



2020

YEAR IN REVIEW

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DEAR FRIENDS:

The emotional and psychological toll of 2020 is nearly impossible to fully capture. And yet our community came together in the wake of multiple, overlapping crises this year. Together we navigated the covid-19 pandemic, an economic downturn, and racist violence. Together, we made Zoom a verb, stepping into the unknown of virtual retreats, workshops and training in ways we had barely imagined before March 13, 2020 — Support Center's last day of "normal" this year. Together we tackled the isolation, frustration and trauma of 2020.

Thanks to the Paycheck Protection Program, we were able to retain our full staff and expand our ability to offer pro bono office hours. And thanks to the steady support of our funding partners cited in this annual report, we were able to continue to provide leadership and management support to our nonprofit partners in a year of crisis.

Support Center continues to evolve. This year, we reflected on how we as individuals and as an organization can center antiracism in our work. We revisited our mission, vision, and values and continue to fold in diversity, equity, and inclusion in all areas of our work, both internally and externally.

What hasn't changed this year is our gratitude for the opportunity to support inspiring leaders and organizations who are building a more just and equitable world each day through their work. That work helps to ensure thriving neighborhoods, after-school options, healthy food, college access, workforce development, environmental justice — and so much more.

Thank you to the staff, board, advisors, affiliate consultants, navigators and facilitators who anchor the work of Support Center. Thank you to our funders for your continued partnership. Thank you to the individuals and organizations who stuck with us via Zoom this year to attend our trainings and engage us around strategy and management, executive transition, and organizational navigation. As we look ahead to 2021, we look forward to supporting your hard work, dedication, and passion, and accelerating positive social change.

Warm regards,
Support Center Board and Staff

2020 BY THE NUMBERS

We reached

143 ORGANIZATIONS

across our strategy and management, executive transition, professional and leadership development and organizational navigator work, primarily in New York, New Jersey, and Connecticut.

2710 PARTICIPANTS

registered for

65 WORKSHOPS & WEBINARS

facilitated by Support Center, on topics including leadership and management during a pandemic; wellness at work; and diversity, equity and inclusion.

54 NEW EXECUTIVE DIRECTORS

participated in our New Executive Director Institute.

We supported

5 EXECUTIVE SEARCHES

(new placements and ongoing onboarding) and engaged in

12 INTERIM EXECUTIVE DIRECTOR PLACEMENTS,

helping organizations through a leadership transition.

We partnered with organizations on

45 STRATEGY & MANAGEMENT PROJECTS

in 2020, including strategic planning, executive coaching, board development, and diversity, equity, and inclusion planning.

We partnered with the Grunin Family Foundation and the Catapult Your Capacity Institute, providing

12 ONLINE LEARNING OPPORTUNITIES

for hundreds of nonprofit leaders.

We joined a collaborative of

6 CAPACITY BUILDING ORGANIZATIONS

to provide office hours and virtual trainings to nonprofits, with funding from New York Community Trust, UJA-Federation of New York, and the Robin Hood Foundation.

We adapted over

40 WORKSHOPS & WEBINARS

to an online format, including a cycle of

4 NEW SESSIONS ON EQUITY & INCLUSION.

19 ORGANIZATIONS participated in Support Center's navigator program in partnership with the NYC Department of Youth and Community Development and the NJ Office of Faith Based Initiatives.



CENTER FOR SAFETY AND CHANGE

New City, New York

The Center for Safety and Change (CSC) was reeling from a government shutdown in early 2019, which had frozen the flow of federal funds to domestic violence shelters. Founded in 1979, the organization serves victims of domestic violence, sexual assault, and other violent crimes in Rockland County, New York. It is the sole victims assistance agency in the county, with 65% of its funding coming through government contracts.

However, CSC recognized that diversifying its funding was just one of the changes it needed to make. Beginning in September 2019, Support Center affiliate consultant Marie Zieger guided the organization through their first-ever strategic planning process. That process surfaced potential models such as Rosie's Place, a women's shelter in Boston that accepts no government funding, as well as foundational discussions of CSC's mission, vision and scope of programs.

Planning got off to a strong start with a visioning session that involved 70 staff and board members, most of whom had never met one another. They dug into the vision and mission and had lively discussions about how deep and wide CSC should go, for instance, in addressing the root causes of violence and reaching out more intentionally to the immigrant community. Support Center conducted an organization assessment, benchmarking research and stakeholder interviews in the fall of 2019, and the committee selected six key priority areas on which to focus its work. Then Covid-19 hit.

While the organization easily could have chosen to "press pause" on this work in light of the pandemic, the leadership team found strategic planning even more critical. The committee determined that CSC's adaptability is its key strength, and it remains important to lead from a hopeful perspective and take "thoughtful risks." While the pandemic will have a long term effect on the organization and the communities it serves, CSC resolved to draw on its past resiliency and look at the current environment, as bleak as it seems, as an opportunity to explore new ways of delivering services virtually and motivate the board around resource gathering. The ED and committee chair decided to "walk it back" and take the time to analyze the current portfolio of programs and services, while six working groups took a deeper dive into the six strategic priority areas. The board adopted the new plan in November 2020. The process gave Marie Zieger a different perspective on conducting strategic planning during a crisis. "While I would have advised against it in the past, this partnership offered an opportunity to leverage the synergies created between the board and staff to address crises in real time and generate valuable new thinking."



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A YEAR OF VIRTUAL LEADERSHIP PROGRAMMING

New Executive Director Institute

In 2020, we coordinated four virtual installments of the New Executive Director Institute; funding partners included the NJ Office of Faith Based Initiatives and the Fairfield County Community Foundation. Our sincerest thanks to the participating leaders, faculty and staff for their engagement and flexibility in delivering this program virtually. Key themes from this year's installment of the New Executive Director Institute included engaging teams remotely and finding work/life balance.

AMANDA MEESON
Sterling House Community Center

ANGELA MEDINA
Family ReEntry

ANGELICA IDROVO
CT Students for a DREAM

ANKA BADURINA
Building One Community

ANN MARIE LONSDALE
Cave Canem Foundation Inc

ANTHONY SANDUSKY
Village Life Foundation

BETSY PLUM
Riders Alliance

CAMILA BORTOLLETO
CT Students for a DREAM

CAMILLE J. MACKLER
Immigration Advocates
Response Collaborative

CAREY DOUGHERTY
Malta House

CESAR VIZCAINO
Partnership West, Inc.

CHELSEY ROEBUCK
ELITE (Emerging Leaders in
Technology and Engineering Inc.)

CHRISTINA CHAVEZ
Fulton Area Business Alliance

CRISTINA VITTORIA
Boys & Girls Club of Greenwich

DAWN RAVELLA
Emmaus House in Harlem

DEVIN BOWES
OneWaterOneHealth

ELISE DE CASTILLO
CARECEN (Central American
Refugee Center)

ELLIE ANGERAME
Green Village Initiative

ERIN SMITH
Kentucky Health Justice Network

ERROL SAUNDERS, II
Pathfinder Hopkins School

FELICE MILLER BARITZ
Project Music

HELEN MCALINDEN
Homes with Hope

JACKIE KONDEL
Reeves-Reed Arboretum

JENNIFER SCAIFE
Correctional Association of New York

JENNIFER CONNOR
Justice for Migrant Families

JENNIFER BENTLEY
Kids Helping Kids

JOANNE DUNN
Youth Shelter Program of Westchester

JOHN BROOKS
Team Interrupters

JULIA HATTON
Rising Sun Center for Opportunity

JULIE MURPHY
Partners for Women and Justice

JUSTIN LERNER
The White Plains Road Business
Improvement District

KATHLEEN FREIS
Office of Research and Grants,
Fairfield University

KIERA PARROTT
Darien Library

KRISTA MACDONALD
Badass Brooklyn Animal Rescue

LAFAE SCI
Willie Mae Rock Camp for Girls

LAURA NIXON
Educational Foundation of America

LORRAINE GOODMAN
Latin American Legal Defense
and Education Fund

LUZ MACMANUS
Midori & Friends

MARLI HAYES
YWCA Darien/Norwalk

MARY GREEN
Park City Initiative Corp

MICHELLE CIULLA LIPKIN
National Association for Media
Literacy Education

MORGAN MONACO
Red Hook Initiative

NADENE GORDON
Hanson Place Child
Development Center

NAIMA OYO
Ifetayo Cultural Arts Academy

NICOLE PAYNTER
Columbus Avenue Business
Improvement District

NOAH GOTBAUM
Bridgeport Neighborhood Trust

ORIT LENDER
JCC of Staten Island

PATRICK COMERFORD
True Colors, Inc.

RACHEL DEWEY
Future Five

SABRINA SMELTZ
Wakeman Boys & Girls Club

SHEILA KEARNEY
St. Mark's Day Care Center

STEFANIE ORTIZ-CIDLIK
iEARN (International Education
and Resource Network)

SYDNIE LIGGETT
A.I.M.

TANEEZA ISLAM
South Dakota Voices for Peace and
South Dakota Voices for Justice

Leadership Collaborative

In 2020, The Leadership Collaborative (formerly the Trajectory Leadership Group) engaged 11 advancing social sector leaders in a structured peer group to support, advise, and inspire their fellow leaders, and provided a safe space for individual growth. This year's program brought participants together in ten virtual gatherings, utilizing polls, chats, Zoom breakout rooms and Basecamp to build community and share best practices. Participants learned creative solutions to management, operations and sustainability challenges; increased awareness of their leadership style; and strengthened their strategic decision making skills. Since its inception in 2012, Support Center has trained a diverse group of more than 60 leaders from the NYC tri-state area representing all areas of the social sector. Our thanks to the following leaders who participated in the program this year.

DESIREÉ CARO

Casita Maria Center for Arts and Education

DIANA CALLE

LUPE Fund, Inc.

GARDAN SPEIGHTS

Boys and Girls Club of Newark

GAYLE PARKER-WRIGHT

Services for the Underserved

JAZMIN RIVERA

The Staten Island Partnership for Community Wellness

KENYA GEORGE

BUILD NYC

LISA SLOAN

Pride Center of Staten Island

MICHAEL PLATA

The Boys to Leader's Foundation, Inc.

NYASHA RIVERA

Women's Prison Association

PATRICIA ZIMMERMAN

Services for the Underserved

SARAH PORTER

Hope for Haiti





An Integrated
Approach with
**BADASS
BROOKLYN
ANIMAL RESCUE**

Founded in 2011, Badass Brooklyn Animal Rescue is a 501(c)(3) nonprofit, all-breed dog rescue based in Park Slope, Brooklyn that leverages a network of fosters and volunteers to rescue adoptable dogs from high kill shelters in the rural South and find them permanent, loving homes.

Support Center began working with Badass BK in fall 2019 when co-founder Eva Armstrong reached out for support with the small board. Two of the organization's co-founders had stepped back and the bulk of the responsibility for fundraising, event planning, volunteer management and financial oversight was falling largely on Eva and two other board members. Krista MacDonald, a long-time volunteer and dog rescuer, was serving as program director, and her role was not well defined. Despite its large and devoted cadre of volunteers, Badass BK was stuck - unsure how to proceed with building its staff and Board and how to take advantage of its upcoming 10th Anniversary to sustain and strengthen the organization.

Support Center affiliate consultant Ted Geier focused on building a strong foundation for the organization, starting with training on board and staff roles and responsibilities, recruitment, board structure, committees and meetings, fundraising, and the formation of an advisory board. He administered a board self-assessment to encourage the board to reflect on its own performance and role in the organization's sustainability, reviewed the bylaws, and helped the board sketch out an achievable short term action plan. This led to Krista being appointed Executive Director, the current Board members reactivating, and the development of a 15-member 10th Anniversary Steering Committee chaired by a newly-engaged and highly effective volunteer. The next stage of work in spring 2020 focused on helping the 10th Anniversary Steering Committee harness the significant energy of Badass BK's volunteers, celebrate the many accomplishments of its first 10 years, and start building governance and fundraising capacity and a leadership team to shape the next decade. To build her leadership and management skills, Krista participated in Support Center's New Executive Director Institute in June.



The Covid-19 pandemic helped raise the visibility of Badass BK. While it slowed down the adoption process, the demand for adoptable dogs skyrocketed and donations increased as well. Support Center will continue to work with the Anniversary Committee and the leadership team to bring on new board members and strengthen governance practices. Ted hopes that as a result of Support Center's engagement, many more dogs will be rescued and adopted into loving families, and the amount of net kindness and goodwill in New York will proportionally increase as a result. "When we started, literally 200 active and engaged volunteers were running an organization with one staff member, no executive director, and only one productive board member. But, demonstrating the power of one, the one staff member and the one Board member are building an effective team that will positively affect the lives of thousands of people and their dogs! Working with Badass reminds me of what a joy it is to do this work."

Rescue dog Ellen Griswold's experience is a perfect example of the amazing work of Badass BK

and she has some special Support Center connections. Krista MacDonald, Badass' Executive Director, participated in Support Center's New Executive Director Institute in June and happened to be on a rescue trip in Georgia that same week. The night before the Institute, Badass brought Ellen to the house where they were staying because they thought she might be pregnant. The rescue team woke up the next morning to five newborn puppies. Support Center staff members Laura Holdrege and Xander Subashi, who were leading the virtual Institute, met Ellen and her itty bitty puppies the day they were born.

Ellen and her puppies made their way to Brooklyn in July, and coincidentally, Laura Holdrege became Ellen's "foster" in September. Over the past couple of months, Ellen has been spayed, treated for heartworm, spent eight nights at the animal hospital due to a bad case of pneumonia, and most recently was diagnosed with diabetes. Badass provides the best care for all of their dogs no matter what, and does not discriminate based on breed, size, age, or medical needs.



Partnering with

FAIRFIELD COUNTY'S COMMUNITY FOUNDATION

on the Susan M. Ross New
Executive Director Institute

This fall, Support Center partnered with Fairfield County's Community Foundation (FCCF) to organize and host the Susan M. Ross New Executive Director Institute, held virtually on September 18 & 25. In total, 20 participants engaged in an innovative, peer learning-based curriculum designed to illuminate resources and success strategies for nonprofit executive directors.

In Support Center's 2017-2021 strategic plan, we laid out ambitious plans for "organizing and facilitating effective communities of practice among partner organizations and in concert with our funding partners." This highly interactive, two-day "bootcamp" is one of the ways that we implemented this strategic goal. Support Center and Fairfield County Community collaborated on the session content, guest speakers and recruitment of participants.

Given the pandemic, the sessions were held virtually via Zoom for this diverse group of first time executive directors. The topics covered during the program were: leadership and management, fundraising and development, strategy and partnerships, risk management, board governance and relations, financial management, and organizational growth and development.

Danielle Marchione, manager of FCCF's Center for Nonprofit Excellence, remarked, "As a community foundation, new nonprofit leaders share their needs with us. We relayed these needs to Support Center and through our collaborative effort, obtained national and local experts. Participants of the Susan M. Ross New Executive Director Institute benefited from a comprehensive need-to-know overview in a time sensitive and safe manner. This will surely help prepare them to take the helm during an unprecedented global pandemic, a time when meeting community needs is more critical than ever."

One participant shared, "This was a great opportunity to expand learning on important topics for executive directors. There was great exposure to top of field resources and networking and insight into 'how things work.' It was grounding and uplifting at the same time. Thank you!"

Another participant summed up the experience this way: "As a new nonprofit leader, the institute provided an excellent foundation in key areas such as finance, risk-management and fundraising. The panelists were experts in their fields and shared practical and relevant advice for new leaders. This should be required for every new executive director in Fairfield County. Thank you for bringing us together."

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Navigating a Pandemic with **BROOKLYN COMMUNITY SERVICES**

Over the years, Brooklyn Community Services (BCS) has strengthened countless families at risk of separation; supported and stabilized people with psychiatric illnesses; helped adults with disabilities participate fully in the community; enabled people to move from welfare to work; and offered guidance, education and support to children and young adults. Through 35 programs, Brooklyn Community Services serves more than 20,000 people each year.

For the past two years, Support Center has helped Brooklyn Community Services with an organizational navigator with funding provided through the NYC Department of Youth and Community Development. Since joining the program, Brooklyn Community Services participated in a comprehensive Impact Capacity Assessment and debrief. Those activities helped pair the organization with a navigator, Sharmila Rao Thakkar, to address priorities around board fundraising.

An important focus for the navigator program is helping to focus the efforts of teams within organizations, and Brooklyn Community Services is no exception. According to Executive Director and President Janelle Farris, "the Navigator program is much more flexible than most consulting relationships. You have more time with the Navigator than a typical consultant to get to know your organization and how things get implemented. The Navigator continues to be involved over time and works on continuous improvements, not just a one and done thing. On the flexibility factor, we considered having our Navigator use some of her time working with individual board members. I like that the coaching relationship is for the organization as a whole and not for a particular person in the organization."

Brooklyn Community Services (BCS) was founded in 1866 and continues to help children and youth reach their full potential, strengthen families, and foster self-sufficiency in adults. **Brooklyn Community Services is one of the oldest, not-for-profit, non-sectarian social service providers in New York City and one of the largest in Brooklyn.**



BUILDING OUR FIELD

—>> Participating with the Alliance for Nonprofit Management

Support Center continues to engage with our national affinity group, the Alliance for Nonprofit Management, a result of the merger of the Support Centers of America and the Association for Nonprofit Management in 1998. Support Center sponsored and helped to organize the Fall 2020 virtual conference, “Adapting to New Realities: Rebuilding for Social Change,” drawing nearly 250 participants. Highlights included a dialogue with Vu Le of Nonprofit AF on the future of the social sector and how nonprofits are responding to calls for racial justice, as well as 12 interactive breakout sessions via Zoom.



—>> Ahead of the Curve

Functioning since 2016, the Ahead of the Curve collaborative (www.aheadofthecurve.nyc) has maintained significant momentum locally bringing together local capacity building organizations on a quarterly basis and serving as a platform for broader collaboration. Over the course of 2020, a diversity, equity and inclusion working group developed a shared “toolkit” of resources that was presented at the Fall 2020 National Alliance for Nonprofit Management conference.

—>> Organizing a National iCAT Community of Practice

Thanks to funding from JPMorgan Chase, Support Center continues to support a national network of organizations that are utilizing the Impact Capacity Assessment Tool as a part of their capacity building activities spanning assessments, executive transitions, and strategy and management. We had planned for our first in person gathering in New York in May 2020, but instead, 2020 featured a number of engaging virtual sessions on the best timing for organizational assessments and identifying equity and inclusion growth opportunities through the use of organizational assessments. This network of organizations represents MD, NY, IL, TX, CA, PA, WA, CT and NC.

SUPPORT CENTER AS CONVENER IN 2020

BOARD STAR SERIES

MAY TO JUNE 2020

Given the disruptions of 2020, we saw boards meeting more frequently and diving into key governance functions across risk management, scenario planning and oversight. Instead of our traditional Spring conference, we offered a five-session board development intensive, covering every subject in Support Center's acclaimed Board Build program. We engaged nearly 100 participants in the five session cycle that covered board self-assessment, recruitment, culture, fundraising and ambassadorship.

KINGSTON STRONGER TOGETHER

JANUARY 25, 2020



On January 25, 2020, over 100 Hudson Valley leaders representing nonprofit organizations, grantmakers, consultants and engaged community members gathered to share knowledge, wisdom, connections and resources. Participants dug in on the bright spots, challenges and existing resources in key areas such as: governance, fundraising, data and technology, financial management, diversity, equity and inclusion and leadership development. Ulster Savings Bank provided space; the JM Kaplan Fund sponsored lunch. A group of wonderful "kickstarters" helped us to break the ice before diving into our group discussions. And the team of Nonprofits TALK, Support Center and the national Alliance for Nonprofit Management helped to coordinate, market and execute the event. Our sincerest thanks to the participants who shared their time, curiosity and generosity for half a day.



BETTER WORLD FESTIVAL

NOVEMBER 14, 2020

On November 14, 2020, Support Center was proud to once again partner with the Queens-based Better World Festival, which convenes teens to help them identify the issues they're most passionate about and embark on a path to make real change. This year's virtual event included workshops, presentations, discussions, performances, and other activities led by people and organizations involved in this important work. In addition, the festival served as a pop-up pilot for a physical Better World Center of New York, an initiative to permanently carry out the festival mission.

DIVERSITY, EQUITY AND INCLUSION AT SUPPORT CENTER

For the past several years, Support Center has worked internally and across our coalitions (e.g. Alliance for Nonprofit Management and Ahead of the Curve) to address diversity, equity and inclusion within the organization. In 2020, we launched a board/staff diversity, equity and inclusion task force to follow up on a Building Movement Project self-assessment that we administered in 2019 and to address board and staff equity and inclusion priorities. Below are a few highlights for how we undertook this work in 2020.

Partnering with YRM Consulting on Diversity, Equity and Inclusion Projects

In August, we began collaborating with Yvette R. Murry of YRM Consulting Group on two diversity, equity, and inclusion projects: Brooklyn Conservatory of Music and Paterson Habitat for Humanity. Both are large, multifaceted projects that will unfold over the course of 18 months through December 31, 2021.

Establishing a Baseline Public Training Series

We are so grateful to Keith Green, Rodney Fuller, Bridget Lang, and Margarita Rosa for the assistance to create an online space where our community can have conversations around diversity, equity and inclusion. In 2020, we developed:

- *Getting Started: The Where, When, and How of Diversity, Equity and Inclusion Training*
- *Navigating Conversations About Race and Equity in Your Organization*
- *Engaging A Nonprofit Board to Address Racial Equity*
- *This is Head and Heart Work*

Advocacy and Movement Building: Supporting Broader Diversity, Equity and Inclusion Efforts

Ahead of the Curve: As part of the Ahead of the Curve coalition, we worked on the development of a DEI Toolkit to organize resources around space for individuals and groups to reflect.

This can be found at: <https://www.aheadofthecurve.nyc/2020/09/30/knowledge-and-dialogue/>. We also helped to organize a series of three sessions across the Ahead of the Curve Collaborative with True North

EDI: *Say What We Mean, Mean What We Say: Aligning Language Around DEI; Confronting Anti-Blackness in America; Making Visible White Supremacy Culture and Re-Imagining Culture as Anti-Racist.*





PIVOTING TO REMOTE OPERATIONS AND VIRTUAL TRAINING AND FACILITATION

It would be difficult to recap 2020 without mentioning our pivot to remote operations and virtual trainings. We learned so much about online meetings and remote working this year (as did our partners), and we are grateful for our organizational culture that helped to make that transition.

Utilizing Multiple Means of Communication:

From Zoom meetings to conference calls to online chats, we explored so many ways of staying connected. Our thanks to our community who made the time for online meetings and huddles and happy hours that spanned 2020.

Ramping Up Our Virtual Programming:

From our coaching and consulting to our training, we learned together and explored the use of Zoom from polls to chats to breakout rooms to the use of shared documents.

Acknowledging Stress and Trauma and Finding Release Valves:


In 2020, we experienced such stressful and traumatic times, and we worked to take care of ourselves and one another by encouraging periodic days off, breaks as well as moments to chat and catch up independent of work.



THE 40 IN 4 CAMPAIGN

Support Center was slated to participate for a second consecutive year in the NYC 5 Boro Bike Tour. However, the event was cancelled due to the pandemic. In response, Support Center reimagined the campaign as a “40 in 4” event that challenged participants to devise a new approach to biking forty miles across four hours as is the case with the bike tour. Support Center had over 30 participants and donors in the “40 in 4” challenge and raised \$6,255. A special thanks to our community for the support, participation and encouragement. Creative approaches to the campaign included writing personalized notes, planting flowers, taking photos and skipping rocks.

As a part of Support Center’s “40 in 4” campaign, we would like to thank the following participants who either gave or participated: Carole Brinkley; Catalina Spinel; Claudia Zeldin; Dart Westphal; Derek Wong; Don Crocker; Gabriela Barria; Gabriela Carbone; Jeffrey Robinson; Jenn Goldstone; Jenny Townsend; Jeremy Herbert; Joan Shell; Juanita Daly; Judy Levine; Keith and Robia Timko; Lakimja Mattocks; Linda and Allen Timko; Madhu Ghosh; Margarita Rosa; Marion O’Neill; Matt Errico; Matt O’Dell; Michael Seo; Nina Batson; Patricia Timko-Parker; Pete Sullivan; Ralph Rogers; and Stephanie Blinder.



Creative approaches to the campaign included writing personalized notes, planting flowers, taking photos and skipping rocks.

KEY GRANTMAKER PARTNERSHIPS

CATAPULT YOUR CAPACITY WITH THE JAY AND LINDA GRUNIN FOUNDATION:

In 2020, Support Center continued to partner on the *Catapult Your Capacity* training series designed to better equip local nonprofits largely in Monmouth and Ocean counties with the tools to make local communities better places to live, work and play. In total, several hundred leaders participated across a dozen workshops, office hours and virtual lunches. Anchor sessions focused on governance, marketing and branding, social entrepreneurship and a dialogue on the social sector's values with Vu Le.

NEW JERSEY OFFICE OF FAITH BASED INITIATIVES:

Now in our sixth year of working together, Support Center and the NJ Office of Faith Based Initiatives continued support for a variety of NJ-based social enterprises and community-based organizations, including pairing newly-formed organizations with a Support Center navigator.

NEW YORK CITY DEPARTMENT OF YOUTH AND COMMUNITY DEVELOPMENT:

2020 marked our third year of working with the Department of Youth and Community Development to address the governance needs of a wide variety of local community organizations. Through this partnership, we organized a virtual governance series and continued to provide organizational navigators and one-on-one consultancies focused on board priorities.

WESTCHESTER COMMUNITY FOUNDATION:

In 2020, Westchester Community Foundation renewed funding to continue to build a community of learning through workshops for Westchester nonprofits around leadership, governance, planning and management. We are excited to continue this partnership in 2021 with a strategic planning community of practice for Westchester-based arts organizations.

NEW YORK CITY SMALL BUSINESS SERVICES:

In 2020, Support Center continued our partnership with NYC Small Business Services to offer customized trainings and one-on-one consulting to business improvement districts.

OUR TEAM

Staff

JUSTINE AMBROSE
Program Manager

GABRIELA BARRIA
Operations Associate

CAROLYN CHAMP
Associate Executive Director

DON CROCKER
Senior Fellow

CRYSTAL HARPER
Director of Finance and Operations

LAURA HOLDREGE
Program Associate

ZACH LITIF
Associate Director for
Data and Technology

JASMIN MAYEN
Project Coordinator

XANDER SUBASHI
Director of Programs

LISA SCOTT
Project Coordinator

KEITH TIMKO
Executive Director/CEO

Affiliate Consultants

FRANK ABDALE
JANICE ALDERMAN

BABETTE BAKER
HELENE BLIEBERG

LEE BOTNICK
MELBA BUTLER
JAGADISA-DEVASRI DACUS

LISA GAFFNEY
TED GEIER
GILLES MESROBIAN

LAUREL MOLLOY
TONIA PAPKE
RICHMOND RABINOWITZ

PAT RICHTER
WENDY SELIGSON
SHARMILA RAO THAKKAR

ANNE TURNER
DART WESTPHAL

ROBIN YATES
MARIE ZIEGER

Navigators

MELBA BUTLER
KEITH GREEN
JOAN MALIN
GILLES MESROBIAN
TANI MILLS
SHARMILA RAO THAKKAR
STEPHAN RUSSO
FRANK SCHNEIGER
DOUG SCHOENBERGER
MARCI STERNHEIM
BJ SUNG
MICHAEL ZISSER

Board of Directors

JENN GOLDSTONE *CHAIR*
Founder & CEO, Xukuma, LLC

MARGARITA ROSA *VICE CHAIR*
Principal, Legacy2020
Visionaries Project

GEORGE SUTTLES *SECRETARY*
EEExecutive Director,
Commonfund Institute

MATTHEW O'DELL *TREASURER*
Partner, Condon O'Meara
McGinty & Donnelly LLP

CAROLE BRINKLEY
Project Manager
JPMorgan Chase & Co.

PEIYAO CHEN
Vice President, Impact & Effectiveness,
Global Fund for Women

MADHU GHOSH
Head of Enterprise Data Governance
and Quality Management,
Global Atlantic Financial Group

DOUGLAS GOULD
President, DG+CO

ZEESHAN RAZZAQUI
Vice President, Insurance Asset
Management, Goldman Sachs

JEFFREY ROBINSON
Associate Professor & Academic
Director, Center for Urban
Entrepreneurship & Economic
Development, Rutgers Business School

RALPH ROGERS
Financial Advisor,
Wells Fargo

LAURA ROSSI
Executive Director,
Westchester Community Foundation

LOUISE SHEA
Managing Director,
Human Capital Management,
Rockefeller Foundation

ANNE SHERMAN
Vice President, Nonprofit Strategy,
Social Impact Exchange/Growth
Philanthropy Network

T. PETER SULLIVAN
Retired, B2B Publishing
and Media Executive

KEITH TIMKO *(EX-OFFICIO)*
Executive Director/CEO,
Support Center

DEREK WONG
Corporate Development & Strategy,
Director, A+E Networks

Leadership Council

DIANE MANNING *CO-CHAIR*

Northeast Industry Lead, Not for Profit and Higher Education, Capital One

HELENE BLIEBERG *CO-CHAIR*

Principal, Helene Blieberg Associates LLC

JACK BODE *CO-CHAIR*

Nonprofit Advisor

ALISA KESTEN

Former Executive Director, Volunteer New York!

AMY HOLMES

Senior Philanthropic Advisor, Rockefeller Philanthropy Advisors

ANNE GREEN

Principal, Griffin Green Consulting

ARIE WEISSMAN

Senior Consultant & Founder, Weissman Consulting Services

BILL FALAHEE

Director of Finance & Administration, The J.M. Kaplan Fund

CASEY CASTAÑEDA

Chief of Staff, Farm Sanctuary

DON CROCKER

Senior Fellow, Support Center

DONNA COLONNA

Chief Executive Officer, Services For The Underserved

DOUG BAUER

Executive Director, Clark Foundation

EDDIE LAPORTE

Executive Director, New Jersey Office of Faith Based Initiatives at State of New Jersey

ELAINE E. KATZ

Senior Vice President Grants & Communications, Kessler Foundation

JANE ENGLEBARDT

Principal, Upshotadvisors, LLC

JANICE SCHOOS

Vice President, Senior Philanthropic Specialist, Specialized Wealth Services, Wells Fargo

JOANNE HEYMAN

Founder & CEO, Heyman Partners

JOHN C. EMMERT, JR.

CFO, Help USA

KAREN BROWN

Vice President of Programs, Fairfield County Community Foundation

LAKIMJA MATTOCKS

Chief Programs Officer, Nonprofit New York

LAURA CRONIN

Executive Director, Corporate and Foundation Relations, The New School

MATTHEW MCCROSSON

Partner, O'Connor Davies Munns & Dobbins, LLP

MELISSA BECK

Executive Director, The Sozosei Foundation

PAUL GANGSEI

Former Special Counsel, Manatt, Phelps & Phillips, LLP

PHILLIP YANG

Global Legal Lead, Data & Digital Initiatives, Pfizer

RIC SWIERAT

Retired, Executive Director, The Arc Westchester

RICHARD BROWN

Vice President, Philanthropy, American Express

ROBERT M. DANZIG

Director Of Planned Giving Institutional Advancement, Pratt Institute

SHARMILA THAKKAR

Philanthropy and Nonprofit Consultant, SRT Advising & Consulting, LLC

THOMAS BLANEY

Partner, O'Connor Davies Munns & Dobbins, LLP

TONIA PAPKE

President, Mdi Consulting

Funding Partners

CORPORATIONS

BankUnited

JPMorgan Chase

Prudential

PSEG

GOVERNMENT

New York City Department of Small Business Services

New York City Department of Youth and Community Development

New Jersey Office of Faith Based Initiatives

New York State Developmental Disabilities Planning Council (NYS Disabilities Advocacy Association)

FOUNDATIONS

Altman Foundation

The Atlantic Philanthropies Director/Employee Designated Gift Program

Clark Foundation

Dyson Foundation

Hyde & Watson Foundation

Jay & Linda Grunin Foundation

The New York Community Trust

Westchester Community Foundation

Victoria Foundation

FINANCIALS

For fiscal year ending December 31, 2019

REVENUE AND SUPPORT

FEES

Consulting	446,852
Executive Leadership	299,746
Customized and On-site Training	184,179
Training Workshops	73,454
Total Fees	1,004,231

CONTRIBUTIONS AND GRANTS

Corporations and Foundations	530,500
Directors and Individuals	17,305
Government	385,178
Donated Services	65,000
Total Contributions and Grants	997,983
Other revenue	7,924

TOTAL REVENUE AND SUPPORT 2,010,138

EXPENSES

PROGRAM SERVICES

Training Workshops	361,466
Consulting	562,121
Executive Search and Transition Management Services	281,095
Grantmaker Program	441,714
Total Program Services	1,646,396

SUPPORTING SERVICES

Administrative and General	200,880
Fundraising	160,625
Total Supporting Services	361,505

TOTAL EXPENSES 2,007,901

CHANGE IN NET ASSETS 2,237

ABOUT SUPPORT CENTER

Support Center began as part of the Support Centers of America, a national network of capacity building organizations, in 1972, and emerged as an independent, regional support organization in 1996. Support Center's mission is to empower nonprofit leaders and social enterprises to transform their leadership and management and accelerate positive social change. Support Center's key program areas include:



Through effective planning and strategy development, Support Center helps organizations leverage opportunities and overcome challenges associated with change. This past year, we continued to work with a wide range of organizations in one-on-one engagements ranging in the following areas:

- Virtual board retreats and training
- Workflow analysis and staff restructuring
- Leadership assessment and coaching
- Risk assessment and contingency planning
- Financial assessment and sustainability planning
- Theory of change and program design
- Merger exploration and facilitation
- Developing diversity, equity and inclusion roadmaps



Support Center's approach is to build an organization's capacity through the transition process to position it for long-term sustainability and success.

We work with organizations on succession planning, to ensure leadership continuity, and help place interim executive directors when the need arises. Through our executive search work we get to know an organization, its culture, and its community, so the search and recruitment process is based on an accurate, deep understanding of the organization's needs. After a new leader is hired, we follow up with intensive on-boarding support, designed to align the executive director's plans and the board's wishes and expectations. When managed in this fashion, executive transition is fundamentally less risky and substantially more beneficial to an organization's long-term health.



Each year Support Center offers more than 80 affordable interactive workshops and events on a variety of management and leadership subjects for all levels of professional staff, board members, and volunteers. Our workshops are designed to share knowledge, build leadership skills, and provide tools and techniques that help leaders respond to the needs of their community. All programs offer participants plenty of opportunities to learn from their peers while exploring new growth areas. Support Center offers programming in several formats: public training, customized training, and leadership programs.



In 2020, partnerships with the NYC Department of Youth and Community Development and NJ Office of Faith Based Initiatives anchored the navigator program. As of the writing of this annual report, there were 19 organizations working with a Support Center navigator. Over the course of the year, we developed several videos and commissioned a third-party evaluation of the program. The feedback was uniformly positive about the overall value of the program and the impact of long-term coaching relationships that help organizations plan for the future and keep their organizations accountable for regular systematic assessment of progress toward those goals. The full report can be found [here](#); a video overview is available [here](#).

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