



nonprofit services center  
*Supporting those who help others.*



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# NSC Mission

**Strengthen** our region's nonprofit organizations and the nonprofit sector as a whole by **providing programs, services, and resources that inform, promote, and connect nonprofits** as they work to improve people's lives.



# NSC History and Milestones

Circa 1990:  
Group of  
nonprofit  
managers and  
academics  
began meeting.

2003: NSC receives  
second Kellogg  
Foundation grant:  
Building Capacity for  
Sustainability Initiative.  
Merge with RCNA to  
form 501c3

1998: NSC  
receives first  
Kellogg  
Foundation grant:  
Building Bridges  
Initiative.

2005-06: NSC  
restructures BOD,  
hires Executive  
Director, partners  
with MFH and  
expands its service  
area.



# MFH Partnership

2003 – 2006

MFH used internal staff to support area organizations in enhancing their performance.

In 2006

MFH board designated the focus of this program to contract with NSC to provide **capacity building services** to its clients



# Capacity Building: What? Why? Who?

## What?

- A set of activities and decisions **that strengthens an organization's operations** and enables it to **better achieve its mission.**

## Why?

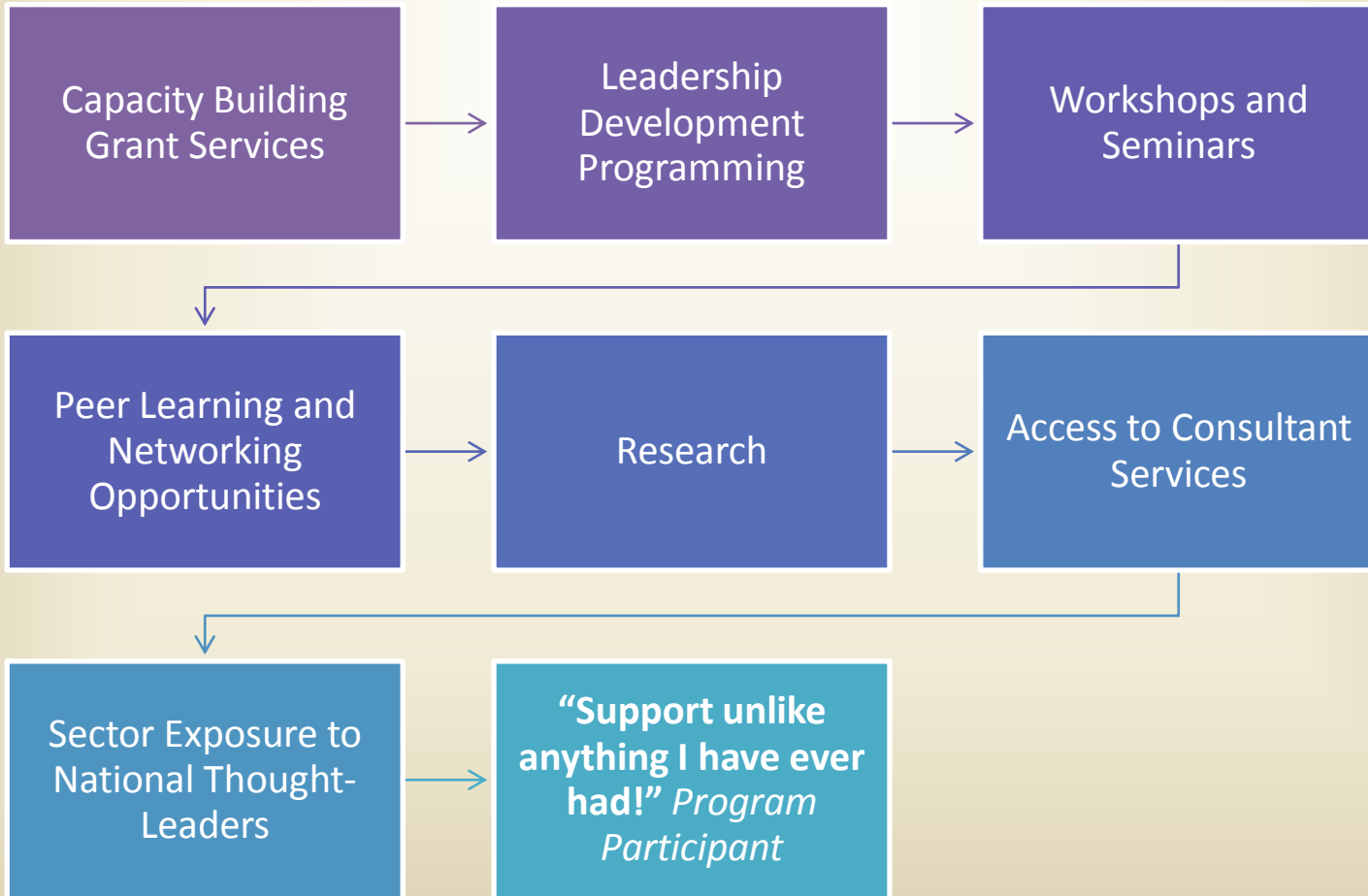
- Makes sense because it produces stronger organizations, thereby helping nonprofits deploy scarce resources more effectively.

## Who?

- “NSC’s capacity building investments and projects were successful in improving the capacity of organizations across a number of areas.” *TCC Group NSC Evaluation 2010*



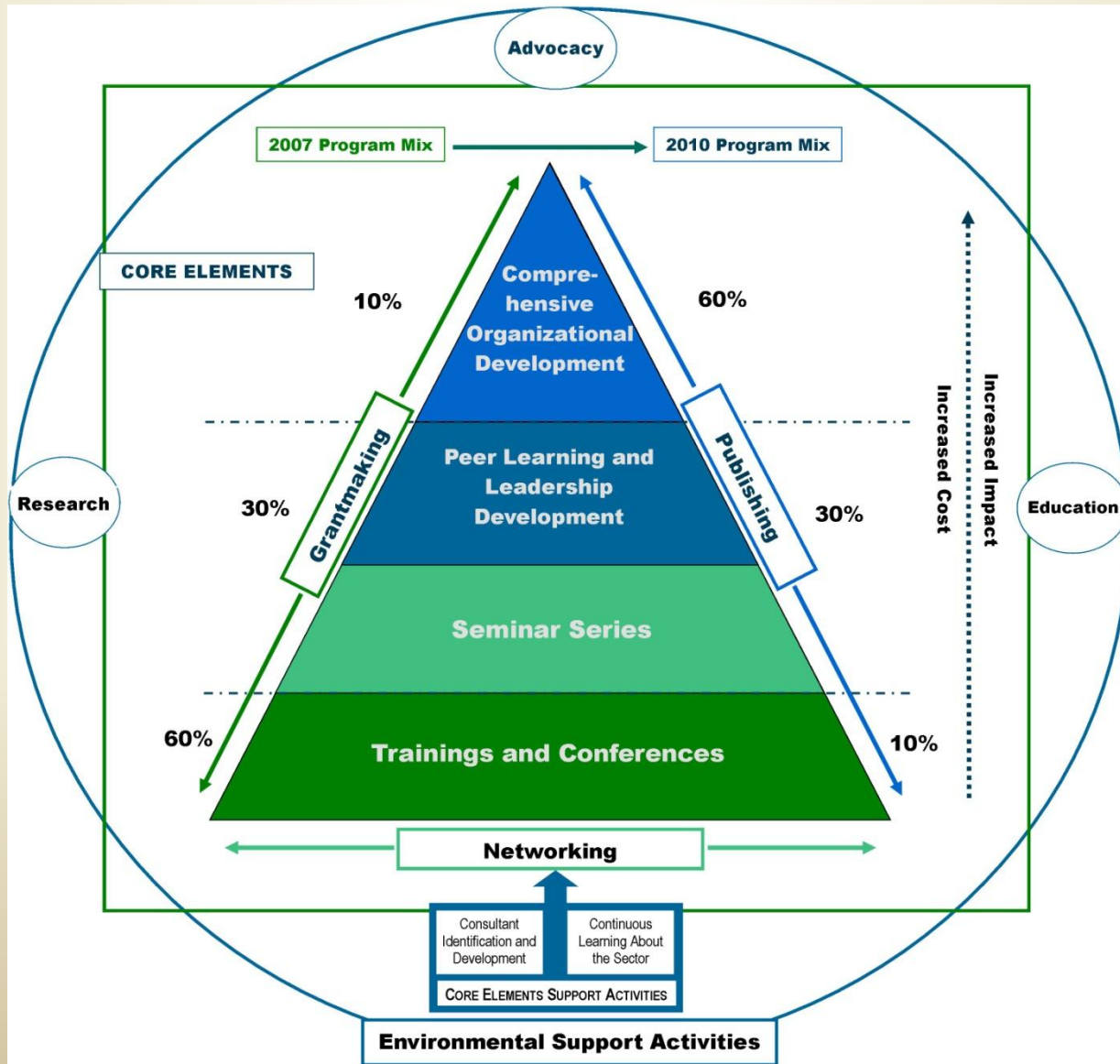
# NSC Provides



# Strategic Goals



# NSC Program Model



# Capacity Building Grants

- Purpose:

To provide short-term (one year) grants for consultant engagements pertaining to discrete interventions above and beyond core operating support.

- \$800,000 annually in two cycles
- Up to \$20,000 for consultant work related to program-defined discrete interventions.

## Eligible Types of Capacity Building Support

- Most requested
  - Fund development
  - Strategic Planning
- Program Evaluation
- Strategic Communications
- Management Systems, i.e., financial management, human resources management
- Short-term Business and Financial Planning



# Capacity Building Grants

## Responsibilities



NSC

- Develop grant process and criteria
- Review and recommends grants
- Monitors and provides ongoing support to grantees
- Reviews and approves grantee's final reports



MFH

- Makes final determination based on NSC recommendations
- Establishes contract with grantee
- Makes payments directly to grantees 90/10

# Capacity Building Grants Accomplishments

## 2010 Outcomes

### FY 2010:

\$2.85 million  
approved

Rural and urban  
split 40/60

“Gains were observed, especially in areas of organizational resource sustainability as well as environmental, organizational and programmatic learning.” *TCC Group Evaluation: Outcomes of Capacity Building Grants 2010*

### Since 2007:

287 Submitted  
and reviewed  
173 recommended  
and monitored

# Program and Services

## SEMINARS

Four day-long educational sessions designed to give foundational skills and knowledge in topic area

One-on-one personal coaching with the instructor

Financial support to implement some aspect of plan

Topics Include:

- Strategic Fund Raising
- Strategic Communication
- Strategic Board Development

According to the TCC Group, NSC seminar/workshop evaluations support the *high quality of NSC's capacity building.*

# Seminars

## 2008

Spring Fundraising – Jefferson City  
Communications – St. Louis  
Fall Fundraising – St. Louis  
Winter Fundraising – Farmington

## 2009

Spring Fundraising – St. Louis  
Board Development - St. Louis  
Fall Fundraising – Columbia

## 2010

Advanced Fundraising – Jefferson City  
Strategic Communications – St. Louis  
Basic Fundraising – St Louis

## 2011

Spring Fundraising – Joplin  
Strategic communications- Columbia

“A significant proportion – in most cases 100% - of participants reported gaining knowledge, understanding, or skills as a result of the seminar/workshops.” *TCC Group Evaluation of NSC capacity building programs.*

# Programs and Services

## WORKSHOPS & WEBINARS

### Workshops

Topics Included:

- Financial Leadership
- Governance
- Getting Ahead of the 990's
- Program Design & Measurement
- Grant Writing
- Basics for Fund Development
- Cultivating Individual Donors

### Webinars

Topics Included:

- Dashboard Reporting
- Building Program Costs for Sustainability
- Evaluation
- Social Media
- Board Engagement

### Goals

- Increase awareness and basic understanding
- Apply practical tips for daily practice
- Increase organizational learning

“Learnings in the workshops included introduction to new concepts, new knowledge, and new approaches and strategies for doing the work of making a nonprofit better, more efficient and more effective.” *TCC Group Evaluation of NSC workshops*

# Programs and Services

## LEADERSHIP PROGRAMS

Supporting nonprofit leadership because organizational performance is directly correlated to the investment in leadership development

Leadership Academy of Women  
Executive Directors

Alumni  
Networking  
Events

Executive Director  
Roundtables

- Illinois
- Missouri

First 100 Days of Board  
Presidents

Nonprofit Presidents  
Council

# Leadership Academy for Women Executive Directors

## Purpose

Focus on the needs of executive directors of nonprofit organizations with a special emphasis on women.

Removing from Isolation  
Skill Building  
Strategic Thinking

Peer Support  
Understanding Leadership Styles  
Partnering Opportunities

**“Academy executive directors report changes as critical to their success and their organization’s immediate results and longer-term sustainability.”**

***TCC Group Evaluation of 2009/2010 Academy***

## Five components that ground the Academy’s program design:

Workshops

Peer Circles

Executive and Technical Coaching

Learning Plans

Opening and Closing Retreats

**“I am more able to articulate my strengths and style as a leader, and in fact refer to myself as a LEADER, who purposefully thinks strategically and acts intentionally toward mission achievement.”**

***2009/2010 Academy participant***

# NSC WEBSITE

## Educational resources for the sector

- Consultant Database
- Job Bank
- Knowledge Center with numerous resources, articles, links, and publications
- Community Calendar
- Relevant articles
- Blog posts from experts



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# Consulting SERVICES



# NSC Capacity Building By the Numbers

## Seminars

- 28 agencies participated in 2010
- 84 total agencies since 2008

## Workshops

- 243 agencies attended 33 NSC workshops in 2010
- Over 1,000 nonprofit professionals have attended NSC workshops since 2007

## Leadership Academy

- 23 Executive Directors are participating in 2011 Academy
- Over 95 Executive Directors have participated in Academy since 2007

## Reach

- 10,000+ nonprofit professionals receive NSC's eNewsletter each month



# Why Invest in Capacity Building and NSC?

- ✓ Organizational growth through investing in Leadership
- ✓ Responsive programming
- ✓ Access to national thought-leaders
- ✓ Practical understanding around the management of nonprofits
- ✓ Large geographic service area and reach of over 10,000 nonprofit professionals
- ✓ Good return on investment for grantees
- ✓ Coordinated approach to the work
- ✓ Provide additional resources



*2009/2010 NSC program participant testimonials.*

# Nonprofit Services Center



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