VILLA of HOPE
YOUTH & FAMILY SERVICES

**APPLICATION AND
DATABASE SERVICES**

LAYING THE FOUNDATION FOR HOPE ON THE ROAD TO RECOVERY.

Innovative Solutions and Villa of Hope share a long-time partnership. Over the years, we've helped the Villa evolve as an organization. We've watched them transition to an exciting new brand and helped them make their mark on our community. We're more than their trusted technology partner—we're invested in their mission.

THE CHALLENGE

For more than 70 years, Villa of Hope has been helping youth and their families regain control of their lives. With that longstanding history comes a lot of staff (400+ employees), several segmented departments, and a variety of processes that need managing.

You could call what they were doing a bit outdated—using lots of paper and lacking efficiency. The approach to some of their most critical operations and data management was antiquated, inefficient, frustrating to those executing it, and most importantly, costly.

Among their more old fashioned methods were hand-delivering documents; and manually tracking incidents, Facility Operations (F.O.) tickets, and food service requests. The way things stood, there wasn't an efficient solution to get the most important information to the most important people without wasting valuable resources and time.

Something had to change.

THE INNOVATIVE SOLUTION

A few years ago, the Villa made a huge shift. Under new administration, their brand underwent a facelift. They had an influx of people on staff who were ready to take the Villa to a new level by leveraging technology. And the first rollout they aimed to tackle? SharePoint. That's where we came in.

As part of a major collaborative effort, we worked with the Villa of Hope team to move from an outdated approach to organizational management to a technology-driven one.

With SharePoint, we knew we could streamline a lot of the Villa's workload, increase efficiency, and provide instant access to critical data with the click of a button, on multiple devices. As an added bonus, we were able to secure SharePoint for the Villa free of charge thanks to Microsoft's commitment to providing the software and licensing to non-profit organizations.

The Villa's new leadership team was excited about implementing more efficient and productive practices, as well. We were ready to make the transition, together.

BUILT TO LAST

Thanks to the Villa's willingness to put their technology—and the fate of their internal processes—in our hands, it became obvious SharePoint was the way to go. Ultimately, we were able to unify communications, promote collaboration, and give the Villa a plan for operations that is built to last.

S> SharePoint

If you would like to learn more about SharePoint, please give us a call at 585.292.5070

SHAREPOINT SUCCESSES

CONSOLIDATION

Critical Information

Consolidated policies and procedures into one central location where documents can be instantly updated and shared throughout the organization without redundant efforts.

Food Service Department

Automated entire food service department by allowing staff to track inventory of food, supplies, etc. This also helped reduce costs by decreasing staffing needs.

NOTIFICATION

New Hire Process

Integrated an entirely new tracking system for the hiring process, from interviewing to onboarding that includes start dates, required trainings, background check status, and more. Automated notifications throughout the hiring process to ensure managers and support departments were informed every step of the way.

AUTOMATION

Facility Operations

Created a ticketing system to automate maintenance requests for the Facility Operations (FO) team.

Incident Reports

Automated the entire incident reporting process, saving time and money by creating an electronic version of the highly regulated incident report, which can now be accessed, completed, and updated instantly.

SAVINGS

Time & Resources

Increased efficiency and significant savings are being enjoyed across all departments. And, thanks to Microsoft's non-profit provision and discounts, we were able to secure Office 365 E1 package with SharePoint FREE of charge for the Villa. With improved processes and communication, the entire organization now benefits from automated, electronic systems and improved processes, allowing them to focus on what matters most—their mission to help youth and families in the community.

IT DOESN'T END THERE

By making the transition to SharePoint, Innovative Solutions helped influence the Villa of Hope with a long-term, scalable technology solution. As a commitment to help them grow, we continued to work alongside the Villa through the implementation process to educate and train their IT staff to use and maintain SharePoint on their own, which they now do successfully. As their team grows, we're ready to continue to invest and assist in a joint, ongoing effort to be better, do better, and above all, do what it takes to allow them to focus on what matters most: providing hope for a better tomorrow.