

Case Study: Center for Healthy Families



AT A GLANCE

The Center for Healthy Families is a nonprofit organization that provides maternal/child health services and case management to underserved communities in Central Ohio. Despite its powerful mission, CHF faced severe operational strain due to underutilized technology, missing policies, and lack of internal oversight. With keen leadership and partnership with Haz Technologies CHF emerged from disarray into an operationally sound, policy-driven organization.

Results

Notable outcomes:

- 30% IT cost reduction in the first 90 days
- Fully documented and reviewable infrastructure
- Real-time visibility into IT spending and planning
- Improved leadership engagement and decision-making
- Positioned to secure new grants thanks to data transparency and compliance

CHALLENGES

CHF was experiencing long-standing organizational and technical dysfunction:

- Chronic IT system failures went unnoticed due to lack of monitoring
- The IT budget was overinflated, with no measurable ROI
- There were no standard operating procedures (SOPs) for hiring, documentation, or escalation
- No HIPAA compliance safeguards were in place
- No centralized leadership was assigned to IT or data strategy
- Quarterly audits and check-ins did not exist
- Systems were disconnected, with no data continuity or recovery plan

OUR INTERVENTION

Our consulting team was brought in to stabilize and modernize CHF's operations. Key initiatives included:

- Reduced the IT budget by 30% through vendor renegotiation and asset rationalization
- Created SOPs for hiring, onboarding, data access, and technology support
- Wrote and implemented a full Disaster Recovery & Continuity Plan
- Achieved HIPAA compliance through secure systems, access control, and data policies
- Established quarterly IT & strategy meetings with executive leadership
- Brought in a Technology Director and Business Analyst to build internal capacity
- Developed a custom IT Budget Scenario Tool — a smart Excel spreadsheet with formulas to test funding allocations, forecast expenses, and reduce waste

BONUS IMPACT

Our partnership extended to designing a custom EHR RFP, reflecting CHF's values, workflows, and reporting goals — setting the stage for the next phase of digital transformation.



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