

## Success Story

### Norris Square Civic Association

#### **Norris Square Civic Association**

Empowering residents to improve their lives by becoming self-reliant, and uniting and building the community through the development and improvement of the physical, economic, social, cultural and educational aspects of the neighborhood.

- 53 Million Annual Budget
- 50 Rental Housing Units
- 60 Additional Housing Units Underway
- 82 Children in Head Start
- 45 Additional Children Anticipated in Head Start
- 70 Children Enrolled in Day Care



Since the early 1980's, the Norris Square Civic Association has focused on the development and improvement of its northeast Philadelphia neighborhood. They are a small nonprofit—the annual budget is \$3 million—yet its business operations are complex. With housing, educational and children services to administer and resources provided by multiple funding entities, Norris Square requires a robust financial management system.

#### **Building on an investment**

The organization invested in Sage MIP Fund Accounting software in 1999, but did not fully utilize the software's capabilities. In early 2005, the finance department began an intensive MIP training program with McGovern Consulting Group.

#### **Audit savings, faster contract processing**

The most immediate need was for support during an audit. According to Norris Square's comptroller, Ariel Rodriguez, "McGovern Consulting Group provided hands-on training on every MIP module while we

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### What our customer is saying about us:

*“McGovern Consulting Group provided hands-on training on every MIP module”.*

*“Our training was always driven by specific needs. We accomplished real work using our own data”.*

— ARIEL RODRIGUEZ  
Comptroller  
Norris Square Civic Association

*“Our delinquency rate is lower now that we have up-to-date financial information”.*

— MARIA BORGES  
Property Manager  
Norris Square Civic Association

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provided accurate information to our auditors at the same time.” Norris Square Civic Association saved approximately 10–15% on the audit and anticipates similar savings over the next several audits.

McGovern Consulting Group made a difference in the Association’s contract management process. Before the training, reporting to funding agencies was a manual, time-consuming task. Rodriguez says, “We now fulfill our contract obligations using reports created directly within the system.” Maria Jusino, Norris Square’s fiscal manager, says, “Previously, it took up to four days to process a single contract invoice. Now I can process a contract invoice in one day.” the time savings created more time to focus on contract and program monitoring and enabled faster payment.

### Lower delinquency rate

McGovern Consulting Group’s training improved Norris Square’s ability to bill and maintain records for housing clients. Because of changes made in the accounts receivable system, the organization no longer needed a separate property management software program. An additional benefit is that “Our delinquency rates is lower now that we have up-to-date

financial information,” according to Maria Borges, Norris Square Civic Association’s property manager.

### Customized training

Throughout the engagement with Norris Square Civic Association, the McGovern team helped solve real business challenges. Ariel Rodriguez says, “Our training was always driven by specific needs. We accomplished real work using our own data.”

McGovern Consulting Group is proud to have worked with Norris Square Civic Association and is confident that the enhancements in the accounting process will help the Norris Square community continue to thrive and be accountable to its stakeholders.

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### About McGovern Consulting Group

Focusing exclusively on the nonprofit sector, the technology experts at McGovern Consulting Group have provided and supported management systems for hundreds of organizations throughout the northeastern United States. As a Sage Select partner, McGovern offers Sage Software’s best-in-class solutions including Sage MIP Fund Accounting and Sage Fundraising 50. McGovern Consulting Group has developed a reputation for its comprehensive and analytical approach to each organization’s unique challenges. Services include software sales, implementation and training as well as technology planning and management consulting. Contact McGovern Consulting Group at (215) 773-9760 or on the web at [www.mccgovernng.com](http://www.mccgovernng.com).