

I would say that SVA is probably one of the most caring group of consultants I've ever worked with, and I've worked with a lot over the course of my career. SVA just really came in and tried to understand the pain points from our perspective, as well as from the client's perspectives. And they really helped us to get our processes in order in a way that was as painless as possible for us and very beneficial for our clients.

My name is Chris Radetzky, and I'm the Chief Financial Officer for Wisconsin Community Services. Wisconsin Community Services has been in business for over 140 years. Serving southeastern Wisconsin in over eight counties, in over 40 different programs. Serving the needs of people who are typically underserved. People with behavioral health issues, mental illness as well as people just getting out of prison and trying to reintegrate into society. In working with the people with severe and persistent mental illness, one of the services we provide for them is payee services. So essentially we become their bank. We had a program that was actually very paper-based. Each transaction that we processed typically took over three pieces of paper, sometimes up to seven or eight per transaction, per person. And in servicing over 300 clients for payee services, it turned into a lot of paper.

We had a process that involved over 30 steps. The people from SVA actually came in and they sat down and they flowcharted the whole process for us and it was a flowchart that took over three pages. By the time we were done, we were able to encapsulate that down to a seven step process. Taking things from a transaction that would have taken up to seven pieces of paper, down to actually no paper whatsoever, in a completely automated environment using the latest technology of tablets and iPads. I think that their experience with us when they come in for their money management services is a much quicker process than it had been in the past. There's a lot less frustration than they had had in the past and when you're working with people with severe and persistent mental illness, that's really a selling point for them. As payee services, we are very highly regulated and they do require that for all transactions involving any clients accounts, that we do receive their signatures. And then we've got very tight controls just like any control over any banking institution, the controls for us are the same and in some cases, they're even higher because we are funded by a lot of federal, state and even local government dollars. So the compliance issues are very very high. We've worked with a number of different consultants on a number of different issues within our company and I would say that the biggest difference that we encountered with SVA was the amount of time that they took with us to really understand our processes, and really help us whittle things down into a process that was much more efficient and effective for managing the clients' accounts.