

CASE STUDY

How ARCHS uses technology to empower their partners with resiliency, creativity, and flexibility.





With Bonterra Program Management's (formerly Social Solutions) Case Management [Enterprise] solution in place, ARCHS is empowering its partners to identify new challenges, apply best practices and navigate the 2020 crises in real-time by pushing the envelope of technology.

Area Resources for Communities and Human Services, better known as **ARCHS**, is a funding agency based out of St. Louis, Missouri. In addition to providing funding, their mission is to improve the lives of those who provide services to their communities and ensure the agencies they support have the expertise and right tools in place to succeed.

Currently, they partner with more than 30 local human service initiatives to improve the lives of children and families facing disadvantages in the region's most resource-deprived communities. Many of these service programs focus on early childhood, school-age, and

family support initiatives. In 2019 alone, the programs ARCHS' supported provided services for 190,000 underresourced community members in more than 360 locations around the region.

So when the COVID pandemic took the world by storm in 2020, many agencies that partner with ARCHS had to begin offering services remotely and make adjustments to program delivery when their communities perhaps needed help most. Hungry for guidance and information, agencies turned to ARCHS for direction.

CUSTOMER

Area Resources for Community and Human Services (ARCHS)

SECTOR

Foundation, multiservice, early childhood, school-age, family support initiatives

PRODUCT

Case Management [Enterprise]

Trying and tragic times

On top of navigating the numerous challenges brought on by COVID-19, the ARCHS family suffered a tragic loss with the passing of a beloved board member due to the pandemic. Amid the sadness, the ARCHS organization worked swiftly to continue leading their partners with resiliency in his remembrance.

“[He] would want us to memorialize him by doing the work, so we’ve been doing the work in his memory and making things happen,” said Wendell E. Kimbrough, ARCHS’ Chief Executive Officer. “It has impacted us personally, but that also motivates us to do what we need to do to serve our constituents.”

Facing these difficulties head-on and entering this new era of social good in the virtual world, the ARCHS team made necessary adjustments to how they measure impact and prove they’re moving the needle forward for and on behalf of their partners.

“Our work is out in the world. We’re not a ‘sit at your desk’ organization. Anything we can do to push the envelope of technology is going to be to the benefit of the program.”

— Steven Brawley | ARCHS
Executive Vice President

The digital transformation

While it was a stressful time, ARCHS immediately made the digital transformation with Bonterra Program Management’s cloud-based Case Management [Enterprise] solution. In fact, many staff members were already out in the field pre-pandemic with laptops, tablets, and cell phones collecting data, taking notes, and reporting on services provided.

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While some programs continued services mostly uninterrupted, others looked to ARCHS for online curriculums and trainings to adjust to the “new-normal.” The ARCHS team began presenting webinars and circulating weekly newsletters on professional development and best practices. They also created new reporting forms to track how COVID-19 is changing program delivery and shared insights with all the organizations they fund on similar challenges and successful processes.

MULTIPLE PROGRAMS, ONE SYSTEM

With help from Bonterra Program Management, ARCHS was able to serve:

30

local service initiative agencies.

190K

under-resourced community members.

360+

locations in the region.

With our Case Management [Enterprise] solution, ARCHS and their partners were able to keep programs operating, albeit not at the same intimate level as before, but ensuring families were getting the resources and information they needed to help navigate the most challenging times.

While no one knows what the future holds, Wendell and Steven believe organizations will continue looking at new ways to do things, and Case Management [Enterprise] will be even more vital to empower the agencies working on the front line.

The future, flexibility, and creativity

It's no longer enough to keep up with the curve; organizations need to get ahead to do these life-changing jobs best. ARCHS made a strong commitment to ensuring that their programs have a virtual plan in place for how they track data, service and communicate with clients, and how they pass information to key partners, such as the state of Missouri.

"It's about figuring out all of these communications lines and making sure they're operating in real-time," said Steven. "It's about speed and efficiency, using platforms and making people comfortable in the uncomfortableness."

Although there are still many unknowns, ARCHS' partnership with Bonterra Program Management continues to allow their organization to look at things differently with a flexible, easy-to-use platform that staff is comfortable with.

"We're happy the [Bonterra Program Management solution](#) enables us to be creative and think through some challenges," Steven said. "We have a platform that lets us experiment, and Bonterra Program Management allows us to be creative and flexible."



Case Management [Enterprise] helps nonprofits and public agencies develop programs that provide effective, sustainable services for current and future participants. This groundbreaking technology will enable you to change more lives than ever before.

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