

SOLUTION SNAPSHOT



 salesforce.org

Nonprofit Cloud for Program Management

Amplify program impact



Introduction

Manage your entire mission with solutions for program management, fundraising, marketing and engagement with Nonprofit Cloud. Leveraging the #1 CRM in the world – Salesforce – your organization can understand what interventions or activities are most effective, adjust your services to be a better fit for your clients' needs, or help you expand into new program areas. Because the people you serve, your programs, and the world's communities deserve better than paper and spreadsheets.

Let's take a closer look at the products available for program management

Manage any type of program

Product: Program Management Module; NPSP

The Program Management Module provides you with a standard framework to help you track any type of program or service, regardless of complexity or volume. What you may be tracking on paper or spreadsheets can be translated into the Module with the help of our ecosystem of implementation partners to help you optimize, understand, and report on your programmatic outcomes. It is free, open source and works with NPSP.

Deliver personalized client services

Product: Nonprofit Cloud Case Management;

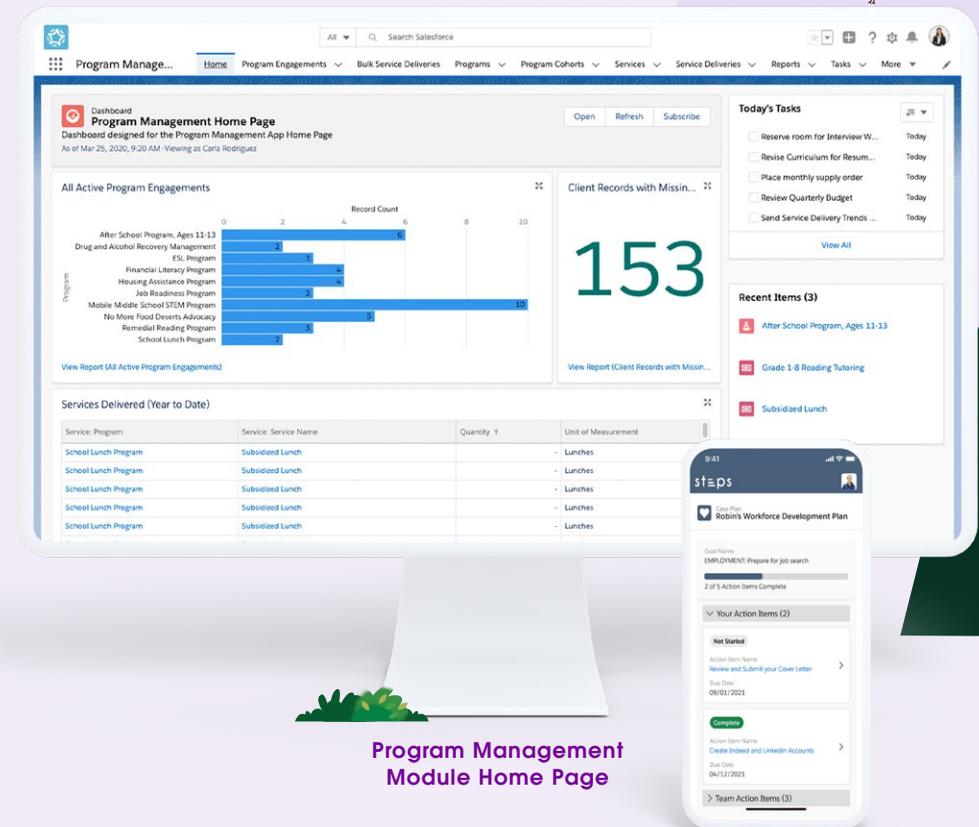
Experience Cloud for Nonprofits

If you're an organization working with clients, you can manage a large caseload and still personalize the care you deliver with Salesforce's Nonprofit Cloud Case Management. Service providers can track intake, referrals, clients, services, case plans, notes, incidents, and assessments. With Experience Cloud for Nonprofits, give clients agency in their case plan through a client portal, accessible from anywhere. They gain access to information relevant to just them, communicate directly with their case manager, understand how they're progressing towards their goals, and resolve any outstanding action items.

Human-centric support, anytime, anywhere

Product: Service Cloud

Whether a nonprofit runs an emergency service helpline or a call center to provide information and support, Salesforce's Service Cloud helps agents respond quickly – anytime, anywhere. Nonprofits can make service accessible across every touchpoint with consistent support via chat, messaging, voice, and social media. They can also empower support agents to work from the desk or in the field and streamline the flow of information with an intuitive, offline-first mobile app.



Program Management Module Home Page

Nonprofit Cloud Case Management Client Portal

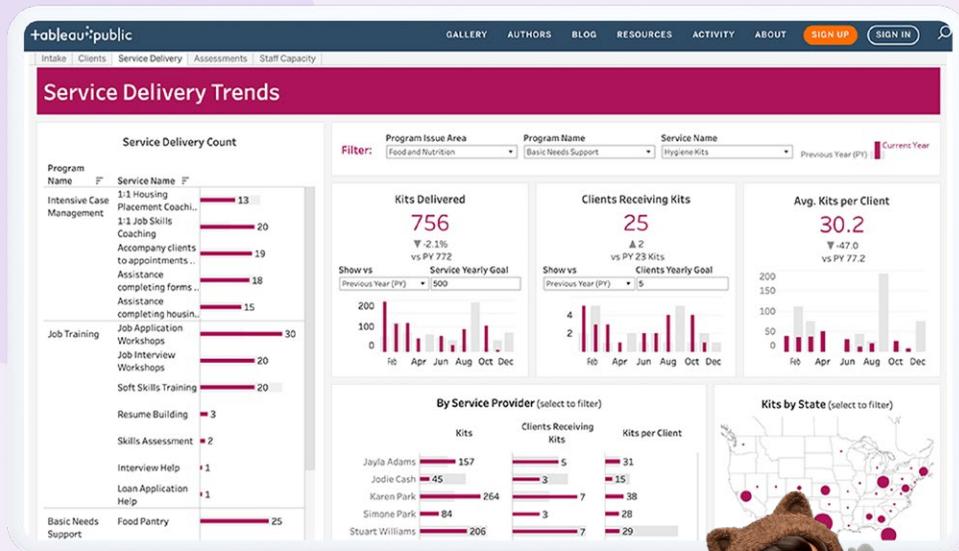


Tableau Starter Dashboards for Program Management



Track, manage, and coordinate volunteers

Product: Volunteers for Salesforce

Volunteers for Salesforce (V4S), which can be found on the AppExchange, helps you ensure volunteers have a good experience by matching jobs with their skills and availability. Stay connected by sending reminder emails for upcoming shifts and follow-up with how their time made a difference. Additionally, with a calendar that displays opportunities right on your website, you put the power of connecting to your mission in their hands.

An app store for your Salesforce

Product: Salesforce AppExchange

The [Salesforce AppExchange](#) is like an app store for your phone; there are thousands of apps to choose from to help you manage your programs that directly integrate with Salesforce. From project management to advocacy to impact measurement, there's an app that can meet your unique needs.

Understand and share your impact

Product: Reports and Dashboards; Tableau

Salesforce has incredible tools to help you make data-informed decisions about your programs and services, from reports and dashboards that come pre-built to Tableau. Tableau is an advanced reporting tool that allows you to delve into long-term trends in your data and, even, bring in external data (e.g. from a census). No matter where you are in your reporting journey, whether you want to simply tell your funders how many program participants you served this month or you want to look at long-term trends in your data, there is a solution for you. And now, with Tableau Starter Dashboards for Program Management, it's easier than ever to get started.



“Tackling modern slavery is challenging on multiple levels. With Salesforce, we can show a victim that we’re listening and ensure they don’t fall through the cracks and back into obscurity.”

Justine Currell
Executive Director, Unseen





**Want to Learn More About Nonprofit
Cloud for Program Management?**

[Learn more](#)