



NICASA BEHAVIORAL HEALTH SERVICES ENJOY FASTER RESPONSE TIMES & MORE FLEXIBILITY

How a nonprofit consolidated their network with S-NET and saved tens of thousands of dollars

MEET BRUCE JOHNSON

Bruce Johnson is the CEO of Nicasa Behavioral Health Services, a nonprofit that provides behavioral and social health services to children, teens, and adults in Lake County, Illinois and its surrounding areas. Over the 16 years he's led Nicasa, Bruce has watched it grow from a handful of locations to eight different offices, each one staffed with people who are thoroughly engaged and invested in the health and wellness of their communities. There was only one problem: each location had a different phone system.



BRUCE'S CHALLENGE

At first, having multiple phone systems for multiple offices didn't seem like a bad idea. Until those phone systems began interfering with Nicasa's growth. Each phone system had its own limitations and issues and two of their locations, two of the largest, had systems that physically did not have the capacity to add more users. This was a problem because new staff members were coming on, new interns were being assigned, and Nicasa simply couldn't meet capacity.

Transferring calls between locations also presented challenges that frustrated both employees and callers. If a person called the wrong place, the person they reached would have to take a message, hang up, call the correct site, find the right person within that site, and relay the message. It was a tedious process that wasted a lot of time and energy that could've been spent serving their community. Bruce and his team knew that if they were going to be effective change agents, they needed to change the way they communicated.

BRUCE'S SOLUTION WITH S-NET

As fate would have it, one of Bruce's long-time volunteers - Mike Hensgen – was the director of sales at **S-NET** Communications. And when Bruce began interviewing potential solution providers, Mike suggested **S-NET** and put Bruce in touch with Alan Cook, the client technology advisor of the company. Alan immediately began putting together a solution that could meet Bruce's needs - a single phone system for all 8 locations that could grow as Nicasa grew, secure sensitive and proprietary information, and give the employees the features and flexibility they needed.

"You know that saying that 'you don't know what you don't know, and you don't know what you don't have?' That was us before Alan Cooke came along," says Bruce, "He really exceeded our expectations and gave our team more functionality than we dreamed we could have."

Not only was the solution a hit at all Nicasa locations, but the transfer from the old systems to the new, unified system was, according to Bruce, "seamless from our perspective. I know a little bit about installing systems and that's saying a lot."

THE RESULTS

For the people that Nicasa serves, efficiency is one of the most important parts of their communication. If someone has a need, or requires a certain service they provide, they want to be able to meet that need immediately. **S-NET's** solution gave them that.

When the solution was first implemented, Nicasa enjoyed faster connections both internally and externally. Internally, they were able to connect with key employees almost immediately thanks to interoffice extensions. What used to take them 10 minutes to do now took less than 4 seconds, effectively streamlining most of their interoffice communication. From an external perspective, Nicasa employees could transfer incoming client calls to the right individual in a matter of moments by simply dialing the right extension. No more

complicated call flows that involved leaving messages or climbing through a tangle of internal directories. Their clients could get the care they needed when they needed it.

Having **S-NET's** solution in place also prepared them for the COVID-19 pandemic which hit the United States just months later. "Nicasa is an essential workplace because behavioral healthcare, like any healthcare, is essential. Thanks to **S-NET's** solution – specifically the phone application – we never missed one individual or group therapy session. Our staff was connected, socially distant, and able to do their jobs. They could literally unplug their phone, go to a new location or office, plug the phone back in and be up and running – something that just wasn't possible on our old systems. **S-NET's** system makes our lives so much easier, and it makes it so much more effective and efficient for Nicasa as a whole."



The most important thing is the client service - the care we give to our community. Being able to provide individualized care to our clients quickly and easily through the flexibility and integrated functionality that S-NET gave us is pretty significant."

Bruce Johnson, CEO of Nicasa

