

RISE - I.T. Management, *Pro Bono*



Have you ever thought about the life-altering impact left upon a child seeing his/her parent being arrested *or worse* visiting a parent who is serving a long-term prison sentence? One special non-profit agency in Providence has: **RISE, Rhode Islanders Sponsoring Education** (<http://www.riseonline.org>). As stated on their website, *“RISE’s mission is to provide educational opportunities and mentoring to children of incarcerated parents to break the intergenerational cycle of poverty, violence and addiction that often threatens them.”*

Last summer, a good friend of Eric’s approached him with a special request. This friend, a Board Member of **RISE**, asked Eric to consider doing *some* I.T. work for this organization *pro bono*. Being the father of 2 little girls Eric instantly felt a connection to the mission of **RISE**. His answer to his friend was a swift and emphatic, of course!

Since Eric began his tenure as the “I.T. Manager” for **RISE**, he has streamlined their organization by creating a wireless network to suit their growing needs. He’s installed a new fundraising database that has improved their tracking and reporting systems. They also have better record keeping.

Almost 2 years later, Eric and his team have logged-in hours of labor at **RISE** totaling several thousand dollars. As with many non-profits, **RISE’s** budget is primarily allocated to programs for it’s enrollees. As stated by Elisa Heath, Director of Development for **RISE**, *“PC Troubleshooters allows us to focus more on our mission of services and programs and NOT worry about financing our computer system.”* She also added, *“We appreciate that you treat us like a “normal” customer. It allows us to keep our dignity.”*

PC Troubleshooters future plan for **RISE** remains the same: As long as they have an organization and computer needs, we will be there to fix them! Whatever we can do to help this amazing organization achieve it’s goal, maybe impact just one child, then we can say we are doing our part to help serve our community.