



## Case Study

### Central Ohio Youth for Christ Adapts to Remote Work with OnTask

Each year, Central Ohio Youth for Christ (COYFC) serves close to 3,000 teens ages 11-19 across Central Ohio. COYFC offers faith-based services, counseling, job skills training, and more to those in juvenile detention centers, teen mothers, victims of domestic minor sex trafficking, and teens living in Ohio. With these resources, COYFC provides the youth in their community with the possibility for a brighter future.

#### Overview

When the COVID-19 pandemic hit, Central Ohio Youth for Christ (COYFC) needed an immediate solution for collecting waivers. COYFC meets with at-risk teens regularly, typically for in-person counseling, educational classes, and one-on-one work. When COVID-19 hit, this changed their process dramatically. In-person meetings were taken digital to ensure the safety of the teens and parents they served. However, this created a challenge when it came to collecting the digital waivers necessary to serving at-risk youth. COYFC needed a solution that would enable them to continue their work safely, without any interruptions.

#### Challenges

The staff at COYFC started their search for a workflow automation solution before the pandemic, knowing they needed a more efficient process for collecting essential paperwork. Waiting on individuals to sign and return their documents led to lost time and under-utilized resources, creating frustrations across the entire organization. COYFC interacts with students and volunteers in a variety of ways, including in-person group meetings, one-on-one counseling, and via Zoom meetings. This meant that receiving paperwork was not always an easy task and often led to long turnaround times.

Paul Fuller, Director of Operations at COYFC initially began by seeking a simple waiver or waiver storage solution that could be deployed immediately, but didn't find anything that ticked all of the boxes. "I've run sales teams and marketing teams, so process management is such a key thing for me," stated Fuller.

What COYFC really needed was a system that allowed them to create more complex workflows with waivers and embedded eSignatures. So, he expanded his search and found OnTask. "As soon as I found out OnTask wasn't just waiver management, but process management, I was sold," said Fuller.

**"I could have bought an eSignature platform, but I liked OnTask because it gives you many more options. That's what I like, the options, creativity, and team behind the product."**

*- Paul Fuller, Director of Operations,  
Central Ohio Youth for Christ*

## Results

After implementing OnTask throughout their organization, COYFC was able to safely streamline their approach to collecting waivers, enabling them to protect the safety of those they serve while running more efficiently than before the pandemic hit.

Provided with support and training to get set-up, Central Ohio Youth for Christ was able to streamline their digital waivers process entirely. After a quick training, COYFC's leaders were ready to learn how to roll out OnTask to the organization on a larger scale. This roll out was made easy with guidance of OnTask's customer support team, ensuring staff members were able to get the hang of things right away.

Staff members can simply send a link to a waiver form for participants to fill and sign, and OnTask saves the results and routes to the proper parties. "It's an easy form," states Fuller. "But once it runs, it simplifies life in a big way."

**“Waivers are stored automatically for us in OnTask. If you set up the process right, it's extremely easy to train on.”**

*- Paul Fuller, Director of Operations,  
Central Ohio Youth for Christ*



### **What started as a need for a simple waiver solution, quickly evolved into something more.**

Each year, COYFC holds a major screening program for their staff and volunteers—a team of hundreds. As part of the screening initiative, each staff member is required to undergo a background check, sign codes of conduct, and fill out the proper certification paperwork, all of which creates an insurmountable amount of paperwork each year.

Before finding OnTask, COYFC often experienced long turnaround times when it came to staff and volunteers submitting their paperwork. The workflows they created in OnTask allowed documents to be automatically routed to the proper parties and gave participants the ability to fill and sign digitally. This significantly cut down on turnaround times and took the pressure of dealing with mountains of paperwork off of staff members.

Today, COYFC utilizes OnTask for computer agreements, payroll budget requests, HR staff paperwork, and many of their internal control purposes. Fuller and his team plan to continue expanding their use of OnTask in the future.

## About COYFC

COYFC is a faith-based, 501 c3 non-profit organization that provides holistic programming to youth and families through mentoring, counseling, camps, Bible studies, retreats, and more. With these resources, COYFC guides youth to find their path in life. To learn more about COYFC, visit [coyfc.org](http://coyfc.org)

## About OnTask

OnTask is a workflow automation tool that makes it easy for users to create digital documents and forms for routing, review, approval, and signature. Whether internal or external, participants can work on documents and forms with ease, while giving administrators the ability to track files as they travel through review, and gain acceptance through verified digital signatures. For more information, visit [ontask.io](http://ontask.io).