



Lenox Hill Neighborhood House Eliminates Weeks Of Volunteer Backlog

 **Industry:**
Nonprofit

 **Customer Since:**
2019

 **Products:**
Enterprise Suite

 **Features:**
Doc Gen, Web Forms,

COMPANY BACKGROUND

[Lenox Hill Neighborhood House](#) is a New York City human and social services nonprofit founded in 1894, now serving more than 16,000 New Yorkers annually. The organization delivers programs across older adult services, Head Start pre-K, education, supportive housing, mental health shelter services, arts, fitness, and community food initiatives, including a farm-to-institution food program and The Teaching Kitchen.

NEIGHBORHOOD HOUSE'S CHALLENGE

After transitioning from Social Solutions ETO to Salesforce, staff and volunteers found the platform difficult to navigate, with multiple screens required to complete basic tasks. Volunteer hour tracking created weeks of backlog, as only the Volunteer Director could enter hours manually.

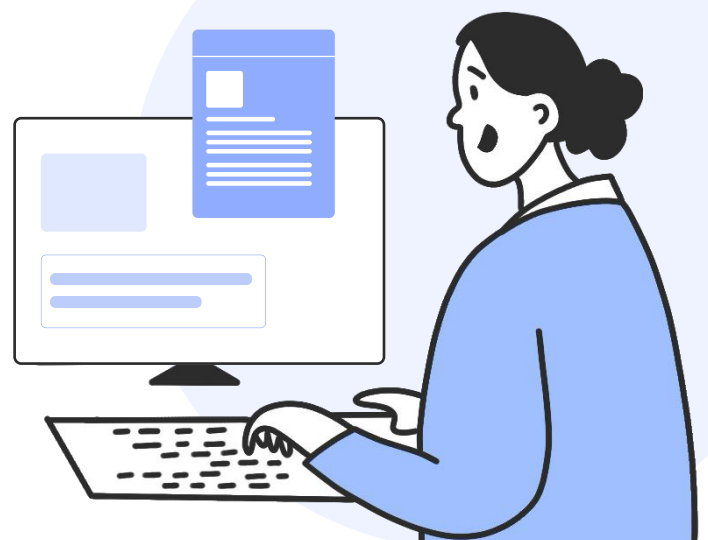
Intake processes across programs still relied on paper forms, spreadsheets, and batch uploads. Client data in The Teaching Kitchen program was fragmented across multiple tools, and poorly formatted face sheet outputs left staff relying on handwritten documents during audits and emergencies.

TITAN'S SOLUTION

Lenox Hill deployed **Titan Enterprise Suite** to connect intake, submission, and tracking processes directly to Salesforce without requiring staff, volunteers, or clients to navigate the CRM.

Volunteers submit hours in real time through Titan attendance forms. ESOL enrollment forms built in three languages sync directly to Salesforce.

A bulk case note submission page allows multiple notes in a single session, and Titan Document Generation produces formatted client face sheets directly from Salesforce.



KEY RESULTS

- ✓ **Weeks of Volunteer Backlog Eliminated:** Volunteers now submit hours in real time through Titan attendance forms, removing weeks of manual follow-up and backlog management for staff.
- ✓ **Manual Data Entry Removed Across Multiple Programs:** Paper forms, spreadsheet uploads, and manual field mapping were replaced across multiple programs, with data writing directly into Salesforce through a single submission process.
- ✓ **30 to 45 Seconds Saved Per Case Note:** The Titan bulk submission page eliminated the need to open individual Salesforce records, supporting teams submitting more than 200 case notes per month.
- ✓ **Unified Teaching Kitchen Data:** Participant data previously spread across multiple form tools and Salesforce is now consolidated into Salesforce through Titan.
- ✓ **Formatted Face Sheets Generated Directly from Salesforce:** Staff generate clean, formatted client face sheets directly from Salesforce, replacing handwritten documents used during audits and emergency situations.
- ✓ **Salesforce Simplified for Staff and Volunteers:** Staff and volunteers complete tasks through dedicated Titan forms built around each program's process, removing the need to navigate multiple Salesforce screens.
- ✓ **Improved Attendance Data Accuracy:** Titan attendance tracking forms for the ESOL program increased the consistency and completeness of attendance records, reducing missing and incomplete data.

"The flexibility is one of the things I really love about Titan; we're able to tinker around and make forms as user-friendly as possible."

–Patricia Tu, Director of Data, Evaluation and Performance Management at Lenox Hill Neighborhood House.