

Success Story:

Para Los Niños

Founded in 1980 in Skid Row in Los Angeles, California, Para Los Niños – meaning “for the children” – was founded so that no child would be forgotten. Para Los Niños believes in the children, youth, and families they serve. Today, Para Los Niños continues to respond to the ever-growing and ever-changing needs of Southern California’s most challenging communities across their 15 locations. The organization’s proven approach helps to build stronger, more stable families and brighter futures for children.

Challenge

Para Los Niños (PLN) plays a vital role in supporting the in-need Los Angeles youth community; from education and clinical services, to family services and workforce preparation. This places a substantial amount of responsibility and pressure on Geovanni Rivas in particular. As the Head of IT, Technology and Communications at Para Los Niños, his goal is to deliver technological support so desperately needed by the community. Rivas is constantly thinking of how PLN can make the most of their limited funding to provide the best tools, equipment and Internet connection needed to ensure a quality education that rivals private schools. He works tirelessly to put high quality mobile devices in the hands of case managers who need to stay connected on the go as they visit local families. He also manages the PLN computer lab, ensuring it’s equipped with innovative technology that serves as a safe place for teenagers who need to work on their resume, apply for jobs, or finish their GED.

Over time, it became apparent that PLN’s existing analog telephone system could no longer be a viable, long-term solution. Between rising costs and the on-site maintenance required at each of their 15 locations, Rivas knew they needed a more flexible alternative. He was in search of a scalable solution that would reduce the amount of work needed to make simple changes – and at a price that would enable their mission-critical work to continue seamlessly. Rivas even found himself questioning if such a solution existed.

“The years GoTo has been in the space and the tools they had all made sense. That’s what we wanted. That’s why we went with GoTo Connect and after three years I can say we made the right choice.”

Geovanni Rivas

Head of IT, Technology and Communications,
Para Los Niños



Solution

Eventually, Rivas discovered GoTo Connect and was impressed by its strong reputation – GoTo Connect is trusted by educational institutions and well-established in the space. It also came highly recommended by PLN’s IT consultants, which helped seal the deal.

Another key factor for Rivas was finding a solution that was flexible, scalable and accessible from anywhere, should they experience one of California’s semi-frequent earthquakes. It was essential that the solution be future-proof and would help them withstand budget cuts, or other potential challenges. “We live in LA, there might be an earthquake tomorrow. We needed a system that could work from anywhere. That’s what GoTo Connect brought to PLN. It’s centralized and in the cloud,” mentioned Rivas.

PLN also decided to leverage GoTo Meeting as a way to enable their clinical services staff to connect with clients during the COVID-19 pandemic. “That was priceless, having clinicians use GoTo Meeting knowing that it was HIPAA compliant and they could see their clients. It all came together at the perfect time,” said Rivas.



Results

A welcomed but unexpected outcome that Para Los Niños has seen from switching to GoTo Connect has been recently uncovered amidst the COVID-19 pandemic. Even though they didn’t initially seek out GoTo Connect as a business continuity solution, it has proven to be a helpful tool in aiding the PLN staff transition to 100% remote work. Principals, supervisors and case managers are able to call clients without using their personal phone numbers, providing a professional facade and experience for both parties. GoTo Connect has also been easy to install and connects SSO to Office 365, so staff can get up and running quickly and painlessly. “As soon as they install GoTo Connect, it’s like they’re sitting in their office. They don’t even feel like they’re working from home,” exclaims Rivas.

In addition, when the transition to remote work needed to happen quickly due to California’s shelter-in-place order, Rivas didn’t have to worry. When the need surfaced to update greetings and modify the extensions, he knew that remote changes could quickly and easily be made on the GoTo Connect platform, and he could explain this with confidence to the company.

Discover the flexibility, scalability and accessibility the GoTo Connect solution provides. Visit www.goto.com/connect for more information or call us at 1 (866) 890-8931.

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