

# SupportKC –Theory of Change



**Vision:** A high performing, sustainable nonprofit community

**Mission:** The mission of Support Kansas City is to provide nonprofit organizations with business and development expertise, empowering them to focus on their missions.

## Early Outcomes

③ *The earliest changes we expect to see . . . the leading indicators*

- Increase in SKC referrals
- Appropriate growth in client base
- High levels of client satisfaction
- Increased client inquiries about additional services
- Funders requesting SKC services
- SKC is invited to provide customized training for non profits
- SKC staff and board are invited to provide resources or participate as part of larger discussions focused on improving NP sector performance

## Client Outcomes

② *Evidence of reduced needs or increased capacity that we see . . .*

- Documented improvements in the capacity and expertise of clients to manage their operations
- Documented efficiencies in client budgets and operations
- Evidence of the implementation of a sustainability plan and diversified funding in client organizations
- Clients are more collaborative and inter-connected

## Impact on NP Community

① *How the context and needs in our NP community we serve have changed as a result of our work . . .*

- Implementation of NP best practices evident in NP's throughout Kansas City
- Change in the perception of non-profit sector among corporate and government leaders
- NP sector is a growing network of collaborative partners and strategic priorities
- Increased investments in NP community in KC

## Current Context

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- Survival mentality in NP sector
- Misalignment of mission and resources
- Slow economic recovery
- Duplication of services, inefficiencies in system, lack of financial resources
- Need for unique expertise



## Needs in NP Community

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- Education about best business practices
- Operations expertise and infrastructure
- Sustainability planning
- Funding scarcity – fund development
- Leadership development
- Technology skill gap
- Best practices in governance
- Diversity in leadership, staffing and governance
- System-wide vision and coordination of resources and services
- Business modeling (funding, capacity)

## Strategies/Services

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- Integrated Client Services
- Education and Training to address need for unique expertise
- Collaboration and Network Weaving
- Serve as Leader in Nonprofit Sector

