

# Wesley Family Services

## Executive Summary

### Community Partner

Aaron Richards

### Student Consulting Team

Ayush Tripathi

Mitun Adenuga

Fiona Chiu

## Background

Wesley Family Services is a non-profit organization that caters to individuals who lack the resources to find care on their own. Their services are based on the Quality Whole Person Care model, which aims to effectively provide care by considering an individual's overall well-being. By assessing and addressing the individual's needs, including recovery and trauma, they strategize the best care plan. They offer high-quality behavioral healthcare and support programs for all ages. These services include Aging Services, Adult and Transition Age Behavioral Health, Education and Behavioral Health, Child and Family Behavioral Health, Family Preservation and Community Support, and Intellectual and Developmental Disabilities.

## Project Description

### Project Opportunity

The organization's main challenge is the delay in onboarding and training new staff due to the time-consuming process of creating new staff accounts. Already being short-staffed, the company faces this challenge of not being able to onboard new employees quickly. Their onboarding process involves several steps that require a buffer time. Without staff accounts, new hires cannot begin work, leading to wasted resources. Although a script partially automates the account creation process, it takes three days to create an account, assuming there are no failures. An automated process would track each new account's status and move them along in the account creation process.

### Project Vision

Imagine sitting at a computer, spending almost days at a time completing onboarding tasks for new employees. This is the reality for some employees at Wesley Family Services. Our vision is to give back all the time they have been losing due to this slow process. By implementing our solution we hope to increase efficiency and overall productivity. In improving the onboarding process, more employees can be hired and more time can be allocated to helping those in need at Wesley Family Services.

## Project Outcomes

The solution has reduced the number of manual hours that it will take to create accounts for new employees from three days to twenty-four hours. Additionally, this solution will allow the non-technical staff to search for employees' account information and check the status of their accounts in the creation process.

The Wesley Family Services IT team now has a smoother and more efficient process for onboarding and termination of employees. In addition, the process of adding temporary workers has now been streamlined allowing for a more modular and organized program for its users.

The technological outcome of our solution was a collection of PowerShell Scripts that fully automated the account creation process and mitigated the initial buffer time that was needed as all the time-based dependencies were changed to status-based dependencies. Additionally, a GUI was created to facilitate the monitoring and interaction with the account creation process for non-technical employees.

## Project Deliverables

The team has contributed a collection of PowerShell scripts as well as a master script to call each of these scripts. All of our code contributions have been added to the central GitHub repository of the Wesley Family Services IT Department. These scripts include functions to read, update, and delete employees from the company's employee database.

## Recommendations

Our team would recommend that the users of our solution continue to practice and iterate on the solution that we implemented as it is important that they become familiar with the program and its changes since they have been used to the previous program. In addition, we would recommend that WFS continues to build upon this solution as there are additions that can continue to make the process even more efficient.

---

## Student Consulting Team

**Mitun Adenuga** served as the project manager. Her role was to ensure the project plan was updated and orchestrated all meetings and communication with the CP. She is a third-year student majoring in Information Systems. She wants to go into product management.

**Ayush Tripathi** was the Quality Assurance Manager. He made sure that all deliverables were checked for accuracy before each submission. He is a third-year student majoring in Information Systems and aspires to become a Product Manager after graduation.

**Fiona Chiu** served as the Risk Manager. Her role was to identify, assess, and mitigate risks that arose for each milestone. She is a third-year Information Systems student. She is looking to pursue a career in Software Engineering after graduation in May 2024.