Greater Valley Community Services

Executive Summary

Community Partner
Jackie Smith, Tempestt Henderson, Brady Lefkowitz
Student Consulting Team
Kenny Hu, Harriet Khang, Rebecca Li

Background

Greater Valley Community Service (GVCS) is a non-profit organization located in Braddock, Pittsburgh serving the Braddock, North Braddock, Mon Valley, Allegheny, and Westmoreland communities. They provide community services centered around Health and Wellness along with Education and Families. These programs range across foster care programs, after-school programs, toys for tots, and onboarding. This organization was formed in 2009 and now consists of 20 plus staff and serves more than 12,000 people.

The mission statement of the organization is as follows: To strengthen, educate and empower children and families through collaboration and resources while promoting safety, growth, and strong community.

Project Description

Project Opportunity

The main project opportunity came from the workflow of our client. The client was previously highly reliant on manual and analog processes to collect data and track tasks. This process was inefficient, tedious and prone to human error. Additionally, the technology that they did employ was a haphazard collection of digital services, almost arbitrarily selected with poor integration and synergy. These poor working practices resulted in lowered productivity within the organization and many difficulties keeping track of data and tasks.

Project Vision

The project vision was to give the organization a digital makeover. This consisted of two portions, digitizing key processes and increasing the personale's familiarity and competence in using digital tools.

Project Outcomes

Through the technical portion of our project, we helped GVCS take their first steps in digitizing their data and automated many tasks, thus streamlining processes and overall operations. We were also able to upskill our three client team members: Brady Lefkowitz, Jackie Smith, and Tempestt Henderson. The three team members are now confident and technically competent enough to not only maintain the digital

infrastructure, but also continue digitizing the rest of their organization as needed. Additionally, the documentation we have left behind about this entire process will help Jackie, Brady, and Tempestt transfer these skills to other members of the organization, thus allowing the organization as a whole to move towards better digital data management and process tracking.

Project Deliverables

Our final project deliverables include: 2 Monday.com boards along with documentation. The documentation covers not only how the boards were built but also how to interact with Monday.com and create Smart Google Forms.

In terms of the two boards, one is for the Foster Care process and the other is for the Job Application process. Since the boards were built on our client's Monday.com account, they have full control and access to the boards if they are within GVCS. Each board is equipped with multiple automations so that both the Foster Care and Job Application process is expedited. The automations are as follows: tasks auto-created following Google Form Submission, boards auto-organized based on task status, automated connection between Monday.com and Google Drive through Zapier, and automated scheduling and confirmation emails.

Recommendations

We recommend that our clients continue to carry out our digital revamp of their organization. Firstly, they should use the services and tools we introduced over the course of the semester to digitize more of their processes. This will ensure that all departments of the organization are able to benefit from this project. Furthermore, we highly recommend that our client take concrete steps to ensure all members in the organization not only know how to use these digital tools, but to also understand how they are set up and maintained. This will not only reduce the reliance of the organization on a single technical leader, but may also encourage innovation in the form of better software configurations or migration to more suitable tools.

Student Consulting Team

Kenny Hu served as the main technical lead. He is a third-year student majoring in Information Systems and Computer Science. He will be interning at Roblox this summer and is looking toward a career in software engineering.

Harriet Khang served as the project manager. She is a fourth-year student majoring in Information Systems with a minor in Human-Computer Interaction. She will be working full-time at Doordash in software engineering this coming summer.

Rebecca Li served as technical or project support. She is a third-year student majoring in Information Systems. She will be interning at Instagram this summer and is looking toward a career in software engineering.