

Homes For Our Troops (est. 2004) is a national non-profit organization based in Taunton. Its mission is to build mortgage-free, specially custom adapted homes nationwide for severely injured post- 9/11 Veterans to enable them to rebuild their lives. Homes For Our Troops has received the highest possible rating of 4 stars from Charity Navigator, America's largest independent charity evaluator.



The Challenge: Home For Our Troops needed to stream-line processes and build more specially-adapted homes per year while maintaining its solid reputation with Veterans, funders, sponsors and partners. Related goals were to increase funding, sponsors and partnerships while reducing the time needed for land acquisition and construction.



The Solution: HFOT worked with Bristol Community College to develop a training plan: Leadership Development, Effective Communication and Teamwork, Project Management, Customer Service, Process Improvement & Problem Solving, and Train the Trainer.

BUSINESS IMPACT

- Increased revenue 23% during grant period
- Increased projects in active construction phase by reducing # in acquisition phase (from 63% to 38%)
- Added 7 new employees (66 to 73)

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There have been multiple occasions since the training where I have been able to consider my teammates' communication styles in order to move a project forward. The way you present an idea is as important as the idea itself, and the training encouraged me to be more conscious of my words and actions.”

-Community Outreach Coordinator