

MACC  
Commonwealth



**From Vision to Reality**  
celebrating five years of creating  
collaborative solutions  
for administrative challenges

Report to Members

## From the President

For the past six years, MACC CommonWealth has been providing quality administrative services to non-profits in the Twin Cities. The dream that became MACC CommonWealth began in 1999 when leaders of a group of Twin Cities community-based human service agencies developed the MACC Alliance of Connected Communities. Those forward-looking executives envisioned a shared management services organization as one of several innovations they wished to pursue.



MACC CommonWealth started out as a management services organization providing services to four founding members. Our collaborative approach brought profound organizational and financial benefits to each of those four organizations. Our services raised their administrative quality to new levels, while reducing their overhead and operating risk. Our work together helped deepen the ability of those organizations to serve our community.

Coming through one of the most challenging years in our last two decades, we rely on MACC CommonWealth more than ever to free us up to focus on service delivery, fundraising and advocacy on critical issues facing families.

Molly Greenman, President & CEO,  
The Family Partnership

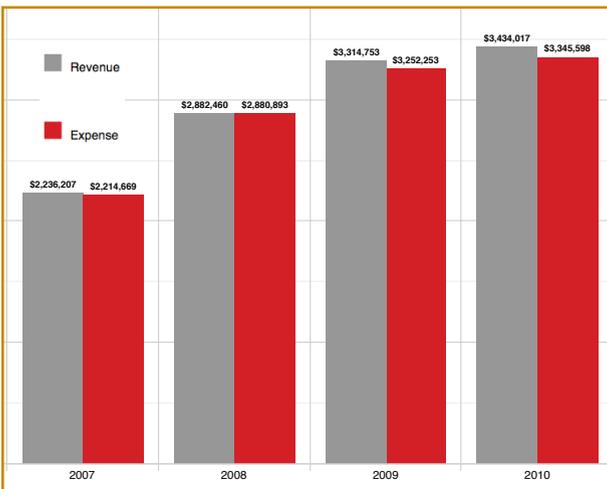
Today, MACC CommonWealth is a growing and thriving organization supporting the work of 20 member non-profits. The CommonWealth's growing team of 28 employees, complemented by a network of external service providers, brings administrative breadth and depth far beyond the capacity of any individual member. We're proud to partner with our members and privileged to contribute to their work.

Stan Birnbaum, President

## Financial Results

### Building financial strength for the future

MACC CommonWealth coaches its members on the importance of sound financial management. We're committed to those same practices. Our growth in membership and the addition of new services



has also produced regular revenue growth. This history of strong financial performance provides the operating stability our members depend on. Like our members, we keep a close eye on our cash—building cash reserves is critical to our long-term viability. We anticipate that 2011 cash reserves will remain equal to about 3 months of operating requirements.

## Our range of services is growing

### Responding to members' needs

MACC CommonWealth began with core services in the areas of finance, human resources and information technology. Since that time, we have responded to member interest by adding telecommunications, facilities management, and a client data system to our original core services.

We respond to members' needs by exploring new opportunities, expanding the scope of existing services, and enhancing the quality of our services. MACC CommonWealth belongs to the Minnesota Council for Quality and has recently launched a formal quality improvement process.

In 2009, Hennepin County, along with three CommonWealth members, initiated a new experiment in service delivery. Those members have developed a joint project in youth development,



with MACC CommonWealth as the coordinating agent and contractor with the County. We are working closely with our parent organization, the MACC Alliance of Connected Communities, to understand how we can best create new service networks among our members.

### Demonstrating sector leadership and innovation

The groundbreaking work of MACC CommonWealth has received sustained local and national attention. We're gratified by this nation-wide coverage—refer to our web site, [mcwmn.org](http://mcwmn.org), for an up-to-date review of this coverage.

MACC CommonWealth provides the benefit of its experience to other non-profit groups around the country who are considering options for administrative collaborations. We have been asked to provide training and consultation to both local groups and non-profits from a dozen states. MACC CommonWealth President Stan Birnbaum has presented the CommonWealth model both locally and nationally.



**MACC CommonWealth is a brilliant example of Minnesotan innovation.**

Kate Wolford, Past President, McKnight Foundation

## Strategic Plan

In September 2010, the board approved the organization's first multi-year strategic plan, based on broad input from our members, our staff, and community stakeholders. As of January 1, 2011, we have achieved one of the plan's key goals by merging with our founding organization, MACC Alliance. A full copy of the plan is available on our web site. Highlights appear below.

MACC and its Commonwealth initiative are charting new territory that has the potential to transform human services delivery. Through deep strategic collaboration across multiple agencies, they are exponentially increasing the potential of each agency to deliver services to more people, more effectively, and with greater efficiency.

- Jodi Sandfort, Associate Professor, University of Minnesota - Humphrey Institute



### Mission

MACC Commonwealth supports the mission of its member non-profits by providing outstanding management and administrative services in a collaborative framework.

### Values

- Membership driven
- Excellence
- Partnership
- Integrity
- Innovation

### High-level goals

- Achieve and sustain outstanding, long-term member experience
- Achieve growth in membership and revenue
- Ensure a sustainable mix of products and services
- Re-integrate with MACC Alliance

Being part of the Commonwealth means that we have a team of experts providing our administrative services and attending to detail—the "t's" are crossed and the "i's" are dotted. MACC Commonwealth has not only helped us deal effectively with every challenge that has come our way in the last two years, but has proven to be a true partner committed to our success.

Brian Russ, Executive Director, Annex Teen Clinic

## Participating Organizations

- Ampersand Families
- Annex Teen Clinic
- Asian Women United of Minnesota
- CAPI USA
- Clare Housing
- Community Emergency Assistance Program
- Confederation of Somali Community in MN
- Emerge
- Emergency Foodshelf Network
- The Family Partnership
- Genesis II for Families
- Keystone Community Services
- The Link
- MACC Alliance of Connected Communities
- Minnesota African Women's Association
- Neighborhood House
- Phyllis Wheatley Community Center
- Pillsbury United Communities
- Plymouth Christian Youth Center
- Youthprise

# About the Commonwealth

## Expert resources for organizations of all sizes

MACC Commonwealth's team of expert and credentialed specialists has grown to include 28 professionals. They combine deep skills and experience with a commitment to serving the non-profit sector. Our depth of staffing provides deep "bench strength" to all our members, regardless of their size. And as a 501(c)(3) corporation, we are active participants in the community of non-profits we serve.



Membership in the Commonwealth allows us to focus on our programs and our mission. The Commonwealth team works with us as if they were part of us, with interest in our accomplishments and success. That's a real difference!

Pham Thi Hoa, Executive Director  
CAPI USA

## Strengthening our community

MACC Commonwealth members share a core value: they are committed to improving the lives of our communities' most vulnerable members. Participating in MACC Commonwealth permits member organizations to focus on mission and service, while partnering with MACC Commonwealth to provide high quality administrative services at an affordable cost.

The five organizations who founded MACC Commonwealth have since been joined by an additional fifteen organizations who value the enhanced effectiveness and efficiency that comes from Commonwealth participation.

## Contributing to our members' effectiveness

Membership in MACC Commonwealth provides significant financial and organizational benefits. Our services enhance administrative quality while reducing overhead and organizational risk. Participating in MACC Commonwealth adds up to lower cost and greater capacity—an investment in our members' long-term ability to serve our community.



**Special thanks to the members of MACC CommonWealth and MACC Alliance**

MACC CommonWealth was created as an initiative of the MACC Alliance of Connected Communities, a partnership of community-based human service organizations that advocate for, connect, and serve individuals, families and communities in the Twin Cities Metropolitan area.



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