

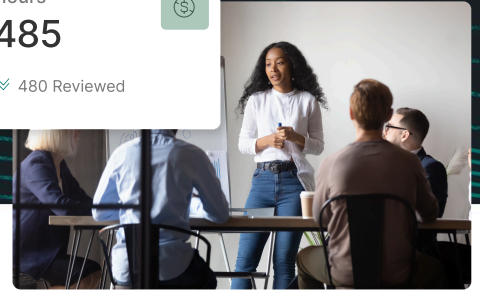
Case Study

How D.L. Evans Bank Routes Employee Volunteer Hours for CRA Review

Hours

485

🔄 480 Reviewed



D.L. Evans Bank

ASSET SIZE
\$3.4 billion (as of 2025)

LOCATION
Idaho

CUSTOMER SINCE
2018

WEBSITE
www.dlevans.com

Challenges

- Employees often forgot to log volunteer hours
- Submissions were vague and required follow-up
- Manually sorting CRA-eligible hours was time-consuming and inefficient
- Tracking and reporting hours across spreadsheets was disorganized

Results

- Kadince streamlined volunteer hour collection into one centralized system
- All necessary information is captured upfront, eliminating the need for follow-up
- CRA-eligible hours are automatically routed for review, which saves time
- Customizable, visual reports make it easy to track impact and identify areas for improvement
- The CRA team and senior leadership now have clear, organized insights into community engagement

The Problem

Employee volunteerism is vital to a bank's community impact. But tracking and reporting those hours can be a nightmare.

D.L. Evans Bank used to ask employees to log their service hours once a year. But employees are busy, and this request often fell to the bottom of their to-do lists. And those who did respond gave one-word answers that required follow-up from corporate.

Once hours were finally submitted, the nightmare didn't end. The CRA team had to manually weed through submissions to determine which hours were CRA-eligible. This was time-consuming and difficult, and D.L. Evans Bank knew it needed a better way to track and manage its employee volunteer hours.

The Solution

In 2018, D.L. Evans Bank began using Kadince software to manage its volunteer hours. Rather than relying on various spreadsheets to track these hours, the bank can now see all hours in one system.

And hours are easier than ever to collect. All information is gathered up front so the team no longer has to spend time following up with employees. Plus, the system automatically routes potential hours for CRA-qualification, so the CRA department can spend its time on more important tasks.

"I used to comb through spreadsheets for hours and hours looking at just the bank's services. With Kadince, it takes me five minutes to look through all the services and organizations. I save so much time!"



Trevor Matthews
Senior Compliance Officer

Reporting Made Easy

No software is complete without a way to report on the data collected. Kadince makes it easy for D.L. Evans Bank to run reports on its volunteer hours, donations, events, and more.

Hours can be sorted by employee, branch, city, department, and more, so the bank can run reports to see where more work needs to be done. Reports are highly customizable, and they can even be turned into visual charts and graphs that make the data super easy to understand at a glance.

At the end of the year, the bank's Senior Compliance Officer sends reports to his senior management team showing service hours by branch and department. This helps the senior team see how the bank has impacted its communities and where it might improve.

As this Compliance Officer said, "My job is so much easier now with Kadince."

Read more of D.L. Evans Bank's story [here](#).