



## Success Story: Child Development Institute

**Reducing administration time by 50% with a centralized, evidence-based system to improve children's mental health**

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We're changing the landscape of how children's mental health is addressed, with Gen3 helping immensely in that process.

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**Leena Augimeri**

Director, SNAP® Scientific and Program Development

Child Development Institute (CDI) needed a holistic solution to facilitate the Canada-wide expansion of its evidence-based Stop Now And Plan (SNAP®) program that is helping to change the landscape of children mental health services. Not only did CDI need a way to centralize data collected across hundreds of spreadsheets, they needed to track every stage in the implementation and delivery of services to children while maintaining fidelity in a system to support affiliate offices across the country and beyond. Gen3 delivered an efficient and comprehensive system enabling CDI to collect, track and report on SNAP® data across all of their communities to best serve families and support their stakeholders at every step.

## Child Development Institute

**Client since:** 2014

### **Type of work:**

Evidence-based children mental health services

### **Current platform:**

SmartSimple Platform3

### **Previous platform:**

Excel spreadsheets and Word documents

### **Key challenges:**

- Inefficient research data management
- Confined by a system that could not accommodate program expansion

### **Key requirements**

- Centralize, track and report on SNAP® data through every stage of the process
- Maintaining high degree of fidelity with stakeholders and families across Canada and beyond

## About Child Development Institute

Child Development Institute (CDI), an accredited children's mental health agency based in Toronto, Canada developed SNAP® over 33 years ago as a response for at-risk children in conflict with the law. Since then, the evidence-based SNAP® program has grown and evolved into an internationally recognized, award-winning early intervention model.

## Spreadsheets created a spread-thin administrative process

In 2014, CDI launched its 5-year international expansion project to reach 140 communities across Canada through localized partnerships. To date, CDI is currently meeting its national targets and has over 70 sites worldwide. Prior to this, tracking down data took precious administrative hours, creating a lag in communication between CDI and its teams. While the SNAP® program was effectively scaling on a national level, consistent and clear communication with both internal teams and external partners was critical. *"Our data was in need of centralization through an innovative operational platform so that we could work more efficiently toward our ambitious goal,"* says Margaret Walsh, Manager, Research and Evaluation for CDI. *"Gen3 helped change how we communicate our findings to licensed sites. We now have a platform to gather our data and best serve our families,"* adds Walsh.

## The need for a system to bring everything together

*"We wanted to develop a tool to track all stages of our program's processes, from pre-implementation to service delivery,"* says Walsh. CDI was looking for a reliable solution that spoke to all elements of their implementation work that included collecting and tracking activities both at CDI's headquarters and across all affiliate sites. *"We wanted a centralized solution that does everything but slice bread,"* says Adam Donato, Researcher at CDI.

CDI started their search for a new system with a narrow focus. *"We were looking specifically for case management, but in speaking with Gen3, we were able to expand and realize the possibility of incorporating everything else,"* says Walsh. These other elements included pre-implementation management, implementation management (training, consultation), fund management, press and media management, and staff management (research studies, awards, outreach).



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## Working with technology to change the landscape of mental health

With all of these requirements captured, Gen3 built a system that enabled CDI to structure and standardize the way it collects information. The CDI pre-implementation team now has a system that they love. *“We now have a very organized way to track our data and build upon our expertise,”* says Walsh. The system has also provided built-in efficiencies in how the finance team tracks spending. *“We’ve cut down on admin time by 50% — the whole staff has made their workflow more efficient,”* says Walsh.

On the research side, CDI has been able to collect data in a structured and standardized way. Clinicians can get real-time pre-treatment and post-treatment data, and with ad-hoc statistical analysis tools, CDI can focus on unique ways to further deliver its services in children’s mental health. *“We’re changing the landscape of how children’s mental health is addressed, with Gen3 helping immensely in that process,”* says Leena Augimeri, Director, CDI Scientific and Program Development.

## Breaking new ground in mental health research

CDI is now able to strategize more effectively and inform the mental health field as a whole. *“Once we’ve analyzed the data, it helps to inform implementation processes and most importantly treatment response,”* says Walsh. Working side-by-side with Gen3 and with their sights set toward the future, CDI is focused on refining the core pieces they need to scale into a broader, international community. *“We’re looking to integrate machine learning to link the quality of the training to the ability to affect the outcome of a child, creating a wraparound method to suggest the best treatment approach,”* says Adam Donato. *“The goal is to create a hive mind resource,”* adds Donato.

One of the unique integrations that Gen3 built into their system for CDI was Cafe, a group therapy video service for their group sessions. Case workers are able to upload specific videos to specific groups in the system. When they record their videos, they’re automatically uploaded to their correct case files. This saved the CDI team a significant amount of time and reduced administrative burden substantially.

As CDI scales to new communities, the team feels confident with its flexible system providing support every step of the way. *“Gen3’s support over the years has been wonderful and has helped us in our mission to transform the lives of children, youth and their families,”* says Walsh. *“I can’t imagine how we could manage everything in our work without Gen3,”* concludes Walsh.



Since 2007, Gen3 has been developing, configuring, and implementing holistic grant and case management solutions enabling philanthropic organizations to align their vision with the achievement of their goals. By leveraging the dynamic flexibility of SmartSimple's Platform3, Gen3 delivers state-of-the-art collaborative solutions that empower some of the largest, highest profile organizations in the world, enabling them to maximize their mission's impact.

Gen3 takes a truly collaborative approach that enables them to understand unique business challenges and deliver software solutions that truly transforms organizations. They work with clients to identify their requirements, recommend and implement flexible and innovative solutions, train their personnel, and ensure a successful go-live.

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