic planning.

The eVero Data Science team analyzed HCS's existing service delivery data, as well as statewide data from the eVero platform database, to determine the approximate number of people presently supported by Self-Direction in each region of the state. HCS leadership compared this to the most recent I/DD population census data published on the New York State OPWDD website to identify regions that were underserved. They then used all of these data points to conduct cost/benefit analyses for each identified region to allow them to select the one that presented the best growth opportunity for them.

"We wanted to be intentional when expanding our Self-Direction footprint. With the help of eVero's Data Science team we were able to use region-by-region Self-Direction program usage numbers and current census population data to help us to identify areas of true need and opportunity"

- Rebecca Mack,
Director of Customized Support