



Crisis Assistance Ministry Gastonia + Duke Energy

COMMUNITY IMPACT PROJECT: SOFTWARE SELECTION
DELIVERED BY DUKE ENERGY



Igniting students' potential by expanding their confidence, connections and horizons

MORE LIFE-CHANGING EXPERIENCES

“It is life-changing for our organization and staff to have an efficient system in place to enable us to assist those in financial crisis in our community. Without the volunteer's expertise and ability to parse information, and Sarah's ability to articulate our needs, it would have been very difficult for us to make the best decision between all the choices of software we considered. - Kim Wheeler, Executive Director

Problem: Crisis Assistance Ministry Gastonia (CAM) needed a better system to track client application and data

Solution: Apparo matched CAM with a team of skilled volunteers from Duke Energy. The team worked together to understand CAM's business needs, conduct marketplace research and guide CAM in the selection of their new software solution, Salesforce.

Nonprofit: Kim Wheeler, Jenny Moran

Volunteers: Tamara Harrison, Erica Gordon and Brad Richmond

- CAM expects to save 800 hours per year in staff time
- CAM anticipates serving 1,250 more clients, including seniors and undocumented individuals

Anticipated Nonprofit and Community Impact

Once implemented, CAM expects to save almost 800 hours a year in staff time and anticipates serving 25% more clients as a result of the new system, that's 1,250 more people in our community getting the life-sustaining services they need to help overcome their dire financial circumstances.



CARE AND DEDICATION

“Working with CAM, Apparo, and my fellow volunteers on the CIP was an absolute pleasure! The team came together quickly under our project manager's tutelage and we were able to identify the true needs, pain points, and opportunities for CAM. I feel as though my time and effort contributed real impact and I can't wait to work on another project!”

- Brad Richmond, Duke Energy Volunteer

68 hours

Time dedicated by Apparo + volunteer

\$13,260

Value delivered to nonprofit