

iMIS - Helps Arc Greater Twin Cities Help Others

Solution Overview

Industry: Non-profit

The Arc's Mission

To secure for all people with intellectual and developmental disabilities and their families the opportunity to realize their goals of where and how they live, learn, work and play.

Customer Website:

www.arcgreatertwincities.org

Partner

InterDyn BMI - St. Paul, MN
www.interdynbmi.com
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Arc Greater Twin Cities is dedicated to providing a full range of life services to ensure that people of all ages with disabilities have opportunities to choose how they live, learn, work and play. In June of 2000, Arc Greater Twin Cities, a United Way agency which serves children and adults with mental retardation and related developmental disabilities in Minnesota's Twin Cities metropolitan area, began using iMIS as the software solution to manage operations across its entire enterprise.

As a United Way agency, Arc Greater Twin Cities receives nearly one-third of its revenues from the United Way, which requires Arc Greater Twin Cities to provide a three-year plan detailing who it plans to serve. It then reports what it has done each year to the United Way.

"We keep track of who we have served and how we have served them in iMIS," said Paul Harder, Director of Technology for Arc Greater Twin Cities. "At the end of the year we are able to easily present the United Way a report detailing how many people were served, where those people were located and other demographic information about them. This was not an easy chore with the database solution we used prior to iMIS."

Improving Efficiency

The customer management functionality of iMIS helped Arc Greater Twin Cities realize big increases in staff productivity, allowing the organization to work with and reach more people than before iMIS was installed. The organization has also seen improvements in the customer service it is able to deliver.

iMIS has made managing Arc Greater Twin Cities' donor base much easier with list management tools and automatic thank you letters. Arc Greater Twin Cities also takes advantage of iMIS to manage its capital campaign, keep track of pledges, and mail out monthly and quarterly reminders to donors.

A strong relationship with its Authorized iMIS Solution Provider (AiSP), Sunergi, has also been a key to the success Arc Greater Twin Cities has realized with iMIS. "They always get back to us quickly when we have an issue we need assistance with," said Harder. "They worked with us in other areas we needed help in, even if it didn't result in a lot of revenue for them, plus implementation came in right under budget."

iMIS has also become an important tool used by the three Value Village Thrift Stores operated by Arc Greater Twin Cities. The operations of these thrift stores provide half of the revenue needed to fulfill the organization's mission. iMIS is used to keep track of and stay in contact with the volunteers who help staff the stores and the people who donate clothing items to the stores. The stores have 45,000 volunteer hours to manage each year and Arc Greater Twin Cities is also able to keep track of this information using iMIS.

By improving its ability to access and maintain its business intelligence, Arc Greater Twin Cities has been able to improve its customer service and reach more donors. iMIS has also reduced the amount of time needed for busy work, allowing staff time to be used for work more directly related to the organization's mission.