



athena software

CUSTOMER CASE STUDY

DELTASSIST MISSION

Deltassist Goals:

- community wellbeing
- healthy families and lifestyles
- relationships free from coercion and/or violence

Deltassist Beliefs:

- all individuals have the capacity to make changes
- volunteers and professionals are essential to providing services

Deltassist Promise:

- a safe, supportive, friendly environment
- the highest standards of ethics and integrity

Mission Statement:

“To respond to the community needs of Delta in a manner which enhances the social, psychological and physical well being of individuals, families and the community through the provision of professional and volunteer services in Delta and the surrounding communities.”

DELTASSIST

Delta, British Columbia, Canada

Deltassist Family and Community Services Society is a nonprofit based in Delta, B.C., Canada. They offer an array of services directed at individuals, youths, seniors and the community at large. Founded in 1972, Deltassist have been using Penelope case management software since 2008.



Penelope was originally selected by Deltassist to help record simple client data like demographics and contact information, along with other service-specific details. Among the immediate benefits was the fact that having all staff on the same system meant that clients no longer had to repeat any of their information or service details, which helped speed up treatment and processing times. As well, due to the fact that Deltassist was coming from a MS-DOS based system, the technical benefits were obvious from the get-go.

One of the main reasons Deltassist chose Penelope was due to its easy-to-use interface. Since they were coming from an outdated system, they needed something that could be picked up quickly by their staff and wouldn't add complications. Since deploying Penelope, they have kept pace with the application's development from Version 2 into the current Version 4. The basic system they started with has now morphed into a more robust tool that helps track client activities and billing at Deltassist, among many other uses.

DELTASSIST AT WORK

Deltassist provides integral services to members of the Delta community. In 2014-15 alone, they serviced 805 individuals in their Alcohol and Drug Program, Suicide Prevention Program, Victims of Violence, Survivors of Sexual Abuse and Seniors Counselling Program services.

As well, 261 families were served in the organization's Family Support Services, Healthy Families, Young Parent Outreach, and Parenting programs.

In addition, the agency fielded over 18,000 phone calls, close to 1,300 info. and referral inquiries, and handed out over 700 Christmas hampers and toys to families in need.

Deltassist also provides extensive services to seniors in the community, including phone shopping orders, driving, and lots more.

Deltassist is also accredited by the Council on Accreditation, an international body specializing in developing and promoting standards of excellence in organizations that provide child and family services, community and social services.

PENELOPE and DELTASSIST HAVE GROWN TOGETHER

Margaret Lloyd helped select and deploy Penelope at Deltassist and said Penelope has been a part of organizational growth since 2007. She said Deltassist has been very happy with the technology and support they've received. "The Athena team has been great to work with, and the support we've received through webinars, user conferences and cloud support are some of the highlights of working with Athena." said Margaret, adding that Penelope will continue to be part of the organization for the next three to five years at least. "Support is there when you need it," said Margaret, saying this can make all the difference for an organization that is trying to adopt a new data system. During the search process, Margaret noted that other consultants spoke highly of Athena's post-sales support, something that's helped drive Athena's exceptional client retention record.



SMART FORMS ARE CONFIGURABLE, FLEXIBLE TOOLS

Another Penelope strength that Deltassist has used during its time with Athena is the system's capability for unlimited custom smart forms.

The fact that organizations can build smart documents and edit them on the fly makes it easy to change the way they monitor client progress and treatment. Rather than having to approach Athena for every change needed in a document, Deltassist is able to make changes on their own for no additional cost.

This means service plans, referral forms, and intake processes can change year-to-year, and be represented in the software, without disrupting agency workflow.

Staff at Deltassist are trained to make changes to smart forms as necessary, meaning they now have Penelope experts in-house. This also assists with new employee training and on-boarding to learn the basics of the system and troubleshoot with day-to-day tasks.