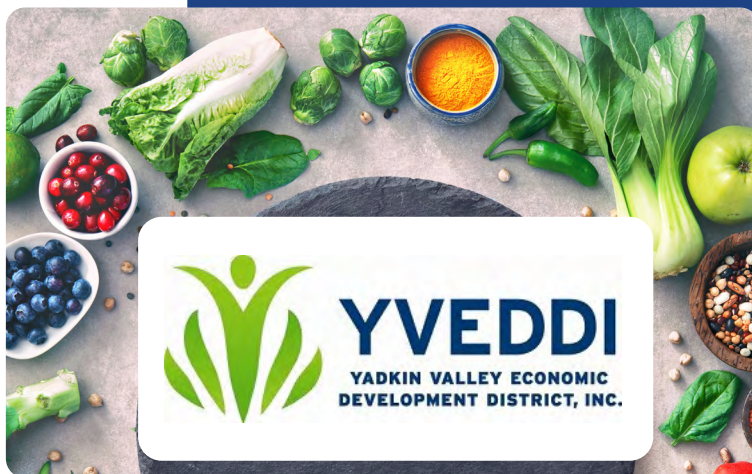


Unlocking the Power of Modern Case Management: Yadkin Valley Development District, Inc. (YVEDDI)

INDUSTRIES SERVED:

SENIOR CARE COORDINATION, RECREATION, CONGREGATE MEALS, HOME-DELIVERED MEALS



Introduction

For more than 50 years, Yadkin Valley Economic Development District, Inc. (YVEDDI) has served as the Community Action Agency for North Carolina's Davie, Stokes, Surry, and Yadkin Counties. YVEDDI's Senior Services department operates five senior centers and nutrition sites spread across 900 miles to support the wellbeing of older adults, delivering congregate meals, homebound nutrition, and targeted transportation services. YVEDDI serves between 500 and 600 clients each month, combating food insecurity, supporting independent living, and helping seniors age with dignity.

The Challenge

Despite serving such a large area and so many individuals, YVEDDI had been functioning on handwritten notebooks for its data and activity tracking. This made it extremely difficult to maintain consistency and presented a great deal of opportunity for error, especially considering the enormous geographic region YVEDDI serves. Reporting in particular was incredibly labor intensive, involving reconciling manually-gathered paper data across multiple counties and five nutrition sites. This presented an enormous administrative bottleneck that consumed an upwards of two weeks out of every month. Additionally, the state system did not allow for the capture of certain data that was required for compliance, like data related to case assistance. This system was simply unmanageable at the scale on which YVEDDI was operating.

“For us, we don't have to cover 900 miles to pick up paperwork. We can get real time counts. I would say that our reporting time would take two weeks before, and now it's just 2 to 3 days. The time saving is just incredible ... The work is easier to read, not having to decipher handwritten information. Data gathering is faster, and it is easier and faster to pull the report.

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

The Solution

When YVEDDI upgraded to ServTracker, their operations transitioned from handwritten notes to a powerful, modern, data-driven system. ServTracker gave YVEDDI easy, real-time data entry across all sites and counties. Immediately, there was an enormous impact that affected every aspect of YVEDDI's operations. Staff can now generate on-demand reports, track funding sources, monitor case assistance requirements, and manage complex compliance needs with accuracy and confidence.

BENEFITS

Financial Responsibility and New Funding Avenues	The system prevents overspending, ensures program integrity, and streamlines monthly reconciliation from multiple attempts to a near-perfect first pass. Additionally, ServTracker's ability to sort clients by funding stream enabled YVEDDI to accept ARPA-funded PEAs (Providing Elders with Additional Assistance) Program dollars—which was impossible with a handwritten system.
Reporting time reduced from 2 weeks to 2–3 days.	Staff can now pull accurate counts instantly rather than driving hundreds of miles to collect paperwork, and data is entirely digital, which means immense time savings. ServTracker has delivered unexpected benefits for YVEDDI, particularly on the administrative side. Lisa noted that client reassessment reports, which once required manually reviewing files, can now be pulled instantly, saving time and hassle. "It was unexpected and most appreciated—I love that report," she says.
Simplified Compliance and Improved Data Quality	With ServTracker's reporting toolset, the challenge of maintaining compliance is greatly alleviated, requiring fewer work hours and granting peace of mind. Using ServTracker has allowed YVEDDI to bridge major gaps created by the state's mandated reporting system, ARMS, and dramatically improve day-to-day operations by handling critical tasks ARMS cannot, e.g. identifying which clients are due for assessments each month, flagging overdue assessments, and capturing key data points like Veteran status. By filling these statewide data gaps, ServTracker enables YVEDDI to meet mandates more reliably and operate with far greater efficiency.

Conclusion

To say that ServTracker created efficiencies would be an understatement. With ServTracker, YVEDDI not only strengthened regulatory compliance, saved hundreds of administrative hours each month, and dramatically improved their reporting and tracking capabilities—they also showcased the power of modern data management and case-tracking technology. The results were immediate: significant time and labor savings, clearer insight into their work, and better outcomes for the people they serve.

