Managing complexity, maximizing impact

Sage Intacct helps Clatsop Behavioral Healthcare turn financial clarity into lifesaving care

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Amanda Chaloux
Director of Finance , Clatsop Behavioral Healthcare (CBH)

The challenge
CBH's financial system couldn't keep up with its growing complexity. Managing 84 funding streams with manual processes was time-consuming, reporting was cumbersome, and grant compliance was a constant challenge. They needed a smarter, more efficient solution to support their expanding mission.

The solution
With Sage Intacct, CBH streamlines financial management, automates reporting, and gains real-time visibility into funding. Now, they can track every dollar with confidence, take on more grants, and connect clients to critical services faster than ever.

Results with Sage Intacct
Sage Intacct has transformed Clatsop Behavioral Healthcare's financial operations, reducing manual work and ensuring every dollar is put to its best use.

- Financial reports that once took days are now ready before lunch.
- Audits are seamless, with clean, deficiency-free results.
- Grant tracking and reporting are instant, enabling faster client support.
- No need to hire additional finance staff despite rapid growth.
- Program managers access real-time financial data without relying on finance.

Organization
Clatsop Behavioral Healthcare

Location
Oregon, US

Industry
Nonprofit

Sage Products
Sage Intacct

Sage Partner
Clark Nuber PS

CLATSOP BEHAVIORAL HEALTHCARE

About Clatsop Behavioral Healthcare
Clatsop Behavioral Healthcare (CBH) is a nonprofit serving Clatsop County, Oregon, dedicated to supporting individuals facing mental health challenges, addiction, and developmental disabilities. CBH provides essential services, including counseling, crisis intervention, addiction recovery, and housing support, with a mission to foster a thriving community through compassionate, client-centered care.

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Supporting a community, strengthening lives

Clatsop County, Oregon, is a place of resilience. It's a community deeply tied to the rugged industries of fishing and logging—traditions that have provided generations with a way of life, but in recent years, have left many struggling to find their footing. Economic uncertainty, combined with a growing crisis in mental health, addiction, and homelessness, makes Clatsop Behavioral Healthcare (CBH) more essential than ever.

For more than 60 years, CBH has served as a vital support system, offering mental health services, addiction recovery programs, crisis intervention, and housing assistance to some of the region's most vulnerable individuals. However, as the need for services grew, so did the complexity of managing funding sources, grants, and compliance requirements. The organization switched to Sage Intacct—quickly accelerating its ability to respond.

Turning struggle into sustainability

Amanda Chaloux, CBH's Director of Finance, joined the organization in 2012. At the time, CBH operated on a fee-for-service model, with grants booked manually and financial reporting largely dependent on spreadsheets. However, when Oregon Medicaid transitioned to managed care, CBH's funding structure became increasingly complex. By 2021, the organization managed a web of federal and state grants, each with its own reporting requirements. QuickBooks, their legacy accounting system, simply wasn't built to handle it.

"It was unsustainable," Amanda recalls. "Our operating budget had grown as had the number of grants we were managing. We were constantly exporting data into Excel just to create reports for funders. If a contract changed retroactively—which happens often—it was a nightmare to adjust revenue and receivables."

CBH needed a system that could provide real-time visibility into funding, automate reporting, and ensure compliance with grant requirements. After evaluating multiple options, CBH selected Sage Intacct.

The transformation: More funding, more impact

With Sage Intacct, CBH has unlocked new opportunities to expand services. The organization now easily manages 12 programs, 24 service lines, and 84 different funding streams—something that would have been impossible before. Closing the books and preparing reports for the board, which once took three to four days, now happens before lunch. "It used to be a process of tracking down numbers. Now, we start with the numbers and focus on the 'why' instead of the 'what.' That's game-changing," Amanda says.

The system has also strengthened CBH's financial integrity. Their recent audit results have come back with zero deficiencies, a testament to how well everything is tracked. "That's a huge win," Amanda adds. "Everything is transparent, and our funders trust the data."

Clatsop Behavioral Healthcare can now focus more on its mission—helping people get the care they need—without being held back by financial complexity.

Beyond streamlining financial management, Sage Intacct has expanded CBH's capacity to take on new grants without adding finance staff. In a nonprofit setting where administrative costs must be minimized, every dollar saved goes back into programs. "If we couldn't manage the reporting, we realistically might have had to turn down grants," Amanda notes. "Now, we know we can handle the growth."

Meeting community needs in real time

The real impact of CBH's transformation isn't just in numbers—it's in the people they serve. Before Sage Intacct, matching individuals to the right funding source was a slow and cumbersome process. Grant eligibility requirements often meant weeks of back-and-forth before someone could receive treatment. Now, CBH can connect clients to funding streams the same day they walk in the door.

"This is vital," Amanda emphasizes. "We're making sure people get the services they need when they need them."

The shift is especially critical given the rising scrutiny on federal and state funding. With lawmakers demanding greater accountability, nonprofits must prove their impact with precise, transparent financial reporting. Sage Intacct gives CBH the confidence to do just that.

Visibility fuels efficiency

Beyond compliance and reporting, Sage Intacct provides CBH with a roadmap for sustainable growth. The finance team uses allocation tables to streamline funding distribution, ensuring every expense—from payroll to operational costs—is correctly assigned. The system's dashboard capabilities mean that program managers, mostly clinicians rather than financial professionals, can track budgets and spending in real time.
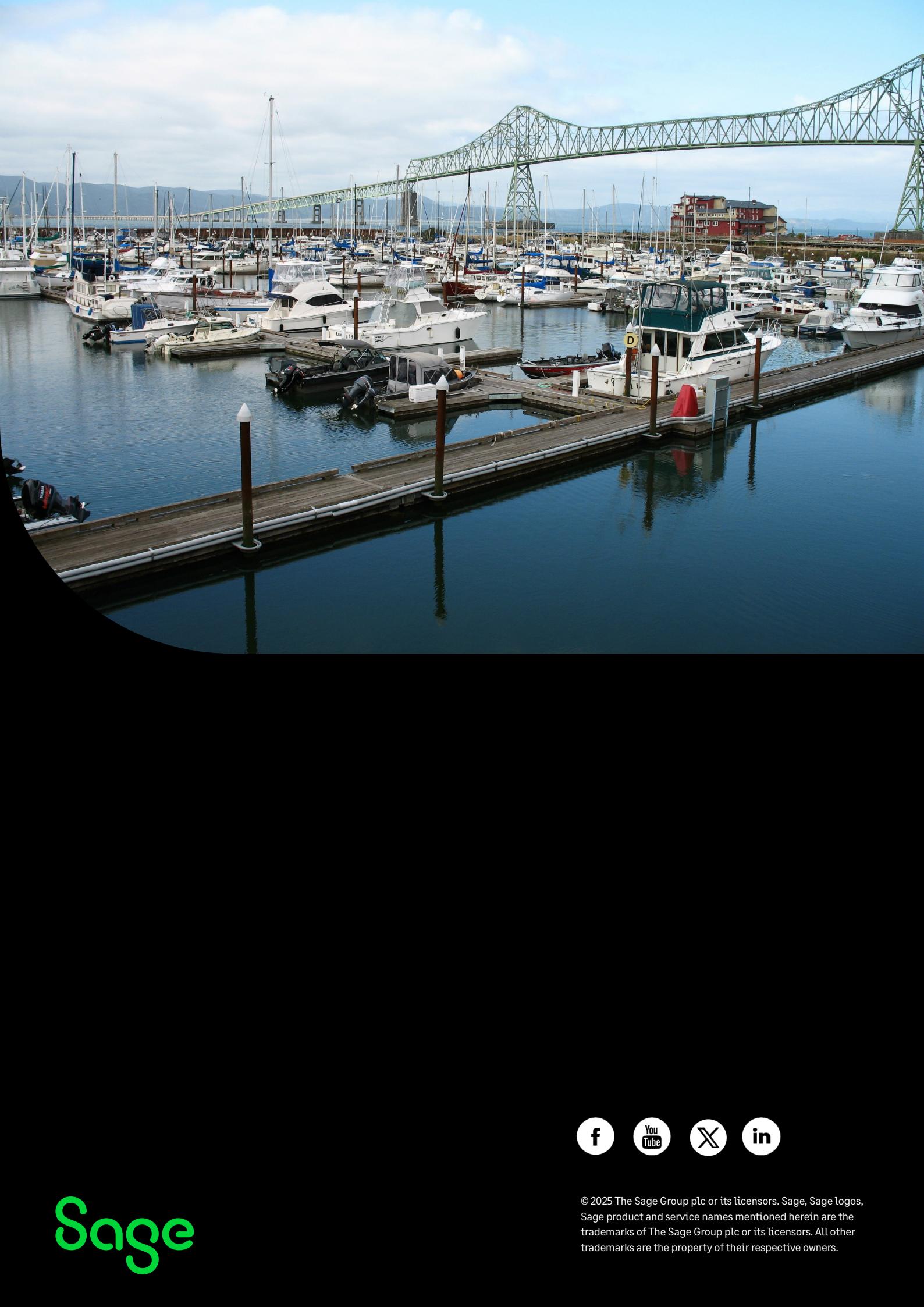
"They don't have to wait for month-end reports anymore," Amanda explains. "They can see their program's financial health at any point. That helps them manage resources more effectively."

A scalable future

Looking ahead, CBH is prepared to scale in ways that would have been impossible just a few years ago. Whether adapting to funding cuts or expanding services, the organization now has the financial clarity and agility to respond rapidly.

For Clatsop Behavioral Healthcare, financial transformation isn't just about the bottom line—it's about saving lives, strengthening a community, and making sure that every person has the opportunity to thrive.

"It's fair to say that Sage Intacct has completely transformed our financial management," concludes Amanda. "We couldn't support this community the way we do without it."

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