



New York City Anti-Violence Project
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Request for Proposals - Technology Database Consultant

The New York City Anti-Violence Project (AVP) is searching for an experienced technology and project management expert to provide support and liaise with database vendor, to ensure AVP's data management, analysis, security, and reporting needs are met.

About AVP

AVP empowers lesbian, gay, bisexual, transgender, queer (LGBTQ) and HIV-affected communities and allies to end all forms of violence through organizing and education and supports survivors through counseling and advocacy. AVP envisions a world in which all LGBTQ and HIV-affected people are safe, respected and live free from violence. AVP has a co-located model with multiple programs providing direct clinical and legal services, community organizing, training, policy advocacy, and movement building. Our intersectional work requires sophisticated data management.

AVP was founded in 1980 in response to a series of brutal anti-gay attacks, and today, provides free and confidential assistance to thousands of LGBTQ and HIV-affected people across New York City each year through our 24-hour bilingual hotline, counseling, support groups, legal representation, and individual advocacy. In addition, AVP helps survivors of violence and allies become advocates for safety through participation in community education, outreach, and organizing strategies. AVP coordinates the National Coalition of Anti-Violence Programs (NCAVP), a coalition of nearly 50 organizations that works to prevent, respond to, and end all forms of violence against and within LGBTQ communities. Through the coalition, AVP publishes reports on national trends of violence in LGBTQ communities.

About the Project

AVP uses data to track information about individuals to whom it provides services and advocacy opportunities, to aggregate information for funders, to communicate its successes and create a learning culture around addressing its challenges. AVP is transitioning from multiple data systems across departments to a single database in Salesforce and needs support in an ongoing way to support the implementation and smooth operation of the new database, ensuring all of our programmatic and organizational data management needs are met. Approximately 30 staff will use the database across at least three departments and there may be data integration needs with other software such as MailChimp or Razor's Edge.

The Consultant will:

Create and execute a plan to build on the organization's existing Salesforce Non Profit Success Pack to transition from other vendors, for multiple departments. The project will include:

- Smooth integration into an existing hotline package using Vonage
- Data migration from two databases (TIME and Efforts to Outcomes) and a set of spreadsheets
- Programming of Salesforce to hold intake information such as demographics and context information
- Programming of Salesforce to hold information about AVPs structured (ongoing, enrolled groups and individual services) and unstructured (drop in or one-off) services

- Assure that the database is configured to adhere to laws and policies governing privacy for AVP clients and participants, including creating systems that segment or restrict access to data by department where necessary while allowing such access where workflows require it. Specifically, it will be necessary to wall off data to maintain lawyer-client confidentiality in the legal department and to apply HIPPA principals for client services.
- Create systems for staff to check for various types of conflicts of interest among new and returning clients
- Working with the program evaluation consultant to integrate custom success metrics into the database
- Working with staff to create buy-in, documenting best practices for use of the database and training staff
- Create excellent user experience; take feedback on initial build and respond to make routine tasks as easy and as error-free as possible
- Oversee implementation of the new database and offer recommendations for ongoing support services to keep the program running smoothly

Required Skills and Experience

Consultant(s) should have:

- At least 3-5 years of experience working with similarly-sized nonprofits to implement and sustain Salesforce databases
- Demonstrated ability to protect client confidentiality while maximizing data utilization and smooth workflows across departments
- Familiarity and experience working with organizations who serve people who are LGBTQ and/or survivors of violence

Preferred Skills and Experience

- Experience migrating TIME data into Salesforce platforms
- Experience migrating Efforts to Outcomes (ETO) data into Salesforce platforms

How to Apply

Consultants interested in working with AVP on this project should submit a brief proposal (2-5 pages) describing their qualifications, relevant experience, approach proposed timeline and project budget. Proposals should discuss the consultant's familiarity and/or experience working with people who are LGBTQ, people living with HIV, low-income people, people of color, survivors of violence, as well as the proposer's experience and familiarity with issues relevant to implementing databases, and specifically with Salesforce and ETO. Please also provide at least two references from similar projects who are willing to speak to AVP about their experiences working with the consultant(s).

Submit a proposal at <https://bit.ly/avpishiring> by Friday, January 28, 2022.

AVP is committed to providing equal employment opportunity to all qualified individuals and endeavors to hire individuals of diverse races, colors, creeds, ethnicities, religions, genders, gender identities or expressions, ages, sexes, sexual orientations, national origins, disabilities, and citizen, marital, veteran and HIV statuses. There is no minimum education requirement for this position.