“Slow Down to Speed Up”

How taking a pause can help nonprofits accelerate their impact
Speakers and Session Introduction

Lavonne McLean
Chief Program Officer

Jennifer Ray
Technology Advisor

Allison Grant
Program Manager
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 mission is to transform the greater Charlotte community by connecting nonprofits to technology expertise and resources that amplify their impact.
Why Apparo is Essential

- 500,000+ individual needs addressed
- 745+ nonprofits served
- 224+ corporate partners engaged to serve our community
- $1 donated = $2.50 in community value delivered
- 75%+ of nonprofits served address issues of Economic Mobility
- $3.6 Million in services to nonprofits in the past year
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
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.

*Findings based on a 2011 survey conducted by NTEN and the NonProfitTimes with 875 respondents of nonprofit organizations*
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?
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.
Case Study: Carolina Raptor Center

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

$209,205
Market value of support + hardware provided

- More healed, healthy birds in our skies
- More young adults embarking on STEM careers
- More immersive bird care education globally
Carolina Raptor Center saw a drastic change in their Technology Maturity Model over the course of two-years.

October 2020

September 2022
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
Thank You and Keep in Touch!

Stay up to date on Apparo News and Events.

SUBSCRIBE TO OUR EMAIL LIST TODAY

text APPARO to 22828 to get started

apparo.org
Appendix
Case Study: Carolina Raptor Center
Program Snapshot
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
Nonprofit Bytes + Insights are forums for the nonprofit community to learn best practices in areas such as:

- Constituent engagement
- Cloud computing
- Marketing
- Security
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

- 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

Apparo Expertise

- Finalize scope
- Deliver solution

Volunteer Skills & Time

- Offset expenses associated with Apparo efforts

Sponsorship
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.

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

There are fewer homeless people in Charlotte because of Apparo.

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

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

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.

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.

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.

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

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

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