

## CASE STUDY

# Carolina Family Health Center (CFHC)



**INDUSTRY**  
Health Care



**LOCATION**  
Wilson, North Carolina



**FEATURED SOLUTION**  
MIP Fund Accounting

### Solutions

MIP Fund Accounting®  
HR Suite modules

CFHC has used MIP Fund Accounting software since 2010 to help with the complexities of managing multiple grants and complying with the reporting idiosyncrasies of diverse grantors.

In addition, three years into using MIP, CFHC needed help to manage its finances and subsequently implemented several MIP modules - Human Resource Management, Payroll, and Employee Web Services (EWS) modules.

- With MIP Cloud, CFHC can customize segments across multiple programs and fiscal years.
- With the Employee Web Services (EWS) module, the Payroll team now saves a day and a half each pay period.
- HR modules have helped CFHC streamline their processes and automate seamlessly.

**“With MIP, we can create segments to allocate and track grant money across multiple programs and fiscal years.”**

**Kimberly Terry,**  
Director of Finance  
Carolina Family Health Center



### Challenge

The finance team at Carolina Family Health Centers, Inc. manages revenue from programs and services, as well as a dozen different public and private grantors – each with its own stipulations regarding how the money is spent and reported. Its HR team manages nearly 200 staff members at four centers.



### Benefits

MIP enables the finance team to create the structure and segments that reflect exactly how the organization works. The HR modules streamline human resource management and save the team valuable time.

## MIP Fund Accounting® simplifies allocating, tracking, and reporting

“With MIP, we can create segments to allocate and track grant money across multiple programs and fiscal years,” explains Kimberly Terry, CFHC Director of Finance. “You have to understand the full capabilities of what MIP can do to get the most benefit out of it. Because, when you set up the system to do exactly what you need it to do – for example, categorize programs and funding sources using segments – it makes tracking and reporting much easier in the long run. It’s all about the input.”

Terry says MIP also helps CFHC with its segregation of duties. “We give role-based access to MIP to different individuals in the finance department and across the organization,” she explains. “So, for example, one person in finance has access to enter accounts receivables, while another checks the data entry to ensure it was done accurately. Then, the data is posted by the Director of Finance after review. Nobody’s perfect – so any time you have humans inputting data, there’s opportunity for error. But this way, 99 percent of the time, we’ll catch any errors immediately.”

And with countless stakeholders – from internal program directors, to the board, to state and federal grantors – financial reporting can be time consuming and complex. “We generate and send reports monthly, quarterly, annually, depending on the stakeholder,” says Terry.

MIP enables the team to customize reports to reflect what each stakeholder needs, when they need it. “For example, using DrillPoint Reports,” explains Terry, “I can generate profit and loss statements by department, by location, and against budget. I can get data out of MIP in multiple ways for multiple reports to satisfy multiple audiences.”

## HR Modules streamline work and eliminate costly duplicate entry

Before we implemented the HR modules, we were having to enter payroll information into MIP and then enter it again into our payroll system,” explains Terry. “EWS was a game changer for us. Because before, all employees had to swipe their personal card at a time clock to log their hours. Then, we had to print out the time clock logs, manually calculate hours worked, then get each employee and his or her manager to sign off on the calculations. We were doing this for 140 employees.

“With EWS, employees now log their hours in the system and supervisors approve them online. There’s no manual entry required, and the data is automatically shared with MIP,” says Terry. “EWS saves the Payroll team a day and a half worth of time every single pay period. EWS allows mileage reimbursements to be entered as well, to be paid through payroll.”

The HR modules have also helped CFHC streamline the management of work scheduling, giving supervisors visibility into clinic-by-clinic coverage, and benefit elections and tracking. In addition, the team has integrated Aatrix, which automatically pulls data from MIP for e-filing tax forms, including W2s and 1099s, and ACA reports.

**“The system has grown with us. We’ve been able to add segments and modules as needed.”**

**Kimberly Terry**, Director of Finance, Carolina Family Health Center

## Community Health Center serves the underserved with MIP Fund Accounting

Carolina Family Health Centers, Inc. (CFHC) provides affordable, high-quality health care services in Edgecombe, Nash, and Wilson counties in Eastern North Carolina. Through four centers, it offers a comprehensive scope of medical, dental, pharmaceutical, and behavioral health services to thousands of uninsured, the working poor, and those who are unemployed or underemployed.

Community health centers (also known as federally qualified health centers) are private, nonprofit, patient-governed, community-directed organizations that remove common barriers to care by serving communities whose residents have historically experienced financial, geographic, language, cultural, or other barriers to receiving care.

About 70 percent of CFHC’s income comes from programs and services; patients pay on a sliding scale, based on ability. And, because community health centers like CFHC play such a crucial role in the nation’s health care system, they also typically receive income from state and federal grants. CFHC currently manages 12 grants from government organizations, such as Health and Human Services and the United States Department of Agriculture, as well as private grantors, including Kate B. Reynolds Charitable Trust.



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