drcog
DENVER REGIONAL COUNCIL OF GOVERNMENTS

DENVER REGIONAL COUNCIL OF GOVERNMENTS, AREA AGENCY ON AGING

MODERNIZING AGING SERVICES FOR 10,000+ OLDER ADULTS ACROSS THE DENVER REGION

Project Overview: DRCOG partnered with Brite Systems to modernize its Aging & Disability Services platform on Salesforce and Enlite. The initiative streamlined intake, triage, and coordination across regional AAA providers while enhancing data visibility and federal reporting.

- Salesforce Platform for unified service management
- Integrated with external providers for data sharing
- Streamlined referral and assessment workflows
- Delivered comprehensive dashboards and reporting tools

Timeline: 8 months

Users: 120+

Population Served: 20,000+ seniors

Solution Stack: Salesforce Experience Cloud, Enlite Accelerator | Hosting: GovCloud | Integration: MuleSoft

Challenges:

- Legacy system with manual, error-prone workflows
- No integration across programs
- Fragmented constituent data
- Difficult reporting and compliance tracking

Outcomes:

- Improved coordination between AAAs and state partners
- Automated intake and referral workflows
- Enhanced efficiency and reporting accuracy
- Increased visibility for decision-making

salesforce | enlite | Brite