Alithya ✳

ADOPTION-SHARE
Foster Care + Adoption

"With Alithya's help, we deployed the Microsoft Power Platform to help the plight of children in crisis."

Thea Ramirez, Founder & CEO

Key Benefits

> **Alleviates bottleneck in child welfare community**

> **Fast-tracks adoption/foster process**

> **Matches families who want to adopt/foster children in less time**

> **Already leveraging Microsoft platform - .NET, Office 365, Power Apps, Azure**

> **Concise and effective training system**

> **More enlightened, engaged audience of users**

> **Team cohesion**

≫≪ adoption-share Founded by a social worker to help a system in dire need of reform, Adoption-Share, a nonprofit organization, has worked to radically change the private and public adoption process and create the tools needed to transform a broken system. By providing cutting-edge technology to assist children, families, and professionals, Adoption-Share is revolutionizing the private and public adoption process.

Adoption-Share created an application called Family-Match, which is the first ever data-driven application that is leveraging predictive analytics to more efficiently and appropriately connect waiting kids with waiting families. This centralized platform leverages data in a way that can really help enhance the connection points for the children and families to be matched and then subsequently adopted.

Family-Match is an incredible tool that made huge progress in matching children and families, but there was a need to do more. As they were already leveraging the Microsoft platform to run their business, Adoption-Share is well acquainted with Azure and Office 365, making it a natural decision to use the Power Platform to address more foster system challenges.

According to Thea Ramirez, Founder & CEO of Adoption-Share, "Consistency was the number one driver for me to stick to a Microsoft product. The Power Platform is just an extension of Family-Match and they are able to communicate with each other extremely well." Ramirez continues, "We were able to quickly deploy a Power App, integrated with the Azure-based backend of Family-Match. I feel like it was the best business decision we could have made."

The Need for a Power App

The Faster Families Power App was built to alleviate bottlenecks in the first steps of the adoption/foster process. Before the Faster Families Power App process, an inefficient intake process caused interested families to wait in some cases 10 to 12 months just to take their first training class. This is unacceptable with the urgent need for children in need of an adoption or foster placement.

Due to that inefficiency, child welfare organizations were overwhelmed, turning families away.

But now, the Faster Families application bridges the gap between organizations that recruit families and child welfare organizations that do not have the bandwidth or staff to deal with the volume of interest.

Adoption-Share can now pinpoint the most desirable families that are the most willing, able, and interested. It fast passes them instead of letting the system drag them along for a year and a half. According to Ramirez, "We did a beta test with a family in Orlando. They got home study training and placement within 35 days of starting the process, which is unheard of. Just to get a response from an agency could have taken 35 days. The overall process could have taken years."

Power App Business Outcomes

When starting this project, Adoption-Share had multiple outcomes they were hoping to achieve with Faster Families. They wanted to ensure they could efficiently and reliably educate their users about the new process. This has been made easier with the help of Alithya, who created short bite-sized training videos educating families on the process. Also, they wanted to see an uptick in the number of families they could generate as potential matches and decrease the time it would take to get them matched with a child.

With Faster Families, Adoption-Share will be able to achieve all of these outcomes. Per Ramirez, "It is exactly what we set out to do, and the final product is actually far better than what we originally came up with. We now have a superior product that is something we can get out to our users and is better than what I could have imagined."

Working With Alithya

According to Ramirez, "Alithya gave us a sense of collaboration throughout the project. From very early on, the whole process was built out, very well defined, and organized. We knew at any given moment where we were in the timeline. They have been so communicative and transparent with us and were always accessible when we had questions."

Ramirez continues, "Everything we asked for was done. Even when there were constraints, we faced them head on. Again, it was all about communication. As a combined team we collaborated using Microsoft tools like Microsoft Planner for tracking work items and product recommendations. Even if we did not have time to develop all of these by the end of the project, the Alithya team educated us the whole way through on how to make these changes for ourselves. So, we're walking away much more equipped and prepared. We weren't just given something and then if it broke or we wanted to make it better, we wouldn't know what to do."

Alithya also worked with Adoption-Share to ensure that they would be equipped for the future instead of just the present. For example, they had to problem solve for things such as funding, timeline, or maintenance costs. By looking to the future, they made choices that would make the most amount of sense long-term. Alithya's CORE methodology equipped Adoption-Share to take full ownership of the solution at Go-Live.

"The Alithya team absolutely added value and came up with solutions that we hadn't thought of," says Ramirez. In addition, according to Amy Simpson, Director of Program Delivery, Florida, "They were very, very patient throughout. When we got into real testing, and came across any issues, potentially from human error, or we found a process to be clunky, they figured out ways to quickly fix the issue or streamline it. There was no feedback that was too mundane for them. They took it all."

WE WORKED WITH A GREAT TEAM AT ALITHYA. THEY WERE A PLEASURE TO WORK WITH AND I AM AMAZED AT HOW WE GOT TO WHERE OUR POWER APP IS IN SUCH A SHORT AMOUNT OF TIME.

– Amy Simpson