



# NONPROFIT ASSISTANCE CENTER

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## SERVICES TO COMMUNITIES

The mission of the Nonprofit Assistance Center (NAC) is *to build the capacity of individuals and organizations to serve and transform communities*. We primarily serve communities of color and refugee, immigrant, low income and other communities with significant economic, educational, health, and social disparities.

NAC supports the development of small and midsize nonprofits and fosters the professional growth of organizational and community leaders. NAC also works with other nonprofit, public and private institutions to deepen their knowledge, improve their cultural competency, change their practices, and strengthen their relationships with communities.

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### CLIENTS

Customized training, technical assistance and community building services are offered to organizational leaders, community leaders, and community members at-large

### OUTCOMES

Communities are better informed, engaged, organized, and empowered to speak for themselves and work collectively for social change

### DESCRIPTION OF SERVICES

#### TRAININGS

- **Leadership Institute (September-October):** A 3-day training to expand the knowledge and strengthen the leadership skills of community leaders/members in the areas of planning, organizing, civic engagement, advocacy, economic empowerment, organizational development and community building
- **Cultural Competency Institute (July-August):** A 3-day training to expand the knowledge of community leaders/members, services providers, public agencies, funders and consultants in the areas of organizational assessment, institutional readiness, cultural diversity, outreach, service delivery, conflict resolution, social equity and community transformation
- **Skill-Building Workshops (Bi-Monthly):** Three-hour trainings on specific topics to expand knowledge and provide tools to address current organizational or community issues
- **Peer Learning Circles (Quarterly):** Peer exchange for individuals to share knowledge and experiences to develop their leadership skills and improve their management/program practices

## DESCRIPTION OF SERVICES (cont.)

### TECHNICAL ASSISTANCE

- **Customized Organizational Development (Upon Request):** On-site, individualized technical assistance that is provided to a community organization or group to address current governance, administrative, program and/or financial issues
- **Nonprofit Start-Up (Upon Request):** A technical assistance program to guide community members/groups through the process of forming a nonprofit corporation and/or tax-exempt organization

### COMMUNITY BUILDING

- **Community Forums (Quarterly Forums):** Periodic convenings where organizational/community members and institutional stakeholders come together to discuss common issues, develop strategies and strengthen their connections
- **Regional Conferences (Annually):** An annual gathering where diverse community members, organizations and institutional representatives come together to share knowledge and tools, discuss key issues and build relationships
- **Special Projects (Upon Request):** A jointly planned and implemented project to address key issues in target communities

## CLIENT BENEFITS

### Communities will:

- Train and engage a cohort of community change agents
- Develop a comprehensive community change strategy
- Strengthen the collective voice of the community
- Form stronger multi-sector, multi-ethnic and/or multi-generational networks
- Do more effective advocacy to increase community benefits
- Increase community capacity to access resources and services

## FORMER CLIENTS

To Be Completed



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## SERVICES TO CONSULTANTS

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### CLIENTS

Customized training and community-building services are offered to trainers, technical assistance providers, consulting firms, intermediary organizations and other capacity building organizations

### OUTCOMES

Consultants are more knowledgeable and better equipped to provide culturally-competent training and technical assistance services in underserved communities and understand their role as community change agents

### DESCRIPTION OF SERVICES

#### TRAININGS

- **Cultural Competency Professional Development Program for Consultants and Change Agents (April-June):** A 4-day training and certification program to expand the knowledge and skills of consultants/change agents working in targeted communities in the areas of cultural competency, organizational sustainability, community building, institutional racism and building capacity for social change
- **Cultural Competency Institute (July-August):** A 3-day training to expand the knowledge of community leaders/members, services providers, public agencies, funders and consultants in the areas of organizational assessment, institutional readiness, cultural diversity, outreach, service delivery, conflict resolution, social equity and community transformation
- **Skill-Building Workshops (Bi-Monthly):** Three-hour trainings on specific topics to expand knowledge and provide tools to address current organizational or community issues
- **Peer Learning Circles (Quarterly):** Peer exchange for individuals to share knowledge and experiences to develop their leadership skills and improve their management/program practices

## DESCRIPTION OF SERVICES (cont.)

### COMMUNITY BUILDING

- **Community Forums (Quarterly Forums):** Periodic convenings where organizational/community members and institutional stakeholders come together to discuss common issues, develop strategies and strengthen their connections
- **Regional Conferences (Annually):** An annual gathering where diverse community members, organizations and institutional representatives come together to share knowledge and tools, discuss key issues and build relationships
- **Special Projects (Upon Request):** A jointly planned and implemented project to address key issues in target communities



## CLIENT BENEFITS

### Consultants will:

- Become more effective capacity-builders working in underserved communities
- Develop a strategic approach to working on community change issues
- Become more knowledgeable and better equipped to provide culturally-competent services in communities
- Participate in a professional association of consultants with a common interest in improving communities
- Integrate a social justice framework into their capacity-building work
- Increase understanding of the systems change process
- Increase understanding of how to develop sustainable organizations
- Participate in peer learning communities to deepen knowledge and build stronger relationships with peers
- Become recognized in the field for doing innovative capacity-building work that benefits underserved communities

## FORMER CLIENTS

To Be Completed



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## SERVICES TO FUNDERS

The mission of the Nonprofit Assistance Center (NAC) is *to build the capacity of individuals and organizations to serve and transform communities*. We primarily serve communities of color and refugee, immigrant, low income and other communities with significant economic, educational, health, and social disparities.

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### CLIENTS

Customized training, technical assistance and community-building services are offered to Foundations, corporations, governments and the United Way

### OUTCOMES

Funders are more knowledgeable about how to work with and build the capacity of underserved communities to address existing problems and improve the social conditions

### DESCRIPTION OF SERVICES

#### TRAININGS

- **Cultural Competency Institute (July-August):** A 3-day training to expand the knowledge of community leaders/members, services providers, public agencies, funders and consultants in the areas of organizational assessment, institutional readiness, cultural diversity, outreach, service delivery, conflict resolution, social equity and community transformation
- **Skill-Building Workshops (Bi-Monthly):** Three-hour trainings on specific topics to expand knowledge and provide tools to address current organizational or community issues
- **Peer Learning Circles (Quarterly):** Peer exchange for individuals to share knowledge and experiences to develop their leadership skills and improve their management/program practices

## DESCRIPTION OF SERVICES (cont.)

### TECHNICAL ASSISTANCE

- **Customized Organizational Development (Upon Request):** On-site, individualized technical assistance that is provided to an organization to address current governance, administrative, program and/or financial issues
- **Cultural Competency (Upon Request):** A comprehensive project to expand knowledge and skills to work cross-culturally in the delivery of services to individuals, families and communities that includes an organizational assessment and planning process, on-site technical assistance, trainings, peer learning circles and executive coaching
- **Executive Coaching (Upon Request):** A regular one-on-one, on-site consultation with organizational leaders who want to strengthen their leadership and management skills

### COMMUNITY BUILDING

- **Community Forums (Quarterly Forums):** Periodic convenings where organizational/community members and institutional stakeholders come together to discuss common issues, develop strategies and strengthen their connections
- **Regional Conferences (Annually):** An annual gathering where diverse community members, organizations and institutional representatives come together to share knowledge and tools, discuss key issues and build relationships
- **Special Projects (Upon Request):** A jointly planned and implemented project to address key issues in target communities

## CLIENT BENEFITS

### Funders will:

- Become more knowledgeable about underserved communities
- Increase access to and build stronger connections with underserved communities
- Improve cultural competency skills to serve communities
- Increase the impact of funder-sponsored initiatives
- Increase understanding of the capacity-building process in underserved communities
- Develop a strategic approach to addressing chronic community problems
- Apply a social justice framework to your institution's work
- Network with peers and other key individuals in the philanthropic, governmental and corporate sectors
- Participate in peer learning communities to deepen knowledge and build stronger relationships with peers
- Become recognized in the field for supporting innovative programs that benefit underserved communities

## FORMER CLIENTS

To Be Completed



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## SERVICES TO INDIVIDUALS

The mission of the Nonprofit Assistance Center (NAC) is *to build the capacity of individuals and organizations to serve and transform communities*. We primarily serve communities of color and refugee, immigrant, low income and other communities with significant economic, educational, health, and social disparities.

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### CLIENTS

Customized training programs are offered to the following: Community Leaders/Members, Organizational Boards/Staff, Service Providers, Public Agency Staff, Funders, and Consultants

### OUTCOMES

People will have more knowledge, skills and tools to initiate, improve, or sustain an organizational development or community-building activity

### DESCRIPTION OF SERVICES

#### TRAININGS

- **Leadership Institute (September-October):** A 3-day training to expand the knowledge and strengthen the leadership skills of community leaders/members in the areas of planning, organizing, civic engagement, advocacy, economic empowerment, organizational development and community building
- **Management Institute (January-March):** A 3-day training to expand the knowledge and strengthen the leadership skills of nonprofit senior management/program staff in the areas of governance, resource development, program development/evaluation, community impact, fiscal management, human resources, and sustainability
- **Cultural Competency Institute (July-August):** A 3-day training to expand the knowledge of community leaders/members, services providers, public agencies, funders and consultants in the areas of organizational assessment, institutional readiness, cultural diversity, outreach, service delivery, conflict resolution, social equity and community transformation

## DESCRIPTION OF SERVICES (cont.)

### TRAININGS

- **Cultural Competency Professional Development Program for Consultants and Change Agents (April-June):** A 4-day training and certification program to expand the knowledge and skills of consultants/change agents working in targeted communities in the areas of cultural competency, organizational sustainability, community building, institutional racism and building capacity for social change
- **Skill-Building Workshops (Bi-Monthly):** Three-hour trainings on specific topics to expand knowledge and provide tools to address current organizational or community issues
- **Peer Learning Circles (Quarterly):** Peer exchange for individuals to share knowledge and experiences to develop their leadership skills and improve their management/program practices



## CLIENT BENEFITS

### Community Leaders/Members

Individuals will be more informed, skilled, connected, and able to address current community issues

### Organizations

Organizations will be better managed, increase their program impact, and be more sustainable.

### Service Providers

Service providers will be more knowledgeable about the provision of culturally competent services in communities

### Public Agencies/Funders

Public agencies will be more knowledgeable about how to work with and build the capacity of underserved communities to improve their social conditions

### Consultants

Consultants will be more knowledgeable about how to provide culturally-competent training and technical assistance services in underserved communities and understand their role as community change agents

## FORMER CLIENTS

To Be Completed





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## SERVICES TO ORGANIZATIONS

The mission of the Nonprofit Assistance Center (NAC) is *to build the capacity of individuals and organizations to serve and transform communities*. We primarily serve communities of color and refugee, immigrant, low income and other communities with significant economic, educational, health, and social disparities.

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### CLIENTS

Customized training, technical assistance and community-building services are offered to board members, senior management staff, program directors and volunteers

### OUTCOMES

Organizations are better managed, increase program impact and are more sustainable

### DESCRIPTION OF SERVICES

#### TRAININGS

- **Management Institute (January-March):** A 3-day training to expand the knowledge and strengthen the leadership skills of nonprofit senior management/program staff in the areas of governance, resource development, program development/evaluation, community impact, fiscal management, human resources, and sustainability
- **Cultural Competency Institute (July-August):** A 3-day training to expand the knowledge of community leaders/members, services providers, public agencies, funders and consultants in the areas of organizational assessment, institutional readiness, cultural diversity, outreach, service delivery, conflict resolution, social equity and community transformation
- **Skill-Building Workshops (Bi-Monthly):** Three-hour trainings on specific topics to expand knowledge and provide tools to address current organizational or community issues
- **Peer Learning Circles (Quarterly):** Peer exchange for individuals to share knowledge and experiences to develop their leadership skills and improve their management/program practices

## DESCRIPTION OF SERVICES (cont.)

### TECHNICAL ASSISTANCE

- **Customized Organizational Development (Upon Request):** On-site, individualized technical assistance that is provided to an organization to address current governance, administrative, program and/or financial issues
- **Organizational Development Cohort Model (Upon Request):** A comprehensive program focusing on how to develop and lead a sustainable organization that includes an organizational assessment, co-designed action plan, on-site technical assistance, board/staff trainings, peer learning circles and executive coaching
- **Nonprofit Start-Up (Upon Request):** A technical assistance program to guide community members/groups through the process of forming a nonprofit corporation and/or tax-exempt organization
- **Cultural Competency (Upon Request):** A comprehensive project to expand knowledge and skills to work cross-culturally in the delivery of services to individuals, families and communities that includes an organizational assessment and planning process, on-site technical assistance, trainings, peer learning circles and executive coaching
- **Executive Coaching (Upon Request):** A regular one-on-one, on-site consultation with organizational leaders who want to strengthen their leadership and management skills

### COMMUNITY BUILDING

- **Community Forums (Quarterly Forums):** Periodic convenings where organizational/community members and institutional stakeholders come together to discuss common issues, develop strategies and strengthen their connections
- **Regional Conferences (Annually):** An annual gathering where diverse community members, organizations and institutional representatives come together to share knowledge and tools, discuss key issues and build relationships
- **Special Projects (Upon Request):** A jointly planned and implemented project to address key issues in target communities

## CLIENT BENEFITS

### Organizational board/senior management/staff members will:

- Have greater knowledge and skill to manage administrative, fiscal and program operations
- Learn how to develop a sustainable organization
- Improve cultural competency skills to serve communities
- Learn how to increase the impact of their organization's services
- Develop a theory of change, logic model and comprehensive community change strategy
- Increase their understanding of the community change process
- Strengthen collaborative relationships with peers and other key individuals in the philanthropic, corporate and governmental sectors
- Access pro bono consulting services in the areas of leadership development, organizational development, program development and community engagement
- Participate in peer learning communities to deepen knowledge and build stronger peer relations

## FORMER CLIENTS

To Be Completed



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## SERVICES TO PUBLIC AGENCIES

The mission of the Nonprofit Assistance Center (NAC) is *to build the capacity of individuals and organizations to serve and transform communities*. We primarily serve communities of color and refugee, immigrant, low income and other communities with significant economic, educational, health, and social disparities.

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### CLIENTS

Customized training, technical assistance and community-building services are offered to elected officials, governmental agencies and quasi-governmental agencies

### OUTCOMES

Public agencies are more knowledgeable about how to work with and build the capacity of underserved communities to address existing problems and improve the social conditions

### DESCRIPTION OF SERVICES

#### TRAININGS

- **Cultural Competency Institute (July-August):** A 3-day training to expand the knowledge of community leaders/members, services providers, public agencies, funders and consultants in the areas of organizational assessment, institutional readiness, cultural diversity, outreach, service delivery, conflict resolution, social equity and community transformation
- **Skill-Building Workshops (Bi-Monthly):** Three-hour trainings on specific topics to expand knowledge and provide tools to address current organizational or community issues
- **Peer Learning Circles (Quarterly):** Peer exchange for individuals to share knowledge and experiences to develop their leadership skills and improve their management/program practices

## DESCRIPTION OF SERVICES (cont.)

### TECHNICAL ASSISTANCE

- **Customized Organizational Development (Upon Request):** On-site, individualized technical assistance that is provided to an organization to address current governance, administrative, program and/or financial issues
- **Cultural Competency (Upon Request):** A comprehensive project to expand knowledge and skills to work cross-culturally in the delivery of services to individuals, families and communities that includes an organizational assessment and planning process, on-site technical assistance, trainings, peer learning circles and executive coaching
- **Executive Coaching (Upon Request):** A regular one-on-one, on-site consultation with organizational leaders who want to strengthen their leadership and management skills

### COMMUNITY BUILDING

- **Community Forums (Quarterly Forums):** Periodic convenings where organizational/community members and institutional stakeholders come together to discuss common issues, develop strategies and strengthen their connections
- **Regional Conferences (Annually):** An annual gathering where diverse community members, organizations and institutional representatives come together to share knowledge and tools, discuss key issues and build relationships
- **Special Projects (Upon Request):** A jointly planned and implemented project to address key issues in target communities

## CLIENT BENEFITS

### Public Agencies will:

- Become more knowledgeable about underserved communities
- Increase access to and build stronger connections with underserved communities
- Improve cultural competency skills to serve communities
- Increase understanding of the capacity-building process in underserved communities
- Increase the impact of agency services
- Develop a strategic approach to addressing chronic community problems
- Apply a social justice framework to the delivery of services
- Network with peers and other key individuals in the philanthropic, governmental and corporate sectors
- Participate in peer learning communities to deepen knowledge and build stronger relationships with peers
- Become recognized in the field for supporting innovative programs that benefit underserved communities

## FORMER CLIENTS

To Be Completed



# NONPROFIT ASSISTANCE CENTER

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## SERVICES TO SERVICE PROVIDERS

The mission of the Nonprofit Assistance Center (NAC) is *to build the capacity of individuals and organizations to serve and transform communities*. We primarily serve communities of color and refugee, immigrant, low income and other communities with significant economic, educational, health, and social disparities.

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### CLIENTS

Customized training, technical assistance and community-building services are offered to grassroots groups, community-based organizations, faith-based organizations, family service agencies and other nonprofit services providers

### OUTCOMES

Service providers are more knowledgeable and capable of providing culturally competent services in communities

### DESCRIPTION OF SERVICES

#### TRAININGS

- **Cultural Competency Institute (July-August):** A 3-day training to expand the knowledge of community leaders/members, services providers, public agencies, funders and consultants in the areas of organizational assessment, institutional readiness, cultural diversity, outreach, service delivery, conflict resolution, social equity and community transformation
- **Skill-Building Workshops (Bi-Monthly):** Three-hour trainings on specific topics to expand knowledge and provide tools to address current organizational or community issues
- **Peer Learning Circles (Quarterly):** Peer exchange for individuals to share knowledge and experiences to develop their leadership skills and improve their management/program practices

## DESCRIPTION OF SERVICES (cont.)

### TECHNICAL ASSISTANCE

- **Customized Organizational Development (Upon Request):** On-site, individualized technical assistance that is provided to an organization to address current governance, administrative, program and/or financial issues
- **Cultural Competency (Upon Request):** A comprehensive project to expand knowledge and skills to work cross-culturally in the delivery of services to individuals, families and communities that includes an organizational assessment and planning process, on-site technical assistance, trainings, peer learning circles and executive coaching
- **Executive Coaching (Upon Request):** A regular one-on-one, on-site consultation with organizational leaders who want to strengthen their leadership and management skills

### COMMUNITY BUILDING

- **Community Forums (Quarterly Forums):** Periodic convenings where organizational/community members and institutional stakeholders come together to discuss common issues, develop strategies and strengthen their connections
- **Regional Conferences (Annually):** An annual gathering where diverse community members, organizations and institutional representatives come together to share knowledge and tools, discuss key issues and build relationships
- **Special Projects (Upon Request):** A jointly planned and implemented project to address key issues in target communities

## CLIENT BENEFITS

### Services providers will:

- Become more knowledgeable about underserved communities
- Increase access to and build stronger connections with underserved communities
- Improve cultural competency skills to serve communities
- Increase the impact of program services
- Form stronger multi-sector, multi-ethnic and/or multi-generational networks
- Do more collective advocacy to achieve policy and institutional change
- Integrate a social justice framework into their organization's work
- Participate in peer learning communities to deepen knowledge and build stronger relationships with peers
- Become recognized in the field for delivering innovative programs and services

## FORMER CLIENTS

To Be Completed