

Impact Update!



## RONALD MCDONALD HOUSE OF CHARLOTE



COMMUNITY IMPACT PROJECT DELIVERED BY AAA CAROLINAS

### Easing the strain on families of hospitalized children by providing a home away from home.

**Problem:** As they entered their 8th year, Ronald McDonald House of Charlotte (RMHC) leadership knew they needed to improve their use of technology.

**Solution:** Apparo matched RMHC to a volunteer team from AAA Carolinas to assess their use of technology and provide recommendations for improvements to help bolster their ability to fulfill their mission.

#### Outcomes + Community Impact

- Freed significant time through use of Teams and new streamlined guest data system; **anticipated 10+ hours a week** once House back at full occupancy
- Bolstered fundraising through better reporting and increased data accuracy
- Enhanced House security and guest experience
- Increased ability to focus on strategic program expansion



*"The plan has made it easy for us to see what we need to prioritize, where we need to invest and how to be better stewards of time. We can now focus on moving forward as an organization. We are better at investing our human resources and have more bandwidth to take on new initiatives. We are now able to explore expanding some of our programs, services and outreach in the community."*

Denise Cubbedge

CEO, Ronald McDonald House of Charlotte

QUESTIONS?  
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