

# Client Case Studies

## Relevant Experience of Associates

### Crescent Solutions, LLC

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#### Client Case Study 5

##### **Client**

Public health and social services provider with approximately 1,200 employees located in Texas.

##### **Situation**

The new director of this organization was tasked to focus on the development of new services, as well as the delivery of all services to the metropolitan area. He faced pressure to provide more health and social services with restricted funding from local sources and grant agencies, while also facing the challenge of having a large support services organization without a current leader to help drive efficiency and reduce costs.

##### **Solution**

Conducted a process improvement assessment to identify support services areas in which efficiency could be improved. Met with and interviewed 120 of the organization's associates to get their input, ideas and buy-in to the project and recommendations. Formulated approximately 50 recommendations across human resources, contracts, accounting, budgeting and finance, grants, IT, materials management, and facilities for efficiency improvements. Served as interim Chief Administrative Officer (CAO) to lead the implementation of the recommendations and the recruitment of the new CAO.

##### **Result**

New processes and procedures were developed for all functional areas with accompanying employee training. With improved efficiency, the organization increased the amount of health and social services delivered to the community despite local funding sources remaining flat. In addition, improved grant writing and tracking processes resulted in more grant funds for specific programs.

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