



Charlotte Rescue Mission - Dove's Nest

COMMUNITY IMPACT PROJECT - DELIVERED BY RODGERS BUILDERS
SPONSORED BY PIEDMONT NATURAL GAS



HANDS-ON SUPPORT

“It was a wonderful experience. I appreciate our Rodgers Builders volunteers. They gave us hands-on support to learn to use the tools, time to practice using them on our own and then, additional support when we reconnected. They did not just demonstrate and leave us on our own to figure things out. Everyone was so helpful, everyone did their part.”
- Trina Fullard, Chief Program Office, Charlotte Rescue Mission

Transforming lives of women facing addiction

Problem: Dove’s Nest, Charlotte Rescue Mission’s cost-free women’s recovery program, operates a 120-bed facility on the city’s west side, providing a structured yet loving and stable living environment, with a dedicated staff aimed at helping women understand and deal with the core issues of addiction as a disease. Dove’s Nest leadership were optimistic that they could work more efficiently towards serving their mission if they moved away from their server-based shared drive and email/manual business and communications processes.

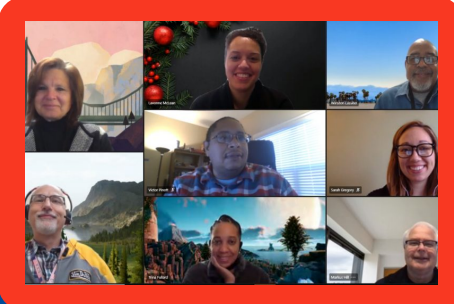
Solution: Apparo matched them to a volunteer team from Rodgers Builders who helped them learn and optimize the way they work with Microsoft Teams.

Nonprofit Team: Trina Fullard, Winston Lassiter, Barbara Thomas, Joseph Zgrabik

Volunteer Team: Angel Crawford, David Dixon, Markus Hill, Victor Pinott

ANTICIPATED COMMUNITY IMPACT

- Streamlined organizational communications and processes - due to "home base" for all information on Teams, including Admissions call logs and calendars
- Improved service to clients - driven by newly freed time, improved processes and access to accurate, up-to-date information for all staff
- Increased employee job satisfaction - more time to spend doing the client-facing work they love, less time doing administrative work
- Established infrastructure to support clients remotely, if need be in the future



“Charlotte Rescue Mission is very near and dear to my heart and to all of us at Rodgers Builders. What’s so exciting about this engagement is that we pointed the Dove’s Nest team on their way and they took our help and ran with it on their own. We were the helping hand and empowered them to improve the way they work. This is sustainable and morale-boosting impact, which is so important in these difficult times. You all are our Christmas gift.” - Markus Hill, CIO, Rodgers Builders

70 hours

Total hours dedicated to this project by the volunteer and Apparo team

\$10,500

Market value of this project

21x

Value delivered on the nonprofit's investment