

Overview

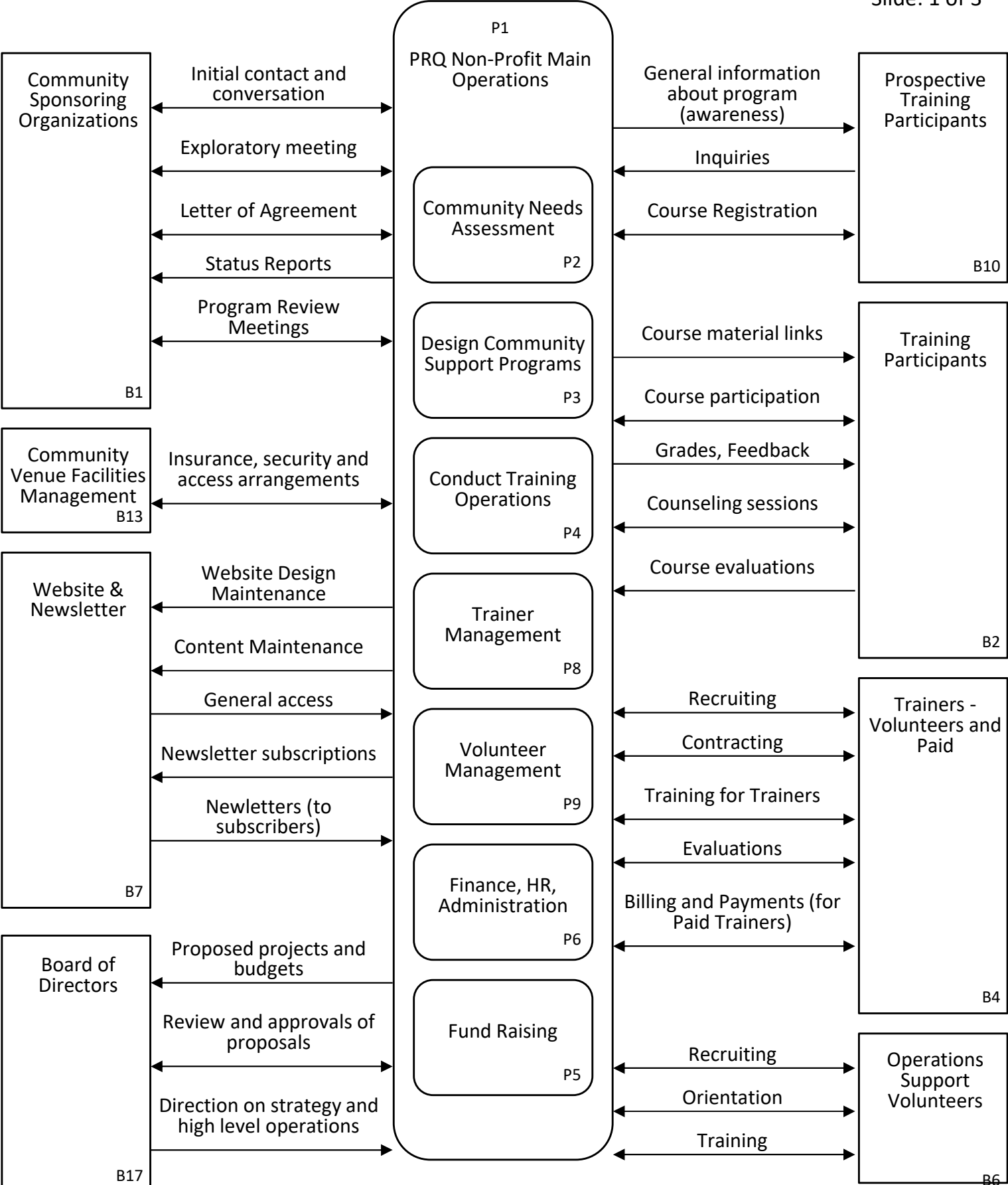
This is a generalized example of a non-profit operation, that reflects elements of several actual client engagements.

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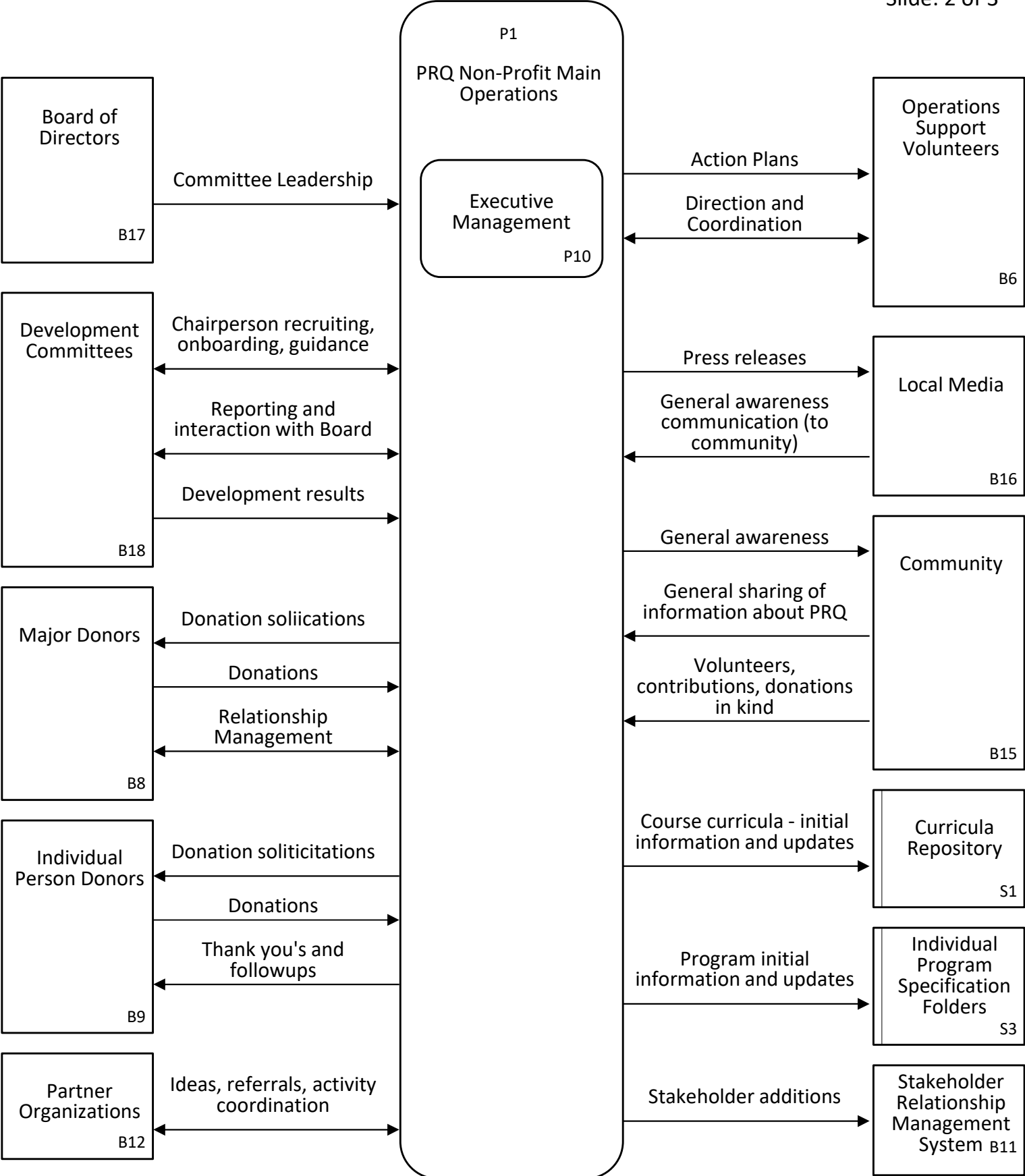
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Area Title:	PRQ Non-Profit	ID:	M43GV2XX
Map Title:	PRQ Non-Profit Main Operations	Map ExtID:	W7T62W2E
Map Type:	Map	Date/Time:	2022/01/03 01:19:15 AM

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Area Title:	PRQ Non-Profit	ID:	M43GV2XX
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Area Title: PRQ Non-Profit

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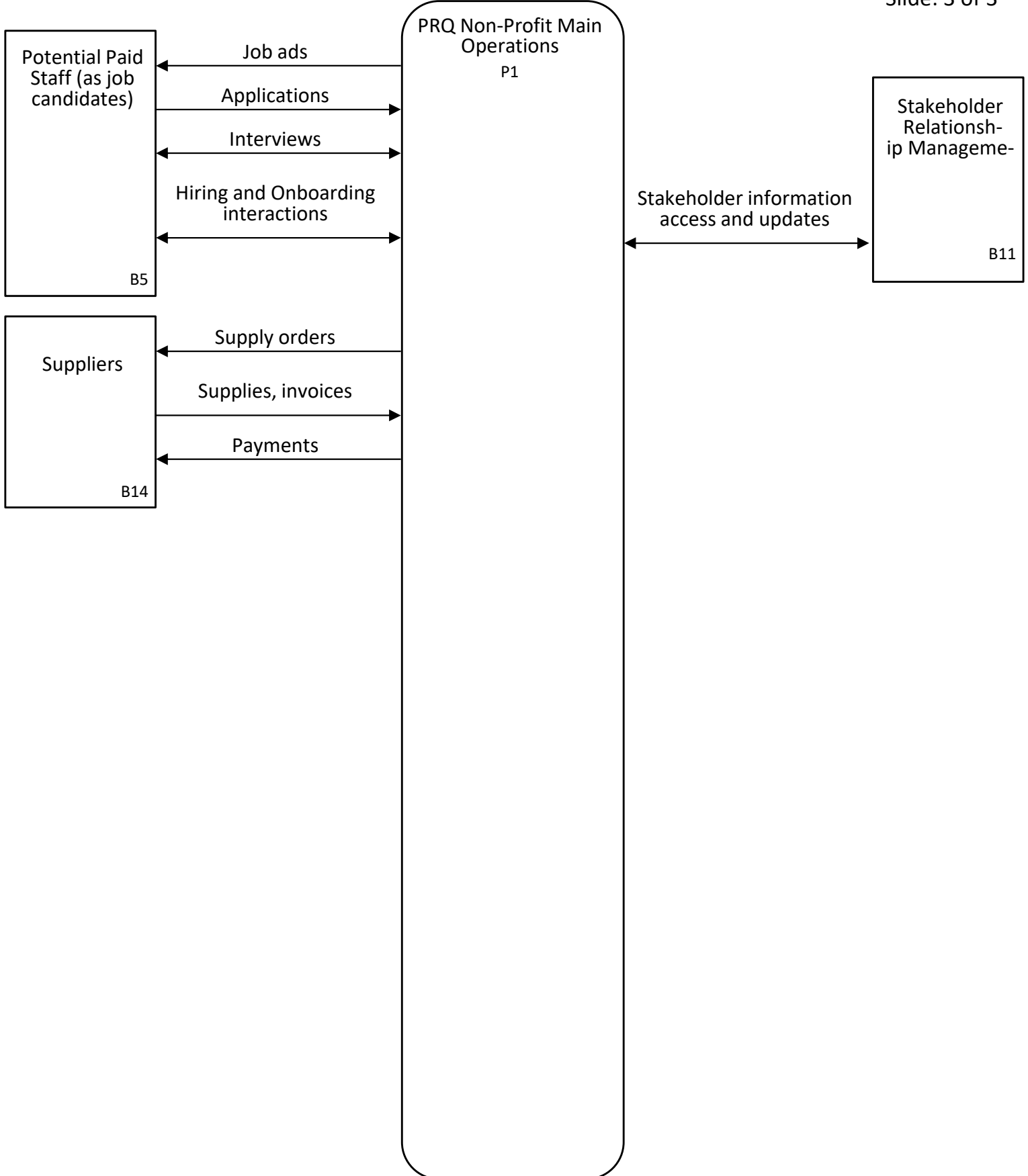
Map Title: PRQ Non-Profit Main Operations

Map ExtID: W7T62W2E

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Map and Plan Area: **PRQ Non-Profit**
 Map and Plan Area ID: **M43GV2XX**
 Map Title: **PRQ Non-Profit Main Operations**
 List Title: **Map Parts and Evaluations in Action Plan Format**
 Date/Time: **2022/01/03 01:19:15 AM**

Flow codes: ==>[] : to Central Process; <==[] : from Central Process; <==> : to/from Central Process

Main Text	Detail	Who	Due	Notes
PRQ Non-Profit <i>Map and Plan Area Name</i>				
PRQ Non-Profit Main Operations <i>Map Central Process</i>				
<i>Major Goal</i> Expand to new geographies				
<i>Major Goal</i> Add training courses in new subject areas				
<i>Note</i> Current courses: home finance, food management, "tidying"				
<i>Major Issue</i> Transitioning to online still in progress				
<i>Major Change Idea</i> Add new curricula				
<i>Note</i> Ideas: clothing management; vocational training				
Community Needs Assessment P2				
<i>Goal</i> Better communication to the communities to solicit needs information				
Design Community Support Programs P3				
<i>Change Idea</i> Develop a standard template				
Conduct Training Operations P4				
<i>Issue</i> Training coordinator is overworked; lack capacity for expansion				
Trainer Management P8				
<i>Issue</i> No standard approach, currently all 1-1 and ad-hoc				
Volunteer Management P9				
<i>Issue</i> Can be very time-consuming				
<i>Note</i> Currently 12 volunteers around HQ and in projects				
Finance, HR, Administration P6				
<i>Goal</i> More frequent budget review by Board				
<i>Note</i> Current is semi-annual				
Fund Raising P5				
<i>Change Idea</i> Review external fund raising services				
<i>Note</i> Do internet research				
Executive Management P10				
Left Side Column				
Community Sponsoring Organizations B1				
<i>Issue</i> Limited number of sponsoring organizations				
<i>Note</i> Community colleges, churches, corporations, philanthropies				
<==> Initial contact and conversation				
<i>Goal</i> Find the best executive sponsor in the organization				
<==> Exploratory meeting				
<i>Note</i> Typically 60 minutes				
<==> Letter of Agreement				
<i>Issue</i> Sometimes is delayed by legal review				
<==[] Status Reports				
<==> Program Review Meetings				
<i>Change Idea</i> Involve Board members with important relationships				
Community Venue Facilities Management B13				
<==> Insurance, security and access arrangements				
<i>Goal</i> Move to more on-line				
Website & Newsletter B7				
<==[] Website Design Maintenance				
<i>Goal</i> Update design (seems dated)				
<==[] Content Maintenance				
<i>Goal</i> Update more frequently				
==>[] General access				
<i>Goal</i> Review and improve traffic monitoring				
<==[] Newsletter subscriptions				
<i>Goal</i> increase subscriptions				
<i>Note</i> Current 2500				

==>[] Newsletters (to subscribers)				
<i>Issue</i> Newsletter is not issued on a regular basis				
Board of Directors B17				
<i>Issue</i> Low attendance at Board meetings				
<i>Goal</i> DEI for Board				
<==[] Proposed projects and budgets				
<==> Review and approvals of proposals				
<i>Issue</i> Approvals are sometimes slow in coming				
==>[] Direction on strategy and high level operations				
==>[] Committee Leadership				
<i>Goal</i> More engagement of Board with committee chairs				
Development Committees B18				
<i>Note</i> Current: Curricula, market research, internal procedures				
<==> Chairperson recruiting, onboarding, guidance				
<i>Goal</i> Better documentation on committee chair responsibilities				
<==> Reporting and interaction with Board				
==>[] Development results				
<i>Issue</i> Development results are slow in coming				
Major Donors B8				
<==[] Donation solicitations				
==>[] Donations				
<==> Relationship Management				
<i>Goal</i> Need Board members to interact more with major donors				
Individual Person Donors B9				
<i>Goal</i> Broaden reach to include more diverse segments				
<==[] Donation solicitations				
==>[] Donations				
<==[] Thank you's and followups				
<i>Goal</i> More consistent effort on this				
Partner Organizations B12				
<i>Note</i> Churches, corporations, other non-profits: see list				
<==> Ideas, referrals, activity coordination				
Potential Paid Staff (as job candidates) B5				
<==[] Job ads				
<i>Goal</i> Better job descriptions				
==>[] Applications				
<==> Interviews				
<==> Hiring and Onboarding interactions				
<i>Issue</i> Inconsistent onboarding				
Suppliers B14				
<==[] Supply orders				
==>[] Supplies, invoices				
<==[] Payments				
<i>Change Idea</i> Consolidate purchasing				
Right Side Column				
Prospective Training Participants B10				
[]=> General information about program (awareness)				
<i>Goal</i> More detail about training benefits				
[]<== Inquiries				
<==> Course Registration				
<i>Change Idea</i> Streamline registration process				
Training Participants B2				
[]=> Course material links				
<==> Course participation				
<i>Issue</i> Sometimes participation is spotty				
[]=> Grades, Feedback				
<==> Counseling sessions				
[]<== Course evaluations				
<i>Issue</i> Not collecting enough evaluations				
Trainers - Volunteers and Paid B4				
<i>Issue</i> Contention about who should get paid and why				
<i>Note</i> Currently paid trainers are engaged for the more advanced financial management course				

<i>Note</i> Volunteer Trainers deliver less complicated courses				
<==> Recruiting				
<i>Goal</i> Broader outreach for recruiting				
<i>Change Idea</i> Try community networking for identifying volunteer trainers				
<==> Contracting				
<i>Change Idea</i> Simplify contract for volunteer trainers				
<==> Training for Trainers				
<==> Evaluations				
<==> Billing and Payments (for Paid Trainers)				
Operations Support Volunteers B6				
<==> Recruiting				
<i>Goal</i> Faster recruitment when they are needed				
<==> Orientation				
<i>Goal</i> More structured orientation				
<==> Training				
<i>Issue</i> Essentially no training at present, all "on the job"				
[]==> Action Plans				
<i>Change Idea</i> Use a standard action plan format				
<==> Direction and Coordination				
<i>Issue</i> Some volunteers are too much work to manage; need to let them go sooner				
Local Media B16				
[]==> Press releases				
<i>Goal</i> Initiate contact with local media sooner in the program cycle				
[]<== General awareness communication (to community)				
Community B15				
[]==> General awareness				
<i>Goal</i> Think about other ways to increase awareness of PRQ mission				
[]<== General sharing of information about PRQ				
[]<== Volunteers, contributions, donations in kind				
Curricula Repository S1				
[]==> Course curricula - initial information and updates				
<i>Change Idea</i> Migrate to new platform				
Individual Program Specification Folders S3				
[]==> Program initial information and updates				
Stakeholder Relationship Management System B11				
<i>Change Idea</i> Acquire more capable CRM system				
<i>Note</i> Current Excel-based				
[]==> Stakeholder additions				
<==> Stakeholder information access and updates				