



CENTAGE CASE STUDY

Community Care

Improved Budget Accuracy Enables Long-Term
Financial Health



Industry: Healthcare
Based In: Carrollton, MO
Employees: 250+
GL System: Dynamics GP



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“Centage gave us the flexibility we knew we needed, but thought we couldn’t achieve. It allowed us to totally change our approach to the budgeting process. Today we not only have more accurate information, but richer insight into our business operations which allows us to better manage our organizational needs and those of our members.”

Kyle Raeder, Director of Reimbursement & Financial Planning, Community Care

Overview

For more than 35 years non-profit Community Care, Inc. of Brookfield, Wisconsin has been helping vulnerable elders and adults with disabilities live independently within their communities. A recognized managed care leader, the organization offers a wide range of community-based long-term care and health services programs designed to optimize quality of life for members and maximize the allocation of available community resources.

With 1,000 employees made up of doctors, nurses, case managers, rehabilitation specialists, and other operational personnel, Community Care, Inc. is the exclusive organization in Wisconsin to offer each of the three long-term care programs of Program of All-Inclusive Care for the Elderly (PACE), Family Care, and Partnership.

The Challenge

As a nonprofit funded by Medicare and Medicaid, Community Care, Inc. must manage a complex network of providers, caregivers, and patients. The organization first implemented an automated budgeting tool in 2004 to help streamline financial activities, but the endeavor failed as the software wasn't intuitive enough to be used by operations managers.



Frustrated, users deployed workarounds that ultimately created too many budget updates with too little accuracy. Further training was met with resistance as it took away time from critical case management activities and the organization's focus on member care. The organization resorted back to Excel spreadsheets to manage the budget, giving each department responsibility for updating and managing its own worksheet, which was then further grouped by functional area. Consolidating all that information manually was grueling and offered no guarantees as to the accuracy of information.

As the organization began growing more rapidly, managing the budget by this manner became even more ineffective. When Director of Reimbursement & Financial Planning executive Kyle Raeder joined the company, he and Community Care, Inc.'s Chief Financial Officer Lawrence Papham knew the time had come to evaluate and deploy a more robust budgeting and forecasting tool.

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**Kyle Raeder, Director of Reimbursement & Financial Planning,
Community Care**



The Solution

After a nearly 18-month evaluation process, Community Care, Inc. selected Centage. Raeder and his team of four in the finance department rely on Centage to deliver the financial insight their nonprofit organization needs. The software's innate flexibility enables Community Care, Inc. to better manage budget allocation activities, run cash flow projections and instantly create a balance sheet that can be shared with the executive team. In addition, the software's drill-down capabilities allow Raeder and his team to project staffing costs for their 1,000 employees with greater accuracy. As social security benefits and other government regulations change, the solution allows them to quickly run projections and determine how evolving expenses will impact operational budget.

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“The clarity of the projections, combined with the software's flexibility, enables us to glean the right insight at the right time to help our organization continue its mission of member-centered care and compassion.”

Kyle Raeder,
Director of Reimbursement &
Financial Planning



A photograph of three women of different ages sitting together and smiling. The woman on the left is young with curly hair, wearing a light blue jacket over a striped shirt. The woman in the middle is older with short grey hair, wearing a dark cardigan over a patterned top. The woman on the right is young with curly hair, wearing a light grey sweater. They are all looking towards the center and smiling.

Products used:

Budgeting | Forecasting | Reporting | Scenario Planning

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