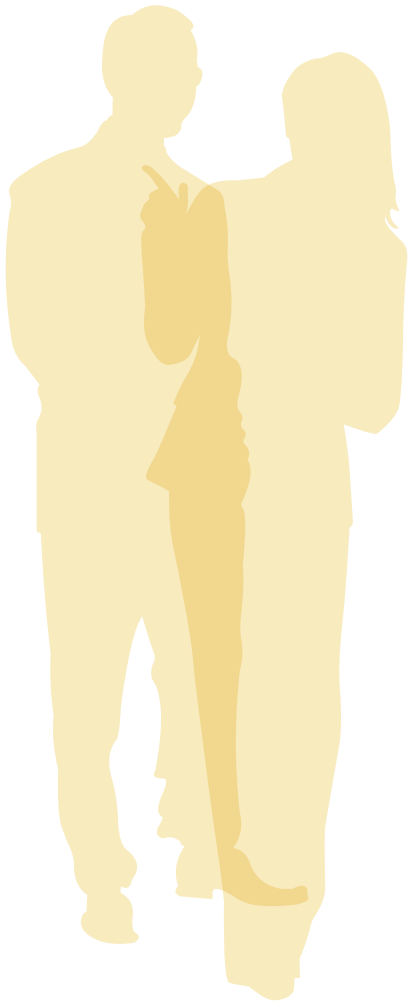


SUPPORT CENTER FOR NONPROFIT MANAGEMENT

CONSULTING ■ TRANSITION MANAGEMENT ■ TRAINING
for nonprofit & philanthropic organizations



CONSULTING SERVICES

For over 20 years, the Support Center for Nonprofit Management has worked in collaboration with nonprofit clients to increase their organizations' effectiveness and efficiency, enabling them to increase the quality of life in their communities. We bring a unique breadth and depth of experience to our capacity building and leadership work.

Last year, 85 organizations throughout the tri-state area and their leadership teams benefited from the Support Center's consulting services including:

- **Strategic Planning and Restructuring**
- **Board Development and Governance**
- **Organization Design and Human Resources**

STRATEGIC PLANNING AND RESTRUCTURING

The Support Center has proven success in the areas of comprehensive organizational assessment, strategic restructuring, board/executive transitions and program evaluation. Through a combination of consulting, coaching and facilitation we help organizations establish future goals and determine a vision for the future of their organization.

BOARD DEVELOPMENT AND GOVERNANCE

We offer consulting and coaching focused on board assessment and development, fund development, board retreat planning and facilitation and conflict resolution.

ORGANIZATION DESIGN AND HUMAN RESOURCES

Our consultants and coaches are experienced in providing organizational assessments and developing organizational structures, systems and procedures, and stimulating organizational culture change, communication and team building.

“Our sustainability consultant was a perfect match for us! The Support Center provided much more than transitional consulting. They were strategic advisor, coach and friend providing practical insights to help us continue services and meet future challenges.”

**Anthony Gardner, Executive Director,
World Trade Center United Family Group**

OUTCOME ORIENTED

The Support Center for Nonprofit Management's consulting team fosters resilient organizations and effective nonprofit leaders who are accountable to their stakeholders. We help our clients define their strengths and weaknesses and work with nonprofit leadership to clarify and achieve the results they are striving for. Our services are designed to promote change within an organization that leads to better outcomes and impact for their constituents and communities. As a not-for-profit organization ourselves, we understand the challenges facing nonprofits and their leadership.

CLIENT RELATIONSHIPS

Support Center consultants work with organizations at every stage in their development and can be retained both to provide comprehensive organizational assessment and planning services and on both a long and a short-term engagement. The Support Center can structure our work through a grant award, a fee for service agreement, or a combination of the two. We work in close collaboration with our clients ensuring that the work is focused on accomplishing goals, continuously assessing progress and refining strategy as necessary.

TEAM EXPERIENCE

Our staff and consultants have multi-disciplined experience from the fields of human services, healthcare, environment, youth and education, culture and arts, and other segments of the nonprofit sector. We have a team of more than 30 consultants and each has an average of 20 years of nonprofit experience. We bring a thoughtful and intimate understanding of the sector to our analysis, consulting and group facilitation work. We create a customized team for each client, so that we can provide integrated, solutions-based strategies to sustain long-term change.

305 Seventh Avenue
@ 27th Street; 11th Floor
New York, NY 10001
Phone: 212-924-6744

www.supportcenteronline.org

- **Don Crocker**
Executive Director/CEO
Ext. 306
dc@supportcenteronline.org
- **John Vgelsang**
Associate Director/
Director of Consulting
Ext. 308
jv@supportcenteronline.org

Since 1986, the Support Center for Nonprofit Management has been dedicated to improving our society by helping nonprofit organizations and leaders.

Our consulting, transition management and training services are designed to increase the effectiveness of the nonprofit sector. ■

World Trade Center United Family Group

■ ISSUE

The client organization needed a consultant that could assist in developing and implementing strategies and actions to assure their sustainability following the decline of 9/11 philanthropy funding.

■ ACTION

The Support Center, funded by the American Red Cross Liberty Disaster Fund, in collaboration with the organization's board and staff, developed and implemented a comprehensive Sustainability Action Plan heavily focused on organization design and program and fund development.

■ IMPACT

The Sustainability Action Plan helped the organization to diversify its revenue sources, restructure its governance board, and advance a new major national 9/11 civic educational initiative.