

**EARLY CHILDHOOD
INTERVENTION PROGRAM**



IMPROVING OUTCOMES FOR CHILDREN WITH DEVELOPMENTAL DELAYS

The Early Childhood Intervention Program Embraces The Modern Workplace

SUMMER 2021

The Early Childhood Intervention Program, Regina Region (ECIP) has been providing early intervention services to children 0-6 years of age with developmental delays and their families for over 40 years.

ECIP is continuously evolving to meet the unique needs of the children and families we support. This means improving our program to ensure that ECIP's staff are comfortable and proficient using technology to:

- ✓ provide the best services possible
- ✓ work more collaboratively as a team
- ✓ meet confidentiality requirements



When the global pandemic hit, these needs intensified. Immediately, we needed a way to maintain our services, connect with our clients and each other, access data remotely, and deliver virtual services for families (something we had never done before).





VIRTUAL FAMILY VISITS

2019-2020

0

2020-2021

666

100%

of ECIP families reported that the experience with virtual services was positive or very positive!

OUTCOME #1

SUPPORTING CHILDREN & THEIR FAMILIES THROUGH COVID-19

When COVID-19 health orders were issued, ECIP was required to close our offices but maintain services. ECIP had never delivered virtual programs before, so this was a significant shift. Working with WBM Technologies, we quickly pivoted from in-person to secure online services for our families. Microsoft Teams was utilized, and the transition was a huge success - enabling hundreds of visits and a positive family experience.



“In a global pandemic when schools and services were shut down, we had hundreds of virtual connections with families. They didn’t have to go it alone in helping children with disabilities.”

NICOLE SMITH
Supervisor, ECIP



“Honestly, the way ECIP quickly adjusted and adapted was very impressive and appreciated. Great job everyone!”

ECIP Client

OUTCOME #2

CONFIDENCE WITH TECHNOLOGY & COMFORT WITH CHANGE

With the immediate challenge of service continuity solved, new opportunities emerged. WBM met with our team, completed a discovery of our workflows, made technology recommendations, and implemented a series of supports for our team to rapidly adopt modern workplace tools.

- Customized Technology Enablement Workshops were delivered for Microsoft 365 applications
- A learning management system was deployed for self-paced learning
- WBM's "Ask Me Anything" portal was launched for live and instant help with "how to" questions from their Technology Experience & Enablement team

The result was a shift in our staff from hesitancy and inexperience, to confidence and proficiency with Microsoft tools.



"The Microsoft applications have totally revolutionized ECIP and the way we provide services to our clients, function as a team, and the way we work in general. It has improved the program more than I ever could have imagined."



Microsoft Teams



OneDrive



SharePoint

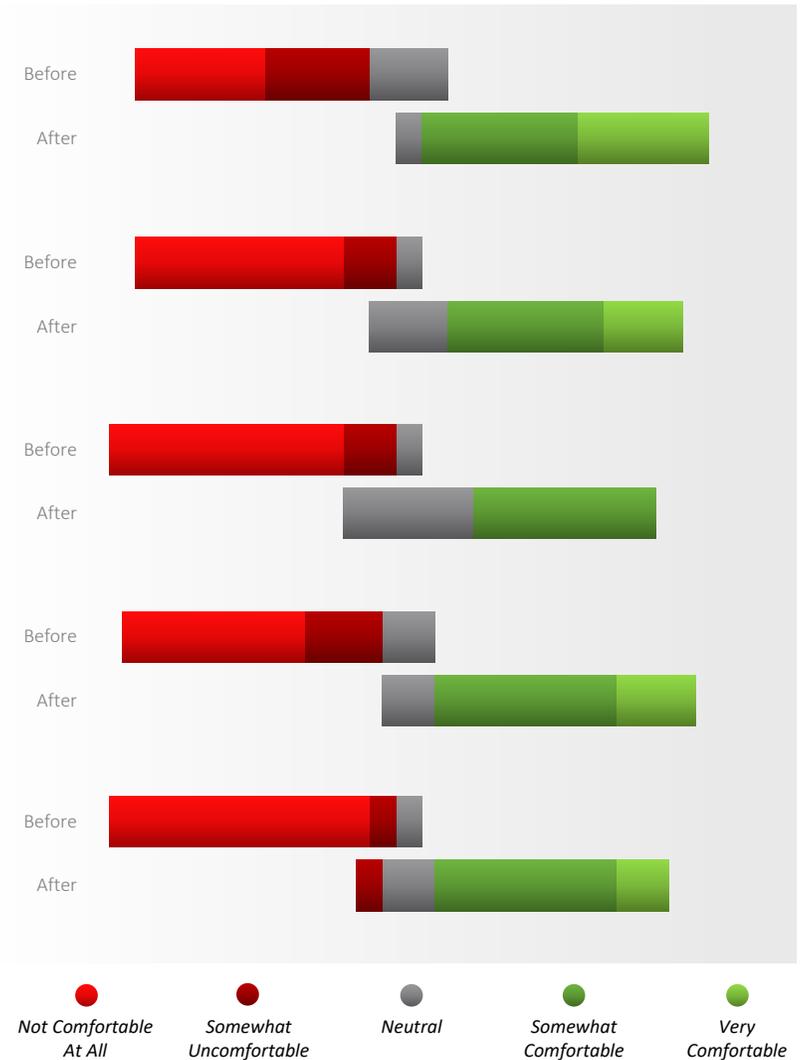


Planner & To Do



OneNote

Confidence with Microsoft Applications Before and After Technology Enablement Workshops



OUTCOME #3

PRODUCTIVITY & EFFICIENCY



 **93%** of staff reported daily efficiencies and time savings

 **92%** of staff reported that it is easier to work remotely

 **40+** Minutes on average saved by each employee, every day

USER FEEDBACK

 “I use Teams, OneNote, SharePoint, OneDrive, Outlook and To Do daily!”

 “Love the entire package, very helpful and useful in the work we do.”

 “Teams and OneNote have definitely been huge game changers for me!”

 “I find all of these applications very user friendly and helpful. Once I had the chance to learn the differences between each and how to best utilize them, it's been great!”

 “Using the Microsoft applications has been a massive time saver and allows me to do my job so much more efficiently. Communicating and collaborating as a team has never been easier! When we all transitioned to working from home, we were able to remain connected and it was amazing. Staying organized and accessing files from anywhere allows for additional time to do more beneficial tasks.”

OUTCOME #4

CREATING MOMENTUM FOR A NEW WAY OF WORKING

Kendra Blomquist is one of our Early Childhood Consultants and a huge office champion for Microsoft tools. With a fit-for-purpose Surface Pro 7 device, training on Microsoft applications, and the live support of WBM's Technology Experience & Enablement team, she is more efficiently helping families in need.

Some of her new workflows include:

- **Moving case files to OneNote - eliminating reams of paper and saving time.** Files are now securely stored in Microsoft SharePoint and accessible to those with permissions at any time and from anywhere.
- **The creation of templates for case notes in OneNote.** These are now easily shared with co-workers, families, and other community resources, and are securely accessed through SharePoint (not duplicated on carbon paper and manually processed like before).
- **The incorporation of Microsoft Pen to complete forms digitally.** Previously, paper forms were delivered to the office, reviewed by a supervisor, filed by an administrator, and copies sent via regular mail. Now, all forms are completed and filed electronically before a visit is even complete!



“Before our technology program, all I knew about Microsoft was Word, PowerPoint, and Excel. I had heard of OneNote, but when I went in to look, I was intimidated and just shut it down.

Now, I don't know how I'd live without it.”

KENDRA BLOMQUIST

Early Childhood Consultant, ECIP

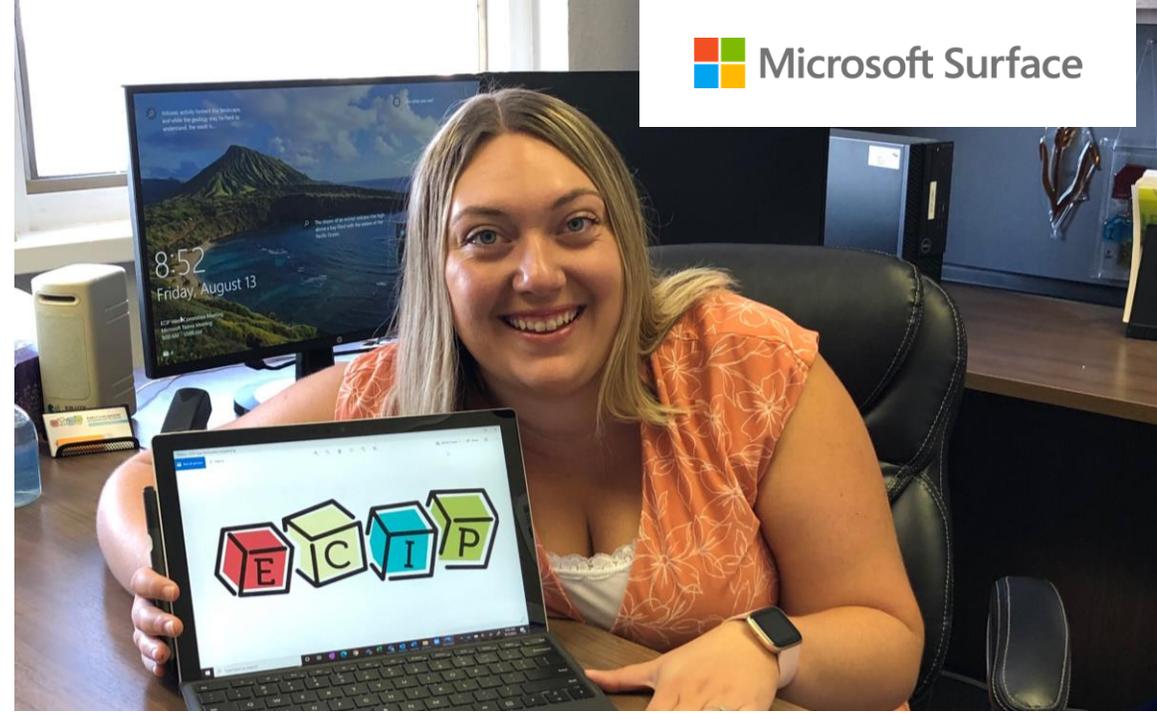


OUTCOME #5

RIGHT-FIT DEVICES FOR HOW AND WHERE WE WORK

With a move to more advanced technology, some of our older devices ran slow and became a bottleneck. Through discovery and user feedback, this was immediately identified as a challenge – we had the knowledge and ability to work a better way, but our devices were holding us back.

ECIP standardized on Microsoft Surface Pro 7 devices. We began with a pilot of 4 to understand how they would benefit our program and, after quickly realizing the advantages, we have now started applying for grants to cover the costs of these powerful tools for our entire staff. They are proven to enhance our services and the technology experience of our staff and clients.



“I love my surface pro! It’s been amazing. I really like the compact nature, the versatility in how I can use it with families, and the option of the pen as an additional tool. It’s really easy to bring along to visits, and it’s not clunky or a nuisance to take back and forth like my old dinosaur!”



“It will remove a barrier when I’m visiting in-person with families again. I can discreetly write notes with the stylus - without a big screen and keyboard separating me from clients. I also don’t have to retype everything from paper notes when I get home or to the office.”



“I love my Surface Pro so much that I am working towards getting one for my personal life. I like how fast it is, easy to use, and practical it is. Being able to use it in so many different ways makes it very convenient.”



“It has been a game changer in all aspects. The speed, the ease of transporting, and all the extras it provides really helps with daily client and coworker accessibility.”

OUTCOME #6

NEW AND BETTER SERVICES FOR CHILDREN WITH VULNERABILITIES

Our digital transformation is ongoing, but ECIP is already providing better services for children and their families. Our staff are empowered with technology, and we have entered a new phase of innovation in how we can deliver services in our communities.



100%

of staff reported that WBM & Microsoft helped them provide a better service to clients



100%

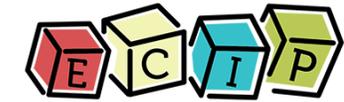
of staff reported that WBM & Microsoft helped them to work more collaboratively with clients



Our ability to use technology during the pandemic meant that nobody was left behind. Now, this has opened our minds to think about how we can be even more productive and offer a wider range of services. I'm so proud of our team. We've branched out so much and come so far, we could never go back."

JENNIE BRYANT

Executive Director, ECIP



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ABOUT ECIP REGINA

The Early Childhood Intervention Program's (ECIP's) services are offered in 14 regions across the province, including Regina. The Saskatchewan Ministry of Education funds ECIP to provide specialized services to families of young children between birth and school entry who are either at risk for, have a diagnosis of, or exhibit developmental delay.

An individual Family Service Plan is developed in collaboration with each family. Consultation, information, support and services designed to meet the individual needs of each child and family are delivered in the child's home and may extend to community-based programs.

ABOUT WBM TECHNOLOGIES

WBM Technologies is a Western Canadian leader in the provision of outcomes-driven information technology solutions. We deliver business results through 4 core practice areas: Data & Security, End User Computing, Managed Print Solutions, and Enterprise Service Desk. Established May 1, 1950, WBM operates from Infrastructure Operation Centers located in Vancouver, Calgary, Regina, Saskatoon, and Winnipeg. We employ a team of over 400 IT professionals across Canada who are motivated to make a difference with our clients through ongoing and impactful partnerships together.