

RBP Gives Oregon Coast Community Action a Head Start for the Future

SUCCESS STORY

The Challenge

ORCCA's current software was no longer being supported and didn't offer the reporting that they needed.

The Solution

RBP implemented Sage MIP Fund Accounting software, a stable and powerful software solution that would allow them to allocate funds across multiple grants and grow their organization.

The Result

The change saved ORCCA 25% of their time as well as \$10,000 a year in addition to providing a much more efficient working environment.

Oregon Coast Community Action (ORCCA) is a private, nonprofit social services agency. With their main location in Coos Bay, Oregon and many smaller locations throughout the area, ORCCA has been able to provide assistance to families in Coos and Curry counties since 1965. ORCCA offers a variety of programs to meet the needs of the community through individual case management for struggling families. Programs facilitated by ORCCA include: housing assistance, energy assistance, education, weatherization, and a before and after school program called Great Afternoons. Some of their more well-known programs include CASA (Court Appointed Special Advocates), which represents children's best interests in court, Southwest Food Share, which encapsulates all food banks within the two counties, and Head Start, which presents underprivileged pre-school age children with an opportunity to build social and educational skills. With this vast array of programs, Laurie Hall, Finance Director of ORCCA says, "Our goal is really not to just give them a handout, but to help them move forward towards self-sufficiency."

Lack of Support

As a nonprofit organization, ORCCA has unique financial reporting needs. They are on a strict budget which is faithfully monitored, and it is vital that they stay on top of where their money is. Many of the programs they offer run with different fiscal years, depending on the program and whether it is locally or federally funded. "With approximately 99 different funding sources, we have to run monthly reports that update us on where we are at any given point in time," Laurie states. Unlike other businesses,



nonprofits could lose their funding if they aren't able to manage their budget properly. ORCCA had been using an accounting system called FundWare, which did not offer the advanced reporting they needed, leading to an overabundance of extra work for staff members. Furthermore, an incident occurred where ORCCA lost a large amount of important information in their general ledger, and the backups in place didn't work properly. Finally, when ORCCA was informed that FundWare would no longer be supported they decided it was time to look for another solution to fit their unique business needs. In desperation, ORCCA called Kent Arnold at RBP Methods.

Taking Action

ORCCA already had an existing relationship with Arnold as he had been assisting them with their software needs since the 1980's. Laurie recalls, "When we were faced with the loss of a large portion of organizational history, we immediately called Kent. He dropped whatever he was doing, and very calmly reassured us that it would be okay." After Arnold restored the information, he also assisted them in choosing and implementing a new software system. Because RBP had a great relationship with ORCCA, Arnold was aware of their requirements and

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Oregon Coast Community
Action (ORCCA)
www.orcca.us



Company Profile

Type of Business

Private, nonprofit social
services agency

Headquarters

Coos Bay, Oregon

Other Information

155 employees and
1,800 volunteers

System Profile

Sage MIP Fund Accounting

General Ledger
Accounts Payable
Accounts Receivable
Payroll
Direct Deposit
Bank Reconciliation
Budget
Data Import and Export

knew that they needed a fully supported system that would be dependable. Thus, ORCCA completely trusted him when he suggested they implement Sage MIP Fund Accounting. Arnold chose Sage MIP because of its versatility, flexibility, and ease of use. The implementation went really well and Laurie really appreciated Arnold’s down-to-earth approach. “He speaks to people at their level. He is very knowledgeable, yet he is able to communicate clearly.” Both Arnold and Hall recalled the training as being “fun and memorable.”

Readjusted Resources

As a result of this new program, ORCCA feels much more confident in the stability of their system. Sage MIP has allowed them to accomplish advanced reporting which in turn gives them an accurate picture of their budget. They are able to achieve cross-fiscal year reports as well as set up their 990 tax return. It also helps for auditing purposes in that they are able to set up reports by function and have readily available income statements for each area. Laurie observed that the new reporting capabilities and the introduction of the Payroll module have saved about 25% of her time. The whole application was built around what they wanted to do with the system. The staff at ORCCA learned how to use the new software so well and so fast, that they were soon able to run their own applications. “They were hoping to end up with a stable and powerful software solution that would allow them to allocate funds

across multiple grants, making it easier to use and in turn making it easier for them to grow,” states Arnold. The new system not only gave ORCCA confidence in their reporting and saved them time, but it also has saved them money. ORCCA estimates that due to the more stable network and software they have saved over \$10,000 in consulting fees alone. They are now able to allocate those resources to attend more advanced training courses. “The ORCCA staff is attending more user groups which help advance their use and knowledge of the system. Instead of spending their time troubleshooting and patching problems, they are now making the system work for them.” says Arnold.

Personal Investments

A nonprofit organization such as Oregon Coast Community Action has very unique budgeting and reporting needs. Every dollar is important because it can be used to invest in the lives of people. With the dependability of their new software, ORCCA is better able to service the community around them. The type of service, commitment, and relationship that RBP maintains with ORCCA is a direct reflection of the investment that ORCCA hopes to portray with the individuals and families with which they work. Laurie states, “We couldn’t be happier with our new software. Kent and RBP Methods have made our lives so much easier.”

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