

## CUSTOMER SPOTLIGHT

# Kairos



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— Mary Lynne DeRocher,  
Development Director

Kairos is a nonprofit agency providing intensive mental health services to youth, young adults, and families throughout Oregon. The organization is committed to bringing emerging best practices from the mental health field to the communities it serves. Kairos promotes mental wellness, instilling hope in many Oregon youth who are at-risk or in need of support.

## Kairos Moves Faster with Blackbaud University Training

Kairos Development Director Mary Lynne DeRocher had worked regularly in Raiser's Edge for some time. A loyal fan of the fundraising solution, she remembers the long, content-heavy training she first received when Kairos implemented Raiser's Edge two years ago. She also remembers that the training did not mirror the effectiveness of Raiser's Edge at all. In fact, she recalls a lot of self-teaching during that time.

So when the board announced an upgrade to Raiser's Edge NXT and Financial Edge NXT recently, Mary Lynne wondered if there was a new training process, what it would be like, and whether she would benefit. To her excitement, she

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Kairos is powered by:

- ▶ Raiser's Edge NXT™
- ▶ Financial Edge NXT™
- ▶ Learn Everything® training

Discover all of Blackbaud University's training options ▶

found an abundance of training options offered through Blackbaud University that were designed with an updated learning structure. These updated training options were offered through the subscription-based Learn Everything service that Kairos was using—a comprehensive portfolio of instructor-led live and virtual training, on-demand content, and certification opportunities.



## Up and Running in No Time with Concise Training

The Kairos team recognized the advantage of Learn Everything’s succinct, concentrated curriculum. They were able to easily digest the information and get right back to their jobs, immediately implementing new skills learned. Not only that, but they saw opportunities to revise processes and refine systems in their office as a result. In Learn Everything’s updated structure, Mary Lynne found that “instructors were totally professional, concise, and topic-oriented...and it’s really appreciated.”

Another major bonus for staff at the organization? Learn Everything’s targeted virtual classes being offered at different periods during the day. Now, time zones aren’t an impeding factor in scheduling, and staff can conveniently slot training into their calendars.

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—Mary Lynne DeRocher,  
Development Manager

## Maximizing Training Opportunities to Improve Culture and Careers

As professionals who work in a clinical field, Mary Lynne and Kairos Finance Director Angela Warling don’t just receive recognition when they are certified in special programs or practices—they get compensated financially. So attending Learn Everything’s built-in certification track was a no-brainer for both women—each signed up right away. Upon completion, Mary Lynne and Angela have official validation of their advanced skills in Raiser’s Edge NXT, setting them apart from others in the field and making them eligible for pay raises.

Mary Lynne and Angela knew it was important to attend the full spectrum of Raiser’s Edge NXT and Financial Edge NXT training that came with the Learn Everything subscription. That way, both directors could advise staff on which courses were most important to take for respective roles. At the same time, it enabled them to take a peek into processes that weren’t a part of their personal day-to-day activities.

This revealed inefficiencies in process and opportunities to streamline tasks, ultimately improving work culture for the staff at Kairos. “Any time I can locate, retrieve, or search data that I need faster, it’s a huge advantage,” says Mary Lynne. “Our team is absolutely more efficient thanks to Raiser’s Edge NXT and the training we received.”