CASE STUDY / CARE & DISABILITY SERVICES

Building internal AI capability at Above and Beyond Care.

A multi-month engagement that began with staff needs and moved through practical training, advanced champion development, and role-specific application.

Airdrie and Rocky View County, Alberta | January–March 2026 | AI capacity building

37 group-training participants	**12** advanced train-the-trainer participants	**10+** Digital Champions developed

THE CONTEXT

AI training had to connect to care work.

Above and Beyond Care (ABCS) supports people with developmental disabilities. Staff work across caregiving, operations, administration, finance, training, and leadership. They were already seeing opportunities in AI, but generic tool demonstrations would not address the documentation load, varied levels of digital experience, or the responsibility of working with sensitive information.

The project set out to build foundational AI literacy and an internal group able to keep learning after the formal engagement. DigitVibe combined organizational discovery with training and practical follow-up, rather than treating a workshop as the finish line.

THE ENGAGEMENT

From discovery to people who could carry the work forward.

01

Listen to the work

An initial survey and structured interviews with staff and leaders across departments revealed where documentation, communication, reporting, and access to information created friction. This gave the training and follow-up work a real organizational starting point.

02

Build shared fluency

Group training sessions reached 37 participants. Sessions paired AI fundamentals and prompt practice with hands-on work on agents, automation, limitations, verification, and data privacy in a care setting.

03

Develop internal champions

A further full-day train-the-trainer workshop involved 12 participants. More than 10 Digital Champions emerged from the program, with advanced practice in the Microsoft Copilot ecosystem and the skills to support colleagues.

04

Apply and prioritize

Role-specific consultations helped champions explore agents and workflows for their departments. DigitVibe also documented governance needs and a roadmap for continued experimentation, ownership, and organizational development.

WHAT CHANGED

From first exposure to hands-on experimentation.

Staff moved beyond introductory use toward identifying departmental problems and exploring tools in the context of their own work. Digital Champions practiced building Copilot Studio agents, working with knowledge sources, and thinking through where automation or a simpler process change would fit.

- **Shared language:** group training gave participants a foundation in AI capabilities, limitations, verification, and privacy.
- **Role-specific application:** follow-up consultations explored practical workflows in areas such as communications, policy access, reporting, and training.
- **Internal support:** the champions model gave ABCS a group of practitioners positioned to help colleagues and continue testing ideas.
- **Governance groundwork:** the project produced guidance and identified decisions needed around approved tools, sensitive data, and ownership.

THE ROADMAP

Capability needs a place to live.

The final report recommended formalizing AI usage and privacy guidance, giving Digital Champions dedicated time and ownership. It also made recommendations on how to coordinate experiments and share working methods across teams, and identified practical tool, training, and infrastructure decisions for ABCS leadership.

The roadmap connected the champions' hands-on learning to decisions about responsible experimentation, ownership, and continued training.