

CASE STUDY:

Lorain County Community Action Agency

radianHub partnered with the Lorain County Community Action Agency (LCCAA) in Ohio to implement Salesforce and improve its processes. LCCAA serves and empowers Lorain County residents in poverty through various assistance programs.



THE PROBLEM

LCCAA's inefficient processes did not allow the agency to live out its goals of offering more benefits for clients and creating a better client and advocate experience.

THE SOLUTION

radianHub created a variety of solutions that simplified appointment scheduling, created system-guided scripts for advocates, effectively displayed productivity measures and better tracked both inbound and outbound calls.

THE RESULTS

LCCAA SAVES \$12,000/YEAR,

which covers the cost of their Salesforce system.

LCCAA was able to



SERVE 455 HOUSEHOLDS IN 2021,

granting a total of \$83,974.10.



LCCAA CAN NOW HIRE REMOTE WORKERS

to ensure they have enough advocates for their county.

LCCAA was able to



SERVE 205 HOUSEHOLDS IN 2020,

Which was 15% MORE THAN they served in 2019.



LCCAA experienced an INCREASE OF FUNDING REQUESTS BY \$27,396.13.



LCCAA NOW HAS SAFER SERVICES

for those who prefer to talk to advocates remotely, as well as in-person options for seniors 60 and older.

LCCAA had their best number ever in the summer of 2022,



PROVIDING OVER \$100,000 IN AID

in just one month.

LCCAA now has access to

REAL-TIME CLIENT STATUS UPDATES.

Want to learn more about how we helped LCCAA?

Visit our website at radianhub.com

Scan for more information.



317.364.9705
radianhub.com

Are inefficient processes keeping your organization from living out its mission?



We can create a variety of digital solutions that simplify your outdated processes and effectively increase productivity.

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