



# Empowering Healthy Families:

## Transforming Nonprofit Operations with a Mobile-First Solution



### Client Overview.

Sheppard Pratt Healthy Families is a nonprofit project dedicated to enhancing the well-being of families through comprehensive support services. Focused on home visits and personalized care, their mission is to foster healthier family environments. However, their impactful work was hindered by outdated, paper-based documentation and inefficient operational processes.

### The Problem.

Sheppard Pratt Healthy Families' paper-based documentation for home visits impeded revenue generation, customer satisfaction, and internal efficiency.



**Delayed approvals:** Manual FRS/FSS (Field Report Summary/Field Service Summary) processes created bottlenecks, potentially delaying service delivery, project completion, and ultimately, revenue recognition.



**Hindered communication:** Inefficient data handling and report generation impeded clear communication with clients, potentially leading to misunderstandings and diminished customer satisfaction.



**Reduced productivity:** The non-web-based case-management system, with its manual processes and lack of data integration, created information silos and hindered collaboration. This translated to wasted employee time searching for data, increased errors due to manual entry, and a drag on overall operational efficiency.

### The Strategy.

**BRITE Systems prioritized user experience and workflow efficiency:**

- ✓ **Mobile-First Approach:** Leverages mobile device ubiquity for convenient data capture.
- ✓ **Proactive Reminders:** Ensures tasks are completed on time, minimizing delays.
- ✓ **Data-Driven Insights:** Simplified reporting empowers informed decision-making.
- ✓ **Enhanced Collaboration:** Chat functionality promotes smoother team communication.

BRITE's mobile-first solution empowered teams with efficient data capture, promoted proactiveness, simplified reporting, and fostered collaboration, leading to a more efficient and collaborative work environment.

## The Implementation.

BRITE implemented the new solution using the following key steps:

- Analyzed workflows and identified pain points.
- Designed a mobile-friendly system with targeted features.
- Migrated historical data for information continuity.
- Integrated the system with existing tools.
- Trained users for seamless adoption and maximum benefit.

## The Results.

Enlite's streamlined, mobile-first solution alleviated these pain points:



### Missing documentation

Mobile data capture eliminated paper forms, ensuring complete records.



### Missed deadlines

Proactive reminders kept assessments on track.



### Tedious reporting

One-click reports saved time and resources.



### Communication silos

Integrated chat fostered collaboration.

By streamlining workflows and communication, BRITE boosted efficiency and responsiveness, ultimately benefiting both staff and families.

## Business Benefits.

BRITE's solution delivered several key business advantages that addressed the initial pain points:



### Enhanced Data Integrity and Efficiency

Eliminated missing documentation through mobile data capture.

Simplified report generation with a one-click process, saving time and resources.



### Improved Workflow and Responsiveness

Mobile data capture ensured real-time data collection, streamlining workflows.

Proactive reminders for assessments minimized delays and promoted timeliness.




### Streamlined Communication and Collaboration

Integrated chat functionality fostered smoother communication between team members and supervisors.

These advantages collectively addressed the inefficiency and data integrity issues of the previous paper-based system. BRITE's solution promoted a more efficient, organized, and collaborative work environment, ultimately leading to improved service delivery.

## Contact Information.

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