



Charlotte Rescue Mission

TECHSHOP TEAM TRAINING - DELIVERED BY DUKE ENERGY AND HYLAINÉ
SPONSORED BY BANK OF AMERICA

LOGICAL & INTUITIVE SUPPORT

“We’re much further ahead than I expected when we started the training. It was so logical and intuitive. Without Apparo, it would have been a much slower process and it would have left gaps in our knowledge. Because of the training we received, we’re going to retain the knowledge.”

- Mark Thomasson, IT Assistant, Charlotte Rescue Mission

Transforming lives of those facing addiction

Problem: Charlotte Rescue Mission (CRM) provides residential recovery programs that help men & women struggling with addiction achieve long-term sobriety. They knew they could work more efficiently towards fulfilling their mission if they used the cloud effectively.

Solution: Apparo designed a TechShop and identified volunteers from Hylaine to train the CRM IT team to optimize their use of Microsoft Teams.

Nonprofit Team: Mark Thomasson, Nate Worthy, Joseph Zgrabik

Hylaine Volunteer: Craig Pilkenton

Duke Energy Volunteers: Gregory Blackwell, Jeffrey Bradley, Sherry Evans, Brian Neese

ANTICIPATED COMMUNITY IMPACT

- Improved staff efficiency and elimination of version control issues
- Freed time to focus on mission-centric, client service work
- Freed time for the IT team to focus on strategic issues and additional optimization of efficiencies that will help push their mission forward



“While we help people with our work at Duke Energy, my IT role is several degrees removed from that. With this volunteer role, I got to not only do something really different, but also feel a direct connection to positive impact.” - Sherry Evans, Duke Energy

“It feels very good to know that my support was meaningful to them. Also, by supporting Apparo, I know that in essence I’m helping not only Charlotte Rescue Mission, but also other nonprofits that are important to me.” - Craig Pilkenton, Hylaine

73 hours

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

\$10,950

Market value of this project

8x

Value delivered on the nonprofit's investment