Olszak Management Consulting, Inc.

olszak

# Olszak's Nonprofit Connections

April 2010

In this issue:



## Welcome from Lisa Olszak

Technology. It's become a driving force in our lives and, when used well, can maximize efficiencies, increase communication and provide quick and easy access to all types of information. Click here to read more

## Olszak News Rack

***Intranets in the Nonprofit World***

Many nonprofits already recognize the power of having a website that both provides information to its visitors and collects information from them. Click here to read more

***Financial Record Security***

You've worked hard to build your organization. You've built a loyal client base. But what would you do if your computer got a virus and crashed? Or someone stole the identity of one of your employees? Or a hacker learned your bank passwords? Click here to read more

***How Does the Passage of the New Healthcare Bill Affect You?***

You have probably followed the healthcare debate in Congress for the past year or so and saw the passing of the reform bill on Sunday. Click here to read more

## Spotlight On…
## POISE Foundation

POISE Foundation began in December of 1980 as the first public foundation in the state of Pennsylvania organized and managed by African Americans. The purpose of the Foundation is to develop and enhance the participation of African American philanthropists in the economic and social development of the Black community of Pittsburgh and Allegheny County. Click here to read more

## Welcome from Lisa Olszak

Technology. It's become a driving force in our lives and, when used well, can maximize efficiencies, increase communication and provide quick and easy access to all types of information. In this newsletter, our focus is on nonprofits' use of technology. More specifically, we are highlighting how intranets and extranets can increase your efficiency in completing everyday tasks.

We are also providing two timely articles and offers. First, Bookminders (an outsourced accounting and information management service for small businesses and nonprofit organizations) provides security tips for information management service for small businesses and nonprofit organizations) provides security tips for maintaining your electronic financial records. Second, in light of the recent passage of the new healthcare reform bill, we've also included some great information from Agora Group, an insurance agency specializing in individual and small business insurance. Agora explains the major changes headed our way, and offers to meet with you to discuss these changes in detail.

## OLSZAK NEWS RACK

### INTRANETS IN THE NONPROFIT WORLD

Many nonprofits already recognize the power of having a website that both provides information to its visitors and collects information from them. In one visit to your website, someone may be able to read about your mission, download a newsletter, and then make a contribution. Every step of the way, you're facilitating an exchange of valuable information with your website visitor -- but just as importantly, **you're able to control exactly what information is exchanged and how**.

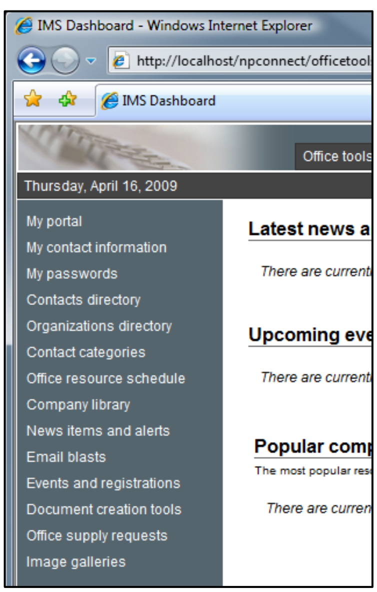
When visitors click on your "Our Mission" link, they get a page with a carefully crafted description of your programs and services -- and every visitor sees the exact same message.

When visitors download your newsletter, they get a PDF with an engaging layout and relevant information that they can forward to others who might be interested -- and every visitor downloads the exact same file.

And when visitors decide to make a contribution, they get a form that prompts them for all the needed information to make sure the contribution is made successfully when they click submit -- and every visitor fills out the exact same form.

This same power of your public website to carefully guide your visitors through these exchanges of information to ensure a successful interaction with them can also be used internally to carefully guide your staff and volunteers through their exchanges of information within your organization to ensure the successful completion of their work -- **you can use an intranet website**.

While your public website is intentionally open to the entire world and has content and tools you're willing to share with anyone who visits, an intranet website requires usernames and passwords to allow only particular people access and has content and tools designed specifically for your internal staff and volunteers. **Your public website is a marketing tool -- your intranet website is a productivity tool**.




**Sample dashboard view of NP Connect product**

There are countless exchanges of information made within your organization -- both programmatic and administrative -- that could benefit from the same guidance you provide your public website visitors -- ensuring that your internal information is complete, consistent, and always available to those who need access to it.

**The POISE Foundation**, who we highlight this month in our Spotlight section, has recently launched **an Olszak-designed intranet website called NP Connect** that includes not only administrative tools that facilitate everyday tasks, but also grants management tools customized to their particular programs.

Each grant application can now be entered into this single system and associated with a single person or organization so that a history of applications and grants can be kept, and no duplicate entries are made.

POISE staff members are alerted via their intranet when a new applicant begins the process of filling out an application for any of its grant or scholarship programs. Once an application is submitted by an applicant, POISE can then run a tool that validates the completeness of the application -- including any needed attachments such as budget spreadsheets and 501(c)(3) documentation -- and they can send an auto-generated email message directly to the applicant if there are any issues.

Grant applications can be reviewed and commented on by the various committees at POISE directly through their intranet, and POISE staff can generate a report of all the submitted comments for discussion at committee meetings.

meetings.

POISE can run aggregate reports on information common to all their grant programs (e.g. applicant name, date the application was submitted, date the grant was approved, amount of the grant, etc.) as well as reports on specific grant programs that include information particular to it (e.g. parental income information for scholarship programs).

Each tool in the POISE intranet is designed to ensure that information is entered consistently and completely, and then can be communicated to the appropriate people. Since its launch in February 2010, POISE has received and is managing over 200 scholarship applications through their intranet.

**NP Connect** is also being used by the **Pittsburgh Partnership for Neighborhood Development (PPND)** for its programs, and will soon be in use by the **Allegheny Regional Asset District (RAD)**. Beyond the tools used by these organizations for grants management, other organizations have used their intranet websites to ensure consistency and completeness in:

- Tracking employee orientation and training/ accreditation logs
- Managing job descriptions and tracking recruitment
- Recording performance reviews and compensation history
- Submitting time and expense sheets
- Sharing organizational news and alerts
- Managing events and registration information
- Reserving conference rooms and equipment
- Creating a library of shared files and links to online resources
- Managing staff and volunteer projects and task lists
- Sending email blasts and managing their membership
- Logging IT help requests and trouble-tickets

Depending on your particular needs as an organization, **you can control the locations from which your selected users can access your intranet website** -- from as limited as being accessible only from within your offices to as open as being accessible from anywhere in the world. And if you need to exchange sensitive information, you can encrypt the exchanges to ensure compliance with internal policies, the external requirements of a funder, or even regulatory policies like HIPAA.

**For more information on intranet websites**, please contact our IT and Operations Manager, Matt Sidorick, at 412-224-4317 or msidorick@olszak.com. You can also learn more about our other intranet development projects and information management solutions at our website: http://www.olszak.com/informationmanagement.

BOOKMINDERS®

## Financial Record Security

You've worked hard to build your organization.  You've built a loyal client base.  But what would you do if your computer got a virus and crashed?  Or someone stole the identity of one of your employees?  Or a hacker learned your bank passwords?

You might think that as a small business or nonprofit organization, you're not a target for malicious hackers, but this couldn't be further from the truth.  A survey by the Small Business Technology Institute reports that more than half of all small businesses in the U.S. experienced a security breach in the past year.

Think about what kind of information you could lose—tax records, confidential employee information, signed customer contracts, payroll information, banking information, just to start.

Stay Safe!  Security Tips

Here are some actions you should take to provide basic security for your financial records.

1. Protect Your Systems--Equip all PCs and servers with a) an uninterruptible power supply to prevent corruption of data, b) virus detection software and adware/spyware detection and removal tools, and c) a firewall on all computers that connect to the Internet.
2. Create Backups—Make regular backup copies of all your important data.  Store a secured copy away from your office.
3. Use Effective Passwords—Encourage non-obvious passwords and change them every three months.

4. Keep Software Up To Date—Without updates, your systems (operating system, anti-virus, anti-spyware and firewall software) will not be protected against new cyber threats.
5. Lock Your Records—Lock access to computers and file cabinets that contain financial information. Block all unauthorized access to the QuickBooks data file.
6. Be Prepared For Emergencies—Create a contingency plan for your organization so you can recover if you experience an emergency. Test your plan at least annually.
7. Educate Your Staff About Security—Having your employees trained in the fundamentals of information, system, and network security is one of the most effective investments you can make to better secure your business information, systems, and networks. You want to develop a "culture of security" in your employees and in your business.

Bookminders' Approach to Security

Providing an outsourced accounting service requires the highest standards for handling and protecting sensitive financial information. Bookminders has spent nearly two decades building the processes and systems to handle these requirements. The following are some of our significant control procedures that your organization can implement.

1. Use **password protection** for folders and files containing accounting system information.
2. **Back-up** financial information daily, weekly and monthly and always store back-ups at a secure offsite location.
3. Use a payroll service, and keep employee names and **detailed payroll information** separate from the general ledger. Rely on the payroll service for secure and accurate employee data.
4. Make sure that the software's **Audit Trail** (if available) capabilities are turned on allowing unauthorized changes in data to be investigated.
5. Always have "**separation of duties**" so that the person reconciling bank accounts is not the check signer or preparer of deposits.
6. Generate bill payment checks directly from the accounting system to reduce the risk of check alteration and duplicate bill payment.
7. "Date-Stamp" all financial documents, and only use **original documents** for posting to prevent fraudulent alteration of document copies or duplicate entry.
8. Reconcile **Point-of-sale systems** daily to monitor variances between the deposits calculated by the POS and the amounts that actually get deposited into the bank.
9. Don't provide unopened bank statements for reconcilement. Management should take a few minutes each month to see if any check looks out of place.
10. Limit **authorized personnel** responsible for reviewing and approving disbursements. Carefully review credit card statements if employees use them for company expenses.

Malicious attacks and fraud are very difficult to detect and to completely avoid; taking steps towards prevention will help to deter potential threats.

Resources

National Cyber Security Alliance: www.staysafeonline.org
Small Business Administration: www.sba.gov
Federal Trade Commission OnGuard Online: onguardonline.gov/index.html
Better Business Bureau: www.bbb.org/securityandprivacy/Security Privacy Made Simpler.pdf
Internet Crime Complaint Center: www.ic3.gov

## How Does The Passage of the New Healthcare Bill Affect You?

You have probably followed the healthcare debate in Congress for the past year or so and saw the passing of the reform bill on Sunday. While the bill has not yet passed all of the challenges to its signature, we do not see anything standing in its way for final approval in the short term.

You may be wondering how this reform bill will affect you and your employees. Most of the provisions will not affect corporations until 2014. Four years is a lifetime in the world of politics, so as a small corporation, it will probably be life as usual for at least another two years. With that said, Agora Group, an insurance agency specializing in individual and small business insurance, is offering to sit down with you to go over the details of the bill: what it means to you, your budget, and your employees. To set up a meeting, please contact Doug Berkley at **724.933.8077 or service@agoragroupins.com.**

**Also on the Forefront of Healthcare Change in western Pennsylvania**
Beginning July 1, we will see major changes to the Western Pennsylvania competitive environment. Highmark Blue Cross Blue Shield will no longer exist as a corporate entity in the small group market (companies with fewer than 50 employees). All Highmark small businesses will be referred to their new for-profit division, Highmark Health Insurance Corporation (HHIC). Current Highmark customers will get their renewals from the new entity. Agora will be quoting HHIC for customers currently covered under other carriers. The most significant change will be in new business rating (if you are not currently a Highmark customer). HHIC will require employee medical questionnaires to finalize rates. Historically, employee medical questionnaires were not required.

**What Does this Mean to You?**
The overall health status of your employees will be the primary factor in determining your rating. We will most likely see a much wider range in premiums then we have seen in the past. Groups considered "healthy" should have a great opportunity to secure very competitive rates and renewals. Groups with ongoing health conditions will see higher-than-average new business rates and renewals. As a budget calculator, current medical renewal trends are averaging 12%. With the new focus on group health status, renewals and new business rates will vary greatly (up and down) from this average.
Agora's goal is to be very proactive, whether taking advantage of the new competitive environment or mitigating poor renewal ratings. Employee healthcare is a major cost to your bottom line, so please contact Agora Group if you would like to set up a meeting to discuss this in more detail.

**For more information, please contact Doug Berkley at 724.933.8077 or service@agoragroupins.com.**

## SPOTLIGHT ON… POISE FOUNDATION

POISE Foundation began in December of 1980 as the first public foundation in the state of Pennsylvania organized and managed by African Americans. The purpose of the Foundation is to develop and enhance the participation of African American philanthropists in the economic and social development of the Black community of Pittsburgh and Allegheny County.

For more than 30 years, the Foundation has been supporting programs that add value to the quality of life of Black Pittsburgh and the region as a whole. The Foundation has also initiated or collaborated with several other programs to develop hope, vision, and a sense of pride in our community. The Foundation's primary objective is to generate resources and lead in the development of a sustainable African American community in the Pittsburgh Region. This was the vision of our founder Bernard H. Jones, Sr., of an empowered community, able to take care of itself.

The mission of the Foundation is to encourage creative and sustained responses to the issues and programs which have a direct impact on the Black community in the Pittsburgh region and to enhance the leadership role of Pittsburgh's Black citizens in identifying the emerging and changing needs of the community and shaping effective responses to those needs. The Foundation serves as a catalyst for change and growth in the Black community.

POISE Foundation is a community foundation and consists of several endowment funds started by individuals, organizations, corporations and churches. The Foundation is designed to provide small grants to organizations for special and worthy projects that are primarily a benefit to the Black community.

Over the past five years, POISE Foundation has seen a dramatic increase in the number of grants and scholarship applications submitted by organizations and families. As a result, the Foundation recently launched a new online application system to help manage the increasing number of grants and scholarship applications received. The new online system helps create a more effective and efficient way for families and organizations to submit applications. The new online system can be found on the POISE Foundation website at www.poisefdn.org.

*For more information about POISE, contact Karris Jackson, Vice President of Programs, at 412.281.4967.*

## Contact Us

**Olszak Management Consulting, Inc.**
812 Robinson Street
East Brady, PA 16028
(412) 281-9262 (Telephone)
(412) 281-9261 (Fax)

***Design elements in our newsletter were created by LionWorks Printing & Graphics. *Contact Tom Gentile, LionWorks Manager, at 412.244.4254 or tom@lionworksprint.com, for more information.*

To remove your name from our mailing list, please

click here.

## Olszak Staff

**Lisa Olszak**
President
lolszak@olszak.com

**Glenda Larson**
Director, Public Involvement
glarson@olszak.com

**Matthew Sidorick**
IT & Operations Manager
msidorick@olszak.com

**Jackie Freeman**
Assistant Project Manager
jfreeman@olszak.com

**Andy McClaine**
Financial Assistant
amclaine@olszak.com