

# Servicing the communities of Indianapolis just got easier



JOHN BONER NEIGHBORHOOD CENTERS INSPIRES NEIGHBORS TO IMPROVE THEIR QUALITY OF LIFE BY PROVIDING TOOLS FOR CHANGE AND GROWTH



Just outside the heart of downtown Indianapolis, 20 distinct neighborhoods with 40,000 residents form a community possessing the spirit and

know-how to make the Near Eastside a great place to live, work, and play. The spirit of the Near Eastside community exists because of its strong sense of history combined with dedication to community development. By providing the tools for change and growth, the John Boner Neighborhood Centers (JBNC) works within these neighborhoods to improve the quality of life, building a community where people want to live, work and make a difference. Through the various programs offered at the JBNC, their professional staff motivates and supports those in need. Programs include **Children and Youth Services**, **Continuum of Care Housing**, **Senior Services**, **Financial Education** and **Fitness Facility**, as well as a new **Energy Assistance Program**. The JBNC works with over 11,000 individuals annually, in 26 different facilities, making a lasting impact on the surrounding community.

## Building a new community program

Along with the United Way of Central Indiana (UWCI) and Connect2Help (C2H), the JBNC formed the Marion County Consortium to answer a Request for Proposal from the Indiana Housing and Community Development Association (IHCDA) for the 2014-2015 Energy Assistance Program. This proposal set out to leverage technology to push the collective mission of helping the 33,000 most vulnerable households in Marion County to keep their heat and electricity on through the tough Indiana winter. The Consortium needed to utilize an online scheduling system, document management system, and the State of Indiana's electronic processing software to turn an outdated application process into a streamlined, focused, customer-service system.

*"The MaxxVault staff is very responsive to our requests and work hand-in-hand with JBNC to think through any implications of making changes to the processes."*

*— Matt Belsaas  
Director of Technology  
JBNC*



The JBNC began working with MaxxVault LLC in the summer of 2014 to create an online document management system that fit the needs of their extensive program. It had to be user friendly and intuitive for applicants of the Energy Assistance Program to understand and use, as well as a system that would be easy for staff to organize and control the applications.

MaxxVault worked alongside leaders at the JBNC to create a custom program that made the new Energy Assistance application process a breeze. On-site staff at any of the 26 JBNC locations scan client documents into MaxxVault. Next, the paperwork is processed through a series of workflows. In the main offices, those same documents are pulled for quality assurance. Additionally, the Consortium website utilizes the MaxxVault API to allow customers to look up the status of their energy assistance application.

### **One central repository for all locations**

MaxxVault is now the digital filing cabinet for the Consortium and serves all of the filing and retrieval needs of the Energy Assistance Program without having to resort to the old method of couriering stacks of paper all over the county. Now in their second year of working with the team at MaxxVault, JBNC on behalf of the Consortium, continues to make adjustments to the system to provide better usability for staff and a higher level of customer service to the neighborhood. The MaxxVault staff is very responsive to these requests and works hand-in-hand with JBNC to think through the implications of making changes to the processes.

### **BENEFITS REALIZED:**

*One central repository for all locations*

*Instant secure access*

*Scan documents directly into MaxxCloud*

*Access to the most up-to-date files*

*Efficient and robust workflow solutions*

*Easy to use interface*

*Dramatic decrease in lost and misplaced files*

*Reduced paper consumption and storage*

*Reduced copying*

*Quick document retrieval*

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