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# Dear Community:

**"Meet the moment."** These three words defined our year — a necessary rallying cry against "business as usual" in a time of extraordinary disruption. But meeting a moment requires deeply understanding it.

This year, that understanding has been our collective pursuit. How do we navigate the current political, regulatory, and economic realities? What does this shifting landscape demand of us collectively while individual leaders and organizations focus on specific issues such as immigrant rights or racial justice? The only path to truly meeting this moment is to forge it together.

Since our founding in the early 1970s, Support Center has served as that indispensable partner: a capacity builder, a management support engine, and a helper of helpers. We are immensely proud of this role, but our success is fundamentally a partnership — especially now, when your time and financial resources are so incredibly precious.

To the organizations that deepened their commitment and worked alongside us this year, we

extend our most profound and heartfelt thank you.

To the individual leaders who stepped into demanding roles as interim executives or committed to honing their skills in our certificate programs: many thanks. You successfully balanced the relentless demands of your work with the vital time and space needed to learn, reflect, and grow. Your dedication sets the standard.

To our dynamic network of consultants, advisors, navigators, coaches, and facilitators: we pledge to continue this collective work, shoulder-to-shoulder.

And finally, to the investors and funders of our mission: thank you, as always, for your unwavering trust, essential partnership, and steadfast collaboration.

This has also been a year defined by powerful collective action, bold organizing, strategic

“

*The only way to meet this moment is to do so together.*

mobilizing, and unprecedented coordination. We look forward to writing the next chapter of this vital story together in the year ahead.

Warm regards,

**SUPPORT CENTER  
BOARD AND STAFF**



# 2025 by the NUMBERS

**1,657 PARTICIPANTS**

*attended*

**62 PUBLIC WORKSHOPS,  
WEBINARS, AND/OR  
SPECIAL EVENTS.**

Topics included board governance, financial management, grant writing, interim executive director leadership, project management, delegation, fundraising and more.

*We reached*  
**186 UNIQUE  
ORGANIZATIONS**

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

**23 ORGANIZATIONS**

*participated*



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



**36 NEW  
EXECUTIVE  
DIRECTORS**

*participated*

in our New Executive Director Institute.

*We worked with*  
**83 ORGANIZATIONS**

on strategy and management projects in 2025, including strategic planning, executive coaching, board development, and fundraising.

*We engaged in*  
**15 INTERIM EXECUTIVE DIRECTOR PLACEMENTS,**

helping organizations through a leadership transition.

# Interim Leadership in Practice with *Volunteer New York!*

**Volunteer New York! (VNY!) lives up to its name. Serving the Mid-Hudson region, VNY! is a vital resource connecting 35,000 volunteers with more than 300 local nonprofits. In 2024, that added up to 457,000 hours of service.**

In October 2024, Volunteer New York! faced an imminent leadership transition – the departure of the executive director (ED). The board of trustees was open to a professional interim executive

director, someone who could provide the analysis, stabilization, and direction the organization needed during its transition. They turned to Support Center, which has been training professional interim executives and providing skilled leaders to nonprofits for more than two decades.

“Leaving an organization after 15 years was a very tough decision for me,” says the then outgoing ED of Volunteer New York!, Jeanette Gisbert. “However, knowing that

a capable interim executive would serve as the bridge to a next long-term leader gave me the peace of mind to move on to the next chapter of my career.” For the board members, Support Center not only provided a pool of trained and qualified candidates but also supported VNY! with the necessary expertise to guide them on all aspects of the process: defining the role and selection criteria, interviewing, and making the offer. Suzanne Tillman, a 2019 graduate of the Interim Executive Institute



MasterCard volunteers in collaboration with Volunteer New York! prepare a meal at Ronald McDonald House of the Greater Hudson Valley (another Support Center partner). Source: <https://www.facebook.com/volunteerNYnow>

with a deep and rich nonprofit background, accepted that offer and the transition began.

At the time, Volunteer New York! was a well-regarded and well-established organization with a slate of successful and impactful programs, a high performing staff and extremely engaged board.

Nonetheless, board members Amy Seiden and Michael Welling noted several key aspects about the impact of having a trained interim executive director. "As a board there were things that we weren't paying attention to, and Suzanne helped to focus our attention and increase our engagement," says Seiden. For his part, Welling adds, "Once you have worked with a trained and knowledgeable interim executive as a board, you would always want this as part of a transition. It helped VNY! tremendously with identifying areas for improvement and setting the stage for the next phase of our organization's growth and development."

Support Center has trained over 900 interim executives over 20 years. "An interim executive director plays a critical role in assessing organizational health, driving transformation, empowering staff during the period of transition, and preparing for the next long-term leader," says Claas Ehlers, Support Center's Director for Executive Transition. "Through

transferable skills and meaningful discussions with an engaged board, an interim leader has a profound impact on an organization's operations. Support Center plays a key role in equipping board members and interim leaders with training, resources, and guidance to meet these goals."

Once Tillman started at Volunteer New York!, she got to work. The first step was a deep assessment of the organization. Over her six-month tenure she upgraded financial and administrative systems, clarified the staffing model, and guided the team through the annual audit. Even seemingly smaller actions, like formalizing staff meetings and coaching supervisors had an enormous impact. Thanks to funding from the New York Community Trust - Westchester, Support Center worked with Tillman to provide additional board training to the VNY! Board through the engagement.

Ultimately, VNY! went through its leadership change as a stable, thriving, and dynamic organization. As Tillman notes, "My interim leadership philosophy focuses on building long-term organizational sustainability by boosting staff morale and capacity, leveraging partnerships, and providing a smooth on-ramp for my successor."

The last chapter of the transition

*“Support Center plays a key role in equipping board members and interim leaders with training, resources, and guidance to meet these goals.”*

ended up in success: Polly Lagano came on board as the new executive director. Because of the work of an interim executive, Lagano was able to start with a comprehensive organizational review on her desk, a productive and excited staff, and an organization with sustainable systems and finances. She is excited to grow and expand the mission and knows it was possible because of the investment made in interim leadership.

**Feel free to check out more of the work of Volunteer New York! [here](#).**

# Strategizing Support for Grassroots Organizations in Newark

For several years, nonprofit and resident leaders in Newark discussed the challenges faced by grassroots organizations. They felt overlooked by funders and overwhelmed by the demands of operating organizations with slim (or no) staff and slimmer budgets. Over the course of 2024 and 2025, Support Center leaned on the expertise of consultants, community leaders, and funders to explore a Newark grassroots resource to address learning, networking, fundraising, and back-office services for grassroots organizations operating in the city of Newark.

*This project has the potential to address and align the grassroots sector throughout the city of Newark.*

"We know that smaller community and neighborhood-based groups are less connected to the philanthropic community and funders lack knowledge of this very local work," says

Rosemary Steinbaum, President of the M&T Weiner Foundation, a family foundation. "But it doesn't have to be this way. We wanted to invest in the exploration of a model to improve coordination and communication across grassroots organizations, community-based capacity building organizations, funders, consultants, and service providers."

Core funding members of the team included Steinbaum and Stephanie Greenwood, Program Officer at the Victoria Foundation. Khourin Wilkins, Support Center Associate Director of Programs, oversaw the project, and Andrea Cozier McLean and Sanaz Hojreh, members of Support Center's Community of Practice, brought local knowledge and connections across the Newark community.

## *Planning and Development*

Work began with a national landscape scan of models that could be adapted to the assets and resources of the Newark grassroots community. Intriguing models surfaced such as Back Office Organizing in Michigan, the NYC Mayor's Office of Nonprofit Services, the Coordinated Capacity Building Initiative in Philadelphia, and programs run out of the Toledo, OH public library. To meet the needs of the city of Newark and beyond, however, a customized blueprint was needed to adapt elements from these models to our local context.

Leveraging deliberations of a 12-member steering committee that included local community members, the team gathered feedback through surveys from



over 90 local organizations (sent to 300 groups) and interviews with 30 grassroots organizations within Newark. A first order of business for the steering committee was to define a "grassroots" organization. The following criteria were established: four or fewer full-time staff members, no full-time fundraising/development staff, a budget of less than \$400,000, and an expressed need for capacity building and community connections.

## *Findings*

Community feedback identified high demand for coaching, office and meeting space, fundraising support, and greater infrastructure for fundraising and growth, along with increased access to resources such as HR, legal, and compliance. Peer support, access to funders and improved communications were also mentioned, given existing siloes across Newark's nonprofit ecosystem. The findings underscore significant gaps that exist in the sector, particularly for smaller nonprofits and fiscally-sponsored organizations, and provide a foundation for funding organizations and grassroots groups to work together more intentionally.

## *Recommendations*

Rather than create a new organization, the planning team proposed the creation of a coordinated system that could fill gaps, avoid redundancies, and ensure additional funding to those who need it most. Across three phases of implementation, the proposed system will build a foundation of people

and resources, coordinate programs to strengthen shared capacity, and offer ongoing evaluation and reflection to work on the model.

"This project has the potential to address and align the grassroots sector throughout the city of Newark. We set out to find other communities addressing this work on this scale to model and learn from, but we didn't find one," says Sanaz Hojreh. Advisors on the steering committee envisioned a solution that would address gaps in communication, education, capacity, and funder awareness and alignment. "This integrated system of support can provide grassroots groups a solid ground from which to build and provide support to community members most in need," adds Hojreh.

"The process of listening, learning, and articulating a new direction will always be valuable. In this case, we gained a better understanding of local grassroots organizations and how foundations support Newark's grassroots organizations. It also gave us the chance to explore and spotlight the diverse efforts taking place in Newark," says Keith Timko, Executive Director of Support Center.

## *What's Next*

This first phase of the project resulted in a blueprint and a set of recommendations for a coordinated system of support. Efforts are underway to raise additional funding for the next phase and to communicate existing offerings to local grassroots organizations. If you are interested in learning more, we'd welcome hearing from you.

# Navigating Growth with Love Ministries Outreach International

**Over the course of 2025, Support Center** partnered with the Tepper Foundation to match eight organizations with navigators to identify clear priorities and work towards those priorities. "We think of the organizational navigator program as similar to the way you work with a personal trainer," says Support Center's executive director Keith Timko. "We set goals for improving aspects of our health and then work towards those goals with a plan and an accountability partner. It's the same when working toward organizational goals."

From August 2024 until July 2025, Support Center paired Frank Schneiger, a Support Center navigator, with Love Ministries Outreach International, (LMOI) a 501(c)(3) nonprofit organization founded in 2010 in Pennsauken, New Jersey. "I answered God's call to serve the most vulnerable with

love, dignity, and compassion," says Pastor Georgia Dennis, founder and executive director. What began as a small, faith-led outreach program quickly became a vital source of support for individuals and families facing hunger, food insecurity, poverty, and crisis.

After an initial organizational review, navigators work with organizations on an action plan to establish and pursue key priorities for organizations. LMOI has focused on breaking through the noise to communicate LMOI's extraordinary quality and values to funding sources. Additionally work was undertaken to build a foundation of trust and a commitment to doing the right thing in the most welcoming way for people in need.

Frank Schneiger, LMOI's navigator describes the work in



Pastor Georgia Dennis (far left) with staff and volunteers from Love Ministries Outreach International.

this way. "This collaboration is a demonstration of how trust-based partnership - as opposed to 'outside experts' or 'helping hands' - can produce positive, long-term results even in this most difficult of environments. In this instance, we're focused on developing a model for not only continuing to feed large numbers of food insecure and hungry people but also to produce a solid strategic



and execution plan to integrate the range of essential services that are needed by those being served." For Pastor Georgia, the biggest impact was the "deepened ability to engage with community members in a meaningful way" and the "intentional guidance that is already strengthening pathways to stability and support."

Managing growth has been a major challenge for LMOI. Before the COVID-19 pandemic, Love Ministries Outreach International served between 2,000 to 3,000 people each month, offering groceries, personal/household care items, and hope to those in need. But when the pandemic hit, the need in the community surged, and the number of people served skyrocketed to over 10,000 individuals per month.

The rapid increase in demand soon overwhelmed the capacity of the Pennsauken location. Township officials gave LMOI a stark choice: either shut down or relocate. "We were guided by prayer and purpose," says Pastor Georgia. "We chose neither defeat nor retreat—we chose Camden as our new home where the need is great and the call to serve even greater."

Since relocating, Love Ministries Outreach International now serves over 20,000 people every month through food distributions, limited food delivery for seniors and individuals facing transportation barriers, health and wellness programs, cooking classes, and

**“**  
We chose neither defeat nor retreat  
- we chose Camden as our new  
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the call to serve even greater.”

special community events. Despite limited resources, logistical challenges, and rising costs, the team has never wavered.

"We're more than a nonprofit," says Pastor Georgia. "LMOI is a movement of love in action—where compassion meets commitment, and every act of service is a reflection of God's enduring love." Asked what has helped to fuel the organization's growth and impact, Kathy Durante, Executive Director of the OceanFirst Foundation says, "Love Ministries Outreach International leads from the heart. They stay until the work is done, and they make everyone feel welcome."

The organization's mission is clear: to be a beacon of hope, trust, and love, reflecting God's grace through tangible actions, and through it all, Love Ministries Outreach International remains faithful to its founding commission.

**If you'd like to learn more about Love Ministries Outreach International and help fuel the organization's growth, you can do so [here](#).**

# Reflecting on a Corporate Commitment to Capacity Building



## **Corporate interest in capacity building at Support Center is on the rise and for good reason.**

As one of our corporate partners, T. Rowe Price Foundation writes, "We know that the caliber of the Support Center staff and curriculum is second to none, and we feel confident that allowing access to their trainings is strengthening the organizations and leaders whom we support."

There are a number of compelling reasons to partner with Support Center. First, we work with a wide range of organizations and leaders, and investments in our work can impact hundreds of organizations, leaders, and communities. Second, Support Center has a wide range of programs and multiple touchpoints, so there is a "many

sizes fits all" approach. And lastly, many corporations have in-house corporate volunteerism and leadership development programs, and we welcome the chance to partner and integrate offerings. Here's a look at a few of the corporate partnerships from the last year, and again, thank you to these partners for the willingness to innovate and for the spirit of collaboration.

**JPMorgan Chase** has funded Support Center continuously since 2015 with investments in our leadership programs, including hallmarks such as our Leadership Collaborative, New Executive Director Institute, and Interim Executive Institute. JPMorgan Chase funding also enabled us to design and deliver a Search Institute this year to

expand our search capacity. We also continue to look for ways to integrate other JPMC corporate volunteer initiatives such as Code for Good, Cyber Safety for Good, Data for Good, GenerationTech, and Force for Good (interest form [here](#)). "We take great pride in our history of supporting organizations and programs that strengthen the communities we serve. We commend the important work of Support Center," says Nasir Young of JPMorgan Chase.

**OceanFirst Foundation** and Support Center have worked together for the past two years to organize board trainings for bank employees followed by "speed

*Above: Over 20 OceanFirst bank employees joined 12 area nonprofits to connect and discuss board service on November 4, 2025 thanks to the partnership with OceanFirst Foundation.*

“ dating” opportunities for local nonprofits and bank employees to get to know one another. The initiative allows bank employees to gain a better understanding of board service followed by an opportunity to meet nonprofit organizations and discuss board service. Kathy Durante, Executive Director of the OceanFirst Foundation, says, “We enjoy the partnership with Support Center because they are such a respected and trusted leader on all things nonprofit. They also create an inclusive environment in their work and bring humor and creative approaches to our work together.”

**T. Rowe Price Foundation** has partnered with Support Center since 2020 by sponsoring seats in

*We enjoy the partnership with Support Center because they are such a respected and trusted leader on all things nonprofit.”*

our leadership and certificate programs for Baltimore-area nonprofits. In 2025, we expanded the partnership by organizing and delivering a New Executive Director Institute in person in Baltimore in May 2025. In October 2025, we organized an in-person Executive Director Retreat for established executive directors to connect, learn, grow, and pause to reflect. “The feedback we’ve seen from participants in this program has been incredible, and we are happy to relieve the burden of cost to leaders in our area,” says Sabrina Thornton on behalf of the Community Investment Team at the T. Rowe Price Foundation.

*Below: From October 29-31, 2025, Support Center and the T. Rowe Price Foundation gathered longer tenured executive directors for an Executive Director Retreat. Participants reported “breathing easier” with greater resolve and found the three days together to be inspiring, affirming and hopeful.*





# KEY PARTNERSHIPS

Below are highlights from a partner list that includes:

- Altman Foundation
- Clark Foundation
- JPMorgan Chase
- New Jersey Office of Faith Based Initiatives
- NYC Parks Foundation
- New York Community Trust - Westchester
- OceanFirst Foundation
- PSEG
- Russ Berrie Foundation
- T. Rowe Price Foundation
- Tepper Foundation
- Walton Family 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:** Once again the Clark Foundation invested in capacity building with a two-year general operating support grant to Support Center. These flexible dollars underwrite office hours, lower cost engagements, and improvements to our executive transition and strategy and management programs.



**GRUNIN FOUNDATION:** In 2025, Support Center continued our multi-year partnership with the Grunin Foundation designing and delivering a two-day "governance retreat" and providing 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:** Support Center and the NJ Office of Faith Based Initiatives again supported organizations in the early stages of development by pairing groups with an organizational coach or navigator. Through this program we are helping to strengthen leadership teams, build boards, and develop the necessary infrastructure to become more sustainable.



**PSEG:** Thanks to PSEG for the continued support of our workshops with a focus on diversity, equity, inclusion and belonging through their Neighborhood Partners program.



**TEPPER FOUNDATION:** The Tepper Foundation continued to provide organizational navigators and customized trainings to foundation grantees. This year's partnership also allowed for a formal evaluation of the navigator program.



**T. ROWE PRICE FOUNDATION:** This year, we delivered a New Executive Director Institute and an Executive Director Retreat in Baltimore along with access to Support Center's certificate programs in partnership with the foundation.



**WALTON FAMILY FOUNDATION:** The partnership with the Walton Family Foundation continued to provide strategy, management, and navigator support to a number of organizations within the foundation's environment portfolio.



## BRIDGING the GAP

Each year Support Center organizes a Spring “Bridging the Gap” fundraising campaign. 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 2025, we provided:

- **over 100 discounted workshops registrations**
- **dozens of discounted spots in our leadership programs**
- **over 50 free office hours totaling over \$36,000 in subsidies**

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 is a Resource Development Committee that helps 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.

# financials

## REVENUE AND SUPPORT

### *fees*

Consulting, Coaching, and Navigator.....	\$ 934,297
Executive Leadership.....	330,223
Customized and On-site Training .....	329,249
Public Workshops .....	86,092
<b>TOTAL FEES .....</b>	<b>\$ 1,680,831</b>

### *contributions and grants*

Corporations and Foundations.....	\$ 540,000
Directors and Individuals .....	32,847
Government .....	181,534
In-kind Services .....	50,000
<b>TOTAL CONTRIBUTIONS &amp; GRANTS .....</b>	<b>804,381</b>
<b>OTHER REVENUE.....</b>	<b>22,320</b>
<b>TOTAL REVENUE &amp; SUPPORT.....</b>	<b>\$ 2,507,532</b>

## EXPENSES

### *program services*

Training and Workshops.....	\$ 433,197
Consulting, Coaching, and Navigator.....	673,860
Executive Leadership.....	336,930
Grantmaker Program .....	529,460
<b>TOTAL PROGRAM SERVICES.....</b>	<b>\$ 1,973,447</b>

### *supporting services*

Administrative and General .....	\$ 244,925
Fundraising.....	192,533
<b>TOTAL SUPPORTING SERVICES .....</b>	<b>437,458</b>
<b>TOTAL EXPENSES .....</b>	<b>\$ 2,410,905</b>

For fiscal year ending December 31, 2024

Change in Net Assets: \$98,420

# our team

## STAFF

**Gabriela Barria**, Program Manager

**Ellie Bruce**, Interim Communications Associate

**Carolyn Champ**, Associate Executive Director

**Jady Chen**, Capacity Strengthening Intern

**Claas Ehlers**, Director of Executive Transition

**Taiwo Fayemi**, Program Manager

**Crystal Harper**, Director of Finance and Administration

**Nicole Berroa**, Manager for Data and Technology

**Nikita Singh**, Capacity Strengthening Intern

**Keith Timko**, Executive Director/CEO

**Khourin Wilkins**, Associate Director of Programs

## BOARD

**Angelica Velazquez**

*Board Chair*

**Rachael Gibson**

*Vice Chair*

**Bill Falahee**, Treasurer

**Elaine Katz**, Secretary

**Nadine Akinyemi**

**Casey Castañeda**

**Madhu Ghosh**

**Rachael Gibson**

**Laurie Harrington**

**Amy Holmes**

**Katrina Huffman**

**Carine Jocelyn**

**Thomas Kelly**

**Lakimja Mattocks**

**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  
Jenn Goldstone  
Edward LaPorte  
Robert E. Leamer  
Diane Manning (Co-Chair)  
Matthew McCrosson  
Matthew P. O'Dell  
Tonia Papke  
Laura Rossi  
Janice Schoos  
Anne Sherman  
George Suttles  
Ric Swierat  
Sharmila Rao Thakkar  
Keith Timko

## community of practice

Janice Alderman  
Gary Bagley  
Babette Baker  
Tirza Barnes  
Kalpana Bhandarkar  
Jeff Blanchard  
Lee Botnick  
Alexandra Bowie  
Vicki Clark  
Liz Dreyer  
Roxanne Earley  
Stephanie Erwin  
Rachel Figurasmith  
Nancy Fritsche Eagan  
Ted Geier  
Ali Glaser  
Jennie Goldstein  
Keith H Green  
Sanaz Hojreh  
Carine Jocelyn  
Rehva Jones  
Laurie Krauz  
Brigid Lang  
Keith Little  
Chrissy Mahanna  
Andrea Cozier McLean  
Gilles Mesrobian  
Tani Mills  
Laurel Molloy  
Tonia Papke  
Richmond Rabinowitz  
Sharmila Rao Thakkar  
David Rivel  
Chela Sanchez  
Frank Schneiger  
Wendy Seligson  
Melissa Shillingford  
Betsy Smulyan  
BJ Sung  
Paula Toynton  
Tosca Bruno-van Vijfeijken  
John Vitali  
Kerry Watterson  
Dart Westphal  
Lisa White  
Rosalind Wilson  
Robin Yates  
Marie Zieger

# *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.
- We believe 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.
- We believe 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.
- We believe 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 NAVIGATOR

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.



