REPORT TO
Members
2012–2013

What’s Next
Responding and Evolving Together

Collaborative Solutions for Administrative Challenges

For more information, please visit www.mcwmn.org
I would like to begin by recognizing my predecessor Stan Birnbaum for his vision and leadership of MACC CommonWealth since its founding and wish him congratulations on his recent retirement!

It is a privilege to join the organization at this important time. Visiting with many of our members during my first few months, you’ve made it clear that our services are viewed as crucial to your success. We know that you are counting on us to provide high quality, low-risk, affordable administrative services using a collaborative approach.

Responding to our members’ evolving needs, I am pleased to share several initiatives that are underway to further improve our services, deepen our relationship together, and enhance the member experience:

- We’ve initiated a series of “service roundtables” in which members will have an opportunity share ideas and collaborate to improve our services.
- Our “Connector” web site is an easy place to find the resources you need to work effectively with your MCW team with more improvements coming soon which will make it even more useful.
- Our “Member Services” team is working to develop additional training and resources for members.
- We’ve launched an initiative to improve our internal processes and increase efficiency in service delivery— which helps keep costs down and improves quality.

I am thankful for the opportunity to serve CommonWealth members in my new role. Our commitment is to continue working with you collaboratively to improve our services and enhance your experience as members. Together, we’ll keep working to make a more powerful impact in our communities.

Sincerely, Steve Houtz, President

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**Behavioral Health Billing**

- 4 Members supported
- $1.4 million Member revenue collected
- 25,000 Billing transactions tracked in Procentive
- 9500 clients in 2140 families - Tracked in Procentive and served by our members

**Client Data**

- 12 Members supported
- 372 Users in ClientTrack
- 98,929 Clients in 43,630 Families tracked in ClientTrack and served by our members
- 48 Member administrator user group meetings

**Human Resources**

- 19 Members supported
- 800+ employees supported
- $24 million Payroll expense we’re processing on behalf of members
- 400+ Payroll runs

**Facilities**

- 9 Members supported
- 192 Insurance certificates issued
- 25 Contracted vendors providing services to members
- 68 Fire, life, safety inspections

**2012 by the Numbers**

- 21 Members supported
- $45 million Annual operating expense we’re managing on behalf of members
- 6 Members supported
- 650 Desktop computers supported
- 20 Locations across the Twin Cities

**Finance**

- 21 Members supported
- $45 million Annual operating expense we’re managing on behalf of members
- 200 Sets of monthly financial statements

**New to the CommonWealth**

- **African American Family Services** - Behavioral Health Billing, Human Resources
- **PRISM** - Finance, Human Resources
- **Tubman** - Behavioral Health Billing, Client Data
- **St. Stephen’s Human Services** - Client Data

**Members Adding Services**

- **FamilyWise** - Facilities, Client Data, Human Resources
- **CAPI USA** - Client Data
- **Asian Women United Minnesota** - Client Data

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**To Our Members**

Improving our services and enhancing the member experience
Our Members

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<tr>
<th>Organization</th>
<th>Year Joined</th>
<th>Services Provided</th>
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<td>African American Family Services</td>
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<td>Clare Housing</td>
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<td>Community Emergency Assistance Program</td>
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<td>Confederation of Somali Community in Minnesota</td>
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<td>Finance, HR, IT</td>
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<td>East Side Neighborhood Services Inc.</td>
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<td>Emerge Community Development</td>
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<td>Emergency Foodshelf Network</td>
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<td>Episcopal Community Services</td>
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<td>Hallie Q. Brown Community Center</td>
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<td>Little Brothers-Friends of the Elderly</td>
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<td>MACC Alliance of Connected Communities</td>
<td>Founder</td>
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<td>Northside Economic Opportunity Network</td>
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<td>Phyllis Wheatley Community Center</td>
<td>Founder</td>
<td>Finance, HR, IT, Facilities, Client Data</td>
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<td>Pillsbury United Communities</td>
<td>Founder</td>
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<td>Plymouth Christian Youth Center</td>
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<td>Youthprise</td>
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<td>HR</td>
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**Mission**

Tubman’s mission is to promote safe and healthy individuals, families and communities through promising best practices in education, intervention and prevention.

For more information, go to tubman.org

**Mission**

St. Stephen’s mission is to end homelessness through programming that includes housing opportunities, employment support, emergency services and outreach, and systems change.

For more information, go to ststephensmpls.org

**The organizations that make up the CommonWealth are diverse in program focus, populations served, size, and the areas of service they utilize. New members Tubman and St. Stephen’s Human Services represent this richness within our membership.**
Snapshots from our Strategic Plan

Highlights reflecting just a few areas of our strategic work

**Snapshot:**
**Steps Toward our Next Strategic Plan**
In 2010, our board approved the organization’s first multi-year strategic plan, based on input from our members, staff, and community stakeholders. Throughout 2011 and 2012, we’ve worked to deliver on our goals and begin steps toward a new multi-year plan which will help us evolve with the needs of our members.

**Snapshot:**
**GOAL 1**
**Protecting Revenue Amidst Funder Pressures**
In the last few years, government funders have dramatically increased their reviews and audits of the over 150 government contracts we manage on behalf of our members. The CommonWealth has worked with our members to help them avoid the financial consequences of non-compliance. We’ve piloted new methods to allocate expenses to government-funded programs that protect revenue while also fully complying with federal rules.

**Snapshot:**
**GOAL 1 & 3**
**Enhancing the Quality of Services**
We’ve focused on enhancing the quality of our services. As a part of that effort, we’ve launched a quality improvement process that includes process & systems enhancement, member feedback and member engagement strategies designed to enhance the value of membership.

**Snapshot:**
**GOAL 4**
**Infrastructure for New Collaborations**
As a part of our reintegration with MACC Alliance, CommonWealth staff have provided expertise and support for MACC Service Network. This new MACC Alliance entity is a space for collaboration on program delivery and funding opportunities.

**OUR GOALS**
1. Achieve and sustain outstanding, long-term member experience
2. Achieve growth in membership and revenue
3. Ensure a sustainable mix of products and services
4. Reintegrate with MACC Alliance

**Snapshot:**
**GOAL 1**
**Continuity Through Change**
One of the characteristic areas of work for MACC CommonWealth in the last few years has been supporting our members through leadership transitions and funding shifts. Our ability to provide administrative continuity has helped our members remain stable, thrive, and grow their impact in the community.

**Snapshot:**
**GOAL 1**
**Principles of Service**
In 2012, MACC CommonWealth staff worked to develop a set of principles that represent how we work internally as a staff and how we work to support our members. These Principles are drivers for our evaluation, collaborative processes, staff development, and performance management.

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**Our principles of service**

ethical expertise best practices collaborative accuracy promptness timeliness accountability cooperative supportive dedicated committed friendly welcoming solution-oriented member-centric trustworthy
Featured Team Member: Angela Flanagan

Angela handles accounts payable as a part of the Finance team. Angela joined the CommonWealth in 2006 after working for Pillsbury United Communities and brings several years of experience to her work with members.

Angela shared about her work at CommonWealth, “the most rewarding part of working with MACC CommonWealth has been developing the trust with our members since the beginning. We’ve gone through a lot of changes together, built friendships, and work closely with our members—we have this bond together. I really appreciate being able to help them so that they can help people in need.”

Featured Team Member: Colleen Gjerdahl

Colleen provides day-to-day facilities support to members, serves as liaison between members and facility service vendors, and also supports the insurance renewal and claims processes for our members. Prior to joining the CommonWealth in 2010, Colleen held a number of leadership positions at Pillsbury United Communities and has extensive nonprofit experience.

Colleen shared about her work at CommonWealth, “it’s really rewarding for me to be able to work with so many different types of nonprofit organizations and being able to save them money on their facilities. At the end of the day, this is money they can be spending directly to support their mission in the community.”

Featured Team Member: Kathy Walen

Kathy is responsible HR needs for several members, providing guidance, assistance and follow-up on policies, procedures and employee relations. She also oversees payroll and recruitment services for MACC CommonWealth.

Kathy shared about her work at CommonWealth, “the most rewarding part of working at MACC CommonWealth is the people. We have some amazing people that work here - it may be because they get to be connected to the amazing work our members do in the community. It really makes my day when I know I have given a member the perspective they need on HR issues—that kind of support allows them to be able to focus more on their mission.”
A Note of Gratitude

We owe special thanks to our members and to MACC Alliance - our work together is forging a new path for collaboration in the nonprofit sector. We are proud of the work our members do in service of our community and are grateful for the opportunity to support them.

The CommonWealth is 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.

About the CommonWealth

CommonWealth Defined
A collaborative created and driven by our member nonprofits, the CommonWealth provides expert administrative services and administrative leadership that allows our members to focus on their mission and make a powerful impact in their communities.

An Alternative Operating Model with Significant Results
The CommonWealth was established in 2007 by several members of MACC Alliance for Connected Communities. Our founding members believed that if they worked together through shared administrative expertise, they’d deepen their mission focus and have a greater impact. Our collaborative approach brought profound organizational and financial benefits to our founding organizations.

Collaborative Solutions for Administrative Challenges
Today, the CommonWealth delivers nonprofit organizations collaborative, expert solutions for finance, human resources, information technology, client data, and behavioral health billing. The CommonWealth’s growing team of over thirty employees, complemented by a network of service providers, guarantees administrative expertise far beyond the capacity of any individual member. As a collaborative, we work as a partner to support our members through the complex challenges they face.

Learn more about our services and how we support our members at www.mcwmn.org