

Case Study



MISSION STATEMENT

hopeFound ends homelessness, one person at a time, by providing programs and services that help men and women achieve self-sufficiency and secure permanent housing.

CONTACT HOPEFOUND

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BUDGET AND STAFF SIZE

Budget: \$4,000,000
Full-Time Staff: 75
Size of Board: 18

ESTIMATED PROJECT VALUE:

\$15,000

hopeFound

Software training enables better staff communication.

THE NEED

hopeFound serves more than 3,500 people each year in Massachusetts, recognized both locally and nationally for their innovative approach and successful outcomes for homeless individuals. As the organization sought to improve communication among staff, the organization looked to its Microsoft Outlook software as a tool that could help schedule meetings, track tasks, and share information more quickly.

“Taking the time to connect with people and organizations outside of our normal purview has been enlightening and positive.”

– Analog Devices Volunteer

THE PROPOSED SOLUTION

Common Impact matched hopeFound to a team of IT professionals from Analog Devices. The team worked together to develop a curriculum specifically targeted to hopeFound employees—while also leveraging pre-existing materials—so that staff members would understand how the Microsoft Outlook software could facilitate their specific on-the-job needs.

RESULTS

The Analog Devices team hosted three half-day training sessions, providing hands-on practical sessions that taught new skills to hopeFound employees. As a result of the trainings, hopeFound employees will be able to communicate more effectively and efficiently, enabling them to spend less time on administrative tasks and more time helping the homeless men and women striving for self-sufficiency.

