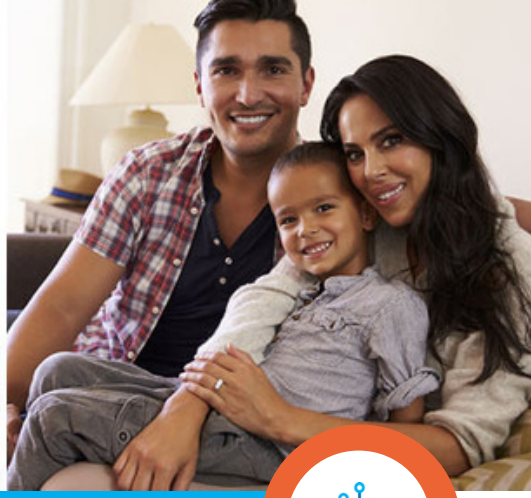




Charlotte Family Housing

COMMUNITY IMPACT PROJECT SNAPSHOT
DELIVERED BY JABIAN CONSULTING

> *Our volunteer partners, were a joy to work with. Their knowledge was incredible and their immediate connection to our mission and desire to assist us came through in everything that they did.* - Elizabeth Kurtz, Chief Housing Resource Officer, Charlotte Family Housing

Increasing Efficiency in Moving Homeless Families from Shelter to Housing

Charlotte Family Housing's (CFH) mission is to empower families to achieve long-term self-sufficiency through shelter, housing, supportive services, and advocacy. Working with Apparo, Jabian created a business process landscape (BPL) for CFH in 2015. In 2017, CFH implemented Salesforce, helping them move away from spreadsheet use. They were now ready to start the next wave of efficiency improvements, requiring an updated BPL. Ali Stunja, Jabian volunteer, conducted interviews to depict CFH business processes and create a common understanding of the organization in order to deliver a refreshed, heat-mapped BPL which identifies processes that: 1) Present greatest opportunity for maturity 2) Could be centralized as CFH grows. Stunja also delivered a set of prioritized recommendations to address pain points.

Nonprofit Team: Alyssa Vasquez, Elizabeth Kurtz, Dan Sellers
Volunteer: Ali Stunja

ANTICIPATED IMPACT HIGHLIGHTS

- Faster new family inquiry and intake processes
- Improved reporting speed and accuracy
- Simplified renewal process



> It was so exciting for us to see the CFH using their business process landscape so frequently that they were eager to work a refresh! I believe CFH will be able to use this as well as the opportunities identified in key areas to set a strategy to best help with their families, employees, and community"- Ali Stunja, Volunteer Lead

139 hours

Total hours contributed to the project by the nonprofit, volunteer and Apparo team

$14,250

Market value of this project

26x

Value delivered on CFH investment