

Apparo

IT'S FOR NONPROFITS

“Slow Down to Speed Up”

How taking a pause can help nonprofits accelerate their impact

Speakers and Session Introduction



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Advisor



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Meeting Agenda

Welcome & Introductions

About Apparo

Technology Foundation

Poll

Maturity Model

Case Study

Resources - Where to Start?

Q &A



We believe that
technology and
passion can change
the world.

Our Model Serves our Mission

Our mission is to transform the greater Charlotte community by connecting nonprofits to technology expertise and resources that amplify their impact.





Why Apparo is Essential

745+ nonprofits served



\$1 donated = \$2.50 in community value delivered

500,000+ individual needs addressed



75%+ of nonprofits served address issues of Economic Mobility

224+ corporate partners engaged to serve our community



\$3.6 Million in services to nonprofits in the past year

Thank You!



Technology Foundations

Technology Planning



What?

- Hardware
- Software
- Policies
- Technical Support

Where?

- Office
- Remote

Why?

- Operational Costs
- Work Efficiency
- Cybersecurity

Technology Plan & Policies

Drive strategic, effective and more secure use of technology

- ✓ Maturity Model
- ✓ Tech Plan (2-3 yr)
- ✓ Policies
 - Hybrid Work
 - Devices (BYOD)
 - Use Policies
- ✓ Security Assessment
- ✓ Response Plans



HAVE A TECH PLAN?



TECH PLANNING AND ADOPTION LEVELS



Not surprisingly, there is a clear correlation between Tech Adoption level and having a formal technology plan or strategy. Only 10% of respondents from Leading Organizations indicated they had no plan, compared to 60% of Struggling respondents who report not having a formal technology plan.



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Poll



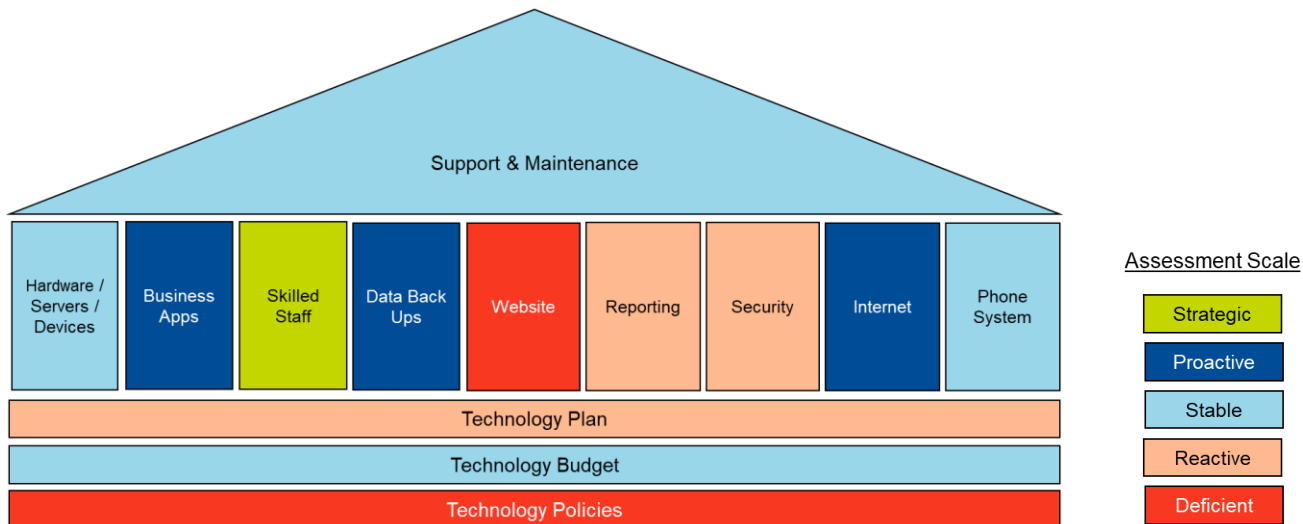
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Maturity Model

Maturity Model – Tech House

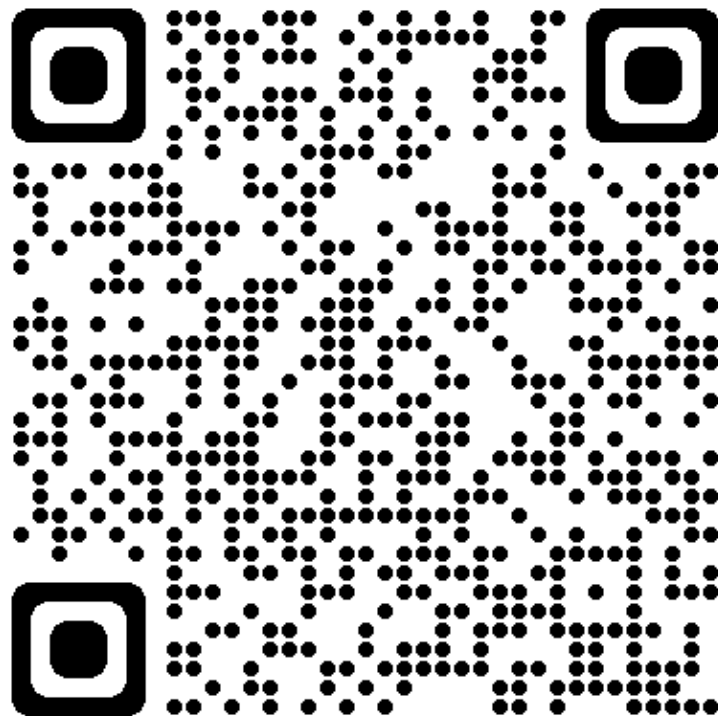
Let's discover YOUR maturity model tech house



<https://assessment.apparo.org/Apparo/Account/Register>

Let's discover YOUR
maturity model tech house

Maturity Model Tech House



Maturity Model – Tech House

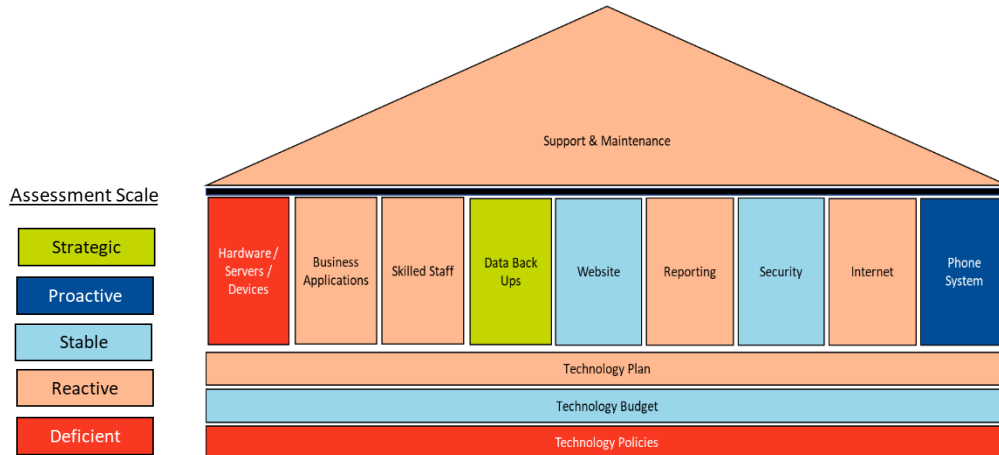
- Anyone willing to share theirs?
- Feedback? Surprises?



Case Study

Case Study: Carolina Raptor Center

In 2020, Carolina Raptor Center embarked on a two-year transformational journey with Apparo to improve technology and overcome challenges that were limiting them from reaching their full potential.



Upon completion of Apparo's Technology Maturity Model assessment, the Raptor Center realized they had significant needs for improvement across their technology framework.

Carolina Raptor Center's two-year journey



Case Study: Carolina Raptor Center

Technology changes lead to a greater impact on the community served

- Staff will save over 10,000 hours annually
- Time saved will be spent developing new programs and fundraising
- Decrease expenses by \$20,000 annually
- Decrease risks by implementing appropriate policies and training

696 hours

Total time delivered by volunteers & Apparo



- More healed, healthy birds in our skies
- More young adults embarking on STEM careers
- More immersive bird care education globally

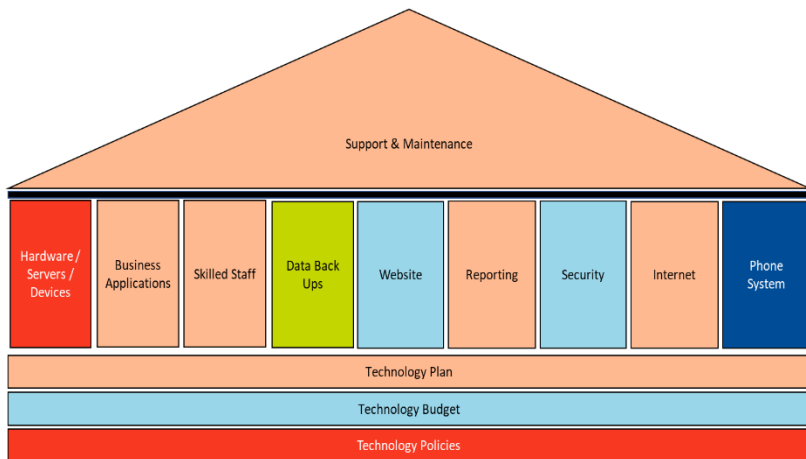
\$209,205

Market value of support + hardware provided

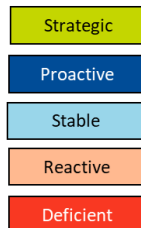
Case Study: Carolina Raptor Center

Carolina Raptor Center saw a drastic change in their Technology Maturity Model over the course of two-years.

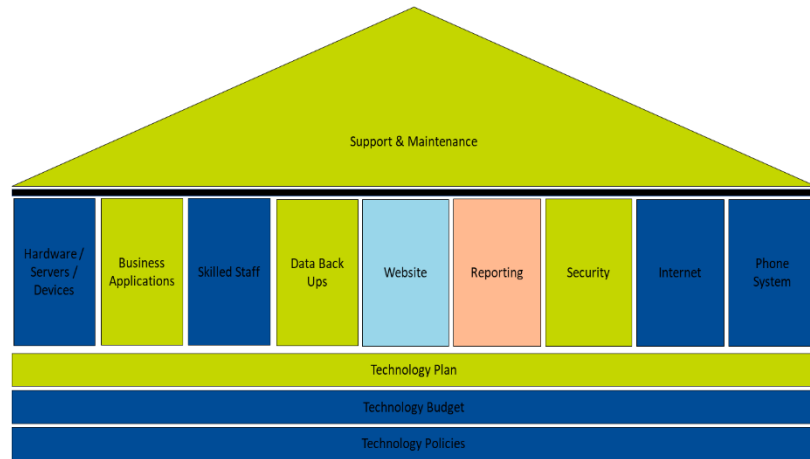
October 2020



Assessment Scale



September 2022





Resources

Where to Start?

- Apparo: apparo.org/nonprofits
 - Advice and Guidance
 - Education
 - Solutions
 - **Special Offer for the nonprofits here today!**
- Tech Impact: techimpact.org
 - Strategic consulting services
 - IT managed support
 - Technology Learning Center
- TechSoup: techsoup.org
 - Donated and discounted software and hardware



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Q&A



Thank You and Keep in Touch!

*Stay up to date on **Apparo**
News and Events.*

**SUBSCRIBE
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text
APPARO
to **22828**
to get started

apparo.org



Appendix

Case Study: Carolina Raptor Center Program Snapshot



- ANTICIPATED NONPROFIT IMPACT**
- Improve Efficiencies: Will save staff 10,000 hours
 - Increase Reach: Time saved will be spent planning new programs and serving more people
 - Increase Revenue: Time saved will allow for more revenue-generating programs to be developed and will allow staff more time for fundraising
 - Decrease Costs: Will allow a one time cost savings of \$20,000 and another \$20,000 annually
 - Decrease Risks: Implemented policies and necessary training to reduce risks



- ANTICIPATED COMMUNITY IMPACT**
- More healed, healthy birds in our skies
 - More young adults embarking on STEM careers
 - More immersive bird care education globally



“When we applied for G.A.I.N. two years ago, we had a Jurassic Period server to match our stone-aged workstations. Employees used their own personal systems to get their work done, and everything we owned was out of date. We were even running a proprietary application on a Windows 7 system!

Apparo connected us with volunteers who were so good we kept one as a Board Member! The transformation enjoyed by the Center can't be understated...we have saved thousands of dollars in upgrades and efficiencies and our technology landscape doesn't remotely resemble what we had 2 years ago. Thanks to Apparo, Lowe's, and G.A.I.N., Carolina Raptor Center is poised for the next explosive step in our growth.” - Kris Cole, Senior Director, Advancement, Carolina Raptor Center

696 hours

Total time delivered by volunteers & Apparo

\$209,205

Market value of support + hardware provided

Tech Therapy: Advice + Guidance

Tech Therapists meet one-on-one with nonprofits to discuss technology needs and provide guidance on resources and solutions.



Common topics include:

- Data management
- Internet issues
- Cloud storage
- Email tools
- Security infrastructure

Tech Therapy: Expert Connect

Finding the right service provider, at the right price, to address your technology concerns can be stressful and time consuming. Work with us to find vetted vendors to meet your specific needs and budget.



- Internet Service
- Phone Service
- IT Support Providers
- Cybersecurity
- Website Design
- Social Media
- Donor Management
- Hardware (Laptops, Printers, AV etc)
- And more, just ask!

Tech Therapy: Coaching

Tech Therapy skilled volunteers provide one-on-one (or two) support at no cost to nonprofits to address everyday tech challenges.



Best for topics that can be tackled in hour sessions, such as help with:

- Excel
- SharePoint
- Outlook
- Other Microsoft tools

Education: Nonprofit Bytes + Insights

Nonprofit Bytes + Insights are forums for the nonprofit community to learn best practices in areas such as:

- Constituent engagement
- Cloud computing
- Marketing
- Security



Education: Team Trainings

Team Trainings are trainings that are tailored to the needs of an individual nonprofit's staff or conducted as community-wide workshops.



Past topics include:

- Power BI
- Office 365
- Tableau
- SharePoint
- Website creation
- Data analytics

Solutions: Community Impact Projects

Through **Community Impact Projects (CIPs)**, Apparo partners a nonprofit in need of a technology solution with a corporate volunteer team to address that need.



Recent CIPs include:

- Developing technology plans
- Assessing business processes
- Selecting software

Apparo Expertise

- Assessing nonprofit needs
- Matching nonprofits and corporate volunteer teams
- Scoping projects
- Managing projects - ensure sustainability, stop scope creep
- Managing nonprofit and corporate expectations
- Translating nonprofit and corporate speak

The Components of Success



Apparo Expertise

- Assess nonprofit needs
- Initiate scope of project
- Match the corporate/nonprofit partners
- Manage projects - ensure sustainability, stop scope creep, provide marketing elements
- Translate nonprofit and corporate speak

Volunteer Skills & Time

- Finalize scope
- Deliver solution

Sponsorship

- Offset expenses associated with Apparo efforts

Significant Nonprofit Impact

*Our reporting is now very powerful. We were able to leverage our new reporting capabilities in our recent fundraising campaign and, as a result, nearly **doubled funds raised** compared to last year.*

Ann Marie Worman, Exec Director, Parkinson Association of the Carolinas, on their Community Impact Project

*We have **tripled the number of people we serve** since the opening of our computer lab.*

Rose Jones-Edwards, Exec Director, OMITT Innovative Solutions, on their Tech Therapy & Community Impact Project

*There are **fewer homeless people in Charlotte** because of Apparo.*

Carol Hardison, CEO, Crisis Assistance Ministry on their years of support, including Training, Tech Therapy and CIPs

Meaningful Volunteer Experiences

*As a newly appointed Deloitte manager, leading a project like this has been **invaluable to my becoming a better manager** and my growth as a professional. I was able to stretch my realm of responsibilities and challenge myself to operate at the next level. I am taking these learnings back to Deloitte and my clients.*

Mark Edward Williams, Manager, Deloitte, on volunteering with Project Scientist

Even when you help in a way that seems small to you, it can be hugely impactful to a resource and skill constrained nonprofit.

You can really make a difference when working with Apparo to bridge that gap .

Michael Johnson, Software Engineering Manager, Duke Energy on volunteering with OMITT Innovation Solutions

This type of project impacts not only community, but also your own personal development. Practicing peer leadership, leading upwards and working with a diverse, cross-functional team area all very beneficial to workplace skill development.

Michael Sbandi, Information Security Consultant, Bank of America, on volunteering w/ Habitat for Humanity of CLT