

Peel Children's Centre

Established in 1985, Peel Children's Centre (PCC) is an accredited, community-based, children's mental health program that is publicly funded. They are the child and youth mental health core service provider and the LEAD agency for the Peel Service Area. Serving over 4,100 clients as of 2019, children, teenagers, and families utilize their services including counseling, crisis intervention, day-treatment, child witness, infant-parent programs, respite care, treatment for sexual abuse, psychological services, psychiatric services, and many more.

After being partners for over 3 years, EMHware interviewed PCC's Chief Officer of System Planning and Accountability, Kathy Sdao-Jarvie to find out how their partnership has been going since 2016.

The Selection Process:

Kathy described their old system as one of their biggest issues. Their staff was required to be on-site without guaranteed access, it was difficult to use, and was a burden on their data analyst. PCC's manager of IT, their data analyst, their director of clinical services, and Kathy worked to determine what they needed in a solution and here is what they were looking for.

1) Must Be Intuitive

Something that has a simple-to-use interface for all of their users and not just the technologically savvy.

2) Offer Linked Data

Eliminate the need to pull data from multiple different systems and instead, have it all in one place.

3) Have Simple/Automated Reporting

To remove the burden and responsibility of one person to pull reports alone, PCC wanted software that offered a simple and automated reporting solution.

4) Be Web-Based

PCC wanted a web-based solution that was accessible on-the-go, anywhere they needed it to be, allowing certain members of their team to work from home.



What Led PCC to Choose EMHware?

When EMHware asked Kathy how PCC came to EMHware at the end of their decision, she responded by saying,



We got together, we discussed everything we had, and we came to a consensus. There was another solution we were looking at, but we were looking for a vendor that wasn't going to nickel and dime us on everything. EMHware's pricing made sense to us.



She continued, **"EMHware was the clear winner."**

The Results:

"The solution is exactly what we were hoping for. It is working exactly the way we expected," stated Kathy.

These are just some of the positive benefits they've experienced from EMHware.

- **Increased Staff Efficiency/Productivity**
- **Improved Client Intake Process**
- **Flexibility**
- **Enhanced Access Across Locations**



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Advice for Anyone Looking for New Software

Kathy offered crucial advice for those considering utilizing EMHware as it could make the process operate more smoothly. She says to receive, "a demo of the product. Not just for the management team, but for those who are using it primarily. It is really important for front-line staff to have a look at what it [EMHware] looks like and how easy it is to use."

When EMHware asked Kathy whether or not PCC would recommend EMHware to their peers, she responded with, "Yes! We are able to do more than some big organizations that have other systems."



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