

MANAGING A NATIONAL RESOURCE CENTER

The Issue

Faith-based and community organizations (FBCOs) are fueled by a passion to help the needy and disadvantaged among us: the homeless, delinquent youth, families of the incarcerated, ex-offenders, recovering substance abusers, domestic violence survivors, vulnerable senior citizens, and others. These organizations have unique strengths and the trust of their communities that the government cannot replicate. Unfortunately, critical community needs can overwhelm the resources of many FBCOs. In 2002, the US Department of Health and Human Services (HHS) established the Compassion Capital Fund (CCF) with the intent to increase the scale and effectiveness of FBCO programs.

“We are fortunate to have partners of your caliber and know we can count on you to continue to perform your duties and responsibilities in an exemplary manner.”

- Daniel C. Schneider, Acting Assistant Secretary,
Administration for Children and Families

Our Client’s Challenge

An important component of the CCF program was the intermediary model, through which intermediary organizations provided sub-grants, training, and technical assistance to grassroots FBCOs, enabling them to serve more people more effectively. The Compassion Capital Fund needed to find a comprehensive means by which the initiative could build the capacity of FBCOs and equip them with the skills, resources, and tools needed to increase the scale and effectiveness of their programs. HHS needed to ensure that grantees would receive the necessary training, technical assistance, and expert guidance to build capacity to serve and properly execute their grants.

Enter Dare Mighty Things

In September 2002, HHS officially engaged DMT to launch the National Resource Center for CCF grantees. DMT established the National Resource Center and developed a wide range of methods for providing oversight and delivering training and technical assistance including:

- State-of-the-art web-based clearinghouse to provide capacity building and grant management resources and tools
- Customized one-to-one technical assistance and consultations
- Toll-free technical assistance hotline
- National training events and online training sessions
- Comprehensive Web-based program management system to capture grantee and program-wide outcomes

Results

DMT’s technical assistance helped 96 percent of intermediaries gain new knowledge or skills. DMT’s leadership on performance measurement helped the CCF program increase reported return on investment by nearly 140 percent. DMT’s intermediary training/technical assistance support also helps them achieve results with the frontline FBCOs. A recent retrospective study of CCF FBCOs shows that:

- 90% improved quality of service
- 75% served more clients
- 79% strengthened financial potency
- 73% improved organizational capacity

