

Wesley Family Services

Executive Summary

Community Partner

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Student Consulting Team

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Background

Wesley Family Services (WFS) is a nonprofit organization focusing on behavioral health, disability support, and family preservation and support: *“The mission of Wesley Family Services is to empower children, adults, and families through transformational care”*. Serving over 30,000 individuals a year, WFS provides around 50 programs to individuals with various needs in areas such as behavioral health, intellectual disabilities, community empowerment, aging, specialized schools, and family preservation and support. The organization makes \$60 million in revenue a year and employs roughly 1,000 individuals consisting of therapists, physicians, counselors, clinicians, and caseworkers.

Project Description

Project Opportunity

WFS struggles with delivering alert messages in an efficient manner, resulting in major inconveniences and time loss. Presently, WFS approaches this problem by communicating within the C-level executive team to plan a direction, and then each C-level employee notifies the individuals underneath them. As a result, it may take many hours for notifications to reach the bottom of the organization or some may not receive the notification at all. Aside from these concerns, life-risking situations were also on the organization’s radar when discussing the need for an alert system. With an alert system, the communication process can be catalyzed and can ensure that the needed recipients will receive the message.

Project Vision

Our solution is to build an in-house solution that uses their data to send emergency alerts: management at WFS will have an easier time transitioning to our solution as they are already familiar with accessing the current system, and the in-house system also eliminates the consideration of subscription fees as well as future maintenance concerns. With this, employees benefit by getting critical information faster, and managers would benefit by communicating efficiently and re-coordinately effectively.

Project Outcomes

For the final iteration of this internal alert system, we were mindful that the primary users will be the HR specialist(s) and managers. Therefore, the internal alert system functions in that the employees that enroll into using this tool will receive alert notifications via text message: the message sender will compose the alert in Outlook, select the relevant distribution group(s), and send the message through email. Afterwards, all the recipients can be notified simultaneously.

Project Deliverables

The project deliverables of this project included the following: the logo and project information for the 67-373 S22 website, documentations regarding the alert system and future maintenance, test plans, the scripts in Exchange Powershell as well as a series of deliverables, such as the final report, Google Drive folder, statement of completion, and executive summary. The project then concluded with a 10-minute presentation from our team and community partner.

Recommendations

The throughput of our solution could be increased by finding a more efficient way to do error handling with repeated input. We avoid creating mail contacts that already exist and adding users to distribution groups they are already in. However, by doing so, we check over all users in the distribution group for each new member. A different workaround could be discovered if Exchange Powershell APIs are overlooked or if something was overlooked by our team.

Student Consulting Team

Nithin Ravi is a senior in Information Systems and was the client relationship manager of this project, who played a pivotal role in scaffolding the internal alert system and maintaining a strong, positive relationship with our client.

April Wu was the project manager and is a junior majoring in Information Systems with a double major in HCI. Throughout this project, she played a crucial role in ensuring that there were documentations and action items that progressed the alert system's development.

Kyle Yang was the quality assurance manager and a junior in Information Systems. He was keen in identifying any areas of concern and quick in proposing solutions to resolve any issues that came about during the project.