NPact

Daybreak

THE CUSTOMER

Founded in 1975, Daybreak was created as an emergency shelter to serve the homeless and vulnerable youth of Dayton, Ohio. Since then, the organization has expanded its services to include outreach, prevention care, a 24-hour crisis hotline, life-skills education, and transitional housing.

Daybreak currently has 26 individual rooms onsite, as well as relationships with landlords in the community that create additional housing opportunities. Much more than a shelter, Daybreak provides life and job skills coaching, mental health services, and additional programs that increase residents' stability.

THEIR CHALLENGE

Daybreak had a transition in leadership, which left a large gap in operational knowledge of their Raiser's Edge NXT system—including 21 years of processes. Realizing the need for guidance and support post transition, Daybreak wanted expert advice on working in RE NXT, including a fresh perspective on how they should use the software.

With 1,300 planned giving prospects and very loyal donors, Daybreak wanted to further utilize RE NXT to increase tracking and donor stewardship. They also wanted to ensure that another knowledge gap would not occur by training their five-person development team on the system, while creating documented standard operating procedures for relationship management.

OUR RESULTS

The NPact consultant began by performing a database audit of Daybreak's RE NXT and outlining what needed to be done to optimize their processes. Through onsite trainings, the consultant coached the Daybreak team on using the software, including best practices for data hygiene, prospect management, moves management, gift management, and reporting.

As a result, Daybreak cleaned their data and made the necessary updates and connections to help automate moving constituents through their pipeline. Completing the project on time, the NPact consultant set the Daybreak team up for continued success with a streamlined system and a new set of operating procedures.

Consulting Services:
Raiser's Edge NXT

CUSTOMER VIEW

JOAN SCHIML
Chief Development Officer
Daybreak

BEFORE

"The person who originally set up our RE left the organization during a leadership transition. She was the only one who knew how to use the system, and was very connected to our donor information. We needed to train a new generation of development staff to work in RE quickly. We didn't have time to troubleshoot on our own, so we hired NPact to help us."

AFTER

"NPact knows Raiser's Edge so well. They optimized our processes and our impact by identifying and eliminating the gaps in our database knowledge. The expert knowledge we received was well worth the investment. If you don't know what you don't know, you're going to spend more money figuring it out on your own. The myth of doing it yourself doesn't provide the results it once did."

Interested in working with NPact?
Our deeply experienced team of professional consultants will provide you with powerful tools and know-how to drive philanthropy in your community. There is no project too big or too small, and work can be performed on-site or remotely. Start the conversation today by visiting www.npact.com/consulting.