# About Silent Voice

Communication is an important part of life; it allows people to share ideas, thoughts, and feelings with one another. It's the foundation of all human relationships, and is often taken for granted. For a segment of the population, accessible communication is a valued commodity that far too often is not readily available when accessing government and community services.. This is why communities across the globe have been working to ensure that their needs are met.

Founded in 1975, Silent Voice Canada is a charitable, community organization serving Deaf adults, youth, children, infants, and their families, in an American Sign Language (ASL) environment.

Silent Voice empowers Deaf adults through an array of accessible direct client services and educational programming in ASL. They engage children and youth through accessible recreational, sports, social, and leadership programming in ASL. They bring ASL home through ASL education and resources to Deaf infants, children & youth and their families.

# Their bottleneck

Initially, Silent Voice used to record key activities using pen and paper, which would then be manually added to a spreadsheet by one of their staff. As they grew in size, the amount of data that they had to manage grew along with them, which made them subscribe to a database management tool. They used this tool to monitor only four of their programs—Infant Hearing Program American Sign Language Services (IHP ASL), Sign Language Summer Program (SLSP), Community Support Services, and the Volunteer program—since they were the programs that required the most stats reporting.

Unfortunately, they weren't able to customize the tool to their requirements. The templates that were set up for them included many fields that were not applicable to their workflows. The company who developed/offered the software didn't really understand Silent Voice's needs, and thus weren't able to provide them with a robust database that met those needs.

### Did you know...

*that there are greater than 70 million Deaf people around the world?*
*(Source: World Federation of the Deaf)*
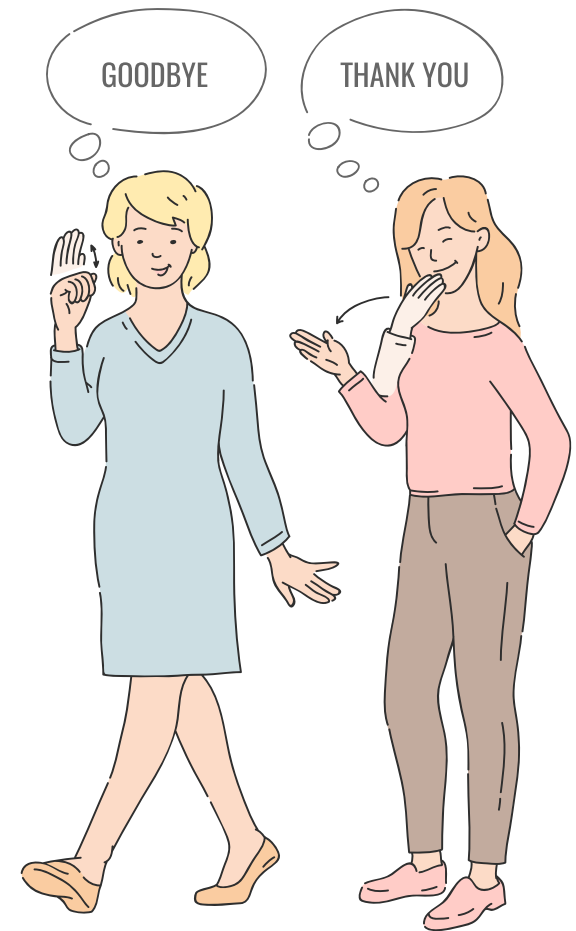
Once set up, it appeared that every new feature that they wanted was an added cost, which limited what they could do. The tool itself was also complicated, resulting in many staff refusing to use it. Instead, they would resort to using paper-based forms, which were to be filled out by hand and submitted to the program manager, who would then have to enter all the information into the database manually.

> *After 6 months of using this database tool, it dawned on us that we'd have to do everything twice in order to have everything in it. It required us to employ someone to do database entry for our consultants, who are mainly working on the road. This system was not very flexible and didn't allow us to customize the look to accommodate our unique set of data. Not only that, this system was difficult to navigate, and didn't allow us to connect data from different areas. Eventually, we gave up on this system and returned to Excel to help us track key data. We had to employ multiple spreadsheets to capture our data.*

**Megan Youngs,** Director of ASL and Family Education, Silent Voice

The reporting features of the tool weren't sufficient for their needs, either, and the staff would spend a lot of time going through data to include in their quarterly reports. They weren't capturing everything that they wanted to, and this process became increasingly drawn out.

This added extra work to the few members of staff who were able to use the database tool, and led to a lot of time spent on cumbersome administrative work. Due to budgetary limitations, Silent Voice couldn't just buy other tools to see if they would work for them—they were essentially stuck with a database management tool that no one wanted to use.

**Did you know**

*American Sign Language (ASL) is not a universal language?*

*ASL is predominantly used in Canada and the United States. There are more than three hundred signed languages in the world, just as there are spoken languages.*

# Enter Zoho Creator

Wanda, a resource development coordinator at Silent Voice, had just joined the team for a project, and she saw the frustrations that staff were facing with their current database management tool. Based on her prior experience using Zoho Creator, she knew how easy it would be to set up a simple online database application for the organization.

Wanda set up IHP ASL Services on Zoho Creator, to see if it would meet their needs, and right away they saw the potential to streamline all their processes.

*The staff were thrilled. I mean, just the look on their faces when I showed them what we could do, a light bulb went on and it's like, "okay, then that means this feature can exist, and we can get this in, and we can do that, too!*

**Wanda Blackett,** Resource Development Coordinator, Silent Voice

With that, they instantly chose to migrate their data to Zoho Creator, and built all their workflows within a few days.

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*With Creator's ease of use, it really allowed us to stop being stagnant on a platform that just wasn't for us, and didn't have that quick customization that we needed. I mean, we went from that to using Zoho for our existing programs on our current database tool, and now we're expanding to every program that we offer, and even a few more that we'd like to offer.*

**Wanda Blackett,** Resource Development Coordinator, Silent Voice

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Silent Voice started by bringing workflows such as IHP ASL Services, the Sign Language Summer Program, the Volunteer Program, and Community Support Services to Zoho Creator. Later, they developed an app for managing human resources, and their Settlement Services and Parenting Education Program.

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*Zoho Creator has allowed us to collect meaningful data easily. As we continue to use the platform, we're finding more and more uses for it—and with the ease of customizing in-house, we're able to add to and modify the database any time we want. It's given us complete control over how we collect and organize our data.*

**Wanda Blackett,** Resource Development Coordinator, Silent Voice

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Silent Voice set up two admin accounts, to be able to create and manage the database apps made on Zoho Creator, as well as a customer portal that they use for their staff to log in, record information, and review stats.

(Role assignment) With the customer portal, they set up roles so that staff are able to log in and view/use the parts of the databases that are applicable to them. For example, program managers are able to view program stats and all client information, but instructors are only able to see the families that are in their caseload.

(Cloud & mobile apps) The Creator solution allowed them to access the database from their computer and mobile devices, and update information any time. Earlier they had to record this information on forms, and then manually update it using desktop terminals connected with the database management tool.

Moreover, they were able to set up all of their existing programs on Zoho Creator, and have now expanded to using Creator for several other programs and services that they offer.

*Having the ability to set up multiple databases, without added cost might I add, has really opened up a lot of possibilities for us.*

**Megan Youngs,** Director of ASL and Family Education, Silent Voice

(Forms) Silent Voice published forms on their website for clients to submit applications for their programs. Earlier, referrals to their Infant Hearing Program were usually faxed to them. They had to input all of the data into the old database management tool manually, and oftentimes these faxed forms didn't have all of the required information on them, which resulted in a lot of delays.

All of the online forms made using Zoho Creator are much more streamlined compared to their paper-based predecessors, especially given that now they can customize what questions people see based on responses given.

(Pages) Zoho Creator allows them to see comprehensive stats at a glance—they used the Pages feature to compile a real-time collection of the stats they needed for quarterly reporting. In the past, it would take several days for someone to manually go through all the spreadsheets and calculate the data. Now, with the help of pages, they're able to collect this data in minutes.

(Notifications) – Each online form submission triggers a notification, and regular assessment processes are submitted for approval by clicking a button. Program completion triggers emails to clients, with links to online feedback forms—again using published forms.

# Future plans

> *We're now setting up an HR database to house staff info, monitor revenue and expenses, and even set up a process for staff to request volunteers and interpreters for meetings and events.*

**Wanda Blackett,** Resource Development Coordinator, Silent Voice
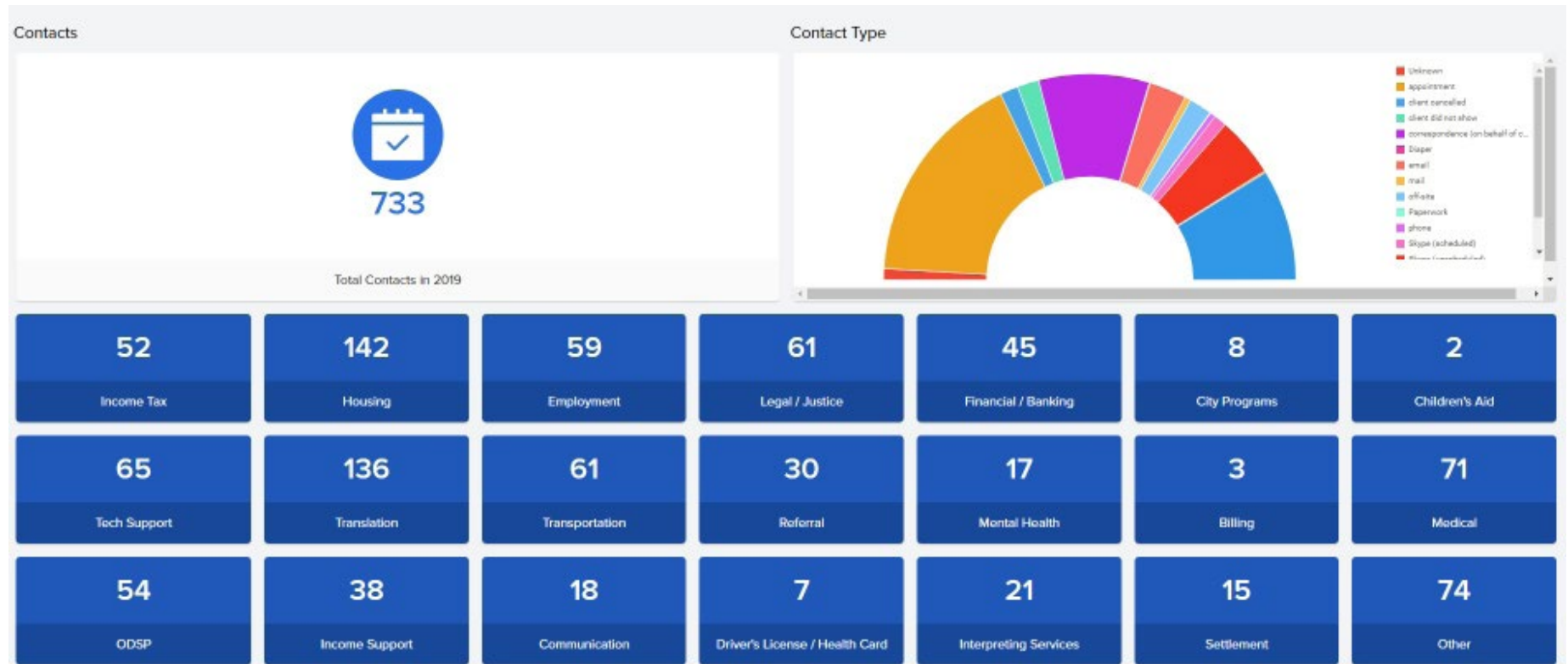
> *We're slowly removing 'paper from our local reporting processes, as Zoho allowed us to directly input all data into the system, no matter where we are. Zoho helped us become more environment friendly, as well.*

**Megan Youngs,** Director of ASL and Family Education, Silent Voice

# Community Support Services dashboard

# Online Volunteer Application

Silent Voice Volunteer Application

**Volunteer Information**

First Name *

Last Name *

Preferred Title

-Select-

Birthdate

dd-MMM-yyyy

Health Card Number

☐ I am under 18 years of age
please check box if you are under 18 years old

Most Commonly Used Name

ex. nick name

Preferred Pronoun

-Select-

**Contact Information**

Address

Address Line 1

City

Province

Postal Code

# SLSP – Sign Language Summer Program – Camper Profile

# SLSP – Sign Language Summer Program – dashboard
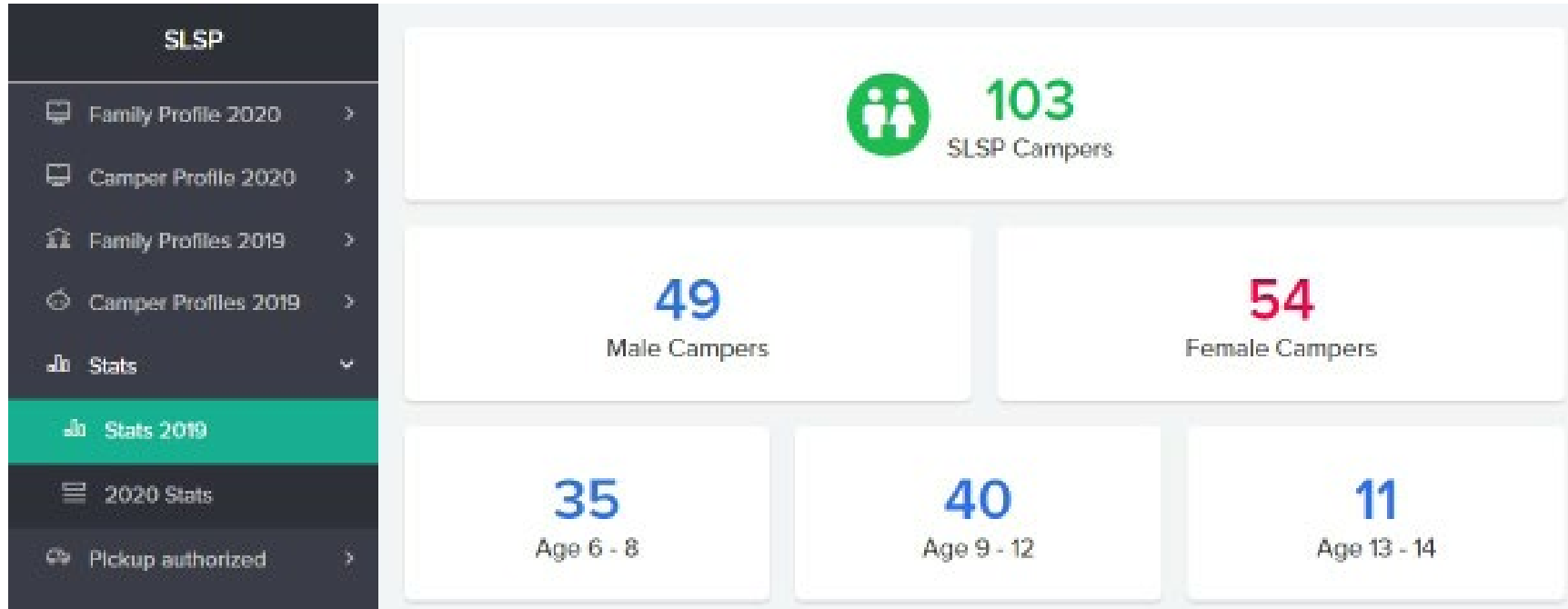
# Volunteer stats

Volunteer Hours Stats 2019  [Regenerate]

[Refresh] [↑] [Sort]

| Row Labels | ASL / Family Education # of Hours | # of Volunteers | Community Programs # of Hours | # of Volunteers | Development and Fundraising # of Hours | # of Volunteers | Office / Administration # of Hours | # of Volunteers | Outreach # of Hours | # of Volunteers | Silent Voice Board # of Hours | # of Volunteers | Summary # of Hours | # of Volunteers |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Board Work** | | | | | | | | | | | 1521 | 12 | 1521 | 12 |
| 3 Board Hours | | | | | | | | | | | 1451 | 10 | 1451 | 10 |
| 4 Board Volunteer | | | | | | | | | | | 70 | 2 | 70 | 2 |
| **Family Outing** | 15 | 2 | 40 | 7 | | | | | | | | | 55 | 9 |
| 5 Family Activity Day | | | 40 | 7 | | | | | | | | | 40 | 7 |
| 6 Family Zoo Day | 15 | 2 | | | | | | | | | | | 15 | 2 |
| **Office Volunteering** | 687 | 13 | 216.5 | 2 | | | 174 | 10 | | | | | 1077.5 | 25 |
| 7 -No Value- | 22 | 6 | 3 | 1 | | | 42 | 5 | | | | | 67 | 12 |
| 8 N/A | 24 | 3 | 213.5 | 1 | | | 132 | 5 | | | | | 369.5 | 9 |
| 9 Nobody's Perfect | 33 | 1 | | | | | | | | | | | 33 | 1 |
| 10 Office Volunteering | 608 | 3 | | | | | | | | | | | 608 | 3 |
| **PAH!** | 6 | 1 | | | | | | | | | | | 6 | 1 |
| 11 PAH! | 6 | 1 | | | | | | | | | | | 6 | 1 |
| **Placement** | 85 | 3 | 120 | 1 | | | | | | | | | 205 | 4 |
| 12 Placement Student | 85 | 3 | 120 | 1 | | | | | | | | | 205 | 4 |
| **SLSP** | | | 468 | 79 | | | | | | | | | 468 | 79 |
| 13 SLSP | | | 341.5 | 58 | | | | | | | | | 341.5 | 58 |
| 14 SLSP Trip Day | | | 108 | 18 | | | | | | | | | 108 | 18 |
| 15 SLSP Trip Day - ROM | | | 18.5 | 3 | | | | | | | | | 18.5 | 3 |
| **Saturday Program** | 39.5 | 9 | 220 | 50 | | | | | | | | | 259.5 | 59 |
| 16 Saturday Program | | | 12 | 3 | | | | | | | | | 12 | 3 |

# About us

Running a business is no mean feat, and we believe we can help. At Zoho Creator,
we've always worked towards a single purpose - enabling the citizen developer to build functional apps without
having to learn to code. Rapidly build custom applications that are a perfect fit for your business, or choose from
our extensive range of pre-built apps and modify them. Just sign up, pick a plan, and start building!

And if you run a nonprofit, we'd like to pitch in.

Sign up for our annual plan, and get three additional months of access completely free—it's on the house!

So get in touch with us now—we'd love to talk! Reach us at:

**ask@zohocreator.com | +1 888 900 9646**