



Charlotte Community Health Clinic

TECH THERAPY SNAPSHOT
SUPPORT DELIVERED BY COCA-COLA CONSOLIDATED



Providing high-quality medical, dental and behavioral health care in an affordable and accessible way.

Problem: Charlotte Community Health Clinic (CCHC) Clients were expressing dissatisfaction with long hold times and inability to get through on phone lines.

Solution: Apparo matched CCHC with a volunteer team from Coca-Cola Consolidation to help determine a phone queue management solution.

Nonprofit Team: Jennifer Frey, Hartlee Johnson

Volunteer Team: Craig Cain, Jason Hartley, Bob Hogue, Sheldon Morman, Rory Regan

Perfectly Timed Support

“We don't always know the right questions to ask, that's where Apparo comes in. This support came at a beautiful time, leaving us well-positioned for our tele-health services. Our old phone system would have been a huge barrier. We appreciate Apparo so much and the support you are able to give to nonprofits to help us serve our communities' needs.”

- Jennifer Frey, Dir. of Development, CCHC

Outcomes + Community Impact

Call answer rate has tripled to 80%, which is incredibly important during the current pandemic because it minimizes unnecessary travel to the clinic/local ERs

- Minimizes exposure to COVID/other viruses
- Minimizes wasted ER expenses
- Minimizes unnecessary use of scarce PPE (personal protection equipment)
- Increases client satisfaction



A Meaningful Partnership

“Overall it was a very good experience and it felt great to be able to assist the Charlotte Community Health Clinic however we could. The call flow issues that they were experiencing are the types of issues that the IT Voice Operations Team at Coca-Cola Consolidated address on a daily basis. While it ultimately didn't require a ton of time to improve their call flow process, dedicating that time can sometimes mean the world to a nonprofit's organization.”

- Sheldon Morman, Voice Operations Manager, Coca-Cola Consolidated

16 hours
Time dedicated by Apparo + volunteers

\$2,400
Project market value