

Coordination Agency (PSCA)



Challenge

PSCA's team of case coordinators required a workspace built for focused, high-volume casework — extensive documentation, confidential client conversations, and constant coordination across multiple service providers and state agencies. The existing office setup wasn't supporting that workflow. Workstations lacked the organization and privacy coordinators needed to manage sensitive cases efficiently, and the space wasn't built to scale with PSCA's growing caseload. With a limited budget and a mission-driven team that couldn't afford downtime, PSCA needed a furniture partner who understood both the urgency and the sensitivity of their work.

The Pennsylvania Service Coordination Agency plays a critical role connecting individuals receiving waiver services with the medical, social, educational, and Medicaid-funded support they need — regardless of funding source. With case coordinators managing sensitive, detail-heavy work on behalf of vulnerable populations every day, PSCA needed an office environment that could keep pace with the volume and complexity of their mission.

Solution

Boomerang Office Furniture partnered with PSCA to redesign their workspace around the realities of service coordination work.

Efficient Case Coordinator Workstations:

We installed ergonomic, organized workstations designed to support the heavy documentation and multi-tasking demands of service coordination — built for comfort during long workdays managing complex caseloads.

Confidential Workspace Solutions:

Confidential Workspace Solutions: Recognizing the sensitive nature of client information being discussed and processed daily, we incorporated furniture solutions that support privacy and confidentiality without requiring costly construction.

Durable, Budget-Conscious Furnishings:

As a mission-driven organization, PSCA needed furniture that delivered long-term value. We matched every workstation and seating option to PSCA's budget without compromising on durability or comfort.

Coordinated, Low-Disruption Installation:

Our team managed the entire installation process with minimal disruption to ongoing casework, ensuring coordinators could continue serving clients without significant interruption.

Conclusion

By partnering with Boomerang Office Furniture, the Pennsylvania Service Coordination Agency was able to create a workspace that genuinely supports the critical work their team does every day — connecting vulnerable individuals with the services they need. The project reflects something Boomerang takes seriously: mission-driven organizations deserve the same level of care, efficiency, and quality we bring to every client, regardless of budget size.

Whether it's a service agency, a corporate office, or a public institution, Boomerang Office Furniture delivers furniture solutions built around the real demands of the work — proving that the right workspace can directly support an organization's ability to serve the people who need it most.

Results

The partnership delivered immediate, practical improvements for PSCA's day-to-day operations:



30+ workstations redesigned and installed to support PSCA's full coordination team



Improved efficiency in daily casework, with coordinators reporting a more organized and functional workspace for managing client documentation



Zero disruption to ongoing client services during the installation process



Delivered within budget, allowing PSCA to direct more resources toward their core mission rather than facility costs



📞 **856 582 0100**

🌐 **boomerangofficefurniture.com**



📍 South Jersey Showroom and Warehouse
7001 N Park Dr, Pennsauken
Township, NJ 08109

📍 Orlando Florida Warehouse
820 West Washington Street,
Orlando, FL 32805

📍 Orlando Florida Showroom
390 N Orange Ave, Suite #150,
Orlando, FL 32801