

Foundation Communities brings 47% of applications online and cuts screening time by 67%.

20 hours saved per week in time spent on the phone with new clients



47% increase in applications processed online



19% decrease in time processing applications



About Foundation Communities

Foundation Communities is a non-profit organization providing affordable housing and comprehensive support to over 2,600 low-income families per year. Founded in the early 1980s, Foundation Communities has a proven model that brings safe housing, financial stability, and educational success to children and adults in Austin and North Texas. Through ownership and management of 17 housing communities, Foundation Communities generates 80% of its revenue from on-going operations.

"Aunt Bertha has a deep understanding of the needs of social service organizations. Through their platform and partnership we were able to streamline and expedite our application process and reach a more diverse community of clients. Our staff and participants have found Aunt Bertha very easy to use and are increasingly communicating with one another through the online system."

-- **Mario Cortez**, Director of Supportive Housing at Foundation Communities

Problem Challenge

Crucial to Foundation Communities' program model is the ability to enroll clients with high likelihood for success. The organization's application process is therefore critical to screening and selecting participants to fill a limited number of housing units. In 2012, Foundation Communities received 648 applications with a program acceptance rate of 7%.

Foundation Communities had grown tired of its cumbersome application process. To process one application, it took a caseworker an average of 80 minutes. Applicants were forced to print hard copies and either physically apply on location, or fax and mail documents back and forth. The screening process was often further delayed by follow-up requests for additional documentation, such as pay stubs or drivers' licenses. Furthermore, the application itself was long, and unqualified applicants wasted upwards of 30 minutes completing it before discovering that they would not be accepted into the program. Foundation Communities knew there had to be a better way.

Aunt Bertha's Solution

Foundation Communities sought Aunt Bertha's help to more effectively manage their intake management process. With Aunt Bertha's software solution, application processing time decreased by 19% and caseworkers now identify qualified applicants faster. **Inquiries from new clients used to take 30 minutes – it now only takes 10 minutes to direct clients to Aunt Bertha.** Applicants also benefit from a simplified application that quickly tells them whether or not they are eligible for program benefits. Within 8 months of using Aunt Bertha's intake management system, 47% of Foundation Communities' applications were generated online.

Additionally, Foundation Communities requires weekly updates from applicants once they are accepted onto the waitlist – a period that typically lasts between 4 to 6 months. **Aunt Bertha stores applicant information allowing updates to be completed in a matter of minutes. Applicants also have the ability to upload photos of personal records direct to the online system,** eliminating the need for copying, mailing or delivering such documentation to the program.

Prior to Aunt Bertha, caseworkers could not easily share information about the status of an applicant as information was not stored in one central location. **Now every caseworker across the organization can view an applicant's file at any time from anywhere.** Caseworkers report increased communication and coordination with their colleagues and as a result, more effective service to clients.

Online Application

Your Full Name*

Do you have a nickname?

Email*

Address

* TX

Phone Number*

Alternate Phone Number

Birthday*

Gender* ☐ Female ☐ Male ☐ Transgender

What is your need?*

| Date Submitted | Applicant | Status | Print |
|-------------------------|--------------|--------------|-------|
| 05/07/2013 @ 01:23 PM | Rosie Smith | submitted | |
| 04/18/2013 @ 12:33 PM 2 | Sally Seeker | in review | |
| 04/17/2013 @ 02:53 PM | Stuart Perry | submitted | |
| 04/10/2013 @ 06:09 PM | Amanda Jones | approved | |
| 04/09/2013 @ 04:21 PM | Polly Porter | not approved | |

Who is Aunt Bertha?

Aunt Bertha, Inc., is putting 21st-century technology to work in connecting people in need with programs that can help them. Aunt Bertha provides the means—the digital tools and processes—that make gathering information about human services, keeping it accessible to those in need, and collaborating around data management faster and better.

Find Out More

To learn about how Aunt Bertha can help your organization connect clients to needed services, streamline internal operations and generate analytics and reports, contact us today:

3616 Far West Blvd.
Suite 117-454
Austin, TX 78731
info@auntbertha.com
(512) 322-9477

