

Seattle Indian Health Board Scales Financial Management Amid 80% Revenue Growth

Seattle Indian Health Board

Challenges

Nonprofit Nets a 50% Gain in Finance Productivity

Seattle Indian Health Board (SIHB) is an Urban Indian Health Program and Federally Qualified Health Clinic (FQHC) recognized locally and nationally for its positive impacts in Urban Indian Health through; 1. Workforce development 2. Policy and Advocacy 3. Research, Evaluation and Epidemiology and 4. Health and Human Services. Urban Indians are tribal people currently living off federally defined tribal lands in urban areas. Today, seven out of 10 American Indians/Alaska Natives live in urban settings.

Today, SIHB is recognized as a leader in the promotion of health improvement for urban Indians, locally and nationally. SIHB employs 190+ people and serves approximately 6,000 patients annually in King County, Wash., and more than 4,000 of those identify as American Indian and/or Alaska Native. SIHB delivers medical, dental, Traditional Indian Medicine, substance abuse, pharmacy, mental health, and nutrition services, while running programs from seniors and youths and working to combat homelessness among urban American Indians and Alaskan Natives.

Founded in 1970, the nonprofit relies on grants from federal, state, county, and city government agencies, as well as its FQHC medical clinic, to fund its growing operations. Managing that financial information, however, was hindered by an outdated legacy accounting application. "It was difficult to both get data in and get data out," said Ben Luety, who joined SIHB as its CFO in 2016. "The system didn't allow for any flexibility and didn't have the ability to be transparent with the data. The whole thing was circa 1990." Luety, a CPA with prior experience in banking and nonprofits, made an upgrade to a more sophisticated and flexible accounting platform a top priority.

Sage Intacct proved to be the ideal solution. Deploying the cloud financial management platform in 2016, SIHB has dramatically improved its accounting practices and its ability to better serve its constituency. Finance team productivity has soared 50% and weeks of manual work have been eliminated. That's freed time to build dashboards used by dozens of operational leaders to closely monitor spending and make data-driven decisions that heighten SIHB's social impact.

Solutions

Delivering Answers in 2 Minutes, Not 2 Days

Having used NetSuite in a previous job, Luety knew that he wanted to use Sage Intacct at SIHB. "Sage Intacct does an outstanding job in getting data in the hands of decision-makers," Luety said.



Seattle Indian Health Board
For the Love of Native People

Company Overview

Founded in 1970, the Seattle Indian Health Board provides healthcare and social services to urban American Indians and Alaskan Natives in the greater Seattle area, reaching over 10,000 people a year. Learn more at www.sihb.org.

Executive Summary

Previous Software:

- Legacy accounting application

Results with Sage Intacct:

- Finance team productivity increased by 50%
- Monthly close cut from 2 months to 3 weeks
- Scalability as grants rose from 30 to 85
- Dashboards for 45 users enable better decision-making

SEATTLE INDIAN HEALTH BOARD SCALES FINANCIAL MANAGEMENT AMID 80% REVENUE GROWTH

"Its ability for us to drill down into data through dashboards saves everyone a huge amount of time. And it gives us the flexibility to quickly add new dimensions if we want to capture another data point. Those things really make Sage Intacct stand out very, very well relative to NetSuite." Implementation by Armanino LLP, a top Sage Intacct partner, set the stage for finance transformation at SIHB.

Today, Luety uses Sage Intacct to produce weekly budget versus actuals reports, and for dashboards used by 45 executives, board members, division leaders, department managers, and finance team members. Previously, it could take Luety two days to dig out information from the legacy system to answer a question from the CEO or another stakeholder. "Now that would take me two minutes with Sage Intacct," he said. "Our CEO doesn't ask me anything now about finances because she has her own dashboard. She has all the information at her fingertips."

Without the disparate data and error-prone work of the past, Luety estimates financial data accuracy is up 100% with Sage Intacct. Insights through the platform also contribute to greater social impact through SIHB programs. In one example, SIHB has increased placements into permanent housing for American Indian/Alaska Native peoples in Seattle by 10% in part through better reporting and measurement of city funding aimed at reducing homelessness. "Our use of Sage Intacct helps us improve the welfare of the community we serve because we can make better decisions about deploying resources based on our access to data and the story it tells," Luety said.

Results

A 5-Week Acceleration in the Monthly Close

The finance team has more time to devote to dashboards and data analysis thanks to the huge efficiencies gained through Sage Intacct. For instance, the monthly close has been reduced from two months to three weeks, with Luety on track to trim it to two weeks. In the past, it took Luety up to three days to generate about a dozen quarterly reports to federal funding agencies. He's now completing those reports in about 40 minutes with Sage Intacct—a time savings of more than 20 hours a quarter. Integration between Sage Intacct and Expensify has cut time needed to tie credit card receipts to specific grants from two weeks to two days.

Overall, finance team productivity is up 50% with an across-the-board efficiency gain of more than 25%. That's helped SIHB scale amid rapid growth in funding. Over three years, revenue has soared 80%, to \$25 million in 2019, as SIHB increased its number of grants from 35 to 100+ per year. To better manage those grants, each with its own budget and P&L, SIHB innovatively rolled out the Sage Intacct Project Accounting module to treat each grant as a "project," much like the construction industry. "Sage Intacct has really driven our ability to scale with 80% growth," Luety said. "There's no way we could have done that without Sage Intacct—it would have been insurmountable to track, manage, and report on all that data and in essence, 100+ grant 'revenue centers.'"

In a next move, SIHB is rolling out Sage Intacct Budgeting and Planning to improve on what has been a manual budgeting process. Employee satisfaction across the finance team has risen dramatically since Sage Intacct was introduced, and that's important in an ongoing shortage of accounting talent. "One thing I really love about Sage Intacct is that it helps me keep my team happy," Luety said. "If an accountant has a sick child and needs to work from home, they can do that and not burn a PTO day by logging in via an internet connection. That wasn't possible in our previous environment."

"Sage Intacct has made a night-and-day difference. The ability to track, plan and measure data and get information into the hands of decision-makers to ultimately benefit the community we serve has been invaluable."



Ben Luety, CFO,
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