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.