

# *Dorothy's Story: "Using HopeOneSource to Connect with Clients, Funders, and Volunteers Before and Increasingly During COVID-19"*

## **Dorothy Adams runs Dreamers and Achievers (DAA), a non-profit organization providing direct services to hundreds of DC's most vulnerable residents within Washington, DC.**

Dorothy and her team are passionate about what they do, and they have made a positive difference in the lives of many vulnerable people within the community. Despite all of the organization's success, Dorothy found her team caught up in the same administrative duties every day:

- Collecting information on each person they serve, including tracking their individual needs and outcomes
- Managing data for reports to current funders and new grant applications
- Promoting available services to identify eligible new clients

These administrative tasks took up significant time that could have otherwise been spent delivering more services, identifying organizational process improvements, and on strategic planning for future growth.

Another local organization told Dorothy about HopeOneSource, a social impact technology that helped them streamline this work. With the help of HopeOneSource's outreach and check-in technologies, her team's administrative work was greatly reduced, and her team was able to provide more services to the community!



Short video interview taken of Dorothy Adams, Dreamers and Achievers, before COVID-19.  
Web Address: [bit.ly/daa2020](https://bit.ly/daa2020)

However, the COVID-19 pandemic hit, creating many uncertainties for service delivery and funding. Dorothy knew she had hundreds of vulnerable clients that depended on her services. She also had funders, staff, and volunteers to connect. She was feeling the pressure and high expectations from everyone.

To adapt to COVID-19, Dorothy began testing possible solutions to safely deliver their services effectively and efficiently during the pandemic.

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Dorothy's team first tried doing phone calls, email, and virtual meetings like Zoom. It was very labor intensive trying to distantly stay connected with everyone -- with a lot of calls going to voicemail, limited internet, IT issues, and continuous notes to track progress. This was a high level of effort, with a low return on investment. She knew she needed to find more ways to safely reach people that was readily accessible by everyone, simple, and free or low cost.

Turning to HopeOneSource again for support in April 2020, she now safely and efficiently communicated with her contacts through bulk customized text messages and securely downloads a by-name deliverability report with all of their responses (including real-time insights with totals, trends, changes, and projections).

### The benefits of HopeOneSource

Dorothy accessed and exported below in real-time. She used two of the multiple available reporting formats: 1.) Excel, 2.) Tableau



Dorothy was delighted to know their status, most who said they were ok, including a client whom she had repeatedly been trying to contact for months. Several others responded with unmet needs such as food, who were sent available services. One had even responded stating they had recently lost a family member due to COVID-19 that Dorothy and her team were able to provide support.

Hi This is Dreamers & Achievers. Are you & your family safe? Do you need any support? Reply to this text to let us know.

5:44 PM  delivered

I am good thanks for asking 😊😊

Hi this is Dreamers & Achievers. We are providing online support on being isolated during this difficult time! Reply if interested & for more info.

12:00 PM  delivered

Interested

Above: Actual bulk customized text alerts sent by Dreamers and Achievers to their contacts.

Dorothy and her staff are now able to safely connect with her organization's contacts with dignity, security, and ease. She does so by using HopeOneSource to effectively and efficiently connect her clients, funders, and volunteers with real-time updates, insights, and more.

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*HopeOneSource tells me what I need to know, including health and unmet needs. It is a very valuable tool.*  
- Dorothy Adams, Director,  
Dreamers and Achievers

Email [hopeonesource@hopewithlove.org](mailto:hopeonesource@hopewithlove.org) to request a demo, or for more information.