



## West Florida Flames Soccer League Uses OnTask to Streamline COVID-19 Waivers

The West Florida Flames is a non-profit soccer organization focusing on competitive, recreational, and adult soccer programs. Boasting over 12,000 members throughout Florida and 5,000 in the Tampa Bay area, West Florida Flames is an organization bringing the love of soccer to all experience levels.

### Overview:

After COVID-19 quarantine restrictions were lifted, the West Florida Flames realized a need for document automation. With new rules and regulations in place, waivers were required by Florida Youth Soccer in order for players to get back on the field. With 2,500 active members wanting to return to the game, manually collecting and organizing these waivers would only waste time that could be spent on the field.

### Challenges

Melissa Howard, Club Administrator, began searching for a solution to streamline the process digitally. "We have about 2,500 members wanting to get back on the field," said Howard. "We know our membership and we had originally sent out a paper form for them to print, sign, and send back. I knew it would be challenging to track and logistically it would be difficult for the recipients."

Turning to an industry-leader for support, she quickly realized that this tool wouldn't provide the transactions needed to even begin this project's scope of work. The industry leader only allowed 100 document transactions per year, and with thousands of members ready to get outside, that simply would not work.

## Challenges Continued

"We needed to figure out a solution, and fast," said Howard. "We knew that if we tried to implement a manual process we would have to turn kids away, and that would be devastating for them and for us. We talked to some of our membership about the issue, and that's when we learned about OnTask."

## Results

Once Howard started working with OnTask, she got the process up and running in less than 24 hours. She worked directly with the support staff to develop a workflow, create the digital waiver, and start sending them out to the West Florida Flames membership.

"We collected about 1,000 waivers in three to four days. It's completely streamlined the process for us," Howard emphasizes.

Now that players are returning to the field for the first time since COVID-19, there is a new procedure for them to follow. Part of the check in process involves verification that the West Florida Flames has their waiver on file. With OnTask, Howard is able to download the list of completed waivers, see what team they are on, and see the timestamp indicating when the waiver was submitted.

"Every day I provide the directors with a list of players who have completed the waiver. Working with OnTask has been a dream," shares Howard. "Everyone is extremely responsive and more than helpful. From a user standpoint, the experience has been pretty seamless. One of the greatest benefits of OnTask is that it helps me check to see who has and hasn't completed a waiver on the spot. I can actually pull up the document, not just see a list of the people who have completed it."

With coaches and managers returning to the fields with their teams, the competitive programs have been the first to try out the new process. "It typically takes us an average of 2-4 days to get them back from the members, but it helps to see who has and has not completed the task in the dashboard," says Howard.

The West Florida Flames currently use OnTask for waivers, but they are looking for ways to expand its use throughout the organization. In the future, they hope to streamline more manual processes with automation.

Start Free 14-Day Trial  
[www.ontask.io](http://www.ontask.io)

### About West Florida Flames

The West Florida Flames is a [501©3 not-for-profit organization](#) registered in the State of Florida. Founded in 1975, West Florida Flames has become one of the largest youth soccer organizations in the state of Florida and in the Southeastern United States. It boasts over 12,000 members and 5,000 players across the Tampa Bay area. Offering recreational, competitive, and adult soccer programs. West Florida Flames is dedicated to providing a positive and rewarding soccer experience for players of all ages and abilities.

### About OnTask

OnTask is a business process automation tool that makes it easy for users to create digital documents and forms for routing, review, and approval. Whether internal or external, participants can work on documents and forms with ease, while giving the administrator the ability to track the files as they travel through review, and gain acceptance through verified digital signatures.

For more information, visit [ontask.io](http://ontask.io).