



SAFETY GOES DIGITAL AT HIGH HOPES

Automated online processes transformed the way this non-profit tracks risk management

- ✓ Safety management is much easier with **frevvo**
- ✓ Risk Reports are now consistent and complete
- ✓ A multiple approval risk process is now completed in one business day or less
- ✓ Google Sheets integration makes end of year reporting a breeze

Customer Profile

High Hopes Therapeutic Riding, Inc. has a mission to foster a community where horse and human interactions improve lives. People with special needs experience benefits such as improved walking gait, enhanced communication and increased self-esteem from working with horses. A corps of over 400 dedicated volunteers supports this important work. Safety is a top priority at High Hopes, so they chose **frevvo** to help continuously monitor and improve safety protocols.

Business Situation

Previously, Risk Management Reports were completed on paper forms. Often, handwritten information was missing or hard to read, requiring follow up among staff to clarify details. Paper forms could easily be lost or delayed as they went through approvals in different offices. There was no easy way to track trends without entering data by hand from the paper forms into a spreadsheet.

Solution Summary

High Hopes solved these pain points by automating their Risk Management Workflow. Now, when there is a safety concern, a staff member completes the first step online. Automatic, built-in validation ensures that required information is entered consistently and completely. The form is electronically routed through an easy to use staff approval workflow. Finally, the Program Director verifies that all actions are complete and initiates an all-staff email to keep everyone informed. The workflow sends a PDF report to the Safety Council and saves data into a Google Sheet. Using this data, the team creates beautiful charts to track trends, gain insights into safety protocols, and report to the board of trustees on their safety record. Risk Management Reports are usually turned around in just one business day!

“The Risk Management process has become more direct, less repetitive and more efficient using frevvo forms. This allows staff to put more energy into the delivery of critical services without compromising our documentation protocols.”

Kitty Stalsburg
Executive Director

Key Features

1. Dropdown lists and required controls guarantee that forms are filled correctly every time.
2. Email notifications and escalation rules ensure reports are reviewed in a timely manner.
3. The Audit Trail allows the Program Director to maintain oversight of each step of the process.
4. The data is automatically saved to a Google Sheet for easy access.

Benefits

1. Zero duplicate data entry
2. Easy end-of-year reporting and trend tracking
3. Simplified record keeping

The Risk Management Workflow has saved High Hopes staff countless hours – time they are happy to spend with the horses, participants and volunteers instead.



frevvo is visual, drag-and-drop workflow software to quickly transform inefficient manual processes into automated workflows at affordable cost. Connect your people, data and systems. Together with our partners, we are committed to helping you achieve success via our Customer Success Team that includes world-class support, services and training. To learn more, please visit <http://www.frevvo.com>, contact us at info@frevvo.com or call 203.208.3117.