

Driving Financial Accountability and Outcomes in Your Programs

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Sage



Presenters



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Enhancing collaboration and mission alignment

Programs deliver on your mission

Senior Services



Children



Mental Health



IDD



Defining roles



Finance

- **Financial management of funds to ensure alignment with the mission**
- **Provide data and insights to support decision making**
- **Ensure financial stability**



Program Manager

- **Oversees the execution of the programs**
- **Manage budget, staff and deliverables**
- **Ensures goals and outcomes align with mission**

**But there can be
some challenges...**





Working Together

Have you asked or responded to these questions?

- How do I find out how much grant money is left?
- Why don't we have an agency-wide budget?
- Why can't I get my financial information faster?
- Why don't the reports have more detail?
- Why do I have to call or email every time I need financial information?
- Why do the reports have so much detail?

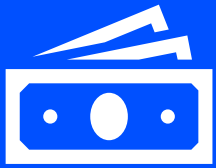
Reporting oversight

What information should program leaders review each month, year, or reporting period?

- Financial and program results
- Analytics, trends
- Supporting information



Program financial analysis



Review financial balances

- Revenue, expenses, allocated costs



Key program metrics

- Participant metrics and program results



Analytics and trends

- Understand the relationship between numbers and analysis

- Involves evaluating the financial aspects of a program
- Focuses on understanding financial health and sustainability
 - Examine balances, cost measures, and projections

Performance and benchmarking

- Involves comparing program performance against established standards or benchmarks
- Benchmarking helps identify best practices and setting performance goals

Evaluating services and processes

- Performance measures for continuous improvement

Benchmarking and trend analysis

- Indicators to consider for effective comparison

Key performance indicators (KPIs)

- Metrics for measuring program performance

Financial analysis + Performance benchmarking

Community health program

- Financial analysis
 - Shows program expenses have increased by 10% of the past year due to operational costs
- Performance benchmarking
 - Find the program serves 20% more participants than the industry average, but per participant cost is higher

What information do we need?

Information to help understand

- Financial health and position of the program
- How resources are being utilized and if they align with program goals
- How well is the program adhering to compliance requirements
- Metrics that offer insights and impact planning and decision making





Financial results

Review program financial balances and results

How do results compare to budget?

Any odd-looking balances in the revenue and expense accounts?

Does it appear that all revenue and expenses are reported?

Are all payables and receivables recorded?

Have the entity-wide administration (indirect) costs been allocated to the program?

What is the bottom line? Are you over/ under spent?



Program results

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Key numbers -
what do you
know about each
program?

Are you on track
to serve the
planned number
of participants?

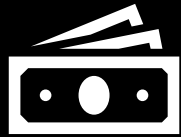
Did you provide
the number of
projected
touchpoints with
a family?

How many
individuals
began or
completed the
program?

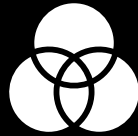
Were the correct
number of meals
served?

Will you be
reimbursed by a
funder?

Key Performance Indicators (KPIs)



Metrics selected when strategic priorities were established; KPIs tend to be limited in number



Be measurable; measure performance, outcome, success, compliance, etc. and can be realistically monitored



Set for all levels of the entity such as entity-wide, program, funding source, marketing, fundraising; and be periodically reassessed



Include explanations for unusual variances; set “allowable” variances

**Performance
is
everywhere**



FINANCIAL



HUMAN CAPITAL
(HR)



IT



FUNDRAISING/
DEVELOPMENT



COMMUNICATIONS
/ OUTREACH



PROGRAMS/
SERVICE DELIVERY

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**Do you know
your numbers?**

**How to you
analyze them?**

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How Technology Can help



Integrated Systems



Approval Workflows



Budget and Planning

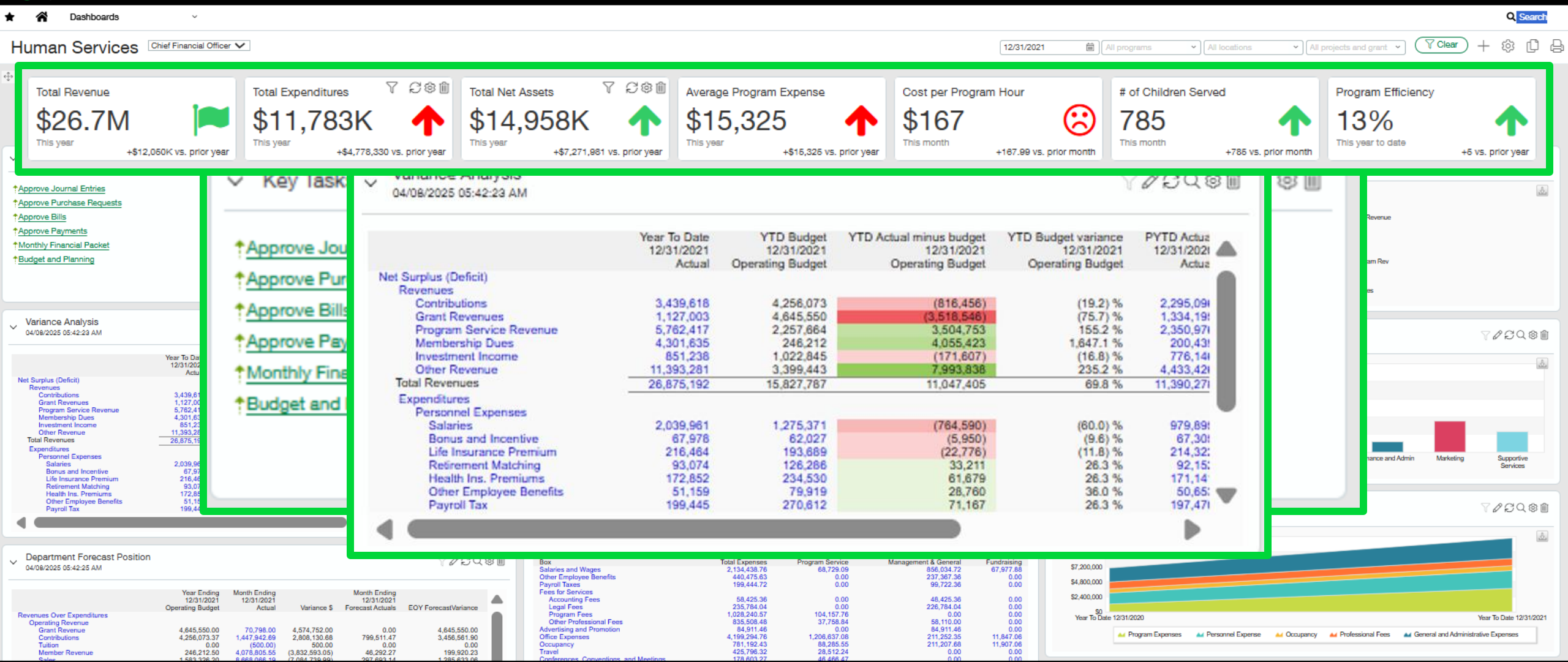


Dashboard and Reporting



Collaboration Tools

How Technology can help



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How Technology can help

Human Services

Program Leader

12/31/2021

All programs

All locations

All projects and grant

Clear

+

Revenue vs. Budget

\$14,179K

This month

+\$11,809K vs. budget

Expenditures vs. Budget

\$2,407,748

This month

+\$1,109,309 vs. budget

Commitments

\$423,800

This year to date

-\$40,200 vs. prior year

Program Efficiency

32%

This month

+27.22% vs. prior month

Individuals Served

11,735

fiscal - current year

Key Tasks

Approve Program Spending Requests

Enter Purchase Request

Flex Fund Request

Request Supplies

Enter Time

Enter Expenses

Run Grant Budget Report

Purchases Awaiting Approval

Outstanding Tasks

Communications Feed

What are you working on

Share

AP bill: 31 — Karla Grace

@Karla Grace Why did you approve this for my department?

Comment · Like · on March 13, 2025

Expenditure Composition Trend

04/09/2025 09:32:51 AM

\$1,800,000

\$1,440,000

\$1,080,000

\$720,000

\$360,000

\$0

Month Ending 01/31/2021

Month Ending 02/28/2021

Month Ending 03/31/2021

Month Ending 04/30/2021

Month Ending 05/31/2021

Month Ending 06/30/2021

Month Ending 07/31/2021

Month Ending 08/31/2021

Month Ending 09/30/2021

Month Ending 10/31/2021

Month Ending 11/30/2021

Month Ending 12/31/2021

Program Expenses

Personnel Expense

Occupancy

Professional Fees

General and Administrative Expenses

Service Fees

Investment Earnings

Other Revenue

Total Operating Revenue

Expenditures

Personnel Expenses

Professional Fees

Program Expenses

Occupancy

General and Administrative Expenses

17,193,158.98

10,311,055.80

1,855,166.12

709,391.09

3,094,429.08

641,195.47

1,093,059.81

613,595.25

1,550,163.21

390,349.12

1,082,032.02

467,832.07

66.74

6.77

81.73

185.98

37.05

15,943,443.04

270,249.48

88,292.40

1,739,435.59

68,750.87

Resources



Questions?

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Connect with us



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How can Wipfli help?

strategic planning
technology advisory
volunteer management
fundraising and
engagement
case management
cybersecurity
financial operations
analytics
leadership development
skilling initiatives



How can Sage help?



**Jessica
Fleming**

**Strategic Account Executive,
National Nonprofits**

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Sage Intacct

**Cloud Accounting
Technology to help
Nonprofits drive
Mission Success**