



COO Peer Network Meeting Summary
Wednesday, April 26, 2005, 11:00 a.m. – 3:00 p.m.
Girls Incorporated, New York, NY

1) Business Continuity Planning

Presenters: Marcia Kropf, Girls Incorporated & Marie Lynch, YMCA of the USA

Girls Incorporated:

- office closed for a week after 9/11; creating a disaster recovery plan became a high priority
- plan is over 200 pages and is very specific, with names, dates, phone numbers
- developed internally; took 2 years
- created 1-page crib sheets for staff so don't have to refer to entire plan in an emergency
- created a policy statement with goals, commitments, defining business continuity
- created emergency notification and response teams
- plan for short and longer evacuations
- team action plans for each department; identify key files and documents need to access; what documents are critical, not available electronically
- IT Plan—exchange backup tapes/files with other office
- responses for specific types of emergencies; who to contact
- can get overwhelmed by all of the possible scenarios; take one at a time
- template for affiliates; outreach about developing plan; difficult to engage affiliates on this

For more information, see GI Business Continuity Planning PowerPoint presentation, GI Business Continuity Plan Table of Contents, and GI File Access Needs Template. (Note: GI = Girls Incorporated)

YMCA of the USA:

- hired vendor to develop Business Impact Analysis; took six months
- technology backed up offsite
- plan focused on Chicago headquarters
- recovery strategy: core recovery team of 30 people will have work spaces at a central command center; two area YMCAs will also have work spaces for some employees; rest of staff will work from home; staging area will be set up to distribute laptops to staff; emergency hotline will be used to post information to staff on recovery progress
- new employees given stickers with emergency contact information for ID badges

For more information, see YUSA Business Continuity PowerPoint presentation.

2) Creating an Executive Leadership Program

Presenter: Thomas Harvey, Director, Master of Nonprofit Administration Program, University of Notre Dame

- concept is to develop a training/professional development program for senior executives below the CEO level
- similar to programs at Harvard and Stanford, but more affordable and designed for the needs and interests of the Assembly's constituency—leaders of national nonprofit health and human service organizations; would provide them with the opportunity to learn with and from one another
- possible locations include University of Notre Dame, University of Michigan (another partner in the project), or a “hub city”
- program could be held for one week for two consecutive summers around a structured curriculum
- each class could form its own listserv to keep in touch
- plan a year out—program would be held in 2007
- peer network members willing to help develop curriculum (advising on topics to be covered): Carolyn Miles, Save the Children; representatives from YMCA of the USA and Girl Scouts of the USA

3) Performance/Outcome Measurement

Presenter: Walt Decker, American Foundation for the Blind (AFB)

- AFB blends nonprofit and corporate measurement approaches
- AFB measures impact from four different perspectives: Priority (areas identified as priorities); Stakeholder; Financial; and Organizational
- Four stages of measurement are identified within each desired outcome: activities/outputs; initial outcomes; intermediate success measures; long-term outcomes

For more information, see AFB Outcome Measures PowerPoint presentation.

4) Peer Network Business:

Charter—adopted by unanimous consent

Increasing Meeting Attendance—meeting participants call one person each from peer network membership list; bring one other person to next meeting

Agenda Items and Location of Next Meeting

--the next meeting will be September 27, 2006, 11:00-3:00, in Washington, DC (Location TBD)

--Agenda items: 1) Strategic planning (Sharon Brender, Youth Service America, to identify speaker)

2) Transformation of Organizational Culture (Jaclyn Libowitz, Girl Scouts of the USA, to lead discussion)

3) Facilities Management/Telecommuting (Marie Lynch, YMCA of the USA, to lead discussion)

4) Investments in Professional Development and Internal Training (backup topic)

Participants:

Bill Bentley, Points of Light Foundation (by phone)

Sharon Brender, Youth Service America

Laura Brown, Delaware's Promise

Eliza Byard, GLSEN

David Carrier, National Human Services Assembly

Phil Collyer, National Human Services Assembly

Walt Decker, American Foundation for the Blind

Angela Fifer, Women in Community Service

Thomas Harvey, University of Notre Dame

Irv Katz, National Human Services Assembly

Marcia Kropf, Girls Inc.

Jaclyn Libowitz, Girl Scouts of the USA

Marie Lynch, YMCA of the USA

Carolyn Miles, Save the Children

Cynthia Smith, Delaware's Promise