



athena software

CUSTOMER CASE STUDY

AGENCY MISSION

Children's Foundation

Mission: Improving the lives of children.

Children's Foundation

Vision: Communities in which each child has the opportunity for optimum growth and development, and each family is able to provide the best for its children.

Children's Foundation

History: In the late 1940s and early 1950s, there was a growing concern in the Vancouver area about the prevalence of children who were often absent from school.

A number of citizens and professionals started meeting to develop a response to the needs of these children.

In 1957 they incorporated the Children's Foundation to help these vulnerable children, an effort that continues to this day.

The Children's Foundation

British Columbia, Canada

Founded as a charitable nonprofit society in 1957, the Children's Foundation has been helping Vancouver's vulnerable children and their families better their lives through its many programs and services.

The Children's Foundation



Services offered at the agency's locations in Vancouver and Surrey, B.C. today include assessments for children with complex needs aged 6 to 12, counselling for families with children under 12, a therapeutic school day program and an education transition centre for school-aged kids.

In addition, they offer parenting courses, family support and respite services, as well as foster care support.

In 2014-15, Children's Foundation programs served close to 800 families in the community, providing over 8,000 hours of service to children and families at their Alderwood Family Development Centre alone.

CHOOSING PENELOPE

In 2010, the Children's Foundation decided to look at the systems they were using to manage their client data. Since they were already using case management software, the need for effective data migration was a critical part of the equation.

WHAT CHILDREN'S FOUNDATION DOES

Help Children Heal from

Trauma: We help children heal from trauma and set them on the path to success in adulthood. Trauma may occur for many reasons and different children react differently to those experiences. Poverty, witnessing violence or coping with a mental health condition can greatly challenge a child's ability to grow and develop at a typical rate. Left untreated, the likelihood of difficulties into adulthood increases. We identify the sources of trauma and help a child cope and heal so they can look forward to a bright future.

Build Healthy Relationship:

Healthy relationships are essential to well-being. We help vulnerable children to develop and maintain healthy relationships within their families and with their peers.

Develop Skills and Build

Self-Confidence: We want our children to be successful. Albert Bandura, the famous social psychologist, identified a characteristic of people who achieve in life which he called "self-efficacy." This is a belief in oneself, that the goals you set for yourself can and will be achieved through persistence and effort.

www.athenasoftware.net

After conducting an in-depth examination of three systems in the marketplace, the procurement team evaluated their options and decided that Penelope case management software was the best choice.

Deployment took between two and three months since data migration was in scope, and because there were multiple layers of information that needed to be brought in.

The agency had an adequate server and experienced in-house I.T. staff to manage the system, so they opted to have the software hosted on-site.

The option to buy Penelope outright and still have access to Athena's support staff was another major reason they decided to go with Penelope over other available options.

As might be expected, changing their case management software was a huge decision for the foundation, so effective end-user training was built in to their deployment package to ensure everyone was on board by the go-live date.

FLEXIBLE REPORTING OPTIONS

One of the main benefits that the Children's Foundation sees from using Penelope is the ability to create custom reports via pivot tables using data they export from the system directly into Microsoft Excel.

Because the majority of their reporting goes straight to the provincial government for funding purposes, this part of Penelope is hugely important to the agency.



The agency also uses Penelope's built-in reports if they want to examine elements that are specific to individual services they offer.

They've made the system accessible to all of the different service providers across the organization. Because of the widespread usage, this makes it easier to report on both service-specific and agency-wide metrics across the agency.