



Columbus Federation of Settlements

*Many Communities.
One Voice!*

CFS Members Agencies

Central Community House

www.cchouse.org

1150 East Main Street
Columbus, OH 43205

Clintonville-Beechwold Community

Resources Center

www.clintonvillecrc.org

14 West Lakeview Avenue
Columbus, OH 43202

Gladden Community House

www.gladden-us.org

183 Hawkes Avenue
Columbus, OH 43223

Godman Guild

www.godmanguild.org

303 East Sixth Avenue
Columbus, OH 43201

The Neighborhood House

www.neighborhoodhouseinc.org

1000 Atcheson Street
Columbus, OH 43203

St. Stephen's Community House

www.saintstephensch.org

1500 East 17th Avenue
Columbus, OH 43219

JANE IT Project Overview

The Columbus Federation of Settlements (CFS) is a coalition of six neighborhood-based Settlement Houses working together as one 501(c)(3) charitable nonprofit organization. The purpose of CFS is to strengthen each Member's ability to serve their unique community. Capacity building priorities for CFS include advocacy, human resources, information systems (MIS), marketing, neighborhood needs and asset mapping, and volunteer development.

CFS began efforts in 2007 to analyze the IT resources and data and reporting needs of its member agencies. After examining the research in 2008, the results were conclusive--each of the agencies needed a more efficient and effective way of measuring program impact and reporting outcomes and results of programs and services to their constituents.

Funding from the Nationwide Foundation in 2009 enabled CFS to work with *GroundWork group* to develop an **IT Strategic Plan** that provided a guide for making informed decisions to achieve the following goals:

- Enhance the capacity of CFS member agencies to more efficiently and effectively gather and report data;
- Provide ability for the CFS member agencies to have flexibility with processes that meet their own needs and requirements;
- Provide a unified method for member agencies to collect and input data;
- Provide CFS with the ability to efficiently consolidate data;
- Select a cost effective, flexible and adaptable software solution.

Analysis of several products based on functional requirements, cost of ownership, and vendor specifics led to selection of the web-based Community TechKnowledge ODM. The cost to develop and launch the CFS system—named JANE in homage to Jane Addams, a pioneer settlement worker-- was \$127,818. This included legal costs, professional project management, and staff training. The 5-year total cost of ownership for JANE is projected to be \$261,500.

Investments from the William J. and Dorothy K. O'Neill Foundation, JPMorgan Chase Foundation, and the Nationwide Foundation enabled JANE to "go live" in March 2011. **CFS seeks additional investments to help member agencies with customizable options and ongoing training costs.**

The Problem:

Diverse programming, increased demand for services, stakeholder demand for increased accountability, and agencies' desire to increase and improve data-driven decisions for strategic program development have created the need for efficient and effective tools to collect and manage information.

A 2007 study of CFS member agencies' IT resources and needs revealed a variety of methods were used for capturing program and outcome data. Some agencies use aging tracking software (e.g. JABR) and some used spreadsheet applications which are labor intensive and difficult to show program impact. Some agencies manually tracked data. Several also are required to input data into funder systems. No agency had a satisfactory system for tracking and reporting program outcomes and impact.

A 2010 study determined that Settlement House staffs were spending more than 6,640 hours annually in performing non-mission reporting functions. Time spent on data reporting reduces time spent in delivering services.

The Solution:

The JANE System is a tool that enables CFS members to:

- track program outcomes as well as statistics and demographics;
- analyze program successes and demonstrate needed changes; and,
- substantially increase service delivery time by reducing data reporting time.

The ability to aggregate data enables CFS to report, inform and educate key stakeholders on the collective impact of Settlement House work, as well as identify trends and mobilize member agencies to tackle common issues.

A 2010 cost/benefit analysis determined that the JANE system, at minimum, will yield a combined annual savings for CFS member agencies of \$66,400.

A governance model that involves CFS in conjunction with member agencies oversees the shared technology to ensure that business objectives are defined and achieved over a sustained period of time.

About CFS:

VISION: The Settlement Houses in Columbus are unified, efficient and accessible. They use social work interventions to bring together people from all backgrounds, circumstances, and organizations to create a greater sense of neighborhood, community well-being and justice for all.

MISSION: The CFS enhances the capacity of its members and works collectively to support neighborhoods so that individuals and families are strengthened.

CONTRIBUTIONS:

Contributions in compliance with IRS regulations are tax deductible.



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Columbus Federation of Settlements Inc.

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Website: www.CFSettlements.org

The Columbus Federation of Settlements (CFS) is a not-for-profit organization that represents a coalition of six Columbus area Settlement Houses. Settlement Houses, neighborhood centers deeply rooted in their individual communities, collectively serve more than 66,000 people each year in Columbus through services that include youth programs, outreach, senior services, food pantries, child care, counseling, computer training, employment counseling, GED classes, and home repair. The mission of CFS is to strengthen the capacity of individual Settlement Houses so they can more effectively serve their unique communities. This includes helping member agencies improve operational efficiencies, develop economies of scale, and build stronger community partnerships.