

2021 / DMS Case Study

# Crisis Centre BC



## Preview

The Crisis Centre of BC freed up capacity to focus on crisis support by adopting the CanadaHelps DMS.



## About the Crisis Centre of BC

The Crisis Centre of BC responds 24/7, 365 days of the year, to those in crisis. In addition to addressing those in immediate need, they also provide mental health education, training, and resources to support individuals and communities.



# The Crisis Centre of BC outgrew their previous fundraising system.



“When it came to fundraising, we were using a donor management system that wasn’t suited for a charity of our size. It was pretty complicated and not very user friendly. It required a lot of work to manage, and that’s time we don’t have.”

– Jeffrey Preiss, Director of Development and Communications of the Crisis Centre of BC

Jeffrey Preiss is the Director of Development and Communications of the Crisis Centre of BC. When he joined the organization in 2018, he found that they had clunky and inefficient fundraising software system.

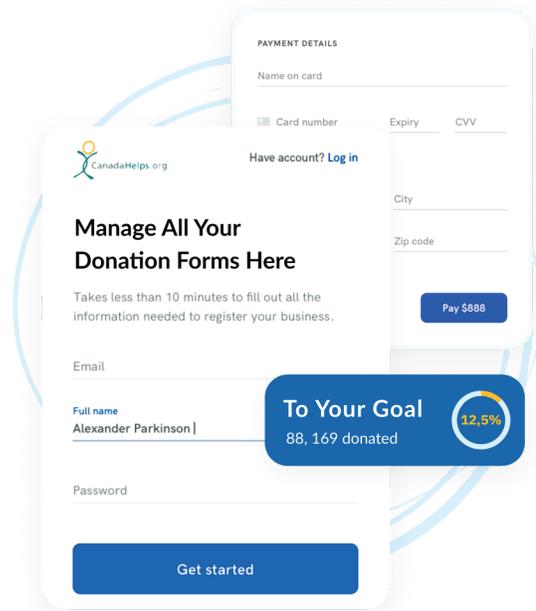
Exploring different options, Jeffrey found that many of Crisis Centre of BC’s donors were already donating through CanadaHelps.



**Jeffrey Preiss (he/him)**

Director of Development and Communications of the Crisis Centre of BC

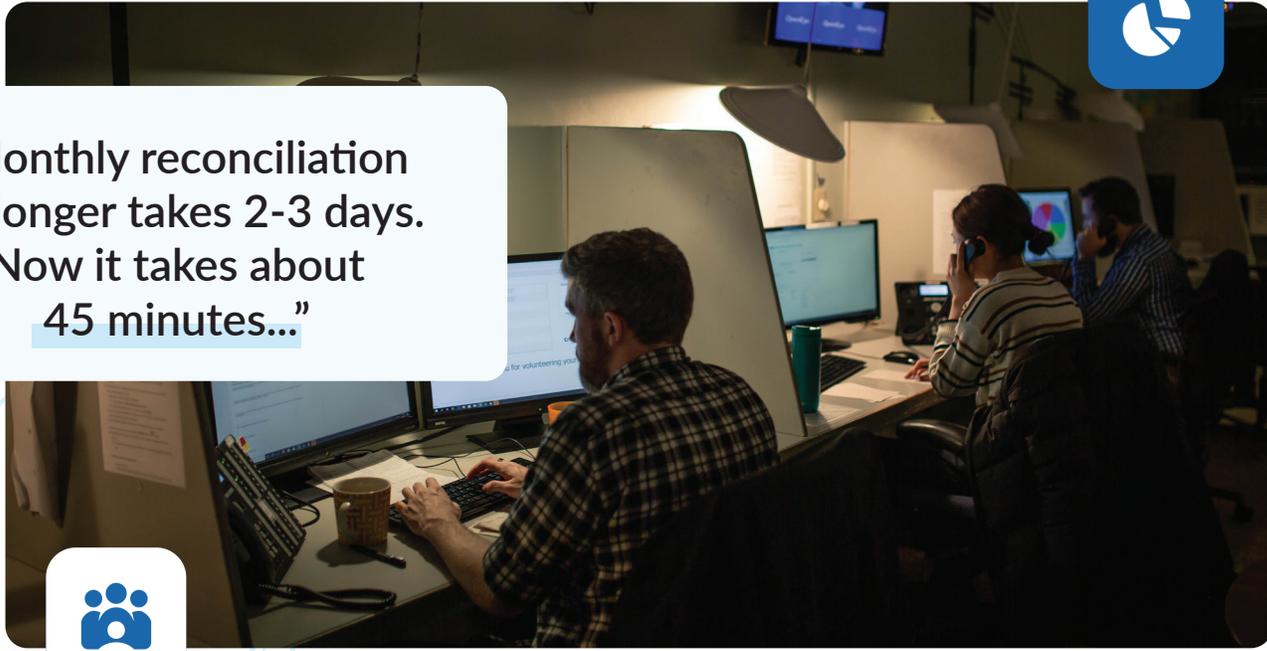
“Updating our form streamlined the donation process right away. It was so helpful to have one online platform that all our donors could use.”



During one of his first calls with the CanadaHelps team, his goal was to simply get an updated customizable donation form, with features such as the ability to donate securities, embedded on their website to help streamline the donation process for their donors.

Shortly after updating the donation form, they came across another challenge when their donation data did not sync with the donor management system they were using, creating more administrative headaches.

# The CanadaHelps DMS helps Crisis Centre of BC save time and focus on their mission



“Monthly reconciliation no longer takes 2-3 days. Now it takes about 45 minutes...”



Because the systems did not sync, prior to the CanadaHelps DMS, staff had to download, edit and upload spreadsheets between systems, followed by further edits to make sure their data was formatted correctly.

When Tamara from CanadaHelps reached out in early 2020 regarding the newly released CanadaHelps DMS, Jeffrey and his team were keen to be early adopters.

They have not been disappointed, in their words:



“CanadaHelps DMS has dramatically cut down on the administrative work at the Centre. Every donation that happens online shows up immediately right in the donation management system. Monthly reconciliation no longer takes 2-3 days. Now it takes about 45 minutes to do it because the reports are easily downloaded from the CanadaHelps DMS. Our labour savings are huge, the system integrates it all across the board for us.”

— Jeffrey Preiss, Director of Development and Communications of the Crisis Centre of BC

# CanadaHelps values its charity partners and provides unparalleled support for the sector

Beyond providing fundraising tools and the DMS, CanadaHelps supports the Canadian charitable sector by democratizing access to effective technology and education for charities. This reflects in the level of support provided. Phone and email support, as well as a dedicated onboarding team and check-in meetings are par the course for all charities using the DMS.

Ultimately, the CanadaHelps DMS has freed up the administrative team so they can do more to support crisis response and community engagement which are their highest priorities. Getting more crisis calls answered has never been more critical. Crisis calls have increased by 20-30 percent since the beginning of COVID-19 and remain elevated above normal levels.



“CanadaHelps feels like part of the BC Crisis Centre team. It makes a difference knowing CanadaHelps is a charity, working on behalf of charities”.

— Jeffrey Preiss, Director of Development and Communications of the Crisis Centre of BC

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“CanadaHelps has become part of the foundation that makes our essential-services work possible.”

— Jeffrey Preiss, Director of Development and Communications of the Crisis Centre of BC

