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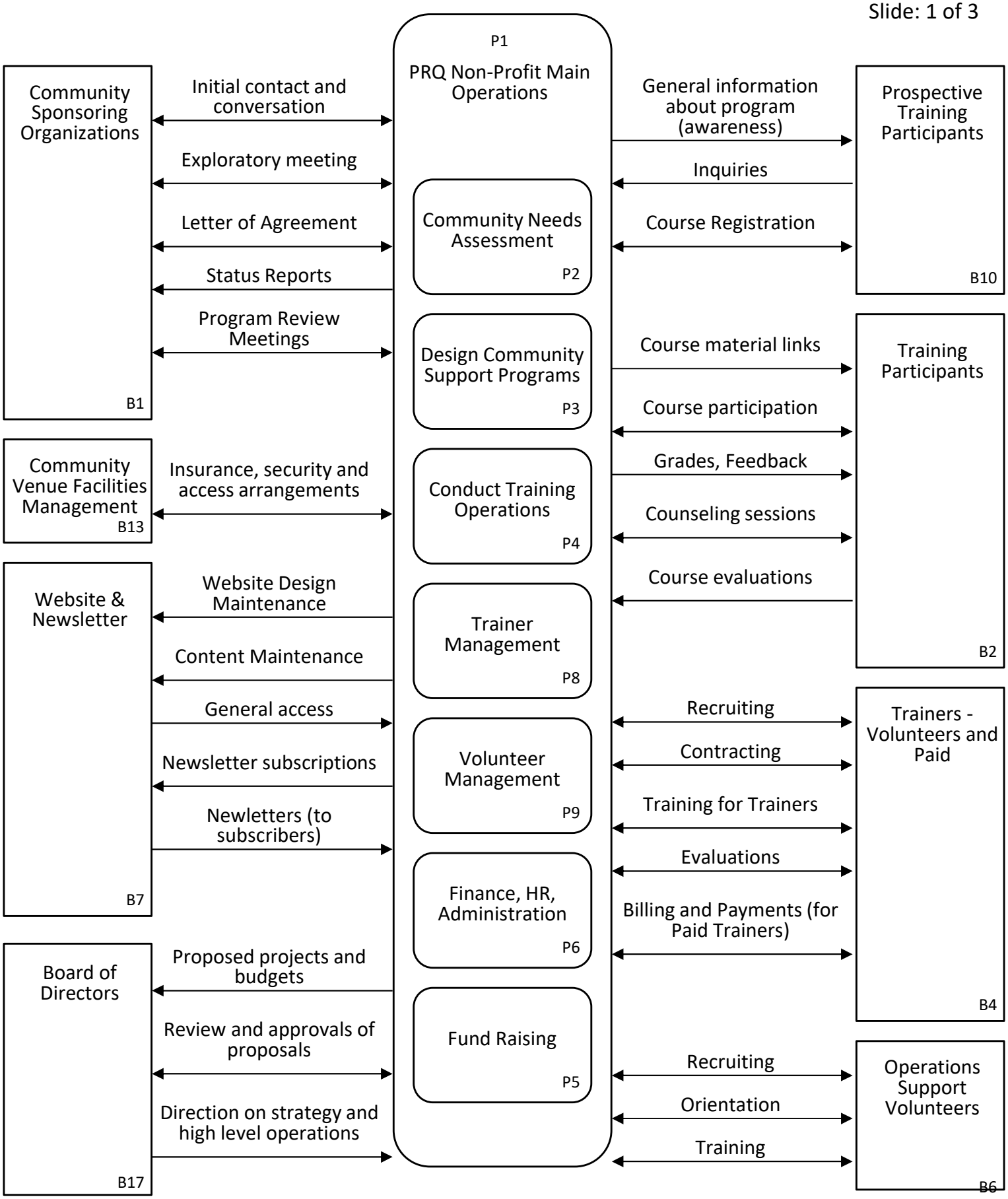
|---|---|---|---|
| Area Title: | PRQ Non-Profit | ID: | M43GV2XX |
| Map Title: | PRQ Non-Profit Main Operations | Map ExtID: | W7T62W2E |
| Map Type: | Map | Date/Time: | 2022/01/03 01:19:15 AM |





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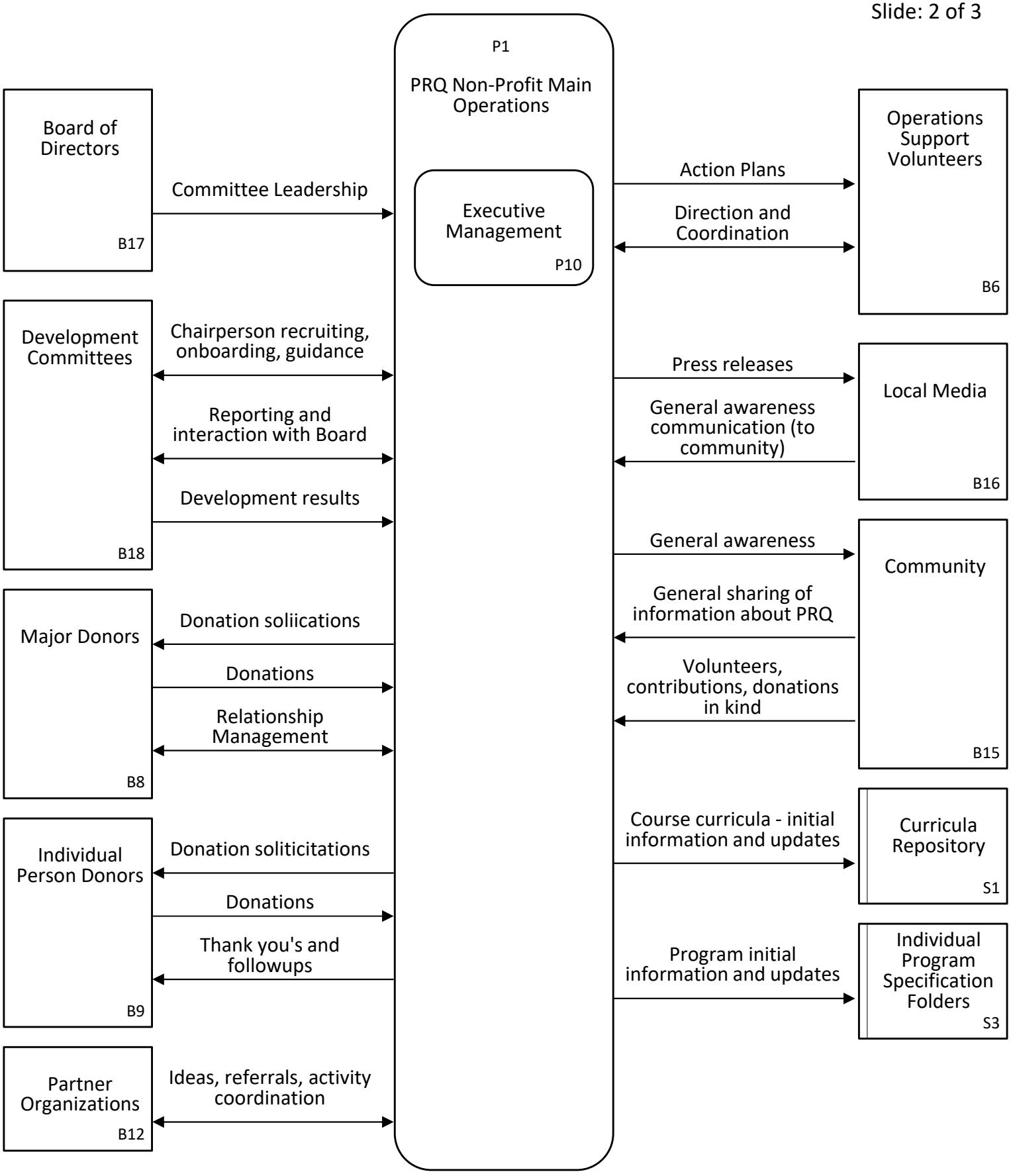

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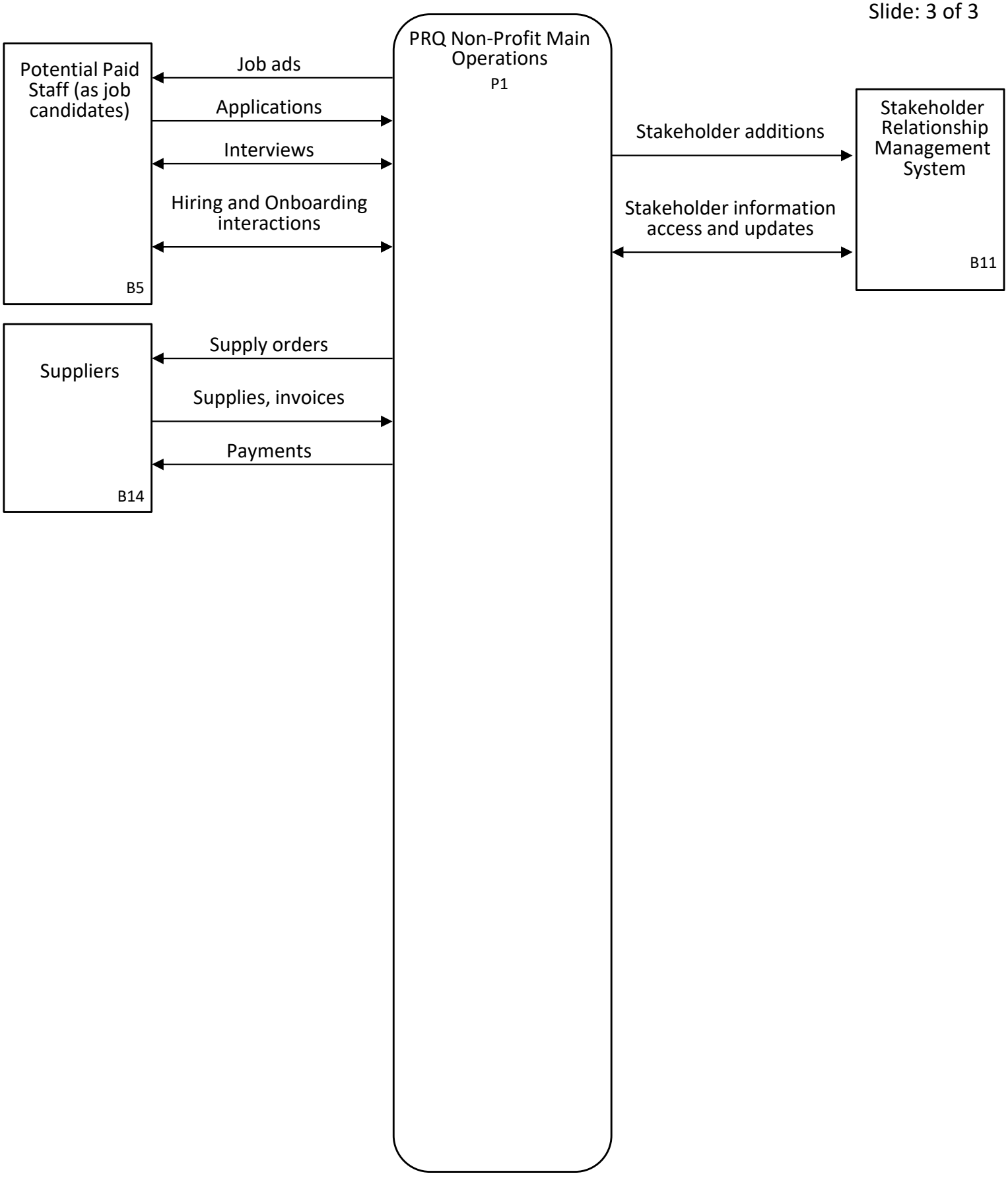

Map and Plan Area: **PRQ Non-Profit**
Map and Plan Area ID: **M43GV2XX**
Map Title: **PRQ Non-Profit Main Operations**
List Title: **Map Parts, Evaluations, Priorities**
Date/Time: **2022/01/03 01:19:15 AM**

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 | | | | |
| **<==> 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** | | | | |

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

| | | | | |
|---|---|---|---|---|
| []==> **General information about program (awareness)** | | | | |
| *Goal* More detail about training benefits | | | | |
| []<== **Inquiries** | | | | |
| <==> **Course Registration** | | | | |
| *Change Idea* Streamline registration process | | | | |
| **Training Participants** B2 | | | | |
| []==> **Course material links** | | | | |
| <==> **Course participation** | | | | |
| *Issue* Sometimes participation is spotty | | | | |
| []==> **Grades, Feedback** | | | | |
| <==> **Counseling sessions** | | | | |
| []<== **Course evaluations** | | | | |
| *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 | | | | |
| <==> **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 | | | | |
| <==> **Recruiting** | | | | |
| *Goal* Faster recruitment when they are needed | | | | |
| <==> **Orientation** | | | | |
| *Goal* More structured orientation | | | | |
| <==> **Training** | | | | |
| *Issue* Essentially no training at present, all "on the job" | | | | |
| []==> **Action Plans** | | | | |
| *Change Idea* Use a standard action plan format | | | | |
| <==> **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** | | | | |