



PRQ Non-Profit Area Title: ID: M43GV2XX PRQ Non-Profit Main Map Title: Map ExtID: W7T62W2E Operations Map Type: Date/Time: 2022/01/03 01:19:15 AM Map Slide: 3 of 3 PRQ Non-Profit Main Operations Job ads Potential Paid Р1 Staff (as job **Applications** Stakeholder candidates) Relationship Stakeholder additions Management Interviews System Hiring and Onboarding interactions Stakeholder information access and updates B11 В5 Supply orders Suppliers Supplies, invoices **Payments** B14

Map and Plan Area: PRQ Non-Profit
Map and Plan Area ID: M43GV2XX

Map Title: PRQ Non-Profit Main Operations
List Title: Map Parts, Evaluations, Priorities

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 Map and Plan Area Name | | | | |
| PRQ Non-Profit Main Operations Map Central Process | | | | |
| Major Goal Expand to new geographies | | | | |
| Major Goal Add training courses in new subject areas | | | | |
| Note Current courses: home finance, food management, "tidying" | | | | |
| Major Issue Transitioning to online still in progress | | | | |
| Major Change Idea Add new curricula | | | | |
| Note Ideas: clothing management; vocational training | | | | |
| Community Needs Assessment P2 | | | | |
| Goal Better communication to the communities to solicit needs | | | | |
| information | | | | |
| Design Community Support Programs P3 | | | | |
| Change Idea Develop a standard template | | | | |
| Conduct Training Operations P4 | | | | |
| Issue Training coordinator is overworked; lack capacity for expansion | | | | |
| Trainer Management P8 | | | | |
| Issue No standard approach, currently all 1-1 and ad-hoc | | | | |
| Volunteer Management P9 | | | | |
| Issue Can be very time-consuming | | | | |
| Note Currently 12 volunteers around HQ and in projects | | | | |
| Finance, HR, Administration P6 | | | | |
| Goal More frequent budget review by Board | | | | |
| Note Current is semi-annual | | | | |
| Fund Raising P5 | | | | |
| Change Idea Review external fund raising services | | | | |
| Note Do internet research | | | | |
| Executive Management P10 | | | | |
| Left Side Column | | | | |

| Community Sponsoring Organizations B1 | | |
|---|--|--|
| Issue Limited number of sponsoring organizations | | |
| Note Community colleges, churches, corporations, philanthropies | | |
| β σ σ σ σ σ σ σ σ σ σ σ σ σ σ σ σ σ σ σ | | |
| <==> Initial contact and conversation | | |
| Goal Find the best executive sponsor in the organization | | |
| <==> Exploratory meeting | | |
| Note Typically 60 minutes | | |
| <==> Letter of Agreement | | |
| Issue Sometimes is delayed by legal review | | |
| <==[] Status Reports | | |
| <==> Program Review Meetings | | |
| Change Idea Involve Board members with important relationships | | |
| | | |
| Community Venue Facilities Management B13 | | |
| <==> Insurance, security and access arrangements | | |
| Goal Move to more on-line | | |
| Website & Newsletter B7 | | |
| <==[] Website Design Maintenance | | |
| Goal Update design (seems dated) | | |
| <==[] Content Maintenance | | |
| Goal Update more frequently | | |
| ==>[] General access | | |
| Goal Review and improve traffic monitoring | | |
| <==[] Newsletter subscriptions | | |
| Goal increase subscriptions | | |
| Note Current 2500 | | |
| ==>[] Newletters (to subscribers) | | |
| Issue Newsletter is not issued on a regular basis | | |
| Board of Directors B17 | | |
| Issue Low attendance at Board meetings | | |
| Goal DEI for Board | | |
| <==[] Proposed projects and budgets | | |
| <==> Review and approvals of proposals | | |
| Issue Approvals are sometimes slow in coming | | |
| ==>[] Direction on strategy and high level operations | | |
| ==>[] Committee Leadership | | |

| Development Committees 818 | | | |
|--|---|--|--|
| Mair Current: Currents, market research, internal procedures | Goal More engagement of Board with committee chairs | | |
| Casir Chairperson recruiting, onboarding, guidance cool Better documentation on committee chair responsibilities | Development Committees B18 | | |
| Reporting and interaction with Board | Note Current: Curricula, market research, internal procedures | | |
| cess Reporting and interaction with Board =================================== | <==> Chairperson recruiting, onboarding, guidance | | |
| Sevelopment results are slow in coming Sevelopment Sevelop | Goal Better documentation on committee chair responsibilities | | |
| Sevelopment results are slow in coming Sevelopment Sevelop | | | |
| Major Donors 88 Major Donors 89 Major | <==> Reporting and interaction with Board | | |
| Major Donors 88 c= Donation solitications | ==>[] Development results | | |
| c== Donations | Issue Development results are slow in coming | | |
| ===] Donations <==> Relationship Management coal Need Board members to interact more with major donors Individual Person Donors B9 Coal Broaden reach to include more diverse segments c==[Donation soliticitations ===] Donations c==[Thank you's and followups Coal More consistent effort on this Partner Organizations B12 Note Churches, corporations, other non-profits: see list c==> Ideas, referrals, activity coordination Potential Paid Staff (as job candidates) B5 c==[Job ads Coal Better job descriptions ==== Applications c==> Hiring and Onboarding interactions Issue Inconsistent onboarding Suppliers B14 c=== Supply orders ==== Supply orders ==== Supply orders ==== Supplies, invoices c=== Byments Charches More Consolidate purchasing Right Side Column | Major Donors B8 | | |
| Relationship Management Gool Need Board members to interact more with major donors Individual Person Donors B9 Gool Broaden reach to include more diverse segments C==[] Donation soliticitations S==[] Donations C==[] Thank you's and followups Gool More consistent effort on this Partner Organizations B12 Note Churches, corporations, other non-profits: see list C==[] Ideas, referrals, activity coordination Potential Paid Staff (as job candidates) B5 C==[] Job ads Gool Better job descriptions C==[] Applications C==[] Hring and Onboarding interactions C==[] Supply orders Suppliers B14 C==[] Supply orders Suppliers invoices C==[] Payments Change Mee Consolidate purchasing Right Side Column | <==[] Donation soliications | | |
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| Change Idea Consolidate purchasing Right Side Column | ==>[] Supplies, invoices | | |
| Right Side Column | <==[] Payments | | |
| | Change Idea Consolidate purchasing | | |
| Dragonative Training Postisinants 1940 | Right Side Column | | |
| Prospective Training Participants B10 | Prospective Training Participants B10 | | |

| Good More detail about training benefits | | | |
|--|---|--|--|
| Cess Inquiries Course Registration Course Registration process Course Registration process Course Registration process Course Participants B2 Course material links Course participation | []==> General information about program (awareness) | | |
| cess Course Registration Change lides Streamline registration process Course material links Cess Course participation Soule Source participation Soule Sometimes participation is spotty Cess Course participation is spotty Cess Course ling sessions Cess Counseling sessions Cess Counseling sessions Cess Course evaluations Soule Not collecting enough evaluations Trainers - Volunteers and Paid B4 Soule Contention about who should get paid and why Note Currently paid trainers are engaged for the more advanced financial management course Note Volunteer Trainers deliver less complicated courses Cess Recruiting Change lides Try community networking for identifying volunteer trainers Cess Contracting Change lides Simplify contract for volunteer trainers Cess Training for Trainers Cess Evaluations Cess E | Goal More detail about training benefits | | |
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| Training Participants B2 | <==> Course Registration | | |
| | Change Idea Streamline registration process | | |
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| I Soure Sometimes participation is spotty | []==> Course material links | | |
| | <==> Course participation | | |
| Cess Course evaluations ssue Not collecting enough evaluations | Issue Sometimes participation is spotty | | |
| Cause evaluations Caus | []==> Grades, Feedback | | |
| Issue Not collecting enough evaluations Trainers - Volunteers and Paid B4 Issue Contention about who should get paid and why Note Currently paid trainers are engaged for the more advanced financial management course Note Volunteer Trainers deliver less complicated courses | <==> Counseling sessions | | |
| Trainers - Volunteers and Paid B4 ssue Contention about who should get paid and why Note Currently paid trainers are engaged for the more advanced financial management course Note Volunteer Trainers deliver less complicated courses == Recruiting Goal Broader outreach for recruiting Change Idea Try community networking for identifying volunteer trainers ==> Contracting Change Idea Simplify contract for volunteer trainers ==> Training for Trainers ==> Evaluations ==> Billing and Payments (for Paid Trainers) Operations Support Volunteers B6 | []<== Course evaluations | | |
| Issue Contention about who should get paid and why Note Currently paid trainers are engaged for the more advanced financial management course Note Volunteer Trainers deliver less complicated courses | Issue Not collecting enough evaluations | | |
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| Goal Broader outreach for recruiting Change Idea Try community networking for identifying volunteer trainers <==> Contracting Change Idea Simplify contract for volunteer trainers <==> Training for Trainers <==> Evaluations <==> Billing and Payments (for Paid Trainers) Operations Support Volunteers B6 | Note Volunteer Trainers deliver less complicated courses | | |
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| Change Idea Simplify contract for volunteer trainers <==> Training for Trainers <==> Evaluations <==> Billing and Payments (for Paid Trainers) Operations Support Volunteers B6 | Change Idea Try community networking for identifying volunteer trainers | | |
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| <==> Evaluations <==> Billing and Payments (for Paid Trainers) Operations Support Volunteers B6 | · | | |
| <==> Billing and Payments (for Paid Trainers) Operations Support Volunteers B6 | | | |
| Operations Support Volunteers B6 | | | |
| | | | |
| <==> Recruiting | | | |
| | <==> Recruiting | | |
| Goal Faster recruitment when they are needed | Goal Faster recruitment when they are needed | | |
| <==> Orientation | | | |
| Goal More structured orientation | Goal More structured orientation | | |
| <==> Training | | | |
| Issue Essentially no training at present, all "on the job" | Issue Essentially no training at present, all "on the job" | | |
| []==> Action Plans | []==> Action Plans | | |
| Change Idea Use a standard action plan format | Change Idea Use a standard action plan format | | |
| <==> Direction and Coordination | <==> Direction and Coordination | | |

| Issue Some volunteers are too much work to manage; need to let them | | |
|---|--|--|
| | | |
| go sooner | | |
| Local Media B16 | | |
| []==> Press releases | | |
| Goal Initiate contact with local media sooner in the program cycle | | |
| []<== General awareness communication (to community) | | |
| Community B15 | | |
| []==> General awareness | | |
| Goal 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 | | |
| Change Idea Migrate to new platform | | |
| Individual Program Specification Folders S3 | | |
| []==> Program initial information and updates | | |
| Stakeholder Relationship Management System B11 | | |
| Change Idea Acquire more capable CRM system | | |
| Note Current Excel-based | | |
| []==> Stakeholder additions | | |
| <==> Stakeholder information access and updates | | |