



## VOLUNTEER REQUEST FORM

### Friends Life Community

#### Pro Bono Analytics overview:

The mission of the INFORMS Pro Bono Analytics program is to offer a platform for the operations research and analytics community to volunteer their skills for the benefit of underserved populations and developing communities in the U.S. and abroad. The program brings analytics techniques to non-profit organizations that may lack these skills internally and/or lack the resources to acquire these skills. The program also provides a new source of interesting real-world project experience to INFORMS members and other analytics/OR professionals, including experienced academics and practitioners as well as students and young professionals.

**Project overview:** Friends Life Community Process and Data Audit

#### How to volunteer:

If you would like to be considered for this pro bono opportunity, please email [probono@informs.org](mailto:probono@informs.org) to express your tentative interest. We will then conduct conference calls during which you can learn more about the organization and the project, determine if there is a good fit with your interests and skills, and decide if you wish to submit a proposal to provide the Pro Bono service.

Note: To help us manage the program, we request that you please not contact the non-profit organization directly.

#### Questions:

Contact us at [probono@informs.org](mailto:probono@informs.org) or visit us at [www.probonoanalytics.org](http://www.probonoanalytics.org)

## THANK YOU FOR SUPPORTING PRO BONO ANALYTICS

**Name of Organization:** Friends Life Community | <http://www.friendslife.org>

**Project Location:** 4414 Granny White Pike, Nashville, TN 37204  
(IN-PERSON OBSERVATION REQUIRED IF APPLICABLE)

**Primary Objectives of the Organization:** To provide skill building to adults with intellectual and developmental disabilities to decrease dependency, improve socialization, and increase community inclusion.

To provide service learning opportunities to clients where they learn valuable skills while serving the community through volunteer work. This also educates the community on valued services individuals with disabilities can and do provide as active citizens.

**Main Activities of the Organization:** Day Program for adults with disabilities, Monday – Friday 8am–5pm

- Art classes
- Life skills classes
- Community outings
- Volunteer work in the community
- Social Club for adults with disabilities, evening and weekends.
- Coaching, one-to-one services that build individualized skills.
- The organization also has events to raise awareness and funds.

**Approximate number of staff and volunteers:** 14

**INFORMS Pro Bono Analytics Project Number:** 201711-1

**Project title:** Friends Life Community Process and Data Audit

**Project summary in 20 words or less:** Friends Life Community (FLC) would like to partner with INFORMS to provide volunteer observation and analytics to help us refine our data selection and reporting to improve communication around mission impact.

**Desired start/end date:** To be determined by FriendsLife and Volunteer

**Estimated time commitment by volunteers:** To be determined by FriendsLife and Volunteer

**Is travel by the volunteer involved, and if so, where:** It is preferred that there is at least one volunteer that can observe on-site – for human services in particular, in-person observation is crucial.

**Desired special skills/qualifications for volunteers:** Preferred understanding of human services.

**Project description:** FLC has recently started collecting quantified data on clients and their progress in the program. We use an online program called Therap to document client outcomes, record data, and pull reports. We currently have a lot of data that we are collecting, however, we believe it could be more streamlined and an outside observer would be able to advise the best data for us to collect and use.

Our main objectives include being able to accurately showcase the progress of our clients to our clients and their families and be able to make data-driven decisions about programming. We would also like to use our data to inform donors of progress in a way that helps them understand the impact they are making with their funding.

We propose one volunteer to visit onsite and observe programming to have a clear picture of the work being done. That volunteer will then be able to make recommendations for data collection and our staff will be able to either produce the specific data or will be able to make revisions to current data collection systems.

Once the important questions are identified and the data is produced, the volunteer would work as a team with another volunteer with experience in human services to analyse the data and make recommendations for reporting methods, such as a spreadsheet, to present information to clients, management, and derive information for donor communications.