



Global Orphan is an international organization that specializes in helping children and families around the world get the help and support they need.

## Objectives

- Build out functionality that enables churches and groups to share internal needs to their congregation
- Create workflows allowing church members to help meet internal church needs
- Enable all church members to have full user accounts when their church enables the new Church Needs functionality
- Retheme the Church public pages so that pertinent information is showcased better, allowing easier fulfillment of needs

## Core Solutions

- Custom zip code radius integration through Google's maps API allowing for highly selective request notifications
- Git pipelines and tests to ensure new functionality doesn't break existing code existing branding



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## Discovery

Coming off of these successful launches, Global Orphan began to study bottlenecks for system adoption. Since successful system adoption in new markets relies both on new agencies and churches to simultaneously adopt CarePortal, we focused on finding a way to let churches start to use CarePortal prior to agency adoption. It was this vision that prompted development of the Church Needs functionality.

The new Church Needs feature implementation was simple: enable internal member needs to be submitted within a church, communicating those needs to their congregation, and enabling members to meet those needs. When needs aren't met by a church's own members, they have the ability to escalate those needs into the community. This entire workflow mimics the agency/request workflow on a smaller scale, therefore both enabling church leadership to take care of their congregation better as well as immediately familiarizing church responders with full system functionality, as well as providing an immediate and free benefit to any church using CarePortal.

## Buildout

Our first step in development was creating the infrastructure allowing churches to enable church needs. We then expanded existing functionality to automatically convert any member accounts to full system users when Church Needs was enabled. The next step our developers took was to convert the existing agency request relationships and functionality throughout the system to a polymorphic relationship, allowing future variations of agency requests like the new church needs to work exactly as expected, with all functionality intact.

Our developers spent a considerable amount of time working through the existing workflows to ensure that the entire system continued to function properly. Lastly, we built out new functionality allowing churches to escalate unmet needs to their own community through the CarePortal system. Emails were tweaked and logic was written to correctly integrate the new needs workflow.

Part of the Church Needs scope of work was also retheming the main church engagement page. Previously, the page served as a simple informational landing page for church members. Functionality was limited, and unimportant details were featured prominently. With the redesign, we placed the most important details front and center, allowing users to immediately feel engaged with their church's own needs and requests.

## Launch

The new Church Needs functionality of the CarePortal app delivers a fully functional experience geared towards allowing churches to interact and engage their own congregation better. Adoption of the Church Needs functionality provides users immediate familiarity with the CarePortal agency request functionality, while removing vital barriers to adoption in new markets. New roles were created and functionality was expanded across the board, ensuring that people in need get help in a quick and timely manner. Churches and individuals are more engaged and able to create a better community for everyone. CarePortal's new app elevates their brand, positioning them as a unique and important player in communities across the country. Countless family's lives will be improved daily through their efforts.



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