

Ohio's Youth Advocate Services Reduces Costs, Enhances Productivity with Affiliated's OneSource

Introduction

Youth Advocate Services (YAS) is the oldest therapeutic foster care program in Ohio. Founded in 1978, the non-profit has served thousands of children and adolescents with serious emotional disturbances, as well as their families, in the tri-county area that surrounds Columbus. The program has successfully collaborated with other child serving agencies to provide treatment foster care. In recent years, YAS has branched out to provide mental and behavioral health services to children and families as well.

The Challenge

Youth Advocate Services had reached a tipping point and the program was expanding rapidly, as the need for their services grew. Keeping up with the increased workload placed a heavy burden IT to constantly build out a more sophisticated technology infrastructure to handle the growth. But the do-it-yourself approach wasn't working well.

"We're a social service organization, not a technology firm," says Glenn Richard, Director of Billing and Finance for YAS. "We needed someone to take over our technology needs, so we could focus on delivering the best possible services to disturbed children in need and families — and not worry about servers, software and what's coming next."

Rather than hire an IT manager, YAS administrators decided to save that money and outsource all their information technology requirements to a professional managed IT service. They wanted to eliminate the hardware hassles, and the headaches associated with maintenance, data backups, IT planning and disaster recovery. "We wanted to be free of all that," said Richard.

Enter Affiliated

YAS hired Affiliated, a leading Ohio technology and professional services firm, because they were local and "there was no hard sell. I liked that, they were real pros from the start," he recalls. Importantly, Affiliated's OneSource service provided a full range of IT management services, from server and network management to help desk services, on-site support, virtualization and cloud services.

"Over time, we needed it all, too," Richard says. "By outsourcing our IT from Affiliated, we've become a much more efficient and productive agency — at about one-third the cost, compared to if we had created our own in-house IT department."

Migrating to the Cloud

One of the biggest changes that Affiliated helped YAS implement was an electronic health record (EHR) system in the cloud. Prior to 2010, clinicians regularly took "assessment



Challenge

The oldest youth therapeutic foster care program in Ohio needed to find greater efficiencies in its growing service, including building an electronic health record (EHR) system in the cloud.

Solution

Affiliated's OneSource managed IT service provides complete technology infrastructure support, including the virtualization of 6 servers. Affiliated provides technology services and consultation that support the client's business goals.

Benefits

Reduces operational costs by 30%; increases productivity of field clinicians by approximately 50%; reduces paper costs with digital imaging system, saving \$6000 a year; overall, outsourced managed IT provides a reliable, available, worry-free service at less cost.

Key solutions and services

Affiliated OneSource Infrastructure Services

"By outsourcing our IT with Affiliated, we're saving 30% a year in operational costs. But more importantly, we don't worry any more about technology and can focus on what we do best, which is helping children and families."

Glenn Richard, Director of Billing and Finance, Youth Advocate Services

interviews” in the field with children and families, which could take as long as three hours or more. When returning to the office, they would spend another 90 minutes transcribing notes into a database. While time consuming, this manual records system left many files unavailable to other clinicians as well.

All that changed when Affiliated helped implement an electronic health record system for YAS. Clinicians now conduct interviews and post them remotely, making the agency’s entire caseload and progress notes easily available to authorized personnel, from anywhere at anytime. “We told Affiliated what we wanted, and after 90 days of planning, they implemented our entire EHR system over a weekend,” Richard says.

Let Affiliated Take Care of It

For all practical purposes, the cloud service for the electronic records system and all other corporate data is a network of six virtualized servers, maintained and updated by Affiliated, and accessed over the Internet. Affiliated also runs a help desk that YAS clinicians and staff can call and have any technical issues resolved remotely. “Whether it’s Tier 1 or Tier 3 help, their help desk can talk through any problem at any level. Novices don’t have to worry,” Richard says.

As the “go-to consultant” for YAS, Affiliated has also helped them with a new voice-over IP phone system, and the purchase of laptops pre-configured with the right software and user logins. Affiliated is also implementing a desktop imaging system that promises to make the agency completely paperless, saving them upwards of \$6,000 a year.



“The beauty of Affiliated’s OneSource is that we don’t have to worry about IT anymore,” Richard explains. “We tell them our requirements and they make the right recommendations for our organization right down to the last details. It’s a great working relationship and fit for us. For a relatively small but growing organization, having the Affiliated team on our side lets us concentrate on our mission and frees us up to focus on what we do best.”

About Affiliated

Since 1993, Affiliated has been helping growing and mid-market organizations identify, evaluate and implement technological solutions to improve operational efficiency and increase revenue. As a member of the Microsoft Partner Network certified in both Microsoft Platform and Microsoft Dynamics CRM solutions, as well as a VMWare Enterprise Solution Partner, Affiliated specializes in providing complete technology solutions including both software and services to organizations in multiple industries including distribution, manufacturing, healthcare, professional services, government, and not-for-profits.

Learn more about how Affiliated can benefit your business.

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“Working with Affiliated is better than having an IT department in-house. They’re very responsive and, frankly, you can’t hire an IT administrator with all the expertise they collectively bring to the table.”

*Glenn Richard, Director of Billing and Finance,
Youth Advocate Services*



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