

Pittsburgh Hires Veterans

Executive Summary

Community Partner

Jack Lyden

Student Consulting Team

Rashmi Francis

Peggy Shen

Sunny Tang

Background

Pittsburgh Hires Veterans (PHV) is a non-profit organization based in Pittsburgh dedicated to aiding U.S. military veterans in their pursuit of employment, education, and training opportunities. The organization provides personalized employment support, vocational counseling, and educational guidance, and maintains strong partnerships with local businesses to enhance veterans' job prospects. By facilitating these connections and offering support services without discrimination based on discharge status or service era, PHV aims to ensure that every veteran and their family has the resources needed to achieve stable employment.

Project Description

Project Opportunity

Pittsburgh Hires Veterans needed help with the efficiency of database processes in their case management system. Specifically, a major challenge the organization wished to address was the manual labor involved with its donor database. Among the donation management processes involved, such as scheduling communications with individual donors or tracking grant application results, their system was not optimized to facilitate and keep track of so many segments. Their staff members would filter and extract information from the database and then export them to Excel. Since the organization sends information to donors based on their donation values, they also had to pull out and sum up the amount given by individual donors, and then create a spreadsheet containing mailing information of all target donors. This process took up to two days, which was overly inefficient and prone to errors.

Project Vision

Given the project opportunity, our vision was to provide recommendations and assist in transitioning to a new donor/grant management software with features specifically targeting PHV's workflow. The new system would allow PHV to automatically handle more complex processes such as easy filters and queries, data analysis, and report generation. We also considered the cost factor when evaluating existing alternatives. Therefore, we envisioned our project outcome to not only streamline the organization's grant/donor tracking processes but also be more cost-effective than its current system.

Project Outcomes

The primary project outcome is the introduction of a comparative analysis between PHV's current donor/grant management system and existing alternatives. To accomplish this, we created a comprehensive feature analysis for their current software based on the organizational processes and conducted thorough research to present potential solutions addressing the issues. Our analysis and recommendations empower our community partners with insights to understand the needs and capabilities of their current software while presenting them with a better donor/grant management system that provides more complexity in functionalities to effectively support their processes, eliminating any manual labor and inefficient allocation of resources.

Project Deliverables

Our final project deliverables include 3 main documents: our solution recommendations for comparing donor management systems, a process & feature analysis to pinpoint our client's needs, and a hand-off documentation sheet for transitioning to and maintaining the MonkeyPod system. This repository is accessed in a Google Drive folder alongside other resources that are helpful for client reference, such as our project proposal, MonkeyPod onboarding document, and final presentation slides.

Recommendations

We recommended that PHV adopt the MonkeyPod system to enhance the efficiency of their donor/grant tracking. By transitioning to MonkeyPod, PHV can automate their processes, thereby reducing the time and manual labor involved. To ensure PHV is able to maximize its benefits we recommend that PHV begins by migrating their donor database to MonkeyPod which will address the most pressing inefficiencies in donor communication and tracking. Then, a comprehensive documentation report should be provided to staff members and focus on the functionalities of MonkeyPod so they can effectively use the system. PHV should explore and utilize additional features of MonkeyPod such as its reporting tools and automated communication capabilities to reduce manual tasks and enhance data accuracy. They should schedule regular updates and maintenance checks with MonkeyPod's support team to ensure the system is running smoothly and ensuring PHV can leverage new features.

Student Consulting Team

Rashmi Francis served as the client relationship manager. She is a third-year student studying Information Systems & Human Computer Interaction.

Peggy Shen served as the project manager. She is a fourth-year student majoring in Information Systems & Art with a minor in Human-Computer Interaction.

Sunny Tang served as the research and documentation lead. She is a third-year student studying Information Systems with an additional major in Artificial Intelligence.