



CASE STUDY

with
grace,

CHALLENGE

With Grace is a non-profit organization that pay for one-on-one therapy provided by mental health professionals who have experience working with adolescents. The foundation matches adolescents with therapists and tracks their therapy sessions and overall progress. However, they faced operational challenges due to the lack of sophistication in their existing systems. Prior to implementing Salesforce, With Grace were using multiple systems to track their data, which made it difficult to effectively analyze their progress.

“My team had a great time working with Agile! Everyone understood what our technological experience levels were which made it easy to communicate with the team.

-Annie Sullivan, Executive Director

SOLUTION

With Grace understood that operationalizing their mission using Salesforce would be a step in the right direction after two years of working with basic systems that were not meeting their needs. Tracking adolescent and clinical applications was a complex and time-consuming process. Agile Cloud Consulting implemented the Nonprofit Success Pack (NPSP) as their core architecture and created custom objects for matching adolescents and therapists. After being provided training and documentation, With Grace could now input data effectively, leading to a more streamlined process that would inform their analytics and decision-making. Salesforce's many capabilities eliminated the need for multiple systems, just in time for their application launch. With Agile Cloud Consulting's expertise, With Grace was able to optimize their operations, allowing them to focus on their mission and make a meaningful impact on their community.

ABOUT THE CLIENT

With Grace is a private non-profit organization dedicated to fostering strong mental health in adolescent-age kids across New York City. With Grace pays for one-on-one therapy provided by mental health professionals who have experience working with adolescents. They also work in partnership with community-based organizations to raise awareness about the lifelong benefits of strong mental health and eliminate the stigma of seeking mental health therapy.

RESULTS

With Grace was able to improve adolescent application acceptance rates and identify available therapists for pairing after ACC helped tailor Salesforce to their unique needs. Additionally, Salesforce's comprehensive weekly report tracking allowed the organization to monitor their progress in real-time, providing valuable insights into their performance. With Salesforce in place, With Grace was able to rapidly optimize their operations, leading to a significant increase in their output and overall organizational growth. By utilizing Salesforce's capabilities and setting up tailored reporting functionality, Grace was able to track adolescent application acceptance rates and identify available therapists for pairing. Additionally, Salesforce's comprehensive weekly report tracking allowed the organization to monitor their progress in real-time, providing valuable insights into their performance. With Salesforce's support, Grace was able to optimize their operations, leading to a significant increase in their output and driving their growth targets.

ABOUT AGILE CLOUD CONSULTING

Agile Cloud Consulting provides end to end product development services. Our expertise extends beyond technology and into business process and strategic planning for the future. We specialize in for-profit, non-profit, higher education, and healthcare utilizing years of experience and hundreds of successful implementations to help you achieve your organizational goals.