

# CASE STUDY



## New Directions for Children, Youth, Adults & Families

Health & Human Services

### MISSION:

To provide responsive and individualized services that foster the hopes and dreams of people and their communities.

### THE SITUATION:

They were ready for a digital transformation because of the time-consuming inefficiencies they had from disparate systems in their operations. The staff's challenges stemmed from administrative processes that were done manually which took a lot of time – especially the payment of their 200 foster parents, which happens twice a month – they had to manually enter every dollar amount for every parent.

### SPARKROCK SOLUTION:

New Directions has scaled from a \$21 million organization into a \$51 million organization because of the switch from a disparate system to a single ERP platform. Instead of manually keying in every amount, they're able to import a list of contacts with all of the amounts to pay directly into the General Ledger – something that took hours now takes seconds.



### HOW THEY NOW LEVERAGE TECHNOLOGY TO SERVE MORE PEOPLE:

New Directions has been able to grow tremendously by increasing their efficiencies and reducing the time it takes to complete administrative processes. The biggest time saver for the organization has been how they're now able to pay their foster parents. Instead of manually keying in every amount, they're able to import a list of contacts with all of the amounts to pay directly into the General Ledger - what used to take an hour now takes seconds.

One of the most complicated areas of scheduling for New Directions is that 32 of their homes are scheduled 24/7, but this is all managed manually. Overtime costs become a problem because finding available staff with the right qualifications must be done over the phone. With the new HRP solution and Scheduling functionality, all of these processes will become automated, allowing staff to go online to see what shifts are available, while built-in alerts will notify managers when certain staff are approaching overtime hours.

**// The Sparkrock team's experience from working directly with Nonprofits was truly invaluable. They had amazing perspective and advice for the project.**

- Jennifer Hume, Director of Financial and Operational Support

