



2024

YEAR IN REVIEW





**TO THE LEADERS, CLIENTS,
PARTNERS, PARTICIPANTS,
VOLUNTEERS, BOARD MEMBERS,
ADVISORS, FUNDERS, AND
COLLEAGUES WHO RAISED THEIR
HANDS WITH US THIS YEAR,
WE THANK YOU.”**



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DEAR FRIENDS,

This year's cover art was inspired by a mural at the National Civil Rights Museum in Atlanta featuring a raised hand surrounded by slogans and images of civil rights movements from across the globe. The image reminded us of our own work. The many causes we support. The people who volunteer and engage at the center. The diversity of the causes and yet a common theme and movement towards justice.

Ever since Support Centers of America was formed in the early 1970s (once upon a time there were 14 networked organizations delivering over 1,200 workshops on nonprofit leadership and management annually), we've supported a wide range of organizations. We partner with start-ups and newly formed organizations. We help well-established organizations with larger budgets. We build the capacity of organizations across the country that focus on the environment, health, food security, community development, and youth development.

It's important for us to remember that Support Center empowers nonprofits and social enterprises to transform their leadership and management and advance our vision for social change. And when we talk about our vision, it's a world where coalitions and organizations have the resources they need, where these organizations and their boards work towards identifying, retaining,

and advancing diverse leadership, and the people most directly impacted lead and represent these communities. With this vision in mind, there are different ways of leading, managing, and focusing, and there is no prerequisite budget size or "one size fits all" thematic focus for realizing this vision.

Perhaps the only prerequisite is a willingness to engage and get involved. A symbolic raised hand that says "count me in" when it is time to get to work and do things differently, to evolve as a leader or as an organization.

And for us at Support Center, those raised hands are the bedrock of our work. The raised hand that says "I'm in" when Support Center is facilitating a planning process or a staff development day on team building and organizational culture. To the leaders, clients, partners, participants, volunteers, board members, advisors, funders, and colleagues who raised their hands with us this year, we thank you. Your willingness to give, contribute, engage, roll up your sleeves, and dedicate yourselves to our collective mission and vision is deeply deeply appreciated.

As we close out 2024, thank you again to our community. This is an organization propelled by an ever-expanding network united by a shared vision for a stronger and more interconnected social sector, and we look forward to the year ahead.

Warm regards,

Support Center Board and Staff

WE REACHED 137 UNIQUE ORGANIZATIONS

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

1,551 PARTICIPANTS ATTENDED 62 PUBLIC WORKSHOPS, WEBINARS, AND/OR SPECIAL EVENTS

Topics included board governance, financial management, grant writing, interim executive director leadership, presentation skills, remote team management, project management and more.

35 NEW EXECUTIVE DIRECTORS

participated in our New Executive Director Institute.

2024 *by the* NUMBERS

WE ENGAGED IN 17 INTERIM EXECUTIVE DIRECTOR PLACEMENTS

helping organizations through a leadership transition.

WE WORKED WITH 42 ORGANIZATIONS ON 59 STRATEGY AND MANAGEMENT PROJECTS

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

27 ORGANIZATIONS PARTICIPATED

in Support Center's organizational navigation program, including those in partnership with the NJ Office of Faith Based Initiatives, Walton Family Foundation, and Tepper Foundation.

EXPANDING ACCESS TO CAPACITY BUILDING

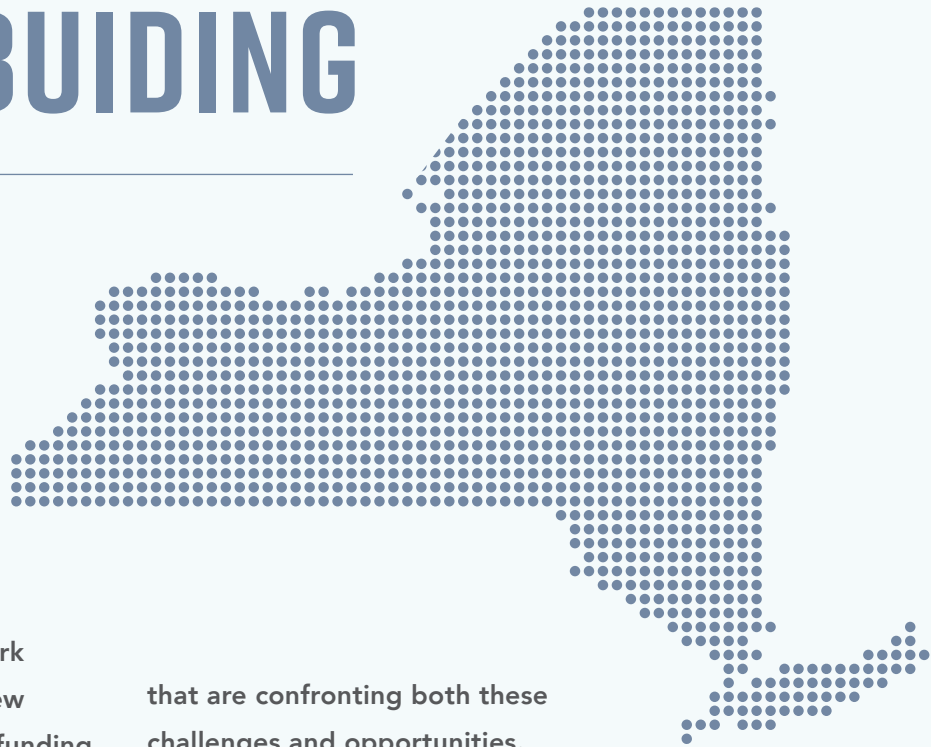
IN 2024, SUPPORT CENTER WORKED WITH EIGHT ORGANIZATIONS IN NYC, the Hudson Valley, the Catskills, and the Adirondacks through two grant programs: the **Communities of Color Nonprofit Stabilization Fund and the **Nonprofit Stabilization Program for Small Arts Organizations**, a program launched this year by the New York Foundation for the Arts (NYFA) and the New York Council on Nonprofits (NYCON) with funding from the New York State Council on the Arts (NYSCA). These funding streams play a significant role in connecting Support Center with small and BIPOC-led organizations that otherwise lack access to capacity building services, which is a key component of our 2022-25 strategic plan.**

Covid put significant strain on many businesses and nonprofits in small cities, towns, and rural areas across New York State while also sparking a housing boom, as many NYC residents purchased second homes or permanently relocated upstate. The cost of living in many areas has sharply increased, demographics have shifted, and organizations are struggling to hire and retain staff. At the same time, the influx of new residents has brought potential new donors and patrons. These changes in the environment require heightened levels of adaptability and planning. The **NYSCA** grant supports organizations

that are confronting both these challenges and opportunities.

Support Center has been providing board and fund development, strategic planning, and information systems services to organizations that serve as the cultural hubs and economic engines of their communities. The organizations include:

- **Delaware Valley Arts Alliance (DVAA)** serves as the artistic home for residents and visitors in the Upper Delaware Valley and Sullivan Catskills Region, giving artists platforms to share their voice.
- **HUDSY** is a nonprofit 501c3 with a mission to unite and empower the Hudson Valley through impactful storytelling, promoting diversity, providing opportunities, fostering understanding, and driving positive change.
- **Lake Placid Sinfonietta** is a professional summer chamber orchestra of twenty top





THESE FUNDING STREAMS PLAY A SIGNIFICANT ROLE IN CONNECTING SUPPORT CENTER WITH SMALL AND BIPOC-LED ORGANIZATIONS THAT OTHERWISE LACK ACCESS TO CAPACITY BUILDING SERVICES.”



orchestral musicians from across the country. Originally a private Hotel Orchestra established in 1917, the Lake Placid Sinfonietta has been community supported non-profit for the last 40 years.

- **Indian Lake Theatre** is a small theater in Hamilton County, NY (the least populated county east of the Mississippi) that offers a gathering space to entertain, engage, and enrich the economic and cultural life of the Central Adirondacks.
- **Stockade Works** is a Kingston-based 501c3 founded in 2016 by actress, producer and director Mary Stuart Masterson. Stockade Works is dedicated to furthering the potential of film, television, media, and tech in the Hudson Valley through workforce development training programs in film & TV production for local residents and students.

The **Communities of Color Nonprofit Stabilization Fund (CCNSF)** was established in 2014 through an alliance between the Hispanic Federation, The New York Urban League, Coalition for Asian American Children and Families, and the Asian American Federation to bring capacity building support to Black, Latino, and Asian-led community-based organizations in New

York City. Support Center completed transition, strategy, and board development work with three organizations in 2024:

- **Turning Point for Women and Families**, founded in 2004 and the first community-based nonprofit organization to directly address domestic violence in NYC’s Muslim community, is undergoing a leadership transition. Support Center provided interim executive director referral and placement services.
- **Lotus Music and Dance** was founded in 1989 by master Bharata Natyam dancer Kamala Cesar, and serves as a performance space, sanctuary, and center of education for traditional and indigenous arts forms. Its mission is to keep alive and accessible the music and dance traditions of all world cultures.
- **Harvest Home Farmers Market (HHFM)** provides farm-fresh and affordable produce at farmers markets in low-income communities in NYC, serving more than 250,000 individuals annually through markets that are open six days a week April through November. HHFM asked for support to build the capacity of the current board, recruit new board members, and build an advisory board.





Strengthening **FOOD BANKS**

THE UNITED STATES HAS OVER 49 MILLION PEOPLE FACING FOOD INSECURITY, with almost one million living in New Jersey. Feed America estimates that 1 in 9 adult NJ residents and 1 in 8 children in NJ will face hunger. Food banks in New Jersey often bridge the meal gap, despite the economic reality of NJ needing more than \$700 million per year to feed their hungry. Food banks provide free meals to their communities with an army of volunteers and loyal staff, but the demand remains high. Fulfill, a food bank serving Monmouth & Ocean Counties, reports that the South Shore alone has seen an increase in demand of 70% in the first half of 2024.

**ONE IN FOUR ADULT NEW
JERSEY RESIDENTS AND
ONE IN EIGHT CHILDREN IN NEW
JERSEY WILL FACE HUNGER.**



The Tepper Foundation

The Tepper Foundation recognized both the increased need for food security in New Jersey, as well as the increased strain on limited staff, volunteers, and resources within local food banks. Through a partnership with the Tepper Foundation, Support Center engaged with three organizations through the



Volunteers at the Franklin Food Bank, the Center for Food Action "Moving Forward Together" benefit, and Nicole A. Smith, Executive Director, at Center for Food Action.

Organizational Navigation program; Center for Food Action, Franklin Food Bank, and Fulfill.

As part of Support Center's offering of services, the organizational navigation program pairs organizations with experienced nonprofit professionals to support long-term change. The program focuses on supporting nonprofits addressing challenging and critical strategic issues such as shifts in the operating environment or growth planning. Support Center's approach is to pair organizations with navigators who work to identify sticky points, collaborate around solutions, and think through creative and new paths to capacity growth.

Nicole A. Davis, Executive Director of the Center for Food Action (CFA), wrote of her engagement with the navigator program that "it should be an essential element for executive directors, both new and existing." The Center for Food Action, a well-established food pantry serving over 1.7 million pounds of food to Bergen and Upper Passaic County, welcomed Nicole as their new Executive Director in March of 2023. Nicole worked with her navigator, Nancy Wackstein, on transitioning into the role

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of executive director, along with assessing the organizational structure and best practices for board engagement. As CFA prepares for its 50th Anniversary in 2026 Nicole will continue to work with Nancy as CFA embarks on a new strategic plan highlighting its future. The Tepper Foundation, in tandem with The Support Center, is " an essential initiative that promotes executive directors to hold the key to successful outcomes with board members and staff."

The Franklin Food Bank (FFB) leadership team, led by Executive Director Derek Smith, worked closely with navigator John Vitali on an aspirational strategic real estate plan to address the immediate need to expand the food bank. Aspects of this engagement included support with vision setting, internal/external stakeholder engagement, and the exploration of feasibility studies and capital campaigns.

The new multi-purpose facility that FFB is planning to build will be significantly larger than the current one allowing the FFB to increase access to healthy food and wraparound services for families and individuals in need. By investing in this expansion, the FFB is committed to

addressing food insecurity and improving the overall well-being of the Franklin Township community and beyond. John Vitali and the Support Center were instrumental in helping to put the expert scaffolding in place to launch this endeavor.

Fulfill's navigator engagement focused inward as Fulfill's board faced a natural turnover year and many staple board members were serving their last year. Triada Stampas, Executive Director, and Gary Bagley, Support Center navigator, found an opportunity to revitalize and educate the board. Gary worked with the Fulfill senior leadership to design a series of working sessions for the board as well as a working session that was focused on the senior leadership team. "Gary helped with the abstract big picture down to practical resources and tools with even something as simple as a shared agenda formatted to surface areas of friction. Food banks, like any nonprofit, can have silos, and this engagement helped create space to surface these issues and improve communications."

NAVIGATING AN EXECUTIVE TRANSITION WITH FAIRWINDS

*Nantucket's
Behavioral
Health Center*



OVERVIEW

Fairwinds – Nantucket’s Behavioral Health Center, a cornerstone of the community, has provided essential mental health services for over 60 years. Serving residents regardless of their ability to pay, Fairwinds offers a comprehensive range of services, including crisis stabilization, outpatient mental health services, in-home family services, addiction recovery programs, and medication management. With an annual operating budget of just over \$5 million and a staff of 37, the organization has experienced significant growth and expansion, driven by new contracts and increased community needs.

THE CHALLENGE

Amid this growth, Fairwinds faced a leadership transition as the Executive Director departed. The organization needed steady, experienced leadership to navigate this critical period and continue its mission without disruption. The board turned to Support Center for assistance, engaging its Interim Executive Director Placement Program to find an interim leader who could maintain stability and guide the organization through the transition.

INTERIM EXECUTIVE DIRECTOR AND NEW EXECUTIVE DIRECTOR PROGRAMS

Support Center’s interim Executive Director placement program is designed to provide community impact organizations with experienced interim leaders who can manage day-to-day operations, support staff, and



Support Center helps organizations navigate transitions, maintain stability, and prepare for future success.

prepare the organization for its next long-term leader. The program’s approach includes assessment and planning, candidate selection, and the interview and hiring process.

Philip Salerno III was selected as the interim Executive Director, bringing over 40 years of nonprofit leadership experience. His tenure at Fairwinds included an emphasis on operational management, financial oversight, staff support, stakeholder engagement, and fundraising and development. According to Phil “the Support Center’s interim executive training was really helpful because it helped me to focus on the critical information I needed to access, review and act on to best guide the organization.”

During Phil’s tenure, a new Executive Director, Roberto Julio Santamaria, was appointed as the next long-term Executive Director of Fairwinds. As part of Support Center’s evolving executive transition work, a New Executive Director Institute was added to our programs several years ago to support new EDs. Fairwinds was able to take advantage of this offering, and the institute provided Roberto with the skills and knowledge needed to lead the organization more effectively. Roberto’s appointment

marks a new chapter for Fairwinds, building on the foundation laid during the interim period.

IMPACT AND VALUE

The Support Center’s comprehensive approach ensured that Fairwinds could navigate the leadership transition successfully, maintaining stability and preparing for future growth. The interim period allowed the organization to continue its critical work without interruption, supporting the mental health and well-being of the Nantucket community.

The Support Center’s work with Fairwinds – Nantucket’s Behavioral Health Center demonstrates the significant impact of the interim executive director placement program and related services. By providing experienced interim leadership and supporting new executives, Support Center helps organizations navigate transitions, maintain stability, and prepare for future success. The comprehensive approach ensures that community impact organizations like Fairwinds can continue to provide confidential, quality professional care to adults and youth who seek mental health and addiction services.

Q & A REFLECTIONS ON THE FUTURE OF SUPPORT CENTER

WITH BOARD CHAIR, ANGELICA VELAZQUEZ



SUPPORT CENTER PROGRAM MANAGER TAIWO FAYEMI SAT DOWN WITH ANGELICA VELAZQUEZ TO TALK ABOUT ANGELICA'S LEADERSHIP AND THE FUTURE DIRECTION OF THE ORGANIZATION AND THE BOARD. HERE IS AN EDITED VERSION OF THAT CONVERSATION.

TAIWO FAYEMI, SC ASSOCIATE:

TELL US A LITTLE ABOUT YOURSELF

ANGELICA: I live in Brooklyn – lots of us affectionately call it the People's Republic of Brooklyn because that's what it feels like. I love dogs – like really, really love dogs. I frequently say to people that if you can't find me on a given day, there's a place in Costa Rica - where I've never actually been - called Territorio de Zaguates. I think "zaguates" means "strays" and it's thousands of acres of land owned by a couple that was left to them by their family, where they feed and care for thousands of dogs. So I would either be somewhere with my dog, probably on a beach, or in Costa Rica running with those dogs. I love music - listening to music, playing music. I love percussive music and I own a few different kinds of drums. I love the sound of drums and what drums have represented in diasporic music and traditions. I have a 22-year-old man/child/son/emerging adult. Those are the big things.

TAIWO: HOW DID YOU FIRST GET CONNECTED WITH SUPPORT CENTER?

ANGELICA: I love telling this story! It feels like a long time ago - I think it was 2006 - but I do still remember the first job I had as, what I affectionately call, a "baby manager." It was the first time I was going to be overseeing a whole piece of work for an organization, including a large team and staff. They hired me and I accepted with the understanding that we all knew that I had not previously had a management role, that this was not a skill set that I was bringing, and that we would collectively support me

as best we could. And so part of that support came in the form of "Go find yourself something, some training to help you learn how to be a manager" – ideally, an efficient and effective one. What I found at that time was Support Center, so I signed up for pretty much everything that felt relevant at the time, including new supervisors training and something around measurement and evaluation. I still have some of the hard copies of the materials that I received back then, which I referred to periodically when I needed a refresher as my management skills grew. Fast forward, my former neighbor and still friend, Anne Sherman, who was previously on Support Center's board, recruited me and invited me to join the board.

TAIWO: WHY DID YOU WANT TO JOIN SUPPORT CENTER'S BOARD AND THEN LATER TAKE ON THE BOARD CHAIR POSITION?

ANGELICA: In part because Anne asked me, and I respect Anne - she does not steer me wrong in all things related to nonprofit capacity building, and she's been in the game for a long time - and also because I had a previous relationship and connection with Support Center that was very positive and helpful - so I was happy to be involved. I had previously served on only one other board that, at the time, felt connected and relevant to my life and my values and things that I believe in and am passionate about. I've worked in the public and nonprofit sector the entirety of my working life and the work of Support Center is very near and dear to my heart and absolutely, 100% aligns with my core values. I feel that the Support Center board is a solid, strong, and

supportive one. Keith is extremely adept and skilled at his work, and I wanted to support that in any capacity, on the board or otherwise. I saw it as an opportunity to dig deeper and to get that much closer to the work and hopefully, to be of value from a leadership place. I'm not a big check writer. I will definitely and always make a meaningful contribution. It's also a good opportunity for me to grow my skills and have my feet meet my values.

***TAIWO:* WHAT DO YOU SEE FOR THE FUTURE OF CAPACITY BUILDING, AND WHAT GROWTH DO YOU SEE FOR SUPPORT CENTER IN THE COMING YEARS?**

ANGELICA: This is the question of the day, right? I think on a high level, as long as humans are still doing the work of human service and labor and leading that work, as long as the sector continues to answer the calls to action, to do what needs to be done, to do what the government entities can't do, to do what funders maybe can't do on their own - there will be a need to build their capacity.

Things will always shift - funding will shift, the existence of whole entities who've been operating and working in the sector will shift. New ones will come. That we can always count on. I think that messaging and how we communicate the value of the sector in meeting critical needs is key. I want people to still feel like working in the nonprofit sector is good, important work - that it's valuable work, and that it's lucrative work. I want young people to feel called to that and to feel like they can live and thrive working in the sector. There's work around capacity building and bridging some gaps that might exist first. That's true for Support Center as much as it is for any other entity. Support Center plays very nicely in the sandbox, and I see Support Center being thoughtful and strategic about how we understand our work and how we continue to identify and lean into partnering and collaborating with others who

are in this space. My sense is that it's less important who's doing the work and more important that the work is being done, and with a people-forward, human-centered approach.

***TAIWO:* IS THERE A PARTICULAR MOMENT AT SUPPORT CENTER, EITHER THIS YEAR OR IN YOUR PRIOR EXPERIENCE, THAT MADE YOU FEEL INTERNALLY THAT THIS IS THE RIGHT PLACE? SOME ACHIEVEMENT OR FEELING OF SUCCESS?**

ANGELICA: I'm very proud to be part of a group of thoughtful people who are not inclined to work in silos but are more inclined to lean into opportunities to expand and deepen Support Center's reach and impact in the sector. Making time for events like the annual meeting, for example, and thinking about who should be in the room and what we could be doing together. I like that collaborative and forward-thinking approach.

***TAIWO:* WHAT WORD OR PHRASE WOULD YOU USE TO DESCRIBE SUPPORT CENTER'S JOURNEY THIS YEAR?**

ANGELICA: Dynamic, fluid, alive. If I were to describe Support Center's personality, it would be grounded and collaborative, and open to possibility and potential.

***TAIWO:* WHAT IS ONE PIECE OF ADVICE YOU'D GIVE TO SOMEONE JUST STARTING THEIR JOURNEY IN NONPROFIT LEADERSHIP OR BOARD SERVICE?**

ANGELICA: A quote that resonates with me is "If you want to go fast, go alone. If you want to go far, go together." Keith uses it a lot. I think that's good advice for someone just starting out in a career in nonprofit leadership or board service - ask for help, be collaborative, take time to be thoughtful, but don't be afraid to act and move. Even if it's bumpy and imperfect, don't wait for "perfect."



OUR TEAM

STAFF

- Gabriela Barria, *Program Manager*
- Ellie Bruce, *Nonprofit Capacity Strengthening Intern*
- Carolyn Champ, *Associate Executive Director*
- Taiwo Fayemi, *Program Associate*
- Crystal Harper, *Director of Finance and Administration*
- Maya Kassahun, *Program Associate*
- Margaret Kearney, *Nonprofit Capacity Strengthening Intern*
- Jasmin Mayen, *Project Manager*
- Arefa Rahman, *Nonprofit Capacity Strengthening Intern*
- Keith Timko, *Executive Director/CEO*
- Khourin Wilkins, *Associate Director of Programs*

BOARD

- Angelica Velazquez, *Board Chair*
- Margarita Rosa, *Vice Chair*
- Bill Falahee, *Treasurer*
- Elaine Katz, *Secretary*
- Nadine Akinyemi
- Carole Brinkley
- Casey Castañeda
- Dennis Chua
- Madhu Ghosh
- Rachael Gibson
- Amy Holmes
- Katrina Huffman
- Carine Jocelyn
- Lakimja Mattocks
- Susan Parrs Jess
- Louis Quinones
- Amy Sananman
- Keith Timko
- Maureen Tinen
- Peter Williams

LEADERSHIP COUNCIL

- Doug Bauer
- Melissa Beck
- Helene Blieberg (*Co-Chair*)
- Jack Bode (*Co-Chair*)
- Karen Brown
- Richard Brown
- Don Crocker
- Laura Cronin
- Robert Danzig
- John Emmert
- Jenn Goldstone
- Douglas Gould
- Edward LaPorte
- Robert E. Leamer
- Diane Manning (*Co-Chair*)
- Matthew McCrosson
- Matthew P. O'Dell
- Tonia Papke
- Laura Rossi
- Janice Schoos
- Anne Sherman
- Peter Sullivan
- George Suttles
- Ric Swierat
- Sharmila Rao Thakkar
- Keith Timko

“

*If you want to go fast, go alone.
If you want to go far, go together.”*

COMMUNITY OF PRACTICE

Ali Glaser
Andrea Cozier McClean
Babette Baker
Betsy Smulyan
BJ (Sarah) Sung
Brigid Lang
Carine Jocelyn
Chela Sanchez
Chrissy Mahanna
Dart Westphal
David Rivel
Doug Schoenberger
Esra Elshafey
Frank Abdale
Frank Schneiger
Gary Bagley
Gilles Mesrobian
Janice Alderman
Jeff Blanchard
Jeff Key
Joan Malin
John Vitali
Jorge Petit, MD
Kalpana Bhandarkar
Keith H Green
Keith Little
Kerry Watterson
Laurel Molloy
Laurie Krauz
Lee Botnick
Lisa White
Marie Zieger
Melissa Shillingford

Molly Penn
Nancy Wackstein
Nancy Fritsche Eagan
Nicole McGarrell
Paula Toynton
Rachel Figurasmith
Rehva Jones
Richmond Rabinowitz
Robin Yates
Rodney Fuller
Rosalind Wilson
Sanaz Hojreh
Sharmila Rao Thakkar
Stephan Russo
Stephanie Erwin
Tani Mills
Ted Geier
Tonia Papke
Vicki Clark
Wendy Seligson

Our PARTNERS

Support Center's 2022-2025 strategic plan anchors the role that partnerships play in our organization with two primary objectives:

- Leverage existing and identify new strategic collaborations to advance our mission, support our vision for social change, and influence the field.
- Expand existing and secure new funder partnerships that reflect multi-year engagements with long-term, transformational impact.

We are pleased to report on a number of partnerships that are helping to advance this strategic objective. Below are some of the highlights from a partner list that includes:

- Altman Foundation
- Clark Foundation
- Dyson Foundation
- JPMorgan Chase
- New Jersey Office of Faith Based Initiatives
- NYC Department of Small Business Services
- NYC Parks Foundation
- OceanFirst Foundation
- PSEG
- T. Rowe Price Foundation
- Tepper Foundation
- Walton Family Foundation
- Westchester Community Foundation

ALTMAN FOUNDATION: The Altman Foundation continues to provide us with general operating support to engage with the widest range of organizations across NYC's five boroughs.

CLARK FOUNDATION: In an environment where we talk about trust-based philanthropy, we want to acknowledge the Clark Foundation for walking the walk and its investment in capacity building with multi-year general operating support. These flexible dollars help us to offer free resources and to innovate and develop new programs.

GRUNIN FOUNDATION: In 2024, Support Center continued our multi-year partnership with the Grunin Foundation designing and delivering the two-day "governance retreat" on two separate occasions with two tracks to support board development with organizations in Monmouth and Ocean counties in NJ. Additionally, the Grunin Foundation is underwriting office hours and small-scale consultancies on a range of topics from governance to organizational culture to fundraising.

NEW JERSEY OFFICE OF FAITH BASED INITIATIVES: Now in our tenth year of working together, Support Center and the NJ Office of Faith Based Initiatives continued support for organizations in the early stages of development. Pairing these groups with a navigator, we are helping to strengthen leadership teams, build boards, and develop the necessary infrastructure to become more sustainable. Support Center board member, Louis Quinones, founded Community Lifestyle and has leveraged this program to evolve and grow the organization's free programs for the youth and teens in the community.

TEPPER FOUNDATION: In 2024, Support Center continued a partnership with the Tepper Foundation to provide organizational navigators and customized trainings to foundation grantees. The partnership has helped to increase access to capacity building for a number of organizations across NJ focused on addressing food insecurity.

T. ROWE PRICE FOUNDATION: The Foundation continues to underwrite spots in Support Center's New Executive Director Institute and Interim Executive Director Institute, and this year we expanded the offerings enrolling over 50 leaders in Support Center's certificate programs. The foundation writes that "we are grateful for all of the ways Support Center has partnered with us over the last few years, and we are excited to continue to learn and partner with you and your team." We feel the same way.

WALTON FAMILY FOUNDATION: Support Center renewed a partnership with the Walton Family Foundation to provide strategy, management, and navigation support to a number of organizations within the foundation's environment portfolio.

WESTCHESTER COMMUNITY FOUNDATION: Support Center is again working with the foundation to provide office hours and small scale governance consultancies across Westchester. We are excited about providing board self-assessments and board retreats to a limited number of organizations and are grateful to the foundation for removing financial barriers to this resource.

FINANCIALS

Fiscal year ending December 31, 2023

Revenue and Support

FEES

Consulting, Coaching, and Navigation.....	\$552,257.00
Executive Leadership.....	\$179,115.00
Customized and On-site Training	\$104,596.13
Public Workshops.....	\$82,038.00
Job Board.....	\$1,590.00
TOTAL FEES	\$919,596.13

CONTRIBUTIONS AND GRANTS

Corporations and Foundations.....	\$429,500.00
Directors and Individuals	\$24,411.00
Government	\$304,669.41
In-kind Services	\$50,000.00
Fundraising Events.....	\$13,179.00
TOTAL CONTRIBUTIONS AND GRANTS.....	\$703,759.41
Interest	\$29.48
TOTAL REVENUE AND SUPPORT	\$1,741,385.02

Expenses

PROGRAM SERVICES

Training and Workshops	\$72,455.00
Consulting and Coaching and Navigation.....	\$304,080.24
Executive Leadership.....	\$10,500.00
Grantmaker Program	\$25,402.50
Government	\$180,358.25
TOTAL PROGRAM SERVICES	\$569,795.99

SUPPORTING SERVICES

Administrative and General.....	\$1,326,947.82
Fundraising.....	\$863.64
TOTAL SUPPORTING SERVICES.....	\$1,327,811.46
TOTAL EXPENSES.....	\$1,897,607.45

Change in Net Assets -\$156,222.43

About

SUPPORT CENTER



OUR MISSION

To empower nonprofits and social enterprises to transform their leadership and management and advance our vision for social change.



OUR VISION

for social change is tied to the envisioned outcomes for our work.

Specifically, we envision a society where:

- Coalitions and organizations have the resources needed to understand and address inequities.
- Boards and their organizations work towards identifying, retaining, and advancing more diverse leadership.
- Communities and the people most directly impacted lead and represent organizations and coalitions.
- Support Center, our partners, and clients hold each other and themselves accountable to understanding the systems that perpetuate inequities across health, wealth, happiness, safety, and security.
- We expect to bring our authentic selves to work, regardless of race, sexual orientation, ability, age, national origin/ethnicity, appearance, and gender.
- We design and adopt new ways of operating that question the practices of a white dominant culture.



OUR VALUES

We believe...

...there should be equitable access to our training, consulting, and coaching, regardless of race, sexual orientation, ability, age, national origin/ethnicity, appearance, and gender.

...that we are stronger together and that people and organizations are more successful when they prioritize collaboration over competition. We work to reframe zero sum thinking, invest in field-building, and pursue opportunities to share knowledge with our peers and partners.

...that capacity-building work requires the courage to be vulnerable and open to change. We accompany organizations through this work by meeting them "where they are," practicing deep listening, and developing long-term and honest relationships.

...that continuous learning and co-creation is part of our journey together. By blending the expertise of our capacity builders with the insights of the organizations we work with, we are able to support organizations and develop our practice together. We innovate, refine, and evaluate our programming through these experiences.



OUR SERVICES

STRATEGY + MANAGEMENT

Through effective planning and strategy development, we can help your organization maximize the opportunities and minimize the negative effects that come with change. Our change experts and organizational tools provide a breadth of services so nonprofits can improve their effectiveness to achieve long-term goals.

EXECUTIVE TRANSITION

We cover the full leadership transition process, while helping organizations maintain their strengths and values, minimize risk, and solidify their standing with all stakeholders. Our interim leadership approach enables organizations to keep running their programs and services at full capacity while undergoing the search for a new leader.

PROFESSIONAL + LEADERSHIP DEVELOPMENT

We provide tools and strategies to empower nonprofit leaders and staff and increase their effectiveness and bring together organizations and funders to share learning and drive innovative, cutting-edge thinking in the sector.

ORGANIZATIONAL NAVIGATION

We support long-term change in organizations using an organizational coaching approach to help organizations over 12- and 24-month periods in navigating shifts in their operating environment or phases in their growth. Our goal is to enable organizations to become agents of their own capacity building.

Reflecting on BRIDGING THE GAP

We met our "Bridging the Gap" campaign goal to raise \$20,000. Funds raised go towards reducing financial barriers and allow access to scholarships, free office hours, and consultations to individuals and nonprofits.

Support Center relies upon registration fees to keep our doors open, but we also provide sliding scale fees and scholarships to expand access. **In 2024, Support Center provided over \$25,000 in discounted registrations and financial aid to over 125 participants.**

Contributions to our "Bridging the Gap" campaign help to make this possible and expand access to our workshops on topics such as "Supervisory Essentials" and "Financial Management for Nonfinancial Staff." Participants represent the widest range of nonprofits imaginable that every day are advocating for environmental justice,

expanding arts education or increasing access to affordable housing. And Support Center's workshops and leadership programs are helping to make these organizations more just, impactful, equitable and inclusive.

Part of the secret to our success was an invigorated development committee that helped us with messaging, outreach, and ambassadorship. We are grateful to our committee co-chairs, Amy Sananman and Louis Quinones, and for the entire committee's contributions. We work with many organizations to focus on governance and board committees, and we are fortunate to have this high functioning board committee at Support Center.





NEW YORK OFFICE

32 Old Slip, 24th Floor
New York, NY 10005
(212) 924-6744

NEW JERSEY OFFICE

One Gateway Center,
Suite 2600
Newark, NJ 07102



supportcenteronline.org