



Technology Consulting in the Community

Spring 2011

PA Connecting Communities

Christine Zhao

Final Consulting Report

**Carnegie Mellon University
Pittsburgh, Pennsylvania
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Carnegie Mellon

PA Connecting Communities

Executive Summary

Student Consultant, Christine Zhao
Community Partner, Frank Mannella

I. Background Information

PA Connecting Communities, founded in 2004, is a nonprofit organization that works with adults with special needs. It offers different programs and events such as Day Activity Centers, Habilitation, Respite, Behavioral Consulting, and special events and activities. PACC believes in raising the standards of these events by having dances on the Clipper Cruise Ship instead of in basements. PACC currently sends out its brochure seasonally to a mailing list of 1,000 people.

The mission of PA Connecting Communities is to provide people with special needs programs and activities that will improve their quality of life.

PACC had trouble updating their website regularly as none of the employees were familiar with Microsoft FrontPage. Their website still contained the information from Spring 2010 as it was only being updated every couple of months. Their navigation structure was confusing and it was difficult to display all the events and services they offered. All event registration was done either via telephone or by mail with participants sending in money or checks. PACC saw the possibilities of their website.

II. Consulting Tasks

The main task was to implement Wordpress to more effectively and professionally communicate all of PACC's service and event offerings. Microsoft Frontpage is outdated and takes a long time and effort to first change locally and then update to the website. Wordpress is a content management system that simplifies publishing content to websites. It was chosen because it doesn't require programming knowledge and is easily accessed in the browser. There is an easy to use dashboard which is a central hub of all the content. It also offers downloadable themes, widgets, and plugins to expand the functionality of the website.

The task was to thus to revamp the entire website with a modern look and clearly organized content. The navigation structure had to be reorganized, so it would include fewer items. The former navigation bar had too many buttons and no subcategories like dropdown menus. It was difficult to find the information about each service. The events had to be displayed in a more manageable manner to users.

A subtask was allowing the option of online event registration by implementing the Event Espresso Wordpress plugin. There was a lot of paperwork involved with the current registration process. Participants had to send in the registration forms and checks, employees had to manually enter the information into the database and then process the checks at the bank. Furthermore, there was no confirmation of registration. Event Espresso was chosen because it has attendee, payment, and event management capabilities. There is also an events calendar that displays categories of events.

Event Espresso creates the registration forms, integrates with Paypal and keeps track of attendees and their payments

III. Outcomes Analysis and Recommendations

- **Improved website layout, navigation, and content**

The navigation is now simplified to Home, News, About, Services, Events, Media, and Thanks. The headers lead to dropdown menus. There is also a video and photo gallery. The biggest improvement is to the display of events. Each area's page contains a calendar of events which the user can click and register for.

- **Improved ease of updating website**

It is now really simple to update the website and PACC now updates it weekly with news. Wordpress allows the CP to first preview the changes and then publish it instantly.

- **Added the option of online event registration**

All the events were added to the website and users can now register and pay online via Paypal. PACC can also easily track attendees and payments.

- **Improved website traffic and overall satisfaction**

There have been a significant increase in visitors to the website and PACC employees and friends have praised the new website.

- **Ensured sustainability of new website**

The CP did all the configuration and updates during the past weeks. He has demonstrated week after week that he is familiar with all the Wordpress features. A comprehensive wiki page was set up in case he needs any reminders of how to accomplish any tasks.

The first recommendation is to implement the open source web-based, OrangeHRM, to manage employee data since the 100+ employee's data is contained in a filing cabinet and it is difficult to track the expiration dates of licenses and certifications. With OrangeHRM, one can add employees, their information, and set up notifications reminders of expiration dates that are coming up. It is easy to install on the computer and has a good user interface.

The second recommendation is to create a technology plan, so all the information about technology can be documented, and PACC will have a technology strategy and budget. It requires a lot of time and effort to form a committee, gather information, and to make decisions, but it is beneficial to the future of technology at PACC with an overarching plan.

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I. About the Organization

Organization

PA Connecting Communities (PACC) is a nonprofit that works with adults with mental and physical disabilities. It offers programs and events in Allegheny, Beaver, Butler, and Washington County. It was established in 2004, but the founders, former special education teachers, have been doing similar activities for 20 years. PACC received the 2007 "Excellence in Organization Activities" award from Achieva, a Western Pennsylvania special needs services provider.

The mission of PA Connecting Communities is to provide people with special needs programs and activities that will improve their quality of life.

It offers 4 Day Activity centers in Alleghany County that serve about 80 people. It also holds special events such as dinner and a movie, dances, and tours. In addition, it also has Home and Community Habilitation services. Its current mailing list is about 1,000 people. It is funded by Social Security and Medicaid, grants, and donations. Some participants are eligible for waiver funding if it's covered by their ISP.

PACC is governed by a Board of Directors that is made up of members from residential care facilities to educational groups.

Facilities

PACC's office is located at 4401 Butler Street in the Lower Lawrenceville area of Pittsburgh. The facility is spacious as the full time staff works in the back and there is an open area in front to greet people who come in. It also has a bathroom and kitchen. The office space is where all the administrative work and meetings take place.

Programs

- **4 Day Activity Centers**

These centers are designed to improve life, social and vocation skills. There are activities such as arts and crafts, cooking, and interviewing skills improvement. The activity centers are in local churches in the South Hills, North Hills, Eastern, and Western areas and open from 9am to 2pm.

- **Special Activities and Events**

There are many scheduled activities and events such as bowling, yoga, and line dancing. PACC believes in raising the standards of these activities. Typically, dances are held in church basements, but they take people out to hotels and the Clipper Cruise ship.

- **Community and Home Habilitation**

Habilitation features companion service that teaches people how to integrate with the community and to be as independent as possible. It helps with areas like socialization skills, shopping, and money management.

- **Respite**

Respite services are direct services that provide support and supervision for people on a short-term basis due to an absence or to provide relief to those who normally take care of the person. There are both 24 hour and 15 minute respite categories.

- **Behavioral Consulting**

Behavioral helps with people who have trouble communicating effectively with others which results in inappropriate behavior. PACC provides an assessment and a plan to help resolve unwanted behaviors and improve communication.

Staff

There are 4 full time employees and about 100 part time employees and volunteers. The Community Partner, Frank Mannella, is the son of Peggy and Tony Mannella. Currently, he is working part time, but will become fulltime in the future as the Office Manager. He will be in charge of the technology. It is difficult to hire fulltime employees as funding is not that stable and PACC is not able to provide benefits.

1. Arlene Bair, Executive Director
2. Peggy Mannella, Executive Director
3. Penny Bayer, Director of Operations
4. Herman Ross, Habilitation Coordinator/Supervisor

The full time employees have expressed some difficulty with Microsoft Excel and Access. On a day to day basis, they are mostly sending out emails, creating spreadsheets for budgets and programs, and writing up documents. The full time employees do not interact frequently with the Access Database and only generate attendance reports from time to time. The part time employees are the ones doing most of data input. Frank Mannella provides frequent assistance and has suggested for them to take a computer class, but no training has taken place yet.

Technology Infrastructure

Each of PACC's full time employees has their own Dell Desktop computers running Windows 7. There are also two extra Dell computers for any part time employees who come in with one Windows 7 and the other Windows XP. They are still using the Microsoft Office 2003 package including Microsoft Frontpage. There is also a copier/scanner/fax machine. PACC has its own server and wired internet. Their website is being hosted on 1and1 Web Hosting on a Linux Package.

Technical Management

Technology is mainly managed by the husband of the executive director, Peggy Mannella. Tony Mannella is currently an IT consultant at Highmark and also teaches IT related classes at a community college. He created the website and the Access database. He comes in every couple of weeks to do regular technology operations such as configuring the server and do fix and update computer.

Technology Planning

PA Connecting Communities has no technology plan in place. Any decisions about technology is made by Tony Mannella with the approval of Peggy Mannella. Recently, he made the decision to purchase new computers in the near future.

Internal and External Communication

PACC sends out brochures to its mailing list seasonally. They handle this through a mailing company. The brochure contains information about day programs and all the upcoming events. Participants are able to fill out the registration form contained in the booklet and mail it with payment to the office. There are also individual flyers that advertise specific activities. People also call in to ask about the programs.

There is also a registration form that can be printed out on the PACC website. Its website is updated about every six months. Currently, the website does not have the information about the Winter/Spring 2011 activities. It still shows the Spring 2010 activities and the news section is also outdated. 90% of its constituents don't have computer access, so it's usually organizations, donors, family, and friends who come in contact with the website.

Each full time employee has their own email account and they usually communicate via phone and email with the part time employees. Internally, there is a shared drive, so employees can easily share files between themselves.

Information Management

Registration and payment for programs and events is entered manually into an Access database. There is a drawer that contains different registration forms that people mailed in. A part time employee, the former Office Manager comes in at night to work on the registrations.

There is also a drawer that contains a file for each part time employee. The file contains personal information, car registration/license information, and photocopies of required certifications. Currently, there is no way to know when someone needs to renew their certifications.

Every participant has a caseworker, so there is a lot of paperwork that needs to be filled out. All forms are filled out by hand. The paperwork includes time sheets and expense sheets gets dropped off at the office or mailed and it has been difficult to keep track of it. There are some privacy issues because of HIPPA Law which addresses the security and privacy of health data. Some participants' whole names cannot be used, so their names are saved as their initials.

Business Systems

All registration, payment, and attendee information is entered into an Access Database. PACC also has its own accountant that handles all the billing for Medicare and Social Security. She uses the software QuickBooks. They also hire an auditor to review their funds usage.

II. Scope of Work

Task 1. Implement Wordpress for easier updating of website

PACC used Microsoft Frontpage to update its former website, but no one in the organization knows how to use it. About every 6 months, Tony Mannella updates the website with the next season's activities. However, the website still had the information about Spring 2010 programs and events. Participants couldn't find out about the current event offerings through the website. Frontpage was discontinued in 2003 and has been replaced by Microsoft Expression Web and Sharepoint Designer. There are some issues with Frontpage as it sometimes alters HTML code which the user is not aware of.

The Content Management System(CMS), Wordpress, has an easy to use web browser dashboard interface. Changes to the website can instantly be published and viewed. By having the CP do most of the implementation and configuration for Wordpress, he will know how to update most aspects of the website. PACC can then update their website with news, pictures, and videos on a weekly basis.

PACC's former registration process was all done via paper and checks. There is a lot of administrative work that goes into processing the forms and checks people send in. Wordpress offers many event registration plugins which takes care of the forms, online payment, and event management. By making registering online an option, it is easier and faster for participants to register for events while saving PACC time and man-hours.

Expected Outcomes

Approach

- 1. Design the new website and its navigation structure along with selecting the themes and plugins that will be used.**

The former website is hard to navigate because there are too many options on the navigation bar. A lot of effort will be put into consolidating different pages under one header in the new website. The design of the old website was also a little outdated, so a modern theme also needs to be installed. Event registration, mailing list, and calendar plugins also need to be found. PACC needs to setup an online payment account such as Paypal to process the payments.

- 2. Consult the opinions and seek the approval of the full time staff.**

The Executive Directors and Program Directors need to sign off on the design and approve the use of an online payment account. The full time staff needs to be involved early and become enthusiastic about the potential of the new website.

- 3. Break down the installation and configuration for the remaining weeks as the CP works on a different part of the website each week.**

The CP will do most of the configuration which will be broken down into manageable portions. He will also be assigned Wordpress tasks to complete on a purely experimental website.

3a. Theme Selection and Installation

The CP can either choose a free theme or hire someone to create a theme.

3b. Plugin Selection and Installation

Wordpress offers many useful plugins such as video/photo galleries that will enhance functionality on the site while requiring no extra coding.

3c. Social Media Integration and Search Engine Optimization

Wordpress also offers plugins that can integrate Facebook and Twitter and optimize the website for search engines.

4. Have thorough testing and error handling sessions to make sure online registration can be fully supported

The error handling sessions will handle any common Wordpress issues and how to do updates. The online registration will need to be fully tested especially the payments since it's a completely new work process with financial consequences.

Outcome	How it will be measured	Baseline Measurements
CP will know how to update website(news, photos, videos)	CP will be asked to complete assigned tasks with no guidance	CP does not know how to use Frontpage
Registration and payment can be done online	Try out a few complete registrations (registration to be entered into database)	All registration done through paper
Donations can be done online	Try out a few donations	All donations done through checks
Information on website will be well organized	Opinion surveys and asking first time users to find certain information	Navigation options confusing and events are listed vertically on one page on current website
CP will know how to deal with errors	CP will be asked to fix certain things intentionally broken during the error handling session	

Overall, the implementation of Wordpress will allow PACC to update its website more frequently. Participants enjoy looking at pictures and videos of themselves and will be able to see new media on a weekly basis. PACC will be able to attract new donors, partnerships, and participants if it's able to showcase all its service offerings and update with news in a professional and organized fashion. The CP can also easily train others in using Wordpress to update the website. Its dashboard can easily be accessed through any web browser. The option of registering online will make some participants more willing to sign up for events since it only a couple of mouse clicks away. A lot of paper will be saved as there is no need for forms and checks and it will save money by reducing administrative hours for processing registration. This will jumpstart PACC's vision of a completely paperless registration process.

Task 2. Improving management of employee information

PACC has over 100 part time employees and each employee has their own file that contains personal information, certifications, license, and car registration and insurance. It took a couple of weeks for an intern to go through all the files and input the information into an Excel spreadsheet. They only go through the files once in a while to check for expirations and it takes days to complete. The government requires this information to be up to date, so it is important to remind employee beforehand that it is time to renew something. The current employee Access database only contains personal information such as name, address, phone number, and email address. By importing the certification, license, and insurance information and setting up email alerts to remind employees, PACC can ensure that its workers are qualified and insured to take care of participants during its programs and events.

The proposed work should take about one third of the remaining time. This is a side project that might not be completed if the main task takes longer than expected. There are no extra costs since PACC has the Access software. The CP has expressed a lot of frustration concerning the process of ensuring certifications are up to date and is enthusiastic about having an email alert system.

Expected Outcomes

1. Format and import information into existing Access database

Since the data is already in a spreadsheet, it can easily be imported into Access. Some of the information is not consistent. For example, some fields indicated true with “yes” or “y”.

2. Set up DAOs(Data Access Objects) in the Code Module of Access for the email alerts

DAOs can be set up to send emails when a certain condition is true such as the expiration date is 1 month away.

3. Test out email alerts and train CP to be able to add email alerts himself

The email alerts for each certification, license, and insurance information will be tested with experimental data. The CP will also be trained to add new email alerts in case new types of credentials are needed.

Outcome	How it will be measured	Baseline Measurements
Database will send out email alerts when expiration date is near	Test with experimental data and make sure it alerts for each field needed	No alert system in place. Manually go through files and email workers.
CP will be able set up new email alerts	CP will be asked to add set up alerts with different conditions without guidance	CP doesn't know how to use email alerts
Other staff will know how to query from the database	Staff will be asked to find certain information from the database	Staff uses database rarely

Staff will also be able to generate reports about certifications, licenses, and insurance in case this information is needed by any government agencies. Staff will also save time as they no longer have

to manually go through the files every couple of months to check if anything is expired. By having a month's advanced notice, employees have enough time to go through the renewal process. This information can also easily be backed up. PACC can establish itself as a highly professional and credible organization to its workers and government agencies if they keep these credentials up to date. There is currently the risk of litigation in case something goes wrong during a session with an employee with expired credentials.

III. Outcomes and Recommendations

Task 1. Improved website to professionally communicate PACC's offerings

The consulting approach taken was first evaluating the needs of the website and the skills of the potential website administrators. The old website was difficult to navigate and hadn't been updated for over a year. There needed to be a way to easily update the website and add richer content to communicate the mission and vast offerings of PACC. It was determined that a content management system and specifically Wordpress would be easy to use and allow for the additional functionality of event registration, donations, video and photo management in the form of plugins. In the subsequent weeks, the website was created part by part. First, the pages and navigation structure was created. Then, the plugins were installed and configured. Lastly, the event registration plugin, Event Espresso was installed and configured with all the offered events were imported. The new website was launched on April 16th, 2011.

Wordpress is one of the most popular web content management systems. It offers millions of downloadable themes, widget, and plugins to expand the possibilities with a website. A web content management system simplifies the publication of content to websites without requiring extensive knowledge of web programming languages such as HTML and CSS. The main website administrator is Frank Mannella is adept at using computers, but has no experience in creating websites. Wordpress was chosen because it's easy to learn and its dashboard (main hub) is intuitive and keeps the website organized. The dashboard is organized into Pages, Posts, Appearance, Media, Setting, Plugins, etc which facilitates making new changes. Wordpress and plugin developers also continually make updates to improve on functionality.

- **Improved website layout, navigation, and content**

For the new website, 30 pages were created, 35 photos, and 5 videos were added. The website uses a clean and simple Wordpress theme where the PACC logo is the header. The new navigation structure has six headers that lead to dropdown menus: Home, News, About, Services, Events, Media, and Thanks. The old website navigation bar had about 20 buttons (Appendix A). On the right hand side widget area, there is a search bar, donate button, list of upcoming events, and slideshow of all the photos. The footer area includes their address, phone number, and fax number. The News page is in a blog format where the CP has updated weekly with news (Appendix A). PACC established a Paypal account for online donations and event registrations

The mission of PA Connecting Communities is to provide special needs adults with programs and activities to improve their quality of life. Visitors of the site previously couldn't get a thorough understanding of all their offered services and events because of the confusing navigation structure and layout of the pages. A user even emailed PACC saying he couldn't understand what services they offered. The navigation structure had too many buttons and the "straight down" layout of the events pages displayed the events in a list format. The fulltime employees agree that it is now much easier through the dropdown menu titled "Services" which includes a comprehensive list and description of each service. The search functionality also allows users to search for specific events to sign up which was not available in the previous website.

The previous website also had outdated photos and an unviewable video. Gallery, a photo management plugin, and Video Gallery, a video management plugin were both installed. The CP is able to easily create a new gallery and upload multiple photos. The unviewable video was running on a Flash 6 plugin, but the videos on the website are clear popup videos in mp4 or flv format (Appendix B).

- **Improved ease of updating website**

Previously, none of the employees in PACC knew how to update the website. The website was being updated every 6 months and still had the content from last season's programs and events when the consulting task began. They were using Microsoft FrontPage as their website administration tool, so they could only access the software on their computers. They had to wait about 3 minutes for Frontpage to sync with the remote server each time they update and couldn't easily preview their web pages before publishing.

The CP has updated the website for the past 6 weeks without any assistance from the student consultant. He has modified the navigation structure, added new pages, and added pictures and videos. The student consultant has also showed Tony Mannella, who is in charge of technology, some features of Wordpress and he has made changes to the website a couple of times. When Wordpress put out a new update, the CP was able to update it himself. He was able to offer suggestions to problems that arose. He suggested getting another similar plugin when the one we using started to be error prone.

- **Added the option of online event registration**

Event Espresso has allowed PACC to have the option of online event registration. It is an event, payment, and attendant management plugin that costs \$30 for nonprofits. It was chosen for its easily configurable registration forms, calendar, and event descriptions. Under the "Events" header in the navigation bar, there are the options of different areas of Western Pennsylvania (Butler, Beaver, South Hills, North Hills/East, City of Pittsburgh) in the dropdown menu. Users can click on one option and see a calendar of upcoming events in that area (Appendix C). They can click on an event and see the details of the event and be able to register and pay for it. PACC can see the attendees and payment status for each event and export this information (Appendix D). Event Espresso has the additional option of Google Map directions to the event.

When people call to register for events, PACC refers those who are self-payment as opposed to waiver-funded to register on the website. There have been 5 online registrations since launching the site on April 16th, 2011. This process saves lots of paper in the form of paper and checks. It also administrative time since employees do not need to make as many trips to the bank. Previously, there were no registration confirmation or event reminder emails. The website now automatically sends out payment confirmation emails and reminders the day before the event. Paypal also offers the option of easier refunds.

- **Improved website traffic and overall satisfaction**

There has been lots of positive reception to the new website. The unique visitors per day has increased about 50% from about 60 to 90 people. The CP can access the in browser software from any computer and now one other member of PACC has an account and has added content a couple of times. It only takes a few seconds for the CP to press update when changes are made and click preview to see what web pages would look like before publishing them. All the fulltime employees have expressed enthusiasm and approval of the new website and have suggested additional features to add.

- **Ensured sustainability of new website**

After an initial run through of a task by the student consultant, the CP did all the additional iterations. The Wordpress website can be sustained because the CP was the one who did most of the configuration of the website without guidance. He has demonstrated week after week his ability to update all the different features. The CP and student consultant has documented how to do certain updates on a wiki page on Wikispace. Pages were added to list the steps in completing certain tasks such as adding another header to the navigation structure in case he needs a reminder or for future training purposes (Appendix E).

One of the expected outcomes that were not achieved was the integration of social media. In the beginning, the CP expressed interest in creating a Facebook page or Twitter account, but there was not enough time to complete this task. Social media would have to be updated regularly just like the website, so it was best for the CP to focus on updating the website regularly before utilizing social media. In the future, PACC can utilize Facebook to garner more volunteers and publicity since most of the users of their services don't use social media. This unachieved outcome doesn't pose a risk to the overall sustainability of the new website.

PACC has a mailing list of over 1,000 people and were sending booklets seasonally that listed their events and programs. They are spending a lot of money printing and enlisting the help of the mailing company. Furthermore, there are costs when booklets get sent back because of invalid addresses. The outcome of the implementation of Wordpress has supported a new vision of the organization not having to not send out these booklets at all. They are also looking at new ways to use their website such as selling some merchandise for fundraising purposes. The Executive Director suggested hosting the forms employees have to fill out each time on a password protected web page. The new website has widened their imagination of envisioning how technology can support their mission as a well executed investment.

Recommendation 1. Implement Open Source HR Software to Manage Employee and Volunteer Information

Basis for Recommendation

The initial scope of work entailed implementing a database to store the employee information, but there was not enough time to complete the task. After suggestions by fellow student consultants, an open source software seems to be a more viable solution than creating a database. The main purpose of the database was to track the expiration dates of the licenses, certificates, driver's license, and insurance of the employees. The government requires this information to be up-to-date. Currently, the information is stored in files in a filing cabinet. Each employee has a file which contains photocopies of the required documentation. The employees need to go through the files periodically to know if anything expired.

The free open source software, OrangeHRM has an easy to use interface to manage employee information such as the licenses and certifications. OrangeHRM is a web-based application written in PHP language that can be run on one's web browser when both Apache and MySQL are running. It's the world's most popular open source HR system and it's a modular system. The PIM Module maintains all relevant employee related information. Pictures of the employee are also included. (Appendix F). The student consultant has tested out the features of OrangeHRM and it's very easy to use and configure.

Implementation

The employee information has been entered already into an Excel spreadsheet, so it's available to be easily imported. It has not been determined if OrangeHRM is the best solution for the HR Management, but as a popular solution, it currently fulfills the current requirements. It is useful to first test out all the features of the website.

- **Gather specific requirements for the HR system**
 - It would be beneficial to first document all the information needed for each employee, so it would be easy to configure the system. Each required license would need to be added to be available for each employee. If OrangeHRM is determined to be not right for PACC, this information can be used as a reference to evaluate other options.
- **Install OrangeHRM with any AMP stack to test out features**
 - OrangeHRM can be easily downloaded and installed. However, there are the prerequisites of having Apache, PHP, and MySQL installed. An AMP stack is a free software pack that installs these for you.
- **Enter a few sample employees and set up email notifications for certification expiration dates**
 - It is useful to first test drive the features of OrangeHRM by entering a few sample employees and using it in a few common tasks to evaluate the software.
- If determined to be useful, import data into OrangeHRM
 - In the admin module, there is the option of importing data.
- Configure notifications concerning when to receive email about upcoming expiration dates

-After licenses are added to the system, notifications can be set up to determine how far in advance they should be sent.

Resources

OrangeHRM Quick Start Guide

<http://ospladmin.com/orange/orangehrm-quick-start-guide.html>

The Quick Start Guide describes the installation prerequisites and the entire installation process for OrangeHRM in Windows.

OrangeHRM Demo

<https://demo25.orangehrm.com/index.php>

All the features of OrangeHRM can be tested at its demo website. Employees and their information can be added. It's prepopulated with some information to showcase some functionality.

OrangeHRM Forum

<http://www.orangehrm.com/forum/>

The forum has an area for customer support and also frequently asked questions. If any problems or questions arise, it is useful to first check the forum.

Recommendation 2. Create Technology Plan

Basis for Recommendation

Currently, PACC has no technology plan and Tony Mannella is the only one familiar with the details concerning technology and makes most of the major decisions. By implementing a technology plan, the fulltime employees will be able to participate in the decision making process and understand the costs and benefits of various technologies. Moreover, they can understand how technology will support PACC's mission. A technology plan will provide a framework to make decisions and set priorities. PACC is considering purchasing new computers in the near future, so a technology plan will help them to know which features of the systems are most important. The technology plan can also contain information about the current technology, such as the specifications of the current computers, internet connection, printers, server, and website. If this information is clearly documented, the technology plan can be consulted in times when Tony Mannella is not available.

Implementation

- Gather around 5 people (at least 1 with a technology background) to form a committee while choosing from the Board of Directors, Employees/Volunteers, and Full-time staff, and designate a lead person.
 - Suggest: Arlene Bair and Peggy Mannella (Executive Directors), Tony Mannella, Frank Mannella, and people from Board of Directors to establish support for future projects.
- List the information needed and create a timeline to complete the plan

-Information needed: Basic information about technology, interview staff, and current spending on technology.

- Look at sample technology plans to get an idea of the structure

-It is useful to look at a few sample technology plans especially for nonprofits to understand the structure and purpose of technology plans.

- List any technological needs and goals for the next three years
- Explore solutions and funding strategies
- Create plan to implement any viable solutions
- Create schedule for technology planning committee to meet regularly (3-4 times a year)

Resources

MAP for Nonprofits Technology Planning Guide

http://www.mapfornonprofits.org/index.asp?Type=B_LIST&SEC={A2857673-5919-42A9-B300-EAD8684651DA}#{ECE5DA6A-E809-414E-96C2-520F641C5EFD}

The Nonprofits Technology Planning Guide answers many questions about technology planning such as how to get started, what is needed, how to make decisions on what to buy, and how to implement the decisions.

NTEN: The Nonprofit Technology Podcasts

<http://itunes.apple.com/us/podcast/the-nten-podcast/id308734429>

These podcasts contain suggestions and tips from leaders in the nonprofit sector and real life stories. The following podcasts are useful to technology planning:

Ask the Expert - Michael Schreiber on Technology Planning in Today's Economy(8/14/2009)

Online Nonprofit Technology Conference: Strategic Thinking for Leaders(10/7/2009)

Case Study: Moving to Google Apps

<http://www.nten.org/blog/2011/02/07/case-study-moving-google-apps>

This is a case study of the nonprofit HandsOn Bay Area and how technology planning helped them successfully migrate to Google Apps. The Office and Technology Manager goes through the steps they went through in the process.

NonProfit Tech

<http://www.nonproftech.info/index.html>

NonProfit Tech is a Pittsburgh organization that helps nonprofits with technology planning and support. It is a free volunteer driven service and can be easily contacted for assistance with the technology planning process.

About the Consultant

Christine Zhao is a junior in Information Systems with a minor in Business Administration at Carnegie Mellon University. She will be working at GE Transportation in Erie, Pennsylvania during the summer. She hopes to pursue a career in technology consulting after she graduates in the Fall.

Appendix A.

Included are screenshots comparing the features of the former website and the enhancements in the current website.

<ul style="list-style-type: none"> HOME MISSION SERVICES ABOUT PACC NEWS STAFF PROGRAMS REGISTRATION THANKS RESOURCES PHOTOS VIDEOS DONORS WISH LIST FUNDRAISING HISTORY LEGISLATION CONTACT 	<h3>Special Events 2009</h3> <p>Habilitation aides (Companions) may be available for these special events.</p> <p>ASK YOUR INDEPENDENT SUPPORTS COORDINATOR TO NAME PACC A PROVIDER AND USE CODE 7060.</p> <hr/> <p>Valentine's Dinner at Panera's Waterworks</p> <p>Location: Panera's at the Waterworks, Fox Chapel</p> <p>Date: Thursday, Feb 14, 2008 Time: 6:00 – 8:30pm</p> <p>Cost: \$20.00</p> <p>Murder Mystery Dinner I</p> <p>Location: Spaghetti Warehouse, The Strip District, 2601 Smallman Street</p> <p>Date: Thursday, February 28, 2008 Time: 6:00 – 9:30 pm</p> <p>Cost: \$40 – Includes Dinner & Show</p> <p>Staff/Caregiver Cost: \$40</p> <p>Meet at Main Entrance</p> <p>Murder Mystery Dinner II</p> <p>Location: Spaghetti Warehouse, The Strip District, 2601 Smallman St</p>
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PA Connecting Communities

Connecting Individuals, Disabilities, Communities

- Home
- News
- About
- Services
- Events
- Media
- Thanks

Home

PACC is looking to add a fitness space and is looking for any equipment donations. Donate your old or used equipment and help make a healthy difference in many lives. Please call our office to help. 412-621-6151

Welcome to the "New" PACC Website!

On behalf of PA Connecting Board of Directors and staff, and volunteers we welcome you to our Web Site. PA Connecting Communities has many wonderful activities and opportunities planned for your benefit. As a convenience all information is in print version and can be accessed via the navigation bar. PACC provides custom design programs. Call

Donation

[Donate](#)

Upcoming Events

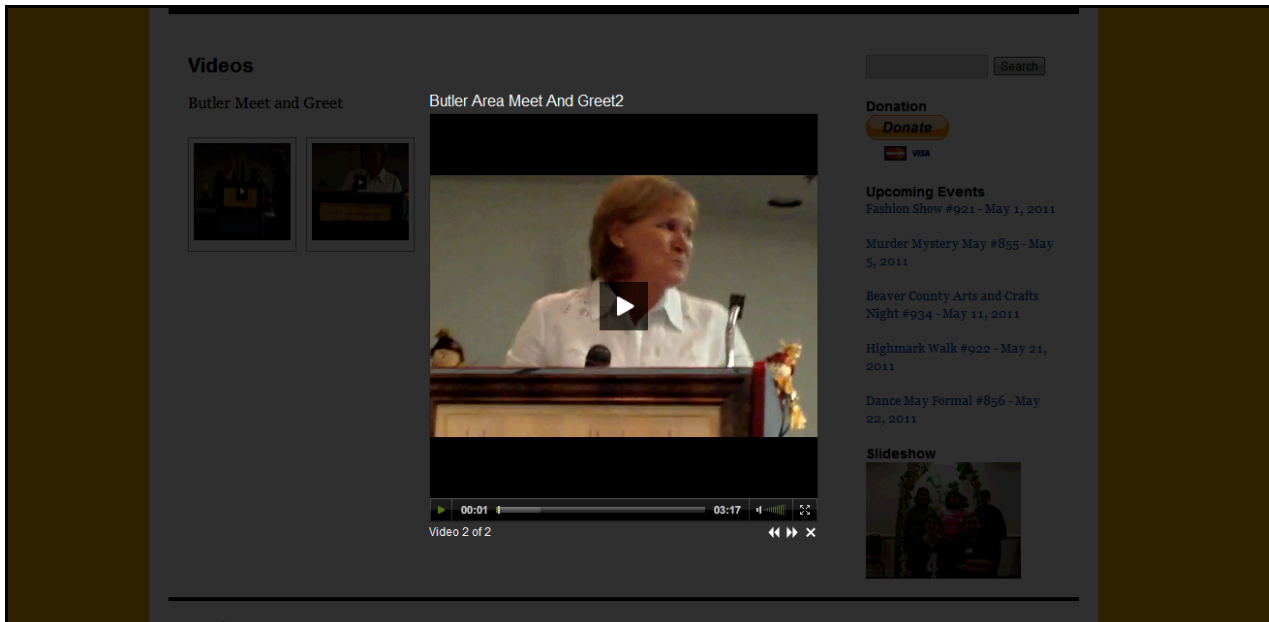
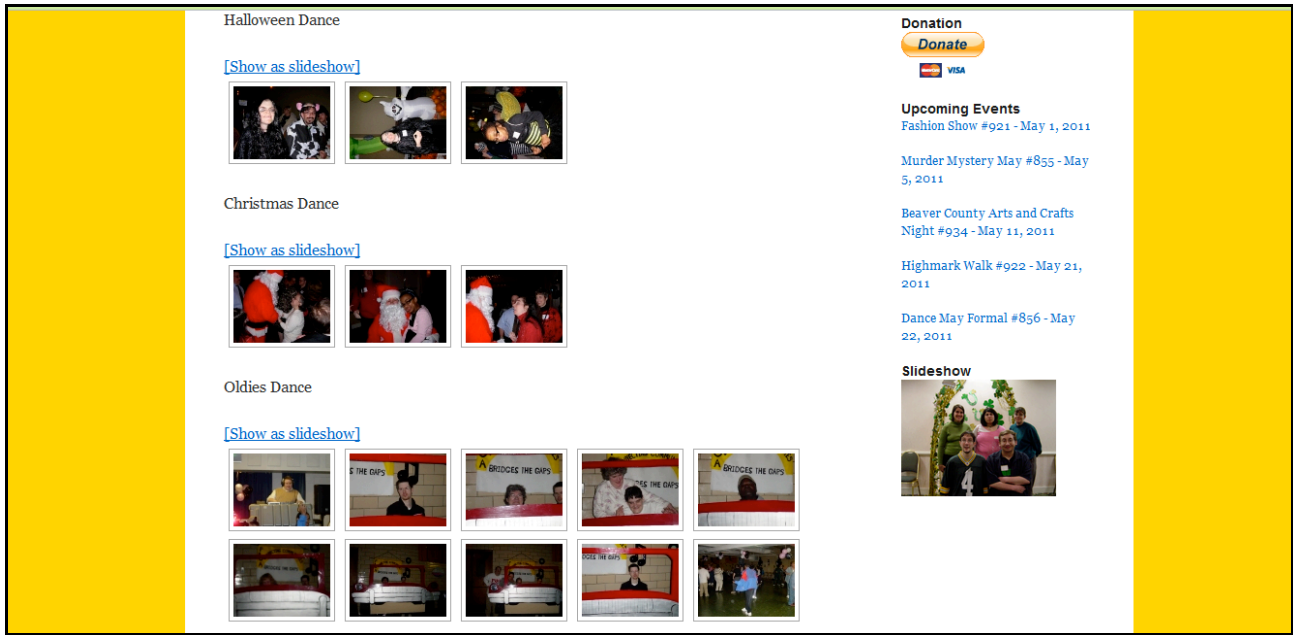
[Fashion Show #921 - May 1, 2011](#)

[Murder Mystery May #855 - May 5, 2011](#)

[Beaver County Arts and Crafts Night #634 - May 11, 2011](#)

Appendix B.

Included are the screenshots of the video and photo gallery.



Appendix C.

Included is the screenshot of the calendar and event registration functionality of Event Espresso.

Home News About Services Events Media Thanks

South Hills

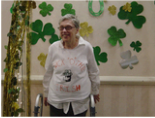
today May 2011 month week day

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1 Fashion Show #921	2	3 West Minster Movie Night #956	4 Chorus #955	5	6	7 Bowling Dormont 2 #950
8	9	10 West Minster Movie Night #956	11 Chorus #955	12	13	14 Bowling Dormont 2 #950
15	16	17 West Minster Movie Night #956	18 Chorus #955	19	20	21 Highmark Walk #922

Search

Donation
Donate
VISA

Upcoming Events
Fashion Show #921 - May 1, 2011
Murder Mystery May #855 - May 5, 2011
Beaver County Arts and Crafts Night #934 - May 11, 2011
Highmark Walk #922 - May 21, 2011
Dance May Formal #856 - May 22, 2011

Slideshow


Event Registration

A Day at the Zoo #923

Start Date: May 27, 2011

End Date: May 27, 2011

Ride our private Tram through the zoo!!

Lunch Provided

Address:
Pittsburgh Zoo
Main Gate
Pittsburgh, PA
[Map and Directions](#)

Start Time: 10:00am
End Time: 2:00 pm

Choose an Option:

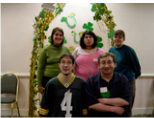
Personal Information

First Name*

Search

Donation
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Upcoming Events
Fashion Show #921 - May 1, 2011
Murder Mystery May #855 - May 5, 2011
Beaver County Arts and Crafts Night #934 - May 11, 2011
Highmark Walk #922 - May 21, 2011
Dance May Formal #856 - May 22, 2011

Slideshow


Appendix D.

Included are the screenshots event management functionality of Event Espresso.

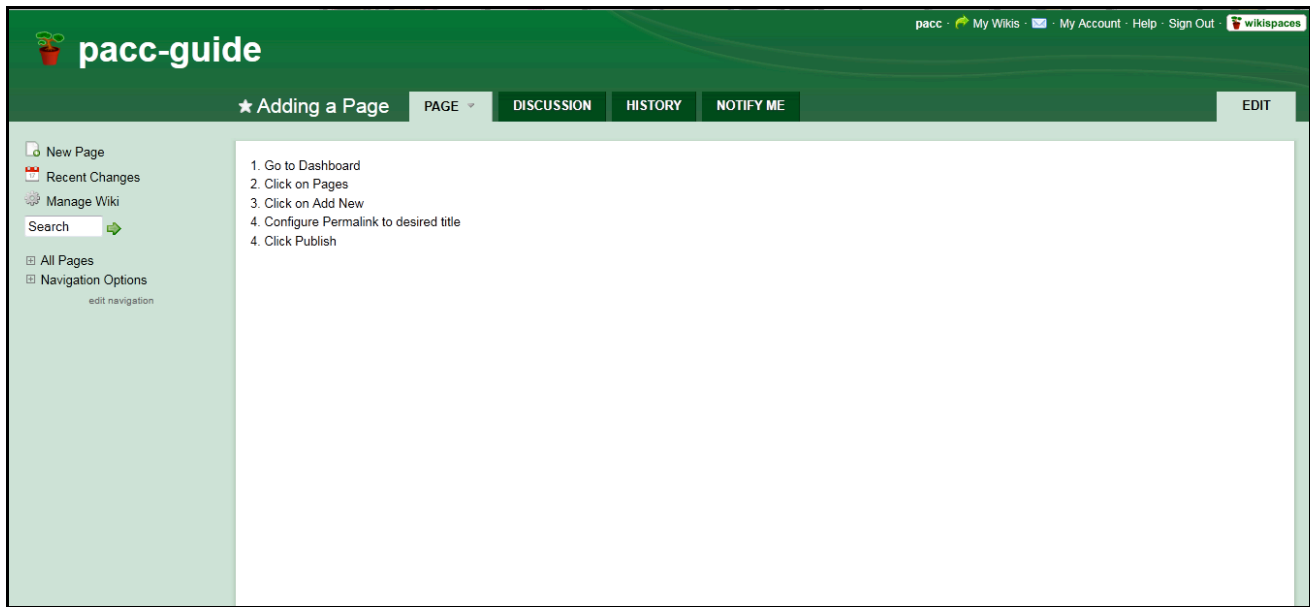
The screenshot shows the Event Management dashboard. At the top, there are statistics for Events (61 total, 1 today, 12 this month) and Attendees (5 total, 0 today, 5 this month). Below these are filter options for month/year, month, categories, active/inactive status, and status, along with a 'Reset Filters' button. A table lists several events:

ID	Name	Start Date & Time	Reg Begins	Status	Attendees	Actions
22	Dance April Magic Carnival #854	April 15, 2011 6:00 pm	April 5, 2011	CLOSED	0/Unlimited	[Icons]
7	Pittsburgh Zoo Day-Beaver #933	April 16, 2011 10:00am	March 29, 2011	CLOSED	0/Unlimited	[Icons]
21	Carnegie Literacy Program #958	April 16, 2011	April 5, 2011	OPEN	0/Unlimited	[Icons]
38	Bowling Dormont 2 #950	April 16, 2011 1:00 pm	April 14, 2011	OPEN	0/Unlimited	[Icons]
26	Gardening #942	April 20, 2011 6:00 pm	April 14, 2011	OPEN	0/Unlimited	[Icons]
48	Chorus #955	April 20, 2011 7:00 pm	April 14, 2011	OPEN	0/Unlimited	[Icons]
39	Bowling Dormont 2 #950	April 23, 2011 1:00 pm	April 14, 2011	OPEN	0/Unlimited	[Icons]

The screenshot shows the 'Event Title' form for 'Dance April Magic Carnival #854'. The Unique Event Identifier is 8541025953273. The event description is: 'Join us for our dinner and dance and a special show with magic and balloon sculptures. Includes dinner and door prizes. Come early for Breast Cancer Awareness at 5:00-6:00 PM presented by the Women Grant.' The event date is April 15, 2011, and the status is 'CLOSED'. The registration start date is 2011-04-05 and the registration end date is 2011-04-15. The registration times are 6:00 pm to 9:30 pm. The event options include an attendee limit of 999, and advanced options for group registrations, active event status, and registration form display.

Appendix E.

Included is the screenshot of the wiki page.



Appendix F.

Included are the screenshots of OrangeHRM.

