

CUSTOMER SUCCESS STORY

Community Action Agency of Butte County, Inc. (CAABCI)

CAABCI Serves the Underserved with Help from MIP Fund Accounting[®]

Each department operates various projects and programs funded by multiple and widely varying sources, making the accounting piece of the business extremely complex. It's an environment in which small business accounting software, such as QuickBooks, simply isn't adequate. "In our environment a QuickBooks is just too flexible," explains CFO Dana Campbell. "We could easily do things with our funds and grants that are flat-out wrong and never know it, which could get us into a lot of trouble."

Consequently, the agency uses MIP Fund Accounting to manage its finances. Campbell says, because MIP is a true fund accounting system, it contains actual accounting controls, so you can't make mistakes. Yet, it's flexible enough to adapt to what's needed in any given environment.

Campbell explains, "A main advantage of MIP is we're able to adapt to each funding stream's unique conditions. This is vital because funding sources typically have diverse requirements, and even interpret regulations differently, sometimes within the same federal department. For example, one grantor may define 'occupancy cost' as rent, while another defines it as rent, plus telephone and Internet services, plus taxes and insurance. MIP allows us to code each one differently in response.

"MIP really listens to its customers. A few years ago, we were asking for more sophisticated fraud detection features. Working closely with our accounting team, MIP developed and implemented what we needed. It's refreshing to know that when we make comments or suggestions, they're not just thrown aside. MIP is really listening."

-Dana Campbell,
Chief Financial Officer

“And, we can adapt the coding to track very specifically when necessary-all the way down to the pencil we’re using,” continues Campbell. “For example, the utility company that helps fund our weatherization program recently requested that we track what percentage of insurance costs are allocated to different aspects of the program, including administration, customer enrollment, and field activity. We can code this into the system and easily capture the various allocations going forward.”



Challenge

The Community Action Agency of Butte County, Inc. (CAABCI) operates four major programs. Its \$7.5 million budget is funded by nearly 30 different sources, including grants from federal, state, and local government entities, as well as foundations, corporations, contracts, fees for services, and donations.



Solution

CAABCI uses MIP Fund Accounting software to financially manage its various programs.



Benefits

CFO Dana Campbell says the biggest benefit the agency gleans from MIP is its flexibility to adapt to exactly what’s needed in any given environment, whether it’s adding a new program or writing new code in response to ever-changing funding source demands.

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About Community Action Agency of Butte County

One in five Butte County residents is poor. The county’s per capita income is ranked 54 of 58 counties in California. An anti-poverty agency, CAABCI seeks to improve conditions of these low-income constituents through a variety of approaches, including community economic development, human service delivery, advocacy, micro enterprise, and affordable housing.

Currently, it’s operating four major programs. California State Association of Counties provides home energy-saving services to eligible low-income residents in Butte and surrounding counties. Its Food and Nutrition Department provides senior meals and surplus commodities, and runs the North State Food Bank supporting a six-county region.

Additionally, the agency operates The Esplanade House, a transitional housing program designed to provide shelter and essential services for homeless families. Finally, it runs an affordable housing complex.



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