

"Training is the essential backbone of being able to implement well. We have learned the hard way and are so inspired by how Alithya was able to make it fluid, yet concise and brief."

Thea Ramirez, Founder & CEO

»» 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. With this centralized platform, it 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.

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

Key Benefits

- > More enlightened and engaged users
- > Concise and easy to consume videos
- > Eliminates struggle with turnover
- > Saving of costs and bandwidth issues
- > Ability to communicate story alongside technology

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 App is just an extension of Family-Match and they are able to communicate with each other extremely well." Ramirez continues, "We were able to customize the app to reinforce the matching on the backend of Family-Match. I feel like it was the best business decision we could have made."

The Need for a Power App

Family-Match was able to alleviate the bottleneck at the very back end of the process, but Faster Families, the name of the Power App, was built to alleviate the front-end bottleneck. One of these bottlenecks is interest coming in from families who want to adopt or foster, but who were not getting responses from child welfare organizations. Another bottleneck was not being on-boarded in a timely manner into a training. Some families were waiting 10 to 12 months just to take their first training class, which is unacceptable with the urgent need for children in need of an adoption or foster placement resource.

Instead of embracing families who wanted to participate, they were having to turn them away, until Faster Families was created. It 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.

With the combination of Family-Match and Faster Families, Adoption-Share can now pinpoint the most desirable families that are the most willing, able, and interested and can fast pass 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. It's absolutely unheard of. Just to get a response from an agency could have taken 35 days. The overall process could have taken years."

Benefits of Training

Adoption-Share decided to create customer training content with Alithya's Training Team alongside their Faster Families Power App implementation. Ramirez says, "Training is the essential backbone of being able to implement well. We have learned the hard way. We are so inspired by how Alithya was able to make it fluid, yet concise and brief. You don't have to overthink it, but being able to provide a window into explaining the purpose, why it's here, what problem we're trying to solve with it, and then taking a user through the things you can do with it."

She continues, "I think we'll see a much more enlightened, engaged audience of users. This was the first time we've ever had a professional training program developed for us and we're very excited to roll it out. In the past we have done a lot of in person trainings which take hours. We had everyone together in a room and sometimes you get people who have never used a computer in their life and that slows the training down for everyone." With Alithya's Training program, the videos can be consumed at the users' own pace whenever is convenient for them. Instead of two hour in person meetings, they are bite sized, few minute videos.

According to Amy Simpson, Director of Program Delivery, Florida, "We have seen quite a bit of turnover among placement workers, so to get it integrated into the agency's work flow, you really have to have something that they can keep referring back to. And I think this is really going to help with that effort."

SAVED BANDWIDTH AND RESOURCES

The Adoption-Share team was concerned that they would need to hire someone if training was not implemented. Per Ramirez, "Being a nonprofit and a very small team, we didn't want to add additional constraints on our very limited bandwidth as a team. She continues, "That was our biggest concern, but it was immediately eradicated the moment we saw the beautiful, five to seven minute long videos.

We have a link that we easily uploaded to YouTube with all of the videos, so they are extremely easy to share. All of those concerns were mitigated very quickly.”

Improvements from Training

Alithya’s Training Team was able to take the work done during the implementation of the Power App, coupled with Adoption-Share’s reason for implementing and create content to communicate that story. According to Ramirez, “The content made the messaging extremely clear and concise. It really helps make something that I thought could end up being a 45 minute training into literally five to seven minutes.”

By watching these videos, it will bring cohesion to the rest of the team who was not involved in the day-to-day process of building out Faster Families. It is a quick way to cement the project as a whole and bring understanding to what was built and why it was built that way. Per Ramirez, “It has brought unity and a more collected knowledge based around our entire team in different departments.”

Working with Alithya’s Training Team

According to Ramirez, “We’ve never done anything like this before. It is hands down a much simpler, more efficient way of being able to explain something that could be a little complicated. There is no comparison to training we have done in the past and we’re really excited about using it. The way the Alithya team extracted the information from us really helped us re-fortify the message and story points behind it.”

As end-users, or potential adoption/foster families watch these training videos –in addition to Adoption-Share employees, Alithya’s team made sure to start with their story to engage the end-user to follow through on the journey. An example is, starting the training modules off with a statistic from Adoption-Share’s cohort of beta testers which is 5% to 20% of all families that say they are interested in adoption or fostering a child will end up actually becoming licensed. This encourages families to really consider what is keeping so many families from moving forward, and challenges them to really make sure this is the right choice and the right time for them.

‘THE COMMUNICATION, THE PACE OF THAT COMMUNICATION, THE LOGIC OF THAT COMMUNICATION, AND THE ACCESSIBILITY THAT WE HAD TO THE TRAINING TEAM WERE ALL OF THE RIGHT INGREDIENTS. TO COME AWAY WITH THE FINAL PRODUCT THAT WE CAME AWAY WITH. THE WHOLE SYSTEM IS SET UP TO PROMOTE COLLABORATION.

– Thea Ramirez

Alithya is a leading strategy and digital technology company with over 2,000 highly skilled professionals delivering solutions across Canada, the US and Europe. Alithya’s Microsoft practice covers a wide array of capabilities including Dynamics, Azure, business analytics, digital solutions, advanced analytics, application development and architecture. Focused on business outcomes, our combined companies have delivered Microsoft ERP, CRM, BI and digital solutions to over 1,200 clients. Alithya’s global offering is to deliver strategy and digital technology services.