

REPORT TO

# MEMBERS | 2013-2014



### 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



A collaborative created and driven by our member nonprofits, MACC CommonWealth provides expert administrative services and administrative leadership that empower our members to focus on their missions and create a powerful impact in their communities.

### 2013 Member Strategic Planning Gathering

The work we're doing helps our members drive excellence in their work and we'd like to share with you some highlights of our accomplishments from 2013 and the first half of 2014.



## Merger Announced: Strategic Planning Continues

On June 23, our Board of Directors announced that we will be merging with our parent organization, MACC Alliance, effective January 1, 2015.

"MCW was founded as an initiative of MACC Alliance, as a separate organization with its own board and operating structure. While MCW has been effective operating separately, we believe that combining with our parent organization will provide additional benefits and collaboration opportunities to members, without any sacrifice to the quality and value of the services already being provided", said Mike Wynne, Board Chair of MCW.

A joint leadership team will work over the remainder of this year on strategic planning for the combined organization – to identify how best to help our members excel in helping communities, families, and individuals thrive.

**90+** members, staff, partners and community leaders provided input through in-person gatherings & interviews

**"This time together really showed me the power and potential of our work together." –MCW Member**

**"We believe that combining with our parent organization will provide additional benefits and collaboration opportunities to members." – Mike Wynne, MCW Board Chair**

## Enhancing Our Services Through Process Improvement

In 2013-2014, we made investments into quality improvement initiatives- starting in our Finance Accounts Receivable area and continuing with our Finance Accounts Payable area. Both projects revealed time and cost savings that will enhance our member experience and maximize quality.

**26** process improvement opportunities identified so far and, **17** new efficiencies implemented

**"Our team had the opportunity to identify processes that will help us manage the complexity of government contracts more effectively on behalf of our members."**

–MCW Team Member

## New Member Resources Add Value

In 2013-2014, we grew our member services programming and offerings. In addition to new member engagement activities, we developed new training resources and best practice resources for all of our services.

**10+** New best practice guides

**100+** Participants HR & Finance systems trainings

**October 2013** launch of new public website

**March 2014** redesign member intranet

**"We continue to learn from our members and respond to their needs with new resources and strategies to support them."**

–MCW Team Member

## Client Data Services Grow

In 2013-2014, our Client Data Management Service became the fastest growing service for MACC CommonWealth. As nonprofits increasingly need effective data management our service, support, and the sustainable cost helps set our members up for success.

Client Data grew from **10** to **18** members

**"The system has greatly improved our ability to evaluate ourselves and report outcomes to stakeholders, it's been well worth our investment and time commitment."**

—Client Data Member

## Connecting Members Around Best Practices

In 2013-2014, we connected members with one another to gather best practices and ideas to enhance their services.

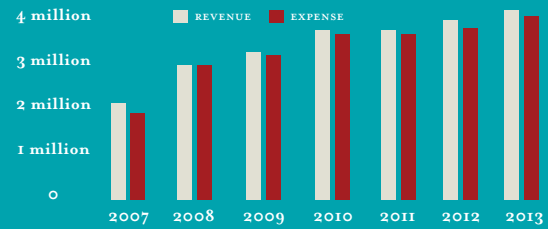
**10** Participants at quarterly facilities user group  
**25** Client data administrators at a monthly user group  
**28** Member execs & managers at strategy roundtables

**"We contributed to each other's focus on raising our organizations' awareness of the importance of emergency preparedness."**

—User Group Participant

# sustainability

MACC CommonWealth coaches its members on the importance of sound financial management. We're committed to those same practices. Our history of strong financial performance provides the operating stability our members depend on. Like our members, we manage our expenses closely and we keep a close eye on our cash.



Our Members	Year Joined	Services Provided
Ampersand Families	2010	Finance, HR, Client Data
Annex Teen Clinic	2008	Finance, HR, Facilities
Asian Women United of Minnesota	2009	Finance, HR, Facilities, Client Data
CAPI USA	2008	Finance, HR, Facilities, Client Data
Clare Housing	2011	HR
Community Emergency Assistance Program	2009	Client Data
Confederation of Somali Community in Minnesota	2010	Finance, IT
East Side Neighborhood Services Inc.	2012	Client Data
Emerge Community Development	2008	Finance, HR, IT, Facilities, Client Data
Emergency Foodshelf Network	2010	HR
FamilyWise Services	2009	Finance, HR, Facilities, Client Data
Hallie Q. Brown Community Center	2012	Finance
Interfaith Outreach & Community Partners	2013	Client Data
Keystone Community Services	2013	Client Data
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	Client Data
Northside Economic Opportunity Network	2012	Finance, HR, Client Data
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, HR
Second Harvest Heartland	2014	Client Data
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

**Behavioral Health Billing** **4** Members supported • **\$2.6 million** Member revenue collected  
**34,885** Billing transactions tracked in Procentive • **14313** clients in **3807** families - Tracked in Procentive and served by our members

**Client Data** **17** Members supported • **760** Users in ClientTrack • **59,045** Clients in **27,133** Families tracked in ClientTrack and served by our members • **48** User group meetings & trainings

**Human Resources** **18** Members supported • **850+** member employees supported • **\$25 million** Payroll expense we're processing on behalf of members  
**350+** new member employees onboarded

## 2013 by the Numbers

**Facilities** **9** Members supported • **199** Insurance certificates issued  
**28** Contracted vendors providing services to members • **68** Fire, life, safety inspections

**Information Technology** **6** Members supported • **668** Desktop computers supported  
**18** Locations across the Twin Cities

**Finance** **21** Members supported • **\$55 million** Annual operating expense we're managing on behalf of members • **285** Sets of monthly financial statements

Learn more about our services and how we support our members at [www.mccwmn.org](http://www.mccwmn.org)