

# CUSTOMER SUCCESS STORY



## Pathways, Inc.



INDUSTRY  
Health care



LOCATION  
Ashland, Kentucky



FEATURED SOLUTION  
Abila MIP Fund Accounting™

### CHALLENGE

Pathways, Inc. needed to improve its efficiency to focus funds for services to its constituents. Its archaic accounting system was cumbersome and was drowning the staff in paperwork.

### SOLUTION

With the help of Abila Business Partner DWD Technology Group, Pathways implemented MIP Fund Accounting™ to improve financial efficiencies.

### BENEFITS

Abila MIP™ has reduced administration costs and improved the timeliness and overall efficiencies of financial reporting. Fast and accurate reports enable instant information for better management.

## Pathways Streamlines Efficiencies with Abila MIP Fund Accounting™

Since 1967, Pathways, Inc. (Pathways) has proudly served as a community-based center for mental health care, the prevention and treatment of alcohol and other addictions, and services for individuals with intellectual and/or developmental disabilities. Operating in approximately 30 locations across northeastern Kentucky – and continuing to grow – Pathways has more than 600 employees providing complete and professional services to about 15,000 individuals per year.

Pathways' philosophy is to provide a complete package of prevention and treatment services designed to meet community needs. These unified services are offered to promote the growth of people toward higher levels of functioning, greater self-esteem, emotional maturity, competence, and self-responsibility.

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## Setting Out on a New Path

Pathways was using an outdated accounting module that worked in conjunction with its electronic health system. The module was DOS-based, resulting in a menu-driven process that was slow to move from one screen to another. And, because the system was not Windows-based, the staff was unable to toggle between programs to easily access data to import.

“The driving factor to upgrade the financial system stemmed from the in-house payroll process,” explains Tom Leach, CFO. “The cumbersome task of compiling approximately 600 weekly paper timesheets was consuming the accounting staff. Add to that the cost to produce paper checks, while maintaining the printing, folding, stuffing, and postage equipment. The system was archaic and expensive. We were drowning in paper.”

Leach knew the limitations of the current system and sought out opportunities for improvement. While at a National Council of Behavioral Health annual conference, he met with Abila partner, DWD Technology Group, and learned about Abila MIP Fund Accounting™. “The return on investment was more in line with our needs, which initially piqued my interest. After a demonstration, I was amazed with the functionality of the system for the investment.”

In 2013, Pathways implemented Abila MIP™ along with the Budget and HR modules. “MIP was a great solution for us, due to the flexibility for account set-up and reporting,” says Leach. “We tailored the system to five segments, and can run various reports to share information with management more timely and accurately. We can quickly pinpoint the cost of services provided by program, which comes in handy when renegotiating contracts with the state or other funding institutions.”

“The Employee Web Services (EWS) module has been a huge success, allowing employees to enter their time wherever they have internet access,” explains Leach. “We also implemented direct deposit so staff no longer receives a paper check, which eliminated the associated printing and mailing costs.” Pathways now has better management of employee time and pay, which has greatly improved the reporting to funding sources.

“The majority of our vendors are now paid by ACH. Not only are they excited about the quicker payment process, it also simplifies our reconciliation of outstanding checks. Since implementing Abila MIP, Pathways’ Payroll and Accounts Payable costs have been reduced by approximately 60 percent,” says Leach.

“And our auditors love it! Abila MIP Fund Accounting has cut down the audit process from three to four weeks down to approximately two and a half weeks, since the supporting information is readily available in the system. They like the electronic reconciliation.”

“While we still create our annual budget in Excel and import to Abila MIP, the functionality of the Budget module allows us to easily make revisions on-the-fly when adding new programs or services, or accounting for changes in funding sources. Overall, the budget is much easier to manage,” continues Leach.

## Next Steps

Pathways has plans to further expand the accounting system moving forward. DWD Technology Group is building functionality into the Microix electronic requisition system, with the goal to eliminate all paper requests and purchase orders for credit card purchases. This cloud solution will fully integrate with MIP™ to eliminate the current duplicate entry process.

Leach also explains that Pathways has not yet taken full advantage of Abila MIP™ HR module functionality. The team is discussing steps to attach employee photos and documentation such as licenses, certifications, performance reviews, continuing education tracking, etc. This will further reduce/eliminate the use of paper and associated physical storage space.

### About DWD Technology Group

DWD Technology Group is an Abila Business Partner serving primarily nonprofit and government organizations. With over 175 nonprofit clients, we are committed to helping nonprofit agencies evaluate and implement fund accounting, payroll and human resource solutions.

### About Abila

Abila is the leading provider of software and services to associations and nonprofit organizations that help them improve decision making, execute with greater precision, increase engagement, and generate more revenue. Abila combines decades of industry insight with technology know-how to serve nearly 8,000 clients across North America. For more information, please visit [abila.com](http://abila.com). To subscribe to our blog, visit Forward Together at [blog.abila.com](http://blog.abila.com).



**“Payroll and Accounts Payable costs have been reduced by approximately 60 percent.”**

**- Tom Leach  
CFO**

### LEARN MORE:

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