Digitalization in open youth work with Coordinator

As a sub-sector of professional social work, open youth work has always been caught between low-threshold and voluntary services for the target group on the one hand, and accountability to providers and funders on the other. Proving the effectiveness of open youth work is a key challenge. This requires tools that reflect both qualitative and quantitative successes.

Due to the COVID epidemic, we had to record the number of visitors to the Treff. We started with a spreadsheet system and realizing that this extra work brought little or no benefit to the Jam! Team, decided to look for a software solution. We decided upon a product called Coordinator. All of our existing data was imported enabling the team to start using the system immediately. One of the immediate benefits was producing our annual attendance statistics. These previously time-consuming tasks are now just a few clicks away.

When the Covid restrictions were lifted, young people were also allowed to visit anonymously again. Visitors registered during Covid received a Jam! Membership card. The card replaced our old deposit system for borrowing games or other products.

By scanning the membership card, members can be credited with points when they check in. The points collected can be used for drinks and snacks at the Treff.

Treff visitors can decide for themselves whether they want to register or continue to visit the Treff anonymously. Coordinator also enable us to record anonymous visits for statistical purposes.

Over the past three years, we have moved from "everything on paper" to a "digital-first" approach. We now have all member and partner directories, emergency contact information, a variety of attendance statistics and networked working time recording in one place. Above all, however, Coordinator gives us more time for the essentials of our work - contact with the people themselves. We can no longer imagine working without this system.

https://coordinatorsoftware.com