ETW

Case Study:

A 'New Norm' for Unprecedented Success

Situation:

Company:
Sunshine Acres

Industry:
Not-for-profit
Children's home

Employees:
56

Region:
Arizona

Sunshine Acres Children home first opened its doors in 1954 with a mission to provide a loving, wholesome, Christian home for children who are separated from their parents and help them establish long-term relationships with stable parental figures, preparing them for success in adult life.

Between the financial challenges that come with being a non-soliciting non-profit organization, and the strict reporting requirements that come from the Department of Child Safety, Sunshine Acres needed to find a way to measure the success of their organization. At best they could manually report on progress in a word document, which could arguably show subjective data. The long-term benefits children in their home receive were (and still are) vast, and they needed to find a way to show concrete, objective proof of that.

ETW offered their platform and services to Sunshine Acres. The impact of that offering led to a 100% aligned, compliant and efficiently run operation.

> "It's great to see children where they started and move up the graphs in better academics and behaviors—when we first started had quite a few kids in the red. ETW helps us see the kids who are doing well and bring more focus to those falling behind. Those insights are invaluable"
>
> —Kevin Humphrey *Executive Director, Sunshine Acres*

Impact

Sunshine Acre's took to ETW and quickly adapted the system to suit their needs as if it was made just for them. Instead of applying it as a tool for employee/manager communication and performance, Sunshine Acre's chose to record student information directly in the system, and provide appropriate administrative access to those managers/employees who would need access to that particular child's reports, history, progress, etc.

> What began as a mechanism to satisfy the Department of Child Safety & Grant Application Requirements would soon become a new norm for achieving success.

The children do not use or have access to the system. It is purely a tool for teachers, house parents and administrators to see and report on the children's progress. It provides the contextual history behind every win or setback and allows educators, mentors and supervisors to make adjustments where necessary to get the child on the road to success.

Funding Aide

Grants are tied to outcomes—showing positive outcomes will significantly help your chances of having a grant offered to your organization. For example, United way funds requires quarterly reports and outcomes in grant applications. Since Sunshine Acres is firmly against soliciting donations, and are not funded by the state, grants are significantly important to their operations. Before ETW, there was no tangible way to show the positive outcomes. There just wasn't any concrete proof that the children were actually doing well.

Now they have metrics, numbers and support to say Sunshine Acres took a child who was struggling in their education and is now moving on to college.

Teacher can report on a student in 2-3 Minutes versus searching for a file.

Child History

The history aspect of ETW has helped to more quickly make diagnoses.

All staff has more awareness, has more eyes on kids that may be struggling, and utilizes the features and history of the system to solve the "puzzle" of the kids.

"ETW was instrumental in getting employees engaged and involved. It's became meaningful for House Parents to see progress from when they started to how it was helping the children and their outcomes. Now it is a *new norm.*"

Align
Engage
Perform

About ETW

ETW provides a platform to track, evaluate and measure employee performance against the major objectives of the organization. Easily execute and translate long-term strategy into clear, actionable goals. With ETW you can effectively communicate the company's roadmap to success and engage everyone throughout the organization with that roadmap. ETW is your platform for turning strategy and culture into tangible results.

For more information or to achieve similar results in your organization please visit www.etw.com