



# WellSky revolutionizes how this VOA manages programs and funding sources

Volunteers of America North Louisiana (VOANLA), which serves more than 7,000 people annually in its Shreveport and Alexandria offices, began using WellSky software to standardize its data collection and reporting to the national organization. According to Melissa Godinez, Director of Technology and Strategic Operations, WellSky enables VOANLA to “comply with federal regulations, meet programmatic management needs, and provide required reports on every detail.”

VOANLA 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 WellSky, 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  
Volunteers of America North Louisiana

## Community Services

### Case Study: Volunteers of America North Louisiana



### Adaptable to any service or program

Originally, the VOA affiliate used WellSky solely as a homeless management information system (HMIS) for its homeless programs. However, when the national organization adopted the system 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 as “guinea pigs” because the program’s paper-based system, which required 17 steps to complete, was in dire need of an efficiency upgrade.

Godinez started by adapting the highly configurable templates in WellSky to create custom workflows that eliminated the reliance on paper. The new workflow was pared from 17 steps down to a mere five.

“By improving our efficiency — with everything electronic and appropriate staff gaining easy access to 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 WellSky 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 more than 35 clinicians who work in local schools.



## By the numbers

7,000 people served annually

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

60 to 1,700 expansion of behavioral health client base

VOANLA bills its behavioral health services directly to Medicaid. Prior to WellSky, 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 WellSky 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 WellSky to build it. Now, clinicians enter information electronically each time they meet with their clients. These sessions are recorded as service transactions, and the 837P file is automatically generated and billed to Medicaid via the Claim.MD clearinghouse.

“That feature revolutionized the way we handle the 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 WellSky and make more educated decisions as a result,” she says.



**Learn more!** Contact your WellSky representative to learn more or schedule a demonstration.

[wellsky.com/demo](https://wellsky.com/demo) | 1-855-wellsky | [sales@wellsky.com](mailto:sales@wellsky.com)