

Three Rivers Youth: A Case Study

Background

Three Rivers Youth is a non-profit agency based in Allegheny County, Pennsylvania. The organization works with abused, neglected, runaway and homeless youths and their families throughout southwestern Pennsylvania.

Statement of Problem

Three Rivers Youth Counselors are responsible for visiting families in their homes and documenting case details. The information obtained during these visits was documented by hand and later entered into the Three Rivers Youth case management system. This practice resulted in a duplication of efforts. Three Rivers Youth management was looking for a tool (e.g., handheld devices, laptops, etc.) to provide to Counselors that would assist them with data documentation and reporting.

Management approached Ceeva, Inc. asking for assistance with addressing and solving this problem. Ceeva is a Pittsburgh, PA based IT consulting firm that brings technology and people together to create solutions to everyday business problems. Ceeva serves a variety of companies, including *law firms, trucking, non-profit, manufacturing, government, insurance, environmental engineering* and many more.

Solution

After meeting with Three Rivers Youth management, Ceeva, along with their partner The National Center for Non-Profit Excellence (NCNE), which is a non-profit business that helps improve the operations and efficiency of non-profit agencies; suggested that providing laptop computers would enable the Counselors to effectively perform their functions while allowing accurate downloading of Counselors' reports into their case management system. Three Rivers Youth executives agreed.

NCNE learned that Highmark Blue Cross/Blue Shield had ten laptops that were retired from use and marked for donation. This solved the second part of the problem: Where will the laptops for Three Rivers Youth come from? Ceeva was able to refurbish the laptops to Three Rivers Youth's specifications. NCNE arranged delivery and the problem was solved.

Operation e-Cycle

The National Center for Non-profit Excellence (NCNE) will be the main conduit in this three-pronged process.

First, on a continual basis NCNE will obtain information from businesses, governmental agencies, and other organizations about computer hardware (i.e., laptops, desktops, servers, printers and other technology items) that are marked for either retirement or donation and arrange for these items to be either delivered to or picked-up by NCNE.

Next, NCNE will work with southwestern Pennsylvania based non-profits to determine their needs for technology equipment.

Finally, once NCNE determines that there is match between NCNE inventory items and the needs of a non-profit; Ceeva will work with the non-profit to refurbish the equipment to the specifications they identify. NCNE will arrange delivery and installation of the equipment.

Operation e-Cycle matches technology needs of local non-profit organizations with unused technology systems that have been donated by local companies, organizations and government agencies.