

# CUSTOMER SUCCESS STORY



## San Francisco Community Clinic Consortium (SFCCC)



INDUSTRY  
Health care



LOCATION  
San Francisco, CA.



FEATURED SOLUTION  
Abila MIP Fund Accounting™

### CHALLENGE

In order to get paid by a Federal Health Care for the Homeless grant, each of SFCCC's sub recipients must submit detailed invoices. When one of SFCCC's partner clinics was unable to generate these invoices for seven months, the clinic experienced a \$300,000 cash shortage.

### SOLUTION

Using an Abila MIP™ allocation feature, clinic staff learned to efficiently track specific funding sources and services under different contract codes.

### BENEFITS

The health clinic was able to generate correct invoices and pay off its six-month outstanding account payables.

## SFCCC Serves as Health Care Hub in San Francisco

The San Francisco Community Clinic Consortium (SFCCC) is a partnership of nonprofit health clinics that provides leadership and fosters innovation to improve community health. Its creation allowed the clinics to pool their collective resources to address their needs and interests – and those of their patients – to local, state, and national policymakers. While the SFCCC partner health clinics focus on patient care and preserving the well-being of the communities they serve, the consortium promotes the health of the clinics – keeping them poised to adapt to a changing healthcare environment – so that their long-standing tradition of community care is preserved.

The SFCCC and its partner clinics provide primary care services to more than 108,000 San Franciscans, more than 12 percent of the city's population. It works with providers citywide to coordinate primary care with specialists, hospitals, and other services. The consortium serves vulnerable populations, such as homeless individuals, immigrant communities, and seniors.



BUSINESS PARTNER  
ADVISOR

## Abila MIP Fund Accounting™ Keeps Consortium in Compliance

The SFCCC works to lead and support the partnership in four core areas, each with distinct programs: access to care, workforce development, maximization of valuable resources, and health policy. Funding for the programs comes from multiple sources – federal, state, city, plus an array of private foundations. Understandably, these funds are designated for specific programs – thus restricted – and may carry additional requirements for matching funds. Proper reporting to the funding sources is essential to secure ongoing financial support.

The SFCCC has been using Abila MIP Fund Accounting™ software for more than 20 years. Over the years, Jane Luong, Contracts Manager at SFCCC, devised a coding system within their Abila MIP™ system to capture each funding source. This granular data can be input into the system, which simplifies reporting back to the separate funders.

Member clinics provide medical care to the community, then invoice SFCCC for reimbursement. A challenge arose when one of the health clinics was unable to identify the separate funding sources on its invoice. This particular clinic – while also using Abila MIP™ – did not know how to capture and report the funding sources by program. Therefore, the staff was unable to list the separate funding sources on the monthly invoice. Luong declined payment on six months of invoices from the clinic insisting that the funding sources be broken out. Not only was it essential for reporting how the federal funds were used, matching funds from other sources was a requirement for ongoing federal support.

With nearly \$300,000 accumulated in unpaid invoices, the clinic was struggling to operate with its mounting payables. They reached out to Luong for assistance on how to properly code restricted funds within Abila MIP™. Luong explained how she added a “contract code” to identify the funding source. The contract code needed to be input into the system, yet this granularity allowed invoices and reports to be quickly generated. “Good data in, good data out,” says Luong. “The application is powerful, but it depends on how you put data in the system to make it work.” SFCCC received a 2017 Excellence Award from Abila for this innovative use of its true fund accounting™ system.



***“Every time we report back to the funders, we need to give them financial statements. Reporting is easy for us because we already separate them [funding sources] based on the way we enter them in the system. We just run a report, and that's it.”***

***- Jane Luong  
Contracts Manager***

## Future Expansion

Today, SFCCC uses the basic functionality of Abila MIP™, such as general ledger, accounts payable, budgeting, accounts receivable, data import/export, check printing, and reporting. The team has been working with their Business Partner, Management Software Innovations, to learn more about the electronic requisition module in an effort to reduce the manual labor in its current paper-based systems. In addition, SFCCC plans to provide auditors with access to Abila MIP™ to eliminate the need to provide paper documentation for backup.

### About Management Software Innovations

Management Software Innovations assists nonprofit organizations and government agencies throughout the Hawaiian Islands, California, and beyond. It helps nonprofits and government agencies improve staff productivity and reduce costs using world-class software tools, including Abila MIP Fund Accounting™. It provides both on-premises and cloud accounting software for nonprofits. With more than 15 years of nonprofit and fund accounting software consulting throughout, the team is comprised of professionals who lend their expertise to help customers find the software solution best suited for their organization.

### 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)

### LEARN MORE:

808-372-7533

[www.managementsoftwareinnovations.com](http://www.managementsoftwareinnovations.com)

[info@managementsoftwareinnovations.com](mailto:info@managementsoftwareinnovations.com)



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