



Volunteers of America North Louisiana

The large nonprofit organization uses ServicePoint to efficiently manage a variety of programs and funding sources.

Volunteers of America North Louisiana, which serves more than 7,000 people annually in its Shreveport and Alexandria offices, began using ServicePoint software to standardize its data collection processes as well as its processes for reporting to the national organization. According to Melissa Godinez, director of technology and strategic operations, the software enables Volunteers of America North Louisiana to “comply with federal regulations, meet programmatic management needs, and provide required reports on every detail.”

Volunteers of America North Louisiana provides some 25 programs, many of which are federally funded, that serve children and families, people with disabilities, veterans, and seniors, making automation an absolute necessity.

Since adding ServicePoint, the organization has been able to:

- Create custom workflows for each program and greatly simplify processes
- Thoroughly analyze data to gain a clear view of programs and make informed decisions
- Significantly expand service capabilities

“We created a custom workflow that streamlined a 17-step process into a 5-step process.”

Melissa Godinez
Director of Technology and Strategic Operations

ServicePoint helps Volunteers of America North Louisiana effectively and efficiently serve those who need them most.

Adaptable to any service or program

Originally, the North Louisiana Volunteers of America affiliate only used ServicePoint for its homeless programs because the web-based application functions perfectly as a homeless management information system (HMIS). However, when the national organization adopted ServicePoint in order to standardize client data collection, "we realized we needed to get all of our programs using it," Godinez explains.

The first implementation beyond the homeless programs was in the federally funded Supportive Services for Veteran Families (SSVF), which provides case management and financial assistance. The SSVF team volunteered to be ServicePoint "guinea pigs" because the program's paper-based system, which required a daunting 17 steps to complete, was in dire need of an efficiency upgrade.

Godinez started by adapting ServicePoint's core templates to create custom workflows that could be completed without reliance on paper. She says that the new workflow, which was pared from 17 steps to a mere five, is completely paperless and allows easy access to SSVF client data for accelerated processing.

"By improving our efficiency—with everything electronic and appropriate staff accessing the information they need—we can help clients more quickly," says Godinez. "This is where they really benefit."

"Revolutionary" Medicaid billing tool

While the SSVF effort was a tremendous success, Godinez says the organization's greatest ServicePoint accomplishment was its "Medicaid billing project," involving its largest division—behavioral health. This

program provides clinical services for both adults and children, the latter accomplished by 35 or more clinicians who work in local schools.

The North Louisiana affiliate bills its behavioral health services directly to Medicaid. Prior to ServicePoint, local Volunteers of America staff had to log in to the state's Medicaid system to complete billing. Unfortunately, the system didn't provide the nonprofit with the reporting mechanism it needed, so Godinez contacted her ServicePoint representatives to find a way to generate the 837P file for HIPAA-compliant electronic claims.

Because that capability didn't yet exist, Godinez collaborated with the ServicePoint team to build it. Now, rather than paper-based charting that is later entered into the state Medicaid system, clinicians enter information each time they meet with their clients. These sessions are recorded as service transactions, and the 837P file is automatically generated and bills to Medicaid via the Claim.MD clearinghouse.

"That feature revolutionized the way we handle that program. It also contributed to our ability to expand our adult behavioral health from 60 clients to more than 1,700," Godinez assures.

Readily accessible data and reports

In today's environment, particularly with funding sources and accrediting organizations, accurate data and reporting are critical. According to Godinez, there was "always a scramble to get data" with the old spreadsheet-based system, but that has changed drastically. "Everyone can easily access the data they need in ServicePoint and make more educated decisions as a result," she says.

Volunteers of America North Louisiana is a locally governed and locally managed affiliate of Volunteers of America, one of the largest and most diversified faith-based charities in the nation. For more than 80 years, Volunteers of America North Louisiana has provided caring services for children and families, people with disabilities, veterans, and seniors.

By the Numbers with ServicePoint

7,000
people served annually

25
programs for children, families, veterans, seniors, & the disabled

60 to 1,700
expansion of behavioral health client base

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