



# Carolina Breast Friends



COMMUNITY IMPACT PROJECT SNAPSHOT  
SPONSORED BY NOVANT HEALTH - DELIVERED BY RODGERS BUILDERS



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## Strengthening the Wellbeing of Women and Men who are Experiencing Breast Cancer

Carolina's Breast Friends was using an outdated telephone system with direct lines and no capabilities for transferring calls, remote voicemail access or conference dial in. They turned to Apparo for help because they needed an upgraded system that would allow them to work more efficiently and give them the tools to serve clients better. Apparo scoped a Community Impact Project for CBF and matched them to a volunteer team. The Rodgers Builders team worked with individual volunteer Scott Moses to update the wiring in the Pink House to allow for the installation of the new updated phone system, which was graciously donated by Rodgers Builders. The team also negotiated to receive a reduced rate for phone service and assisted staff with set up and training for the new system, including transfer capabilities, remote voicemail access, and an auto attendant for times when the office is closed.

**Nonprofit Team:** Lynn Erdman, Brittany Garrett

**Volunteer Team:** Angel Crawford, David Dixon, Markus Hill, Scott Moses, Victor Pinott

*“This project has helped improve connectivity with our Survivors... better meet their needs and answer their questions/concerns in a much more timely fashion. ..Allowing us to reach even more Survivors with our support, education and resources. On top of all of these terrific benefits, our costs have also been reduced. We are extremely grateful for Apparo, Rodgers Builders and Scott for sharing their gifts of time, expertise, patience and compassion with us. We will always sing your praises!” - Lynn Edman, Executive Director, Carolina Breast Friends*

### COMMUNITY IMPACT

- Increased Operating Efficiencies - Remote voicemail and call transfer capabilities increase flexibility and functionality for staff
- Decreased Expenses - \$1,000 annual savings on phone/internet service
- Improved Service to Constituents - Auto-attendant when office is closed gives peace of mind to Survivors, knowing when to expect a call back; Ability to leave private voicemails provides comfort to those with urgent needs



*“At Rodgers, we're all about building community. We're excited to have an organization like Apparo that allows us to use our skills and talents to make a difference in other people's lives. Writing a check is a good thing, but when you can get out and see the services given to the community, you gain a deeper connection to the nonprofit's impact.” - Markus Hill, CIO Rodgers Builders, Volunteer*

# 100 hours

Total hours dedicated to this project by the volunteer and Apparo team

# \$17,600

Project market value (hours, hardware & cost savings)

# 35x

Value delivered on the nonprofit's investment