rvatech/jam

COMMUNITECH

About Our Nonprofit Partners

IT4Causes

IT4Causes, a 501(c)(3) organization, provides stable, secure, and sustainable information technology solutions that enable other nonprofit organizations to focus on their missions and serve their clients better, with lower total cost to their organization and the community.

Vision and Goals

We envision a vibrant community of nonprofits using the best in technology and data to provide greater service to more people with lower cost. Our goals are to:
- Enable nonprofits in our region with best-in-class technology solutions
- Understand the business processes of our partner agencies so that we can help them determine the best ways to collect and use data
- Empower technology professionals and students with appropriate opportunities to volunteer their best skills to help agencies improve their service delivery.

Daily Work

We identify other nonprofits as potential clients, perform assessments of their needs and the current IT capabilities, and then identify projects to close the gap between where they are and where they want to be. We decompose those projects into small tasks that can be completed in roughly 4-20 hours by pro bono experts, skilled IT volunteers, and/or college interns. We identify volunteers from local industry, retirees, students, and IT pros between jobs to take on these tasks. We provide project management oversight and guidance to help the volunteers get their jobs done.

We also implement strategic data solutions to help nonprofits track outcomes, which are measured by analyzing changes in the life circumstances of program participants. In some cases, we aggregate data about the same participant across multiple programs to track the overall outcome of different agencies.

Special events

We occasionally hold special events to bring together technology pros and nonprofit leaders in social settings, and to give people an opportunity to look at emerging technologies in a casual and fun atmosphere, and to raise money for our cause.

Metrics for Success

We measure success in several dimensions:
- number of nonprofits served

- number of hours of paid staff time, and number of volunteers/pro-bono/intern hours applied to projects, to produce a blended rate of $$/hr.
- number of projects completed at various agencies
- changes in efficiency and productivity at the agencies we serve (aspirational)

More importantly, we help our clients measure the success of their programs by assessing their clients at different points in time to measure longitudinal progress against specific domains, like housing, food, child care, etc.

How communiTECH can help

Data aggregation and analysis
- Many of our partner agencies serve similar populations, but it's difficult to measure impact across agencies due to privacy issues when it comes to sharing data. If we could get info that was scrubbed of NPI but were still able to know that we were talking about the same individual, we might be able to overcome the privacy concerns and yet still be able to show results of multiple programs on individual participants/families.
- Some of our partners will only allow us to access data about individuals that have signed some form of release, which is a small subset of all the people in their datasets. We need a way to go in and pull specific data on specific individuals from a large dataset, while ensuring the partner that no other data can be obtained through this process.

Volunteerism
- We'd love to have a single place where volunteers from all walks of life could provide lots of details about their skills while not getting bogged down in filling out hundreds fields on a form.
- We need a better way to log volunteer hours to track the work that's getting done, without the volunteer needing to remember to do so
- Our volunteer opportunities are loaded in Salesforce, and we are looking help to build a webpage to pull data from there and format it for volunteers to find in a user-friendly interface.

We need a Cloud-based infrastructure for data across multiple agencies (we are thinking of Azure since Microsoft provides $5k per year in credits per nonprofit):
- Secure to hold NPI
- Strong reporting and analytics capabilities
- ETL for data imports/exports to/from other tools like ETO and Salesforce
- GIS capabilities to include all levels of public school, council rep, neighborhood association, etc., at much finer level than zip code
- An app to allow social workers in the field to accurately record location/GIS tagging, and access GIS info, when visiting a client in the field

In general, we'd like to be able to access census data summarized at different levels

- Zip codes are too big
- Would want to use other map overlays/shape files to view/aggregate demographics and census data by School (elementary, middle, high school), Neighborhood association, Groups of blocks
- It would also be good to see the metrics tracked by Capital Region Collaborative indicators at these same levels
- https://cdn.capitalregioncollaborative.com/wp-content/uploads/2017/03/2017-RVA-Snapshot.pdf

Show trends in Change in real estate ownership over time to highlight gentrification issues and impacts
- Owner-occupied
- Rental units
- Other stats

Honoring Choices Virginia

The mission of Honoring Choices Virginia is to encourage advance care planning (ACP) conversations among individuals, families and health care providers throughout the Greater Richmond community so that individuals' health care choices are best honored in the event of medical crisis. Honoring Choices is a partnership of the Richmond Academy of Medicine, Bon Secours Richmond Health System, HCA Virginia, and VCU Health, with significant community involvement from faith organizations, service organizations and community-based care providers.

Vision and Goals

Honoring Choices brings together three competing health systems and community organizations with a goal of making the thoughtful consideration of future medical decisions a routine component of every community member's care experience. Through our collaborative, community members and health care providers are trained in facilitating value-neutral conversations between individuals, their loved ones, and their providers so that individual goals of care may be understood, documented and acted upon in the event of a medical crisis. This person-centered approach helps individuals to navigate the complex future medical decisions that may need to be carried out by a trusted loved one if the patient is unable to speak for him or herself. The documentation generated from these conversations allow the medical team to deliver the care the patient wants - no less than expected and no more than desired. Knowing that encouraging ACP can help a patient live well, we also see the impact on the patient's loved ones who are equipped to feel confident in their knowledge of the patient's goals of care and the impact on the medical team that is supported in knowing how to best support their patient.

Our current organizational priorities include:
- Full implementation of Honoring Choices Virginia across the three participating health care systems. Since launching in January 2015, Honoring Choices has been embedded in 45 clinical sites. These sites include primary care, outpatient specialty care such as oncology, inpatient care, outpatient rehab, and home nursing.
- Developing a framework for community implementation of Honoring Choices Virginia.
- Thanks to legislation patroned by Del. O'Bannon and Sen. Dunnavant, the Virginia Department of Health is in the process of approving Honoring Choices Virginia as one of four programs that can train community-based advance care planning facilitators. This momentous success positions Honoring Choices for broader community dissemination, with particular emphasis on organizations where people feel most comfortable in having these conversations (e.g., communities of faith, supportive housing, health-specific charities).
- Creating person-centered learning tools. One of our values is ensuring that advance care planning is accessible to all individuals in our community. Our facilitators who work with patients from historically underserved populations report that our tools, which are written at a 6th grade reading level, are not meeting the needs of their patients; the literacy levels are too high, the language is too complex, and the material would benefit from greater cultural sensitivity. Rather than recreating tools from our perspective, we are engaging in focus

groups with individuals to hear from them what information they need to feel confident in developing advance care plans. This work could create a model for other ACP efforts across the nation.

- Addressing ACP documentation storage, retention and sharing. An interdisciplinary team of Honoring Choices leaders have worked in collaboration with the state health information exchange and the Virginia Department of Health to develop a comprehensive report and associated recommendations for ensuring access to advance care plans wherever a patient seeks emergency medical care. The report recognizes that with the fragmented nature of health care and the many transitions patients with progressive diseases and chronic conditions make across settings and providers, it is crucial that patients' preferences and values regarding their care are not only elicited and documented, but also actively shared.
- Statewide ACP policy agenda and collaboration. Last fall, Honoring Choices convened ACP leaders from around the state in an effort to map available ACP resources, share expertise and experience, and coordinate activities. That group is beginning a visioning process regarding opportunities for future collaboration. Areas of exploration include policy and advocacy, fundraising, quality improvement and assurance, and educational support.
- Strategic planning, sustainability planning and defining a future organizational structure

Daily Work

- Collaborate across the three health systems, ensuring continuity and consistency of processes, quality assurance protocols, and documentation.
- Assist facilitators with technical questions and ongoing training needs.
- Schedule community presentations.
- Meet with stakeholders (e.g., public health, faith organizations, community advocacy organizations)
- Respond to questions and requests from the public.

Special events

- Annual Advance Care Planning Learning Collaborative
- Educational forums for the general public, typically hosted with a trusted community partner
- Facilitator and instructor trainings

Metrics for Success

- Number of trainees
- Number of invitations for conversation
- Number of conversations
- Number of documents generated
- Number of documents on-file at health system
- Participant satisfaction

How communiTECH can help

- Helping people understand WHY advance care planning is necessary and that it's a process, not a one-time event. It's scary to contemplate what the end of life looks like, but we know with a certainty that we all will die. Having these conversations before a crisis is imminent creates a feeling of peace for all involved in the crisis. Everyone from the family member making the decisions to the doctor to the nurse wants to know they are caring for the patient in the way the patient would want to be cared for. And this is true no matter how old the individual is. A medical crisis can happen to anyone of any age, so it is critical that these conversations are happening for healthy young adults and continue as we age.
- Figuring out how to share these plans so that they're available at the point of care! While we've done extensive work in this area, we haven't been able to crack the nut in getting these documents (which aren't necessarily part of a care plan or medical record) connected between health system and health care providers, state department of health, and the individual.
- Defining our community engagement strategy now that community engagement is possible. What's the best way to connect with young people, those with young families, people of faith, people of various socioeconomic status, etc.? How do we do this with minimal resources? How we do create a referral network to ensure individuals get the support they need? How do we make sure we're meeting the needs of the most vulnerable? Is how we're translating complex medical and legal terminology most beneficial for those we're trying to serve?

Richmond Animal League

Since 1979, Richmond Animal League has been finding homes for homeless dogs and cats in the Richmond area. Believing in the no-kill philosophy since the beginning, we are the area's oldest no-kill shelter.

Vision and Goals

To reduce homeless pets in Central Virginia, reduce euthanasia rates and reduce overpopulation problem via Spay/neuter services.

We have outgrown our space as we have become more and more efficient at transferring animals in, getting them ready for permanent, loving homes, and getting them adopted. We are very excited about the possibility of building a shelter that will provide a safe and hopeful place for the homeless animals in Central Virginia and the people who love them.

Daily Work

Rehome pets from high volume shelters, spay/neuter 30 animals a day, clean, house, medication homeless animals while awaiting adoption.

Special events

http://www.ral.org/about_us/calendar1/

Metrics for Success

- Higher release rates at surrounding shelters, reduced euthanasia, rehoming requests. High number of spayed and neutered pets in the area.
- Happy matches between pets and adopters

How communiTECH can help

- Feral scheduler- online
- Appointment schedules for in house/foster animals via cloud all parties can add.
- Have raspberry pi to use to run touch screen in surgery
- Gather name and addresses for a database. Share throughout the different initiatives;
- auction on line items … people can pay online?
- make donations online to each initiative;
- Print labels of next in house numbers for intakes on shelter pets
- Online client form, ideally up-loadable to AVImark
- Reminder emails/texts from Avimark

- online public scheduler?
- One master calendar- we have events, days off, foster schedules etc. Anyway to combine?
- Search for appts in current avimark calendar by name

Activation Capital

The Activation Capital is the innovation and entrepreneurial ecosystem in the Richmond region. By collaboratively identifying and supplying innovators with tools for successful business outcomes, we champion RVA's entrepreneurial region.

Vision and Goals

The Activation Capital is the anchor for the knowledge-based innovation and entrepreneurial community, provides the leadership and vision for the Richmond regional innovation ecosystem with a willingess to invent, take and manage risks, and share credit for success. There are six areas of focus identified which include: brand awareness, coordination of resources, acceleration of business formation, metrics of innovation, fostering innovation, and corporate innovation and business intrepreneurship. The Activation Capital is addressing these identified gaps with coordinating strategies - elevation of the region with an annual regional entrepreneurial festival, creation and administration of a resource guide/platform, funding for accelerators, continued publication of an annual metrics report, increase awareness of policy issues and opportunities related to innovation/entrepreneurialism, and identifying and mapping corporate innovation, along with the creation of a corporate innovation roundtable.

Daily Work

Activation Capital is the front door to the region's innovative and entrepreneurial ecosystem. We keep a calendar of events in the ecosystem and track related news items. Additionally, we are striving to provide pathways to funding resources, talent resources, mentorship resources, networking resources, programming resources, and space resources.

The Activation Council recently approved a set of strategies for addressing gaps in the ecosystem, so there will be a number of activities taking place related to strengthening the ecosystem.

Special events

We have monthy events as well as combine calendars for ecosystem stakeholder events. We are also working with stakeholders to plan a signature innovation and entrepreneurial event that would take place during an existing RVA event. We currently host events at the VA Bio+Tech Park including our monthly #innovateinRVA series where we showcase a broad range of innovative companies/organizations in the region. We also host a quarterly entrepreneurial education series with topics specific to startup companies including legal issues related to starting a company, tax advice, research and development tax credits and various incentives, and the importance of telling you brand story.

Metrics for Success

Success can be measured when founders and organizations (both within the ecosystem and outside of it) know RVA as the Activation Capital and recognize it as the place to go for navigating resources, getting business support, and where to find events that are happening.

How communiTECH can help

We want a site to help navigate the unique visitor through their pathway in the innovation & entrepreneurial ecosystem.
- Calendar of events where people/organizations can easily populate with events and can link to the organization website. It would be nice to have the events in a searchable format depending on interests.
- Directory of resources (Funding, Talent, Mentorship, Networking, Programming, Space)
- Shared job/internship board
- Latest news section and featured events
- Social media area that updates automatically
- Shared mentor database

Think of Us

Leveraging Innovative Technology to Improve the Lives of Youth in Foster Care

Vision and Goals

Think of Us is focused on revamping the child welfare system through advocacy as well as improving technology or in many cases implementing technical aspects that are non-existent. We plan to do this through putting the youth at the center and allowing them to not only tell their story through technology but also shape their future. Data analysis, artificial intelligence, systems integrations and predictive analysis are just a few of the methodologies we plan to use. From helping youth transition out of foster care to better case management for social workers, Think of Us wants to be the tech company in the forefront of child welfare.

Daily Work

Our daily work consists of user research and interviews of youth to ensure we are building the right technology. I personally lead a team of developers and designers where we take user feedback and build out our web and mobile platform.

Special events

We often organize and lead several hackathons a year where we bring together technologist and child welfare officials so that the two sides can think of new and innovative solutions facing state and county social services. Executive members of the organization are actively involved in panel discussions, keynotes and conferences across the country around child welfare.

Metrics for Success

Part of our platform is connecting youth with supportive adults in their life that can help them with their transition. So in some aspects we measure success around the new number of connections made. In the future we hope to measure success by quantifying the number of youth who had a positive course change in their life i.e. permanent housing, stable employment or education advancements.

How communiTECH can help

- Case management system for social workers and admin
- Youth created court report they can present to the judge
- Analysis of current data to form trends and predictive analysis

- Conversational chat bots that uses an AI to tap into local housing, employment, education, transportation and crime data

CCHASM - Chesterfield Colonial Heights Alliance for Social Ministry

To provide food, financial assistance, and career clothing to area residents who have experienced or are experiencing an emergency situation which threatens their survival needs.

Vision and Goals

Our Values:
- Compassion: We will serve in an impartial manner with empathy and sincere concern for all.
- Collaboration: We will work together as a team in partnership with various community resources to effectively respond to the needs of our clients.
- Integrity: We will be truthful and ethical in all we do and to all we serve.
- Accountability: We will be good stewards of all resources entrusted to the organization by using defined and measurable business standards and practices. As individuals, we will invest our time and resources to actively pursue and support CCHASM's Vision, Mission, Goals, and Objectives.
- Diversity: We respect the inherent differences of all and are committed to providing unbiased services.

CCHASM is a non-profit 501(c)(3), tax-exempt, organization working cooperatively with government and community agencies to care for the emergency needs of the citizens of Chesterfield County, Colonial Heights, Dinwiddie, Hopewell, and Prince George, Virginia.

Daily Work

We coordinate food pantry and financial assistance services for local faith based organizations through a central call center that screens clients for eligibility and sets appointments for services. The call center operates part time with 2 bilingual client assessment associates taking calls in English and Spanish.   We coordinate food pantry appointments for 25 food banks housed within local churches. We provide financial assistance for emergency needs throughout our service area as funds are available.

Special events

We provide an annual Thanksgiving Meal Program for over 3,000 area families in need. This program is made possible through generous donations of food, funds and volunteer hours from our 150 alliance churches each year.

Metrics for Success

We measure success by tracking client services provided while remaining within budget and by surveying partner churches for feedback on their experience with using CCHASM as a service provider.

How communiTECH can help

- We would love to create more ways for clients to access services online. For example, once they have been screened for eligibility - to be able to schedule food pantry appointments via the web.
- in our wildest dreams, it would be nice to make the screening process available via a secure online environment accessible by key partners. Often we are screening clients as they are sitting in a church office or at the Dept of Social Services. These are common sources of clients referral. All of the documentation that is needed to determine eligibility is currently sent via fax (ie - copies of termination notice for bills, eviction notice, copies of pay stubs). It is often difficult for clients to access fax services. Allowing their social worker or church administrator to upload documents to a secure website area would be amazing.
- We are also currently faxing most of the appointment lists to the food pantries each week. They then fax back the list of 'no-shows' and families that received services to us so that we can record the information.   It would be wonderful to allow the 25 food pantries access to a secure area that lists their upcoming appointments and allows them to make notes about no-shows / other info.
- We would love to make the process for registering the 3,000 + families for thanksgiving meals more automated. This very busy time of year creates congestion on our phone lines and makes it difficult for non-thanksgiving calls to get through.
- Our client database is currently running on Access 2003 and is in desperate need of an upgrade. We have secured the non-profit access to Salesforce.com software; but need help extracting the data from our current database, formating it properly and uploading it to Salesforce. We also need assistance with customizing salesforce to capture the data we collect in the client assessment process and to create reports by specific geographies and demographics for funders. This is truly our greatest need.

Greater Richmond ARC

In partnership with families, the Greater Richmond ARC creates life-fulfilling opportunities for individuals with disabilities.

Vision and Goals

Our vision states that "By 2025, Greater Richmond ARC will be the most respected human services agency in Virginia, recognized for providing the highest quality services for individuals with disabilities regardless of their ability to pay. As a result, we will have grown to serve over 3000 individuals with disabilities."

Daily Work

Greater Richmond ARC provides services for individuals of all ages and all levels of disability.

Here is a list of our core programs:
- Infant & Child Development: In 2016, 536 babies and preschoolers with developmental delays or disabilities learned skills through therapy in places where children typically learn and play. 85% of these children mastered their goals or showed significant progress within 6 months of enrollment, and 100% of parents expressed more confidence in meeting the needs of their children.
- After School Care: In 2016, 89 students with disabilities, who cannot be left at home alone, enjoyed safe, structured after school activities, with peace of mind for working families. 95% of the students in year-round After school made progress on their health and safety goals.
- Adult Day Support: In 2016, 116 adults with disabilities chose from volunteer, recreation/ leisure and daily living activities that resulted in satisfaction and development of new skills. 95% of the participants volunteered in the community and routinely participated in community outings; and 95% showed progress in personal care, physical fitness and community safety.
- ARC Employment Services: 282 men and women with disabilities obtained and retained employment in settings that best matched their needs, their strengths and their preferences in 2016 and 9 individuals transitioned to outside employment from ARC's Employment Services.
- Respite and Summer Camp (Camp Baker): In 2016, 483 year-round respite and summer campers developed positive relationships and independence, while family members took time off from the demands and stressors of primary care giving. In 2016, 100% or respite participants and 84% of summer campers enjoyed community activities like, horseback riding, boating, arts and crafts, music and swimming.

Special events

We have multiple fund-raising and friend-raising events throughout the year. Many of our events are in our crown jewel, the ARCpark, a 2.4 acre park designed for people with and without disabilities located in Richmond's northside.

Metrics for Success

We measure success with each of our individuals by the progress they have made toward their Individualized Service Plan.

Each department is measured by Key Performance Indicators and makes quarterly reports to the Management Team.

How communiTECH can help

- Mobile App/Responsive Web Site to promote ARCpark at Greater Richmond including a virtual tour, interactive description of features of the park and how people with disabilities may experience the features, self-service reservation system including information and payment, and a facilities management admin module
- Mobile App/Responsive Web Site for online donations and product purchases
- Redesign of Greater Richmond ARC public web presence
- Mobile App to manage litter collection performed by Mobile Crew (map user interface, quotation, planned work, completed work, time collection, county invoicing, supporting documentation)
- Design for Greater Richmond ARC company intranet site, SharePoint-based

Chickahominy Health District

Our mission: To improve the health of our community by:
- PREVENTING disease
- PROMOTING healthy lifestyles, and
- PROTECTING people from environmental and other hazards

Vision and Goals

VISION:Healthy People in Healthy Communities

Daily Work

Our District serves the populations of four counties: Goochland, Hanover, New Kent and Charles City. Our services include:
- WIC (Women, Infant, & Children)
- Immunizations
- Maternity
- Family Planning
- Communicable Disease
- Vital Records
- Health Education
- Emergency Preparedness
- Food Safety
- Onsite Sewage and Water
- Rabies

Special events

We attend health fairs and other community events to promote the services of the four Health Departments and provide education to the public on a regular basis. We also work in conjunction with local, county, and state officials during exercises, outbreaks and disasters.

Metrics for Success

Success is measured on a number of matrix indicators to help Virginia become the healthiest state in the nation

How communiTECH can help

- Our biggest need is to digitize over 30,000 environmental files (property records for well and septic locations). Access to these records would allow the citizens and environmental organizations enhanced compliance with the Chesapeake Bay Preservation Act resulting in improved stewardship for future generations.

Indie Lab

Indie Lab builds communities of aspiring experimentalists, provides equipment, training, and opportunity in an affordable, interdisciplinary, and creative space, in order to accomplish scientific projects.

Vision and Goals

- Access to experimental science everywhere, for anyone.
  Indie Lab seeks to provide a new way for researchers and the general public to experience science, and improve the pursuits of entrepreneurial ventures by decreasing the costs of development. To reach these aims the lab will:
- Host an interdisciplinary, state-of-the-art instrumentation facility for research on novel topics;
- Create and host public workshops around scientific topics
- Support open-access to the results of science via open-access publications and Creative Commons licensing
- Create a functional open laboratory model that can be applied regardless of geographical location
- Promote the inclusion of people from underserved populations participating in scientific projects

Daily Work

Indie Lab operates as a co-working space for science, providing the tools of real scientific work to the public. Currently our efforts are put toward building the lab's infrastructure, repairing equipment, planning events, fundraising, and working on scientific projects. Our lab hosts start-up businesses that otherwise would not have the resources to maintain such a space. These start-ups include Spira, Mycelio, and Norveda. We are also designing science courses to teach the public about modern techniques or technologies. In the Fall of 2017 we hope to launch courses on solar technology, genetics, and fungus biology.

Our organization is working with area nonprofits to enhance access to science within the Richmond community. We are developing a relationship with UPRVA to provide low income high schools students with science training. We work with Hack.RVA to host workshops and events.

Special events

We are hosting science education events periodically as fundraisers either on Friday nights or Saturday afternoons. Recent and future events include DNA extraction, science of fireworks, painting with bacteria, and molecular forces. We hope to increase the frequency and diversity of these events as the lab develops.

During weeks that we do not have explicit events we host open lab days. Open labs offer interested parties the opportunity to come visit the lab and work on projects.

Metrics for Success

We have both short-, mid- and long-term success analysis plan put in place to demonstrate the importance of the laboratory. First, we track the number of attendees at the events we host as well as the funding. As these introductions are geared as a way to get people involved in the lab, we also document how people get involved in lab works afterward. In a mid-term sense we look at how well the projects operating out of the lab are succeeding, how curricula is developing and improving, and larger trends in outreach are succeeding. A recent example of a success is Spira and Elliot Roth's (www.livespira.com) transition from Indie Lab to Halcyon Incubator in Washington, D.C. Indie Lab created the environment that allowed that project to move forward over the course of 2 years. Long-term success measures how successful projects feed back into the lab's success, for instance in sustaining funding and consistent interest from the community.

How communiTECH can help

- Better communication models for outreach (paid advertising vs. social media and web presence)
- More consistent programming (from every 2 weeks for interest events to every week to multiple per week)
- Make the programming more financially accessible
- Enhanced programs that take the form of courses
- Diversified programs by topic
- Diversified programs by demographic served. For instance, enhance the work done with
- Richmond's low-income population.
- Low cost scientific testing services
- Lower cost access to the lab's equipment and lab itself
- Upgrade equipment where needed