

PdNCF saves 1,900+ staff hours a year by centralizing fund management with FundMiner



PASO DEL NORTE
COMMUNITY FOUNDATION

About

A community foundation based in El Paso supporting philanthropy across the Paso del Norte region since 2013.

Industry

Community Foundation / Philanthropy

Donor Base

~10,200 donors (2024)

Funds

~300+ donor-advised & charitable funds

Contributions

~\$15.8M in contributions & revenue (2024)

Assets

~\$323.5M in combined PdNHF + PdNCF assets

340+

Unique active funds centrally managed across a single platform

1,398

Disbursement forms processed through FundMiner

1,900

Staff hours saved every year by replacing manual workflows with automation

Challenges

Manual, decentralized fund reporting processes across a small team

Solutions

FundMiner Intelligent Reporting unified fund data and activity into a single platform

Results

Reduced manual effort and increased visibility across funds

Heavy staff workload for donor updates and fund activity requests

Introduced self-service access for fund balances, activity, and documentation

Reduced time responding to fund inquiries and improved fund holder experience

Limited bandwidth to collect and package impact narratives at scale

Automated narrative collection workflows, reminders, and report packaging

Streamlined stewardship process and improved consistency of donor updates

Growing donor expectations for transparency and timely communication

Partnered with FundMiner to modernize reporting and centralize fund information

Enhanced donor confidence through clearer, more proactive visibility into funds

“We are grateful to FundMiner for their innovation, vision, and creativity in delivering exceptional customer service to our donors and alleviating the workload on our small but mighty staff.”

MICA SHORT
Vice President of Development
Paso Del Norte Community Foundation



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