



The Computerworld Honors Program

Honoring those who use Information Technology to benefit society

Final Copy of Case Study

Status:

Laureate

Year:

2013

Organization Name:

Sense Corp

Organization URL:

<http://www.sensecorp.com>

Project Name:

Wyman TOPnet Online

Please select the category in which you are submitting your entry:

Human Services

Please provide an overview of the nominated project. Describe the problem it was intended to solve, the technology or approach used, how it was innovative and any technical or other challenges that had to be overcome for successful implementation and adoption. (In 300 words or less.)

Wyman is a nationally recognized youth development organization that is preparing youth from disadvantaged circumstances to lead successful lives and build strong communities. Over the years, Wyman has helped place teenagers on a path to a productive and fulfilling adulthood. In particular, Wyman's Teen Outreach Program (TOP) is achieving strong results in empowering teens. Wyman knew that the TOP program could be successful if they had the ability to put in place a robust and scalable platform. Wyman envisioned scaling the TOP offering from a few hundred teens to several tens of thousands of teens across the nation and even internationally. Back in 2008, Wyman manually collected the feedback from the participants of the Teen Outreach Program (TOP) and then

manually compiled the survey results. This was a labor-intensive effort with limited direct benefit to the teens. For Phase 1 of this project, Sense Corp provided a web-based solution that minimized the manual intervention, automated the survey feedback process, and set up an online collaborative environment. As the Social Services industry was evolving to more data driven decisions, it was also important to ensure focus on usability and adoption. Since then, the TOPnet Online environment has gone through four other phased enhancements. Each phase has been extremely helpful in providing the necessary information to evaluate the true impact of TOP, a critical factor for ongoing success and maintaining the quality of the program. Sense Corp engaged with Wyman through the Sense Corp Outreach Program (SCORE) where we partner and provide services to local non-profit organizations. Through this, we have helped Wyman set up the infrastructure for TOPnet Online allowing Wyman to grow from serving 500 disadvantaged youths in St. Louis, to 40,000 young people nationwide.

When was this project implemented or last updated? (Please specify month and year.) Has it incorporated new technologies and/or other innovations since its initial deployment? (In 300 words or less.)

The solution leveraged standard Microsoft products such as SharePoint, SQLServer, Reporting Services, Integration Services, and a third party survey tool called Feedback Server from Data Illusion. Phase 1 was completed in August 2008 and the last update or phase was completed in December 2012. Over this time, the solution has evolved from an internally hosted application using SurveyMonkey and with limited information availability and limited user access, to a hosted environment with fully secure and integrated data flows, an extensive reporting environment, and a flexible and scalable set of information access.

Is implementation of the project complete? If no, please describe the project's phases and which phase the project is now in. (In 300 words or less.)

Yes, and although this project initially started back in April 2008, significant progress and enhancements have been made in the last 2 years to enable and promote the scalability of teens being served. 05/2008 Phase I was initiated. Wyman managed all surveys manually. The primary goal was to develop an online outcome/assessment survey system to replace paper surveys and manual feedback. 08/2008 Phase I was completed and leveraged SurveyMonkey. 04/2010 Phase II was initiated. The primary goal was to reduce manual transactions and tasks. The survey functionality was migrated to Feedback Server and SharePoint 2007. Custom User Interfaces, databases, and reports were written to digitally manage all aspects of TOPnet Online. 08/2010 Phase II

was completed. 04/2011 Phase III was initiated. The primary goal was to improve the response rate for reports that were now leveraging larger datasets, adding more data, adding new reports, and improving the user interfaces. A data movement component (using ETL technology) was also added to allow for the upload of survey data as many programs used 3rd party resources to compile data. 10/2011 Phase III was completed. 04/2012 Phase IV was initiated. The primary goal was to further simplify and improve user interfaces, create more reports that were beneficial to both Wyman and the user base, and improve the storage of temporal data (changes over time). 07/2012 Phase IV was completed. 08/2012 Phase V was initiated. The primary goal was to create a web-based, simplified data movement tool that allowed partner organization users to upload information in a more robust and seamless fashion. 12/2012 Phase V was completed.

Please provide at least one example of how the technology project has benefited a specific individual or organization. Feel free to include personal quotes from individuals who have directly benefited from the work. (In 300 words or less.)

TOPnet Online has been able to impact an increasingly larger number of teens. The number of teens impacted by this program and system are: 2010-2011: 500 teens; 2011-2012: 7,000 teens; 2012-2013: 20,000 teens; projected beyond 2013: 40,000 teens. TOPnet Online has greatly increased Wyman's ability to track data on teens nationwide! Overall, teen survey data collected and stored in TOPnet Online has helped Wyman's partners to document teen risk behaviors (pregnancy, cutting class, course failure, and suspension). With data and reports at their fingertips, comparing teens' responses from before program and during program, staff are ready and able to share the positive impacts of the program. For example, when a TOP® site was at risk of being closed, the staff there was able to use the data collected to advocate for the benefit of keeping TOP in place for the teens served there. That data from reports is also shared with school districts, boards of directors, and community leaders to advocate for the need to provide and/or expand TOP programming for teens! An example of a teen impacted by Wyman is Christopher, who is headed to Missouri State University. Christopher stated, "I will be going the rest of my life knowing the things that I learned at Wyman. I did a lot of growing, a lot of self-observation and reflection and getting out of my bubble. The leadership activities, working with others, communication skills, relationships I made and being able to know how to work with a group of people those experiences created me." Other examples are available at: <http://wymancenter.org/livesimpacted/>



Would this project be considered an innovation, a best practice or other notable advancement that could be adopted by or tailored for other organizations and uses? If yes, please describe that here. (In 300 words or less.)

We feel this project should be considered for all of the above. Innovation: By using a combination of qualitative and quantitative data, the limitations of one type of data are balanced by the strengths of another. This helped the Wyman Center to greatly improve the evaluations of each programs' effectiveness and measure their impact on communities. Wyman used an innovative approach of qualitative improvement in the program, leveraging best practices shared through the collaboration environment, combined with quantitative rigor provided by the reporting and analytical environment developed for TOPnet Online. It is also believed that Wyman is the first organization of their size to collect outcomes based data on teens served nationwide. In particular, the facilitation surveys have an entirely new capacity as it allows the Wyman Center and Program Facilitators to monitor AND analyze program impacts in a more real time environment. Best Practice: Wyman's Teen Outreach Program (TOP) has 26 evidence based teen pregnancy preventions recognized by the Federal Government as eligible for grant funding. Sense Corp incorporated best practices in database design and enterprise infrastructure. Adoptability: Many social service programs are funded by Federal Grants and Wyman's big data solution in TOPnet Online helps to demonstrate the value of service in a community. By having more access to data and being able to make more data driven decisions, Wyman's approach to helping teens is now scalable and impactful.

If there are any other details that the judges should know about this project, please note them here. (In 300 words or less.)

Wyman is now included in the Index of the Top Nonprofits that are creating social impact. A large part of this is due to the TOP program powered by the TOPnet Online platform. Additional information is available at the following link:
<http://wymancenter.org/wyman-included-in-si-100-index/>