

From Paper Records and Spreadsheets to Modern Case Management: Pitt County Council on Aging

INDUSTRIES SERVED:

SENIOR CARE COORDINATION,
TRANSPORTATION, HOME-DELIVERED MEALS



Introduction

Pitt County Council on Aging (Pitt County COA), a nonprofit serving older adults across Pitt County, North Carolina through six senior centers, supports 6,000–8,000 adults aged 60+ annually by delivering critical aging services, including Meals on Wheels, transportation, falls prevention and home safety, case management, and referrals.

The Challenge

Before CaseWorthy, Pitt County COA relied on manual processes, Access databases, and Excel files—isolated tools that were recording numbers, but fragmented and limiting.

Most staff used hand ledgers and paper route sheets; key client information often sat in siloed state systems like ARMS, forcing the agency to request its own reports from the state a week later.

Human error, lack of checks and balances, and incomplete documentation meant the organization sometimes failed to receive full reimbursement for services, seriously threatening revenue and sustainability. Staff were overworked, having to work many late hours just to accomplish essential tasks. **Morale was low, strained by repetitive data entry, time-consuming audits, and an inability to see the full picture of client needs.** A change was needed.

“If you care about value, quality, and long-term impact, CaseWorthy is the solution you need to seriously evaluate.

“It's revolutionary. It changed the way we do business. Period.

— **Lisa Money**
Director, Senior Services,
YVEDDI

The Solution

In 2015, Rich Zeck, Executive Director, arrived on the scene. Coming from a fully automated environment, Rich understood the necessary changes ahead, and immediately prioritized finding a Windows-based system to replace Pitt County's enormous volume of paperwork, which would in turn reduce the cost of doing business.

Evaluation criteria focused on eliminating manual work, improving compliance and reporting, and focusing on reliable metrics rather than gut feelings—data-driven, simplified case management that could automate tedious, repetitive work, and create a single source of truth. **ServTracker by CaseWorthy stood out not only for functionality but for the relational approach, fulfilling COA's needs.**

Today, Pitt County COA uses ServTracker as the operational backbone for Meals on Wheels, transportation, falls prevention, home safety, and case management, with all referrals and transportation needs flowing through a single database. **Compliance tracking and reporting features now drive annual audits, while dashboards provide real-time visibility into Meals on Wheels routes and issues in the field.** ServTracker also supports upload and storage of documents, waiting lists and prioritization, cross-program case notes, and ARMS reporting, **turning data into a strategic tool for grants and quality improvement.**

Results: By the Numbers

AUDIT TIME

3.5 to .5 Days

Audit Time was reduced from 3.5 days to under half a day, moving from paper-heavy audits to auditors logging directly into ServTracker to review a selected month.

ROUTE EFFICIENCY

80 to 45 minutes

Meals on Wheels routes cut 44% from ~80 minutes to ~45 minutes, saving volunteer time and miles.

REPORT/BILLING SPEED

1 Week to 1 Day

Turnaround shrank from about a week to same-day; as soon as the last meal is delivered, staff can send and see counts for ordered, delivered, and missed meals.

Conclusion

Zeck describes the impact of CaseWorthy in a single word—revolutionary. “It changed the way we do business. Period.” Pitt County Council on Aging's transformation with CaseWorthy's ServTracker proves that technology, when thoughtfully implemented, can revolutionize mission-driven work. By replacing paper chaos with real-time data, they turned compliance from a burden into a strength, reclaimed thousands of hours for meaningful care, and unlocked new funding through actionable insights.

But the true measure of success? Staff no longer drown in paperwork. they thrive in problem-solving. Seniors don't receive fragmented help—they get holistic support. For any organization still relying on spreadsheets and manual paperwork, Pitt County's story offers more than inspiration—it's a roadmap. **The future of aging services isn't just about doing good work; it's about working smarter to do more good.**

