

Project Aloha

Striving to put a face behind every number
in Seattle's shocking homelessness statistics.

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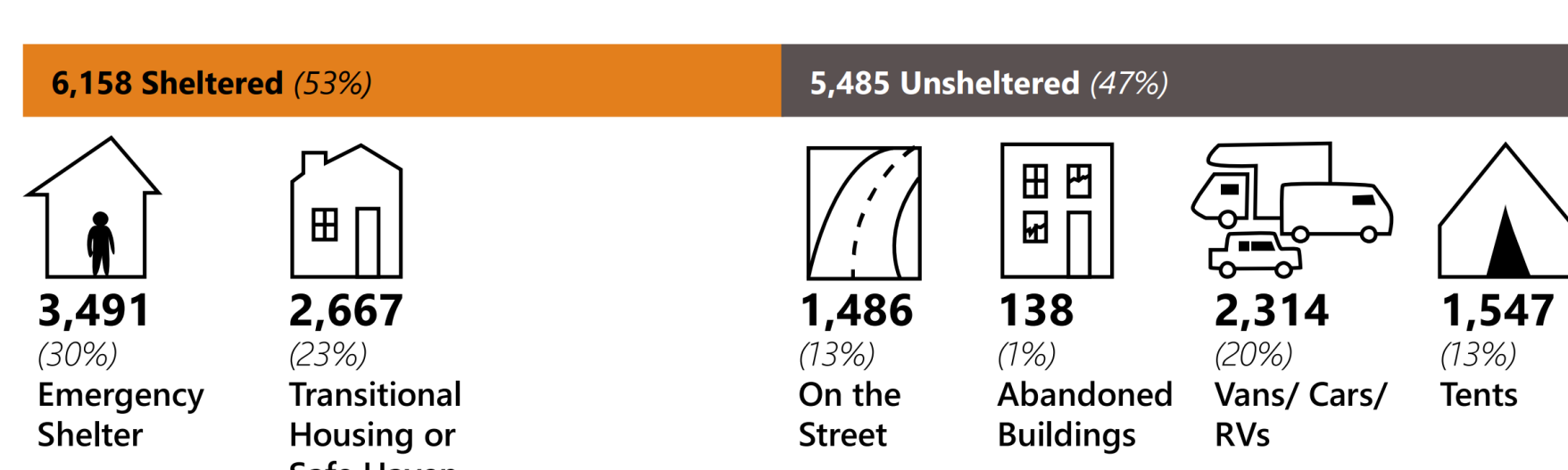
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Summary

- Project Aloha is a yearlong **systems integration with Facing Homelessness**, a Seattle-based nonprofit working to instill empathy and humanity into our relationship with homelessness.
- As the organization has grown, its information management systems became increasingly disorganized. We analyzed and **reduced inefficiencies across 23 software tools** for donor, volunteer, and project management.
- We delivered **four lean platforms** balancing ease-of-use and future scalability. This resulted in dramatic improvements to communication speed, data accessibility, and grant-related financial tracking.

Seattle's Homelessness Crisis

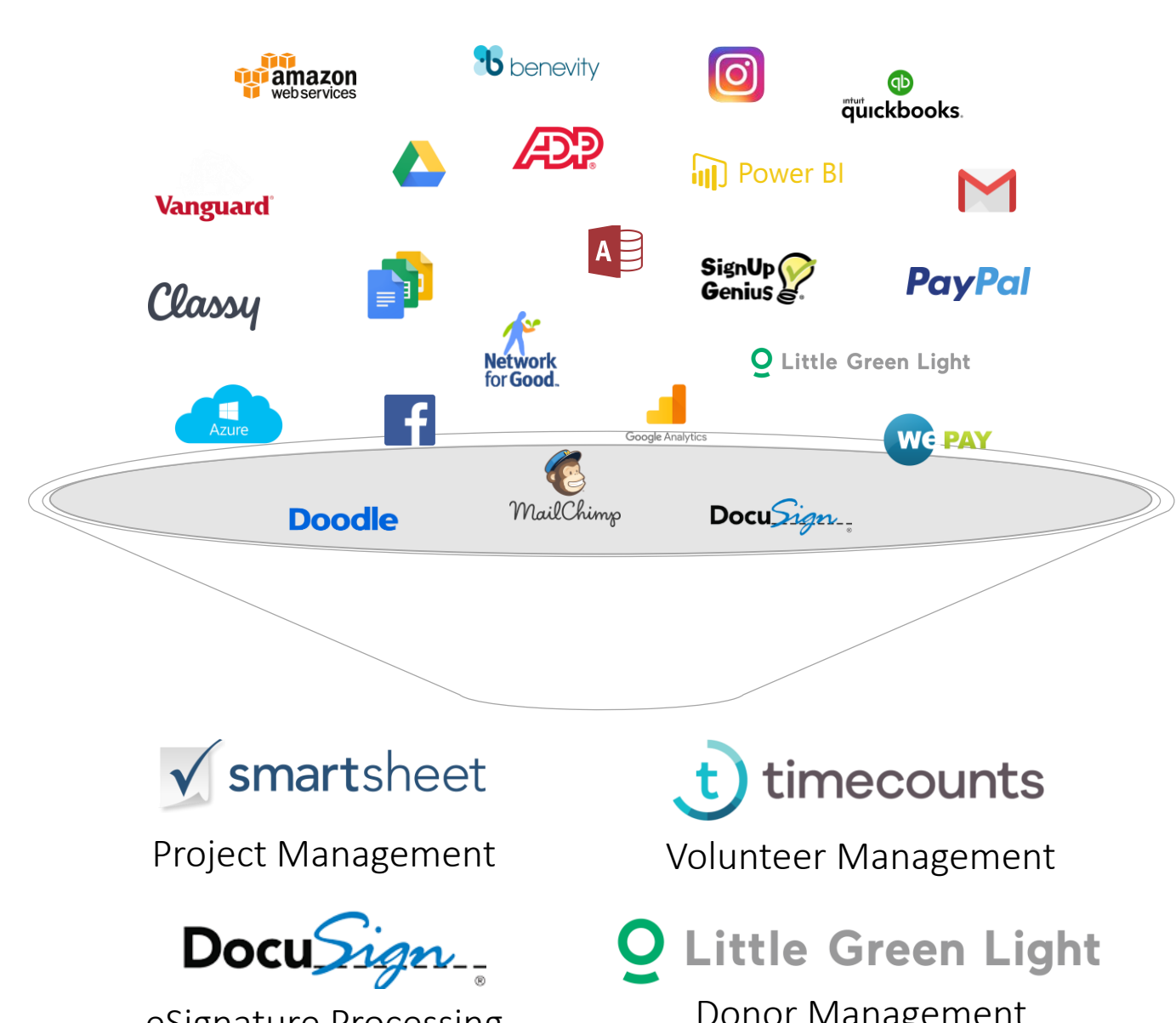
According to the 2017 Seattle/King County Count Us In Report, 11,643 individuals were experiencing homelessness on January 27, 2017. Almost half lived in places not meant for human habitation.



All Home (2017) The 2017 Count Me In Report: Point-in-time Count of Persons Experiencing Homelessness. <http://allhomekc.org/wp-content/uploads/2016/11/2017-Count-Us-In-PIT-Comprehensive-Report.pdf> (accessed 13 May 2018)

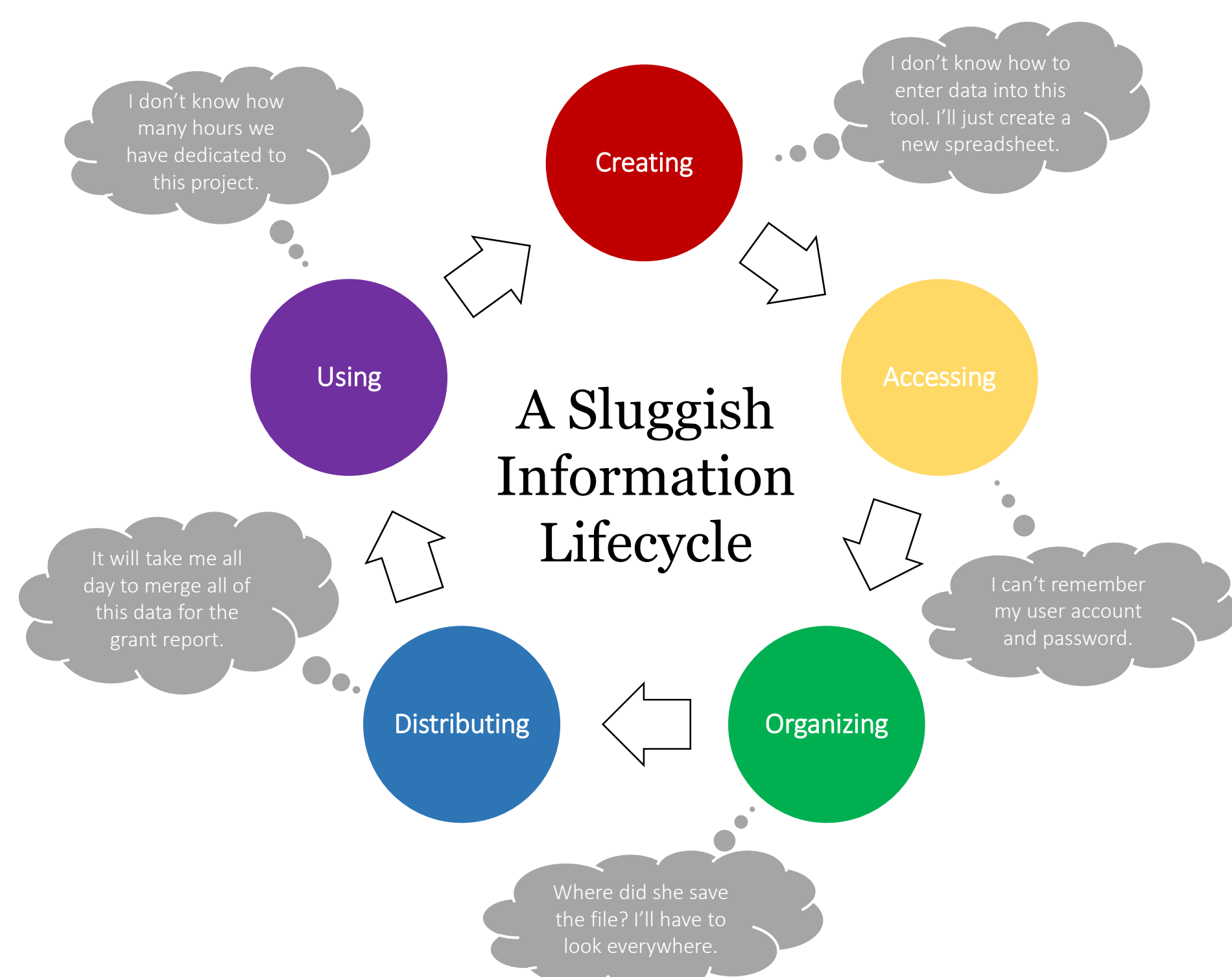
Our Process and Solution

- On-site research (shadowing, interviews, and contextual inquiry) to learn how the organization uses these tools.
- Comparative analysis of software platforms commonly used by similar nonprofits. Key criteria included ease-of-use, scalability, pricing, and value-sensitive features.
- Implementing the new systems and porting existing data. Building customized templates for frequent or recurring organizational processes, such as grant reports.



The Information Problem

Before we met Facing Homelessness, information management was something that “got in the way”. This was caused by a bloated data governance system for a disorganized encumbrance of software tools. A sluggish information lifecycle hindered scalability.



Key Outcomes and Highlights

Information Management now empowers the team to realize and scale its vision for ending homelessness.

- Smartsheet** now clearly tracks ownership of tasks and projects. This is transparent to the entire team, encouraging collaboration and communication.
- For the first time, volunteers can sign up for their own shifts and log their own hours. **Timecounts** automatically tracks these for future grant applications.
- Financial information is now entered in **Little Green Light** templates. Funding streams can be easily segmented and aggregated, cutting reporting time from days to minutes.

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