

Individual & Family Services | Life Unlimited, Inc.

# Mission-Driven Nonprofit Transforms Care Operations with DCG's SPEAR Framework



## About Company

Life Unlimited, Inc. is a non-profit organization headquartered in Kansas City, MO, dedicated to supporting individuals with developmental disabilities. With a team deeply committed to fostering inclusion, dignity, and independence, Life Unlimited delivers vital services across the community. As operational demands grew, the organization required a modern digital backbone to sustain its mission, and that's where DCG stepped in. DCG brought in the right technology at the right time.

## Business Overview

Despite its powerful mission, Life Unlimited's internal systems were fragmented, manual, and vulnerable to compliance risks. Communications were decentralized, project tracking lacked structure, and critical operational data was split across outdated infrastructure. As a non-profit, Life Unlimited sought to modernize systems, improve compliance, and better serve those relying on its care - without disrupting ongoing services.

## Challenges

Life Unlimited faced systemic challenges that hindered visibility, efficiency, and security:

- **Communication Fragmentation:** Teams relied on text messages, GroupMe, and Messenger. This led to missed information and security risks.
- **Lack of Standardized Tools:** Project tracking, approvals, and document management were handled in Excel and OneNote. This provided little visibility or accountability.
- **Infrastructure Vulnerabilities:** Manual device setups, outdated servers, and scattered data created downtime risks and hindered scalability.
- **Compliance Exposure:** Without HIPAA-compliant AI tools or robust data monitoring, the organization faced regulatory and security vulnerabilities.
- **Disconnected ERP and Financial Systems:** Financial operations relied on disconnected platforms like Sage and Excel, resulting in duplication and delayed insights.
- **Inefficient Field and Intake Operations:** Manual mileage tracking, fragmented participant intake, and lack of CRM capabilities slowed responsiveness and growth.



## Technology & Approach


## DCG's SPEAR-Powered Recovery

DCG deployed its proprietary SPEAR Framework to unify systems, modernize operations, and reduce compliance risk. Through a multi-phase roadmap rooted in collaboration and transparency, DCG addressed root inefficiencies while keeping Life Unlimited's mission at the center.

### Critical Implementation Milestones

- Rolled out secure, centralized communication via Teams.
- Standardized project and intake workflows using SharePoint and CRM tooling.
- Implemented Power BI dashboards to track use, waiver approvals, and strategic KPIs.
- Designed a modern ERP roadmap with defined integration milestones.
- Enabled conditional access and threat detection across all users and devices.

### Strategic Wins

- **Unified Intake & CRM Processes:** Streamlined referral, waiver, and fundraising tracking to improve transparency and reduce manual labor.
- **Data Centralization & Reporting:** Built a foundation for live visibility into service delivery, financial health, and operational KPIs.
- **Secure AI Readiness:** Found opportunities for HIPAA-compliant automation and AI workflows without compromising security.
- **Executive-to-Operator Alignment:** Created a roadmap where frontline teams and leadership co-owned the path forward, reducing friction and boosting morale.

## How SPEAR Made the Difference

Where other providers offered transactional support, DCG brought Cambia a structured transformation model. SPEAR helped Cambia's leadership understand their current technology reality, engage in deeper strategic planning, and confidently manage risk in high-pressure scenarios (such as the Bing Chat with Copilot incident).

By moving through SPEAR's stages, Cambia didn't just improve IT support. They built a more resilient, agile, and strategically aligned organization.



### Requirements & Roadmap (L1-L5)

Mapped detailed process needs, prioritized initiatives, and sequenced rollouts by value, risk, and urgency. Every decision was traceable and tested.

## Key Benefits

<b>Operational Clarity</b> Fragmented communication tools replaced by a centralized, secure Microsoft ecosystem.	<b>Compliance Confidence</b> HIPAA readiness built into every step, protecting staff and clients alike.	<b>Efficiency Gains</b> Faster participant intake, smarter project tracking, and more responsive field operations.	<b>Scalable Infrastructure</b> Legacy systems replaced with cloud-ready, modular solutions designed to grow with the mission.	<b>Cultural Momentum</b> Staff now see transformation as empowering and not overwhelming.
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