

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

TO OUR MEMBERS

Improving our services and enhancing the member experience



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

new

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

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

6 Members supported • **650** Desktop computers supported
20 Locations across the Twin Cities



Information Technology

Finance



21 Members supported • **\$45 million** Annual operating expense we're managing on behalf of members • **200** Sets of monthly financial statements



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



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.

ending homelessness

st.stephen's HUMAN SERVICES

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



Our Members	Year Joined	Services Provided
African American Family Services	2012	Behavioral Health Billing , HR
Ampersand Families	2010	Finance, HR, Facilities
Annex Teen Clinic	2008	Finance, HR, Facilities
Asian Women United of Minnesota	2009	Finance, HR, Facilities , Client Data
CAP USA	2008	Finance, HR, Facilities, Client Data
Clare Housing	2011	HR
Community Emergency Assistance Program	2009	Finance, Client Data
Confederation of Somali Community in Minnesota	2010	Finance , HR, IT
East Side Neighborhood Services Inc.	2012	Client Data
Emerge Community Development	2008	Finance, HR, IT, Facilities, Client Data
Emergency Foodshelf Network	2010	Finance, HR
Episcopal Community Services	2011	Finance , HR
FamilyWise Services	2009	Finance, HR, Facilities , Client Data
Hallie Q. Brown Community Center	2012	Finance
Little Brothers-Friends of the Elderly	2012	Finance , HR
MACC Alliance of Connected Communities	Founder	Finance
Minnesota African Women's Association	2010	Finance, HR
Neighborhood House	2008	IT, Client Data
Northside Economic Opportunity Network	2012	Finance
Phyllis Wheatley Community Center	Founder	Finance, HR, IT, Facilities, Client Data
Pillsbury United Communities	Founder	Finance, HR, IT, Behavioral Health Billing, Facilities, Client Data
Plymouth Christian Youth Center	Founder	Finance, HR, IT, Facilities
PRISM	2012	Finance, Human Resources
Simpson Housing Services	2012	Client Data
Somali Success School	2011	Finance
St. Stephen's Human Services	2012	Client Data
The Family Partnership	Founder	Finance, HR, IT, Behavioral Health Billing, Facilities, Client Data
The Link	2009	HR, Client Data
Tubman	2012	Behavioral Health Billing, Client Data
Youthprise	2011	HR

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 & 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.

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

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.



our principles of service

ethical expertise best practices collaborative accuracy
promptness timeliness accountability cooperative
supportive dedicated committed friendly welcoming
solution-oriented member-centric trustworthy

HERE TO SUPPORT YOU

MIKE JOHNSON MEMORIAL CUSTOMER SERVICE AWARD

In memory of our colleague and friend Mike Johnson, a founding staff member of the CommonWealth, we initiated a customer service award program to recognize staff that provide outstanding service to members.

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."



To hear Angela's perspective on her work, scan the QR code.

FEATURED TEAM MEMBER: **Colleen Gjer Dahl**



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."

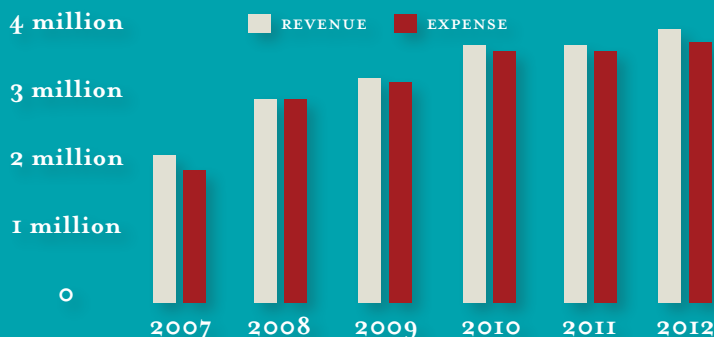


To hear Colleen's perspective on her work, scan the QR code.

sustainability

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 2013 cash reserves will remain equal to about three months of operating requirements.



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."



To hear Kathy's perspective on her work, scan the QR code.



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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.

OUR MISSION
MACC CommonWealth supports the mission of its member nonprofits by providing outstanding management and administrative services in a collaborative framework.

OUR VALUES
membership-driven, excellence, partnership, integrity, innovation

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