

Industry: Nonprofit

Location: Lynden, Washington

Employees: 11-25

Contributor: Melissa Elsner,  
Director of Human Resources

Solutions: Ask BambooHR

See how Childcare Worldwide uses **Ask BambooHR®** to streamline HR processes, empower employees with self-service, and save valuable time for more strategic work.



**10 minutes saved**  
FOR EVERY QUESTION ASKED



**100% accuracy**  
RATE ON ANSWERS



**Effortlessly  
scalable**

ACROSS MULTIPLE  
EMPLOYEE LOCATIONS



Founded in 1981, Childcare Worldwide is dedicated to transforming the lives of children in need across Africa, Asia, and South America. Their mission is to share the gospel of Jesus Christ while providing essential resources such as

food, water, medicine, and education. Emphasizing ethical stewardship and transparency, Childcare Worldwide strives to meet both the physical and spiritual needs of children so they can reach their full potential.



**“Ask BambooHR is great for everybody:** happy employees, happy HR, happy finance. We get the answers we need quickly, and it’s really easy to use.”

Melissa Elsner | Director of Human Resources | Childcare Worldwide

## Challenges

### Time-Consuming, Repetitive Questions

"Employees always came to me with their questions and couldn't find where to go to get information. The resource might be available, but they don't know what folder or drive it's in. It was a time-suck for all of us."

### Communicating Across Time Differences

"Everyone works remotely, and we're distributed across the country. We've got people on Eastern, Central, and Western times. Our staff needed a way to ask quick questions and get answers right away."

### Mental Burden on HR

"It's amazing how much being bombarded with questions runs you down. It takes up all my mental capacity for the day, and it affects my energy and my attitude, which isn't fair to anyone."

## Solutions

### Easy Implementation

"Ask BambooHR was really easy to set up. It's not hard at all to upload documents and learn what employees are asking. I had a few people on staff test it out with me first, which helped me know what content to upload for answers. The experience has been really positive. If any quirks come up, I talk to BambooHR Support and they get it ironed out right away."

### Self-Service for Remote Employees

"Employees don't have to wait for me to answer their questions. They can just go in, ask their question, and get an answer. This is especially convenient for our East coast people. They don't have to wait three hours for me to wake up and get caught up on messages. They can get an answer right away."

### Saves Time and Reduces Stress

"It's really freeing up time. And not having the stress that comes up when you're thinking, 'oh my gosh, this is the tenth person to ask me the same question'—it's a great relief for me and my staff."

### Quick Access to Primary Sources

"We really like how the answers link to supporting documents. For instance, when our finance director had a question about payroll, she got a quick, accurate answer from Ask BambooHR, and then she could go directly to the relevant section in the employee handbook and read more about it."

### Relieves Employee Anxiety

"Sometimes employees feel embarrassed to ask a question, especially if they know they've already asked it and they can't remember the answer. With Ask BambooHR, they aren't held back by any social anxiety. They can just type up their question real quick and get the answer they need."

### Insight into Employee Needs

"I like the reporting feature because it tells me what information employees want to know from Ask BambooHR. It gives me a glimpse into what's important to everybody and how HR can best serve them."

### More Time for Data-Driven Strategy

"Ask BambooHR frees me up to focus on strategy and the data my boss needs to see. I can focus on the things that matter most in the long run and make employees happier."

See how BambooHR can set you free to do great work!

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