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# Needed: A Way to Track ITAs and Support Services

## Found: Gazelle

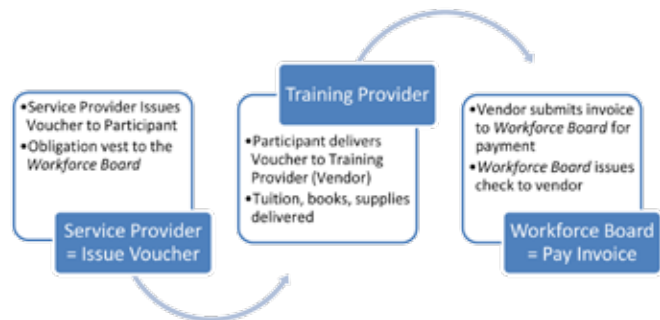
The Workforce Development Board of the Treasure Coast (WDBTC), like most other workforce development boards, needed to know what Individual Training Accounts (ITAs) and support services dollars were available at any given time. According to Director of Finance, Cheryl Miller, "We needed accounting software that was compatible with our server configuration, time reporting software that would provide required personal activity reports, and ITA tracking software since WDBTC was going to be responsible for paying all direct participant costs."

One of the great challenges in the workforce industry is that while workforce boards are awarded funds, they are not able to actually operate programs. In the case of WDBTC, they have contracted with a Service Provider who operates the programs at their One Stop Career Centers. Part of this operation is that the Service Provider is responsible for issuing and paying vouchers. WDBTC's finance department assumed the responsibility of paying for all direct participant costs this year. Because managing ITA's and Support Services accounts at the participant level is especially challenging, often resulting in substantial time delays and errors when matching obligations and invoices, WDBTC made the decision to proactively put measures in place to ensure the right level of fiscal responsibility and accountability.

***"It's helped us identify some potential abuses of the system that we are addressing with new and revised policies and procedures."***

Because WDBTC had used Sage MIP Fund Accounting software for years, and had previous experience with NonProfit Technologies, Inc. (NPT), they turned to NPT for a solution. The solution is Gazelle. Gazelle is an easy-to-use, secure, web-based application that manages all participant activity for ITA's and Support Services. Gazelle is a front office tool that enables

case managers to easily service their customers while at the same time automatically report the financial activities of the participant accounts back to their accounting department. Because Gazelle tells them in real-time where they stand in terms of expenses, obligations, and de-obligations for every participant, they no longer have to worry about spending more or less money than they have available.



WDBTC implemented Gazelle in July of this year. As with all software implementations, there were a few minor glitches, but WDBTC staff felt that NonProfit Technologies was very responsive. When asked about any issues that arose during implementation and since, Aura Edge, Monitor/Grants Specialist, responded that "NonProfit Technologies has been very helpful in addressing any issues that arose during the initial implementation. A second training was held about three months later to serve as a refresher and to iron out any lingering issues". Aura also stated, "From my point of view, Gazelle is a great tracking tool and very easy to learn and use".

Gwenda Thompson, President and CEO of WDBTC said so far they are pleased with Gazelle. "The Board is pleased that they can readily see what ITA dollars are being spent and whether or not there are excess dollars in the system. It helps administrative staff to better manage the overall budget. We can readily see where excess dollars are and where dollars need to be transferred. It's also given us a handle on support services. We can now see where the dollars are being spent. It's helped us identify some potential abuses of the system that we are addressing with new and revised policies and procedures."



The Workforce Development Board of the Treasure Coast is one of 24 regional Workforce Development Boards in Florida who use Sage MIP and Gazelle to help them manage multiple funds. WDBTC operates four One-Stop Career Centers that provide numerous services to a population of nearly 500,000 and more than 17,000 businesses throughout a four county region in Florida (Indian River, Okeechobee, Martin, and St. Lucie).

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NonProfit Technologies (NPT) understands the unique needs of non-profits and has dedicated our entire business to addressing those needs. NPT has over 15 years' experience and has provided software solutions and consulting services to over 600 non-profit organizations, with an emphasis in the workforce industry. We specialize in MIP Fund Accounting, ITA and Support Service Tracking, and Resource Management solutions for Workforce Boards and Service Providers. NPT is proud to be the software publisher of Gazelle and Track-IT for Gazelle; web-based applications built specifically for Workforce Boards and Services Providers by Workforce Development experts. You can now have the detailed level of Reporting + Accounting + Tracking + Resource Management for peace of mind knowing your operations are operating at maximum capacity!

NPT is a premier business partner for Sage/MIP and is a Microsoft ISV. Gazelle is a Microsoft certified application. Contact us today at (800) 404-9758, ext. 8115, or [mmiller@cpaz.com](mailto:mmiller@cpaz.com), or visit us on the web at [www.cpaz.com](http://www.cpaz.com) to learn more about how we can help improve your operations. ■