

# | CASE STUDY LARK ENTERPRISES INC.

A Solution that Transcends  
Change & Innovation



## A Brief History

For 64 years, Lark Enterprises Inc. has helped adults with disabilities achieve self-reliance by providing the opportunity for them to participate in social and community events and enhance their occupational, social, independence and developmental skills.

Their services help those with cognitive, developmental, social, behavioral and mental health challenges create impactful connections with people in their community. This opens doors for them that lead to fulfilling employment opportunities.

Being able to help these individuals build comradery and support them through their journey to success is what truly drives Lark.

## Partnering For Growth

About 20 years ago, Lark was searching for a good mechanism to keep track of client time and wages, which would allow them to input information into a computer and avoid using unreliable paper tracking methods. They were a much smaller company then and didn't have the tools or technology to track all the aspects of their operations efficiently. Data was lost with the outdated processes and it created large gaps in communication. Rather than pay a full employee's salary to track data, they knew there was a cost-efficient digital solution that could complete these tasks.

**“Case Manager is my go-to. There's so much information I can get from there. From monthly progress info to extensive reports, there's so much data!”**

**Deb Leddon**, Director of Administrative Services  
Director of Administrative Services



## Struggles

Before implementing Vertex's software, the Lark team reported that managing operations felt like playing a game of Telephone.

**Their previous system required the team to manually record information and input the same data three or four times. There was never any guarantee that their data would match up.**

- Recording client hours and time
- Case notes kept in different places
- Multiple client books per client
- Technology could not keep up with operations
- Information wasn't distributed effectively

**"I really appreciate that each piece of the software speaks to the other pieces of the software, so you're not going in and putting the same data in three, four times. You just have to put it in once!"**

**Susan Lautenbacher, Ph.D.**  
Chief Executive Officer

## Leading Up to Vertex

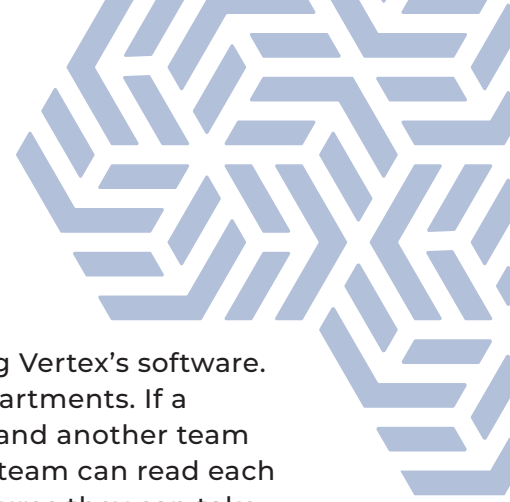
The majority of Lark's team consists of members in the older demographic, so finding a solution to cater to their hesitations about cyber-security and technology, that could be easily implemented, was a big task.

Many of the enterprises that Lark inquired about gave them untailored, disdainful responses, as if Lark was inadequate to be a customer of theirs. So they worked to condense their prospect pool until they had a selection of dignified, like-minded organizations. Multiple companies presented their services to the Lark team, but no one was able to stand against Vertex Systems.

Initially, Lark solely adopted Vertex's Case Manager. This was their first round with

Vertex those 20 years ago. As time progressed, technology innovated and Lark Enterprises grew. That's when they began their venture to find additional software to implement into more levels of their operations, roughly 7 years ago. When Susan Lautenbacher became the CEO and Wendy McCutcheon was hired as the Senior Director of Support Services, they both knew there was more they could be doing with Vertex Systems.

Then, the team learned that Vertex became a Windows based environment, which made them take a deeper look at their services and realized the all-encompassing solution they needed was already a partner of theirs- they just needed to integrate additional functions.



## Successes

Lark is able to take a holistic approach to best serve their clients by using Vertex's software. Since everything can be integrated, it's easy to communicate across departments. If a Lark team member is working with a person in Supported Employment and another team member is also working with the individual on the production floor, the team can read each other's case notes and decipher if they need to tweak anything. This ensures they can take coordinated care of the client and that the client has the resources they need to effortlessly live an everyday life.

What spoke volumes to Lark about Vertex's character was when Pennsylvania changed the service definition. It made Lark's systems obsolete and hindered the biggest piece of their operations, directly affecting the biggest percentage of their income. When this change happened, Vertex was willing to make adjustments to their software to accommodate Lark's new requirements— even if that meant having to go in and make additional updates as legislation continued to evolve.

### A Few of Lark's Favorite Features

- EVV Advocate
- Case Management
- Vocational Time Vault
- Client Payroll
- Minimized errors
- More visibility
- Personalized service



**“ Before Vertex, everything was a headache. I had my paper, my team had their papers, but they never got to see my paper, and I never got to see theirs. There was no continuity of care.”**

**Susan Lautenbacher, Ph.D.**  
Chief Executive Officer

*Vertex Systems delivers superior information management solutions and support services that help unlock the potential of human services organizations and maximize their ability to make a difference. Our vision is to be the premier and preferred provider of information management products and services to human services agencies.*