PROJECT FOCUS AREA

Systems and Processes focus on the internal workings of an organization's overall structure.

WHAT'S A PROCESS?

A way of doing something.

For example: your organization may have a specific process for inputting client information into a database.

A community garden probably has a process in place for closing their gardens each season, a food shelter a process for managing its volunteers and a local community theatre likely has a process for accepting donations or managing box office sales.

Organizations have all types of internal processes!

WHAT'S A SYSTEM?

Think of a system like the internal structure of an organization, or how an organization is set up.

Your organization's internal systems (staff, volunteers, technology, and yes- processes!) likely support your organization's operations, or contribute to them in some way.

OK.. WHERE DOES THE CSRF GRANTING FIT IN?

The Community Services Recovery Fund asks you to reflect on what *your internal* organizational needs are. We know this can be tricky, as you are often thinking outward about your community and services you can provide, rather than inward, about your own organization's functioning.

It's been three years since the start of the COVID-19 pandemic. As you adapted to meet the needs of your community, did you ever say to yourself: "this would be so much easier if.. " or, "this would be more efficient with a..." or, "we could really use a..."

Did you finish any of these sentences with a system and process solution? If yes, then the CSRF Systems and Processes focus area may be for you!

Internal Systems and Processes
show up in SO many different ways.
These are just a starting point.
For example:

Our work would be easier if...

- we updated our inventory process and moved to electronic tracking.
- we had a new, customized communication plan for our online services.
- we upgraded our accounting system to accommodate our organization's growth.
- we invested in a new ticket sale platform.
- our tech and data systems were improved to support our new hybrid/virtual working model.

We could really use...

- an upgraded database and software system for volunteer or client tracking.
- a recruitment plan for hiring staff and board of directors.
- a consultant/sector expert to help us restructure our board governance.
- guidance from an external contractor on a new marketing plan to reach Black, Indigenous, and People of Colour (BIPOC) youth.
- an organizational consultant to help us move our non-profit's goals forward.

Now more than ever, community service organizations, like yourself, are playing a key role in addressing persistent and complex social problems faced by all communities. The Community Services Recovery Fund aims to support you in pandemic recovery.

Do you have a project in mind to invest in your organization's internal processes and systems?

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