

Allocating Resources Based on Data Proven Needs.

How Special Olympics Northern California is using the UpMetrics platform to optimize staff's time, spending less time on collecting and managing data and more time on evaluating areas of opportunity for growth.

Why did Special Olympics Northern California (SONC) originally partner with UpMetrics?

Heather: The Unified Champion School Program had been working primarily in Excel for a variety of reasons. Over the years the amount of data coming in substantially increased and the variety of ways we had to manipulate and present the data increased. With so many outputs, the human error component and the time spent to consolidate data we needed to search for a better solution.

Having a solution that streamlined the process for data collection and reporting was essential to give the program staff the flexibility to evaluate the information rather than compile the information. We are better positioned to grow our program and share the impact we are having.

How has the UpMetrics team worked with you to get data from your Google Sheets into the platform?

Heather: We worked with UpMetrics to create a Google Sheet that captured the information that we needed for a variety of reporting, with a majority of data coming from external school partners.

How did you previously compile the numbers needed for the Global Census and Unified Champion Schools reporting?

Heather: Everything was done in multiple Excel sheets, with data being entered into a variety of outputs, increasing the likelihood of errors. Now we have dashboards where we can visibly see the information. It is a game changer.

An Interview with:



Heather Jones
VP, School & Youth Services



Ilisa Kessler
Chief Operating Officer



What are the benefits and challenges of using a survey tool and connected dashboards in the platform to quickly respond to the needs and questions posed by the COVID-19 pandemic?

Ilisa: Once a vaccine was available, we wanted to do our part getting athletes and those that are a part of their household to a clinic. Rather than make assumptions about need, we used the UpMetrics Data Collector to survey our athletes, volunteer coaches and families to gauge that need. The Data Collector was fast and turnkey. The dashboard widget wizard interpreted the data collected into easy to read visualizations that we then shared with stakeholders. Ultimately we partnered with Santa Clara County Office of Health, San Mateo Office of Health and UCSF/City College to spin up vaccine clinics for the IDD community.

Once we decided to return to in-person sports and fitness, we utilized Data Collector to anonymously request vaccination status of the participants and volunteers. Knowing the percentage of vaccinated participants gave us a better understanding of the level of protocols we needed to follow.

2.5x

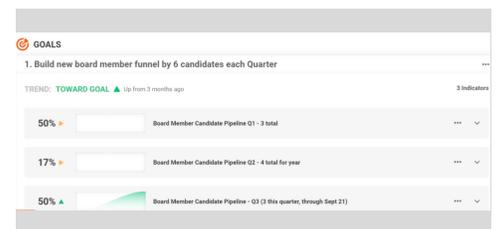
Individuals with Intellectual and Developmental Disabilities are 2.5x more likely to contract COVID-19 than the general population.

6x

6x more likely to die from COVID-19.

How is the UpMetrics platform impacting your relationship with the Board of Directors?

Ilisa: We use the platform in two ways: a dashboard of organizational KPIs and as a tool in the Governance & Engagement Committee to track Board Composition. This allows the board to better assess gaps and to formalize our SMART Goals that support the Board's initiatives in the Strategic Plan. The dashboards are a part of every meeting, giving both the Senior staff and the Board more consistency, transparency and accountability.



Each of our Board members has an annual individual performance plan. As thorough as the plan is, most Board members don't know if they met their Give/Get requirement until year-end, when it is too late. We took this feedback and now use UpMetrics to create individual dashboards that display the Board Member's Give/Get Summary. Each member has a unique code to allow for anonymity while maintaining the ability to see where their give/get is in relation to other Board members.

The Last Word: Why UpMetrics?

UpMetrics the platform has helped our organization develop a greater appreciation and use of the information we collect. We are now saving time, have a better ability to scale, see consistency in our reporting, broader access to information and are ultimately making more informed decisions. Our organization would argue that the true value in UpMetrics, is not the platform, but the people behind the platform. The team we work with "gets us" and "gets data". We would not have succeeded if UpMetrics was just another SaaS solution. This is a partnership. When we started, we had a sense of where we wanted to get to, but absolutely no idea how to get there. With the team at UpMetrics, we are in an ongoing dialogue about refining our strategy around data and how to accomplish it. We are on this journey together.



UpMetrics understands that even in one organization, not all data is collected and presented the same way. Being able to continue to collect data with the same tools, such as Excel and Google Sheets, and then to showcase our work as either a Metrics Dashboard or as Goals and Indicators, has helped facilitate greater adoption across our organization.



Learn more at upmetrics.com