

Case Study



MISSION STATEMENT

Generations Incorporated is a nonprofit organization established to unite older adults and youth in service to strengthen individuals and communities. It is also the Boston-area host of Experience Corps, an innovative national program that engages older adult volunteers (ages 55 and over) in community service, with a strong focus on education and mentoring.

CONTACT GI

Generations Incorporated
59 Temple Place
Suite 200
Boston, MA 02111
<http://www.generationsinc.org/>

BUDGET AND STAFF SIZE

2004 Budget: \$830,000
Full-Time Staff: 6

ESTIMATED PROJECT VALUE:

\$45,000

Generations Incorporated

New database supports growth and quality assurance.

THE NEED

In 2001, Generations Incorporated (GI) was selected by its national partner to dramatically increase the size of its literacy and mentoring programs. Yet as it began to grow toward its goal of quadrupling in size—to have 500 volunteers serving 2,600 kids within four years—the organization realized that tracking these constituents could become a daunting challenge.

“We can only be as good as our volunteers. [This database] will help us determine more quickly—and with better data—which volunteers are the most effective [and] which volunteers need help, and it will allow us to identify and share best practices with other volunteers.” —Mary Gunn, Executive Director

THE PROPOSED SOLUTION

While Common Impact worked with GI to assess needs and priorities, both parties quickly realized that logistical tasks, such as tracking student-volunteer matches and the application status of new volunteers, were taking GI a significant amount of time given its rapid expansion. As a result, Common Impact recommended that the agency create a database to simplify the tracking process.

THE RESULTS

Common Impact matched GI to volunteers from Fidelity Investments, who created a database to address these needs. Inspired by the work of GI, the volunteers then went further, creating additional reports and supporting the database after it was completed. Today, GI has an improved infrastructure that enables its growth, which will help the agency improve the literacy of thousands of Boston-area youth.

