



# Charlotte Family Housing

APPARO

**COMMUNITY IMPACT PROJECT SNAPSHOT**
**DELIVERED BY BANK OF AMERICA, WELLS FARGO AND INDIVIDUAL VOLUNTEERS**

> *We are now literally having families be able to move into shelters the same day. It used to be up to a 72 hour wait* - Alyssa Vazquez, Director of Housing Data Information, Charlotte Family Housing

## Increasing Efficiency in Moving Homeless Families from Shelter to Housing

After implementing Salesforce and receiving a refreshed Business Process Landscape (BPL), Charlotte Family Housing (CFH) was in need of Salesforce enhancements and optimization. The volunteer team delivered on the Salesforce optimization and conducted detailed discovery around CFH's reporting needs and integration with the Homeless Management Information System.

**Nonprofit Team:** Elizabeth Kurtz, Dan Sellers, Alyssa Vasquez

**Volunteers:** Individuals - Renato Cabral, Devi Vinodha

Wells Fargo Volunteers - Arno Czerveny, Nishant Harit, Pavan Kumar, Venkatesh Raveendran,

Bank of America Volunteers - Davananda Kamalakar, Ankul Maheshwari, Geo Marrques Neto, Kashmiri Saikia, Varun Sharma,

Charlotte Family Housing

WELLS FARGO

Bank of America

### ANTICIPATED IMPACT HIGHLIGHTS

- Increased ability to serve more families experiencing homelessness
- Decreased reporting and other staff manual processes
- Increased ability to address critical success factors for families



> Great team, good energy, always good to help others.
> - Arno Czerveny, Volunteer Lead

**414 hours**

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

**$46,500**

Market value of this project

**124x**

Value delivered on CFH investment