

SMART featured in Comcast Newsmakers spot

DESC President Deanna McGraw was recently selected by Comcast Newsmakers for a brief focus on the Strategic Merger and Alliance Resource Training program (SMART). Comcast Newsmakers is a locally produced feature that airs as a regional cut-in on CNN Headline News.

The interview ran several times a day on the CNN channel in Detroit, as well as numerous counties throughout Southeast Michigan, during the week of April 13.

McGraw notes in the interview that nonprofit organizations are increasingly in need of new business partners to enhance their efficiencies and improve services. Nonprofits are finding strategic alliances can strengthen their organizations and even lower their costs to do service. SMART offers educational workshops, individual consulting, and legal services. There is SMART Match on-line database for local nonprofits; register at smartorgs@gmail.com.

SMART is a collaborative effort of Community Legal Resources, DESC, Michigan Nonprofit Association, Nonprofit Finance Fund and United Way for Southeastern Michigan, funded in part by the support of the Hudson-Webber Foundation and United Way for Southeastern Michigan.



SHARING THE GOOD news about the SMART program, DESC President Deanna McGraw (right) appears with feature producer Trista Sutton on a Comcast Newsmakers segment.

New generation of leadership programs unveiled

LEADING CHANGE	LEADING PEOPLE	GETTING RESULTS	MANAGING BUSINESS	BUILDING COALITIONS
Vision	Delegating	Accountability	Technology	Partnering
Strategic Thinking	Developing Others	Technical Credibility	Financial Management	Political Savvy
Creativity & Innovation	Conflict Management	Leading Effective Meetings	Human Resources	Influencing/ Negotiating
External Awareness	Team Building	Problem Solving		Collaboration Skills
Adaptive Leadership	Managing Diversity	Client Service		
Flexibility		Decisiveness		
UNDERLYING COMPETENCIES				
PERSONAL QUALITIES		PROFESSIONAL QUALITIES		
Integrity/Honesty Self-Awareness Listening		Interpersonal Skills Oral Communication Written Communication		

As our environment and the needs of leaders change, DESC revises and adapts services.

For example, both our Nonprofit Leadership Program and New Visions for School Leaders will soon have a new competency platform and service delivery.

Details of the next generation of leadership services will be available on our web site in early summer. Opposite is the new framework.

DESC leadership programs are sponsored by:



In crisis? Call the Corps!

More nonprofits are turning to DESC for assistance in managing crisis. While these contacts are often triggered by the economic downturn, other factors are also at play. Inadequate leadership, poor planning, ineffective communication, poor public relations and ineffectual decision-making are just a few of the management issues that can put an organization at risk.

Whatever the crisis, the Corps has a coping mechanism. "Our consultants are here to help nonprofits respond to unpredicted threats and surprises," DESC Program Director Vanessa Guillebeaux notes.

DESC crisis management services begin with an experienced consultant who meets with the client to evaluate the situation and identify the near-term actions that can help. Drawn from management tools provided by DESC, these actions might include assistance in the areas of short-term and strategic planning, strategic alliances, leadership development, budget changes and coaching.

"We are finding that many of our clients begin a traditional consulting project with us and quickly discover they need help to manage a crisis," Guillebeaux says. "I encourage nonprofit leaders to call me (248-395-2840, ext. 27) to discuss their situation. DESC can help nonprofits become more resourceful in uncertain times."

New DESC Board members

James Bayson
CPA, Former Partner
Plante & Moran

Veronica Brown
Associate Superintendent
Professional Development
Detroit Public Schools

Gwendolyn Davis
President & CEO
Hascom Group

Stephanie Douglas, JD
Associate Attorney
Honigman, Miller,
Schwartz & Cohn LLP

Don Kaegi
Former Field Operations Mgr.
Ford Motor Co.

Paul Knutson
Former Director
Marketing & Major Accounts
DTE Energy

Michael Pangori
President, Great Lakes
Management Consultants

Sally Schwartz, JD
Former Assist. Gen. Counsel
Ford Motor Co

Allen Venable, JD
Associate Attorney
Bodman LLP

QuickBooks for beginners coming

What: Two-day training

When: Wednesdays, July 22 and 29, from 9 a.m. to 3 p.m.

Who should attend: Those who've never used QuickBooks but can operate a computer; those who need to brush up on skills; those who simply need help with the program

Topics: Navigation, creating agency books, security, multi-user and key stroke shortcuts

Fees: Based on a sliding scale.

How: To register and for fee information, visit esc-detroit.org

VOLUNTEER SPOTLIGHT ON ... DIANE HENDERSON



The individuals honored here are by definition outstanding volunteers. But few are as quotable as DESC's new Director of Volunteer Training, Diane Henderson.

"... I found DESC on the web when I returned to the Detroit area with my husband after a 40-year absence," she wrote in her Volunteer Spotlight questionnaire. "My work with the Corps gives me opportunities to use the skill set I've developed over my career. It keeps me active – and sane."

Since she joined DESC in 2007, Diane's found plenty of use for that skill set, devel-

oped as a program/conference developer and manager for universities. She's been involved in several Corps programs, including SMART, business/strategic planning and volunteer development.

So how has it all worked out?

"I love working with DESC," Diane said. "The staff and consultants are bright, committed, energized people. And there's a fulfillment in helping nonprofit organizations problem-solve and move forward that I've rarely found in other volunteer activities."

With a career path that's included the hospitality



industry (Marriott, Holiday Inn), Diane now works as an independent consultant in program/conference development, with clients in Cincinnati and Ann Arbor.

Her educational credentials include a BA and MA in communications from

Michigan State, and an "ABD" (all but dissertation) in mass communication.

On the personal side, "39 fabulous years" with Stan Henderson (a vice chancellor at U of M Dearborn) have produced three sons and six grandchildren.

An avid reader whose passions include needlepoint and bridge, Diane's recently become a "workout fanatic." What started as rehabilitation for knee replacements in 2008 has become an addiction that's already resulted in the loss of 40 pounds!

As graduate numbers grow, board matches multiply

A DESC-facilitated program that creates knowledgeable board members and links them to nonprofit service is more popular than ever, thanks to recent articles in the *Detroit Free Press* "Giving Back" series.

"We received more than 20 phone calls from people interested in the Boardsmanship Essentials workshops after the piece on our partnership with the U of M Ross School of Business Alumni Club appeared," DESC President Deanna McGraw said.

According to Steve Renaldi, founder, past president and former board member of Ross Club's Nonprofit Board Network, the publicity comes at a time when the Boardsmanship graduate pool is deep enough to respond to the diverse needs of the nonprofit community.

"We're growing better connections as the numbers of workshop participants



New board members Kathryn Selva (left) and Kimberley Redd

multiply," Renaldi said. "Between that, the articles and Deanna's emails, we've made dozens of successful matches."

■ One organization's experience

Bridging Communities, Inc. (BCI) is among the 70 nonprofits assisted by the three-hour board training work-

shops and subsequent placement opportunities over the past five years.

A leader in innovative programming to meet the needs of elders, BCI is a nonprofit grassroots collaborative of local unions, businesses, residents and faith-based organizations working together to create caring communities.

According to BCI Executive Director Carrie Harnish, the organization recently welcomed two new board members from the estimated 300 trainees who have attended the Boardsmanship Essentials workshops.

So how's that working out for BCI? "Fantastic!" Harnish says. "We were able to select several candidates from the profiles Steve assembled who were strong in our areas of need – accounting and legal. Then a committee narrowed it down to our two choices. I'd definitely use the Network again."

The new board members are equally positive about the experience. "It's a wonderful opportunity to serve the community," said Kathryn Selva, recruited for the BCI board in October 2008. "I really had no understanding of what board members do before I attended the Boardsmanship Essentials program. Now I have a great way to 'give back' that would probably never have happened without the training. I'm so glad I did it!"

An IT Director for Lear Corporation, Selva said the interaction with peers, some of whom already had experience serving on a board, was a "very beneficial" element of the training process.

"I came away with a lot better idea of how to look for a good fit among the many worthwhile organizations that are out there," she said.

To learn more about how Boardsmanship Essentials can enhance the talents of existing board members or assist nonprofits seeking new ones, visit www.esc-detroit.org or call Deanna McGraw at 248-395-2840, ext. 28.



AMONG THE HONOREES at the 11th Annual DESC Volunteer Recognition Luncheon were Myron Frasier (Robert F. Magill Outstanding Leadership Award) and Nina McEachin (Consultant of the Year).

DESC honors contributions of two loyal supporters

Our community is living through a very challenging period. With the uncertainty in the auto industry, this crisis not only affects for-profit companies, it is having a devastating impact on the nonprofit community.

For 27 years DESC has been a valuable resource for these organizations, and during these difficult economic times DESC's assistance is even more imperative.

Each year DESC impacts more and more members of our community through the organizations we work with.

Last year that figure totalled more than 1,100,000 adults and children. This enormous impact was possible through the generosity of our financial supporters and those who gave of their time

and talent. Without this support, DESC would not exist.

On May 15 at our Annual Volunteer Recognition Luncheon, DESC honored two loyal supporters, The Chrysler Foundation, recipient of the Outstanding Corporate Support Award, and the Milton M. Ratner Foundation, recipient of the Excellence in Giving Award.

For 24 years, The Chrysler Foundation partnered with DESC to achieve a common goal of making a positive, lasting impact by improving the quality of life in our community.

Five years ago, the Ratner Foundation partnered with DESC for similar reasons. By supporting Corps efforts, the value the Ratner Foundation sees is

the ripple effect that is created as their gift keeps on giving through the organizations DESC assists.

DESC thanks all of its supporters for their faith and investment in our efforts.

To make a donation, call the DESC office at 248-395-2840 or visit www.esc-detroit.org

2009 DONORS

KEYSTONE

(\$25,000 OR MORE)

McGregor Fund

PATRONS

(\$10,000 - \$24,999)

DTE Energy Foundation

SPONSORS

(\$2,000 - \$9,999)

Flagstar Bank
Masco Corporation Foundation
State Farm Insurance Companies
The Village Woman's Club Foundation

UNDERWRITERS

(\$500 - \$1,999)

Alpine Electronics of America, Inc.
Alps Automotive, Inc.
Robert M. Bilkie, Jr.
Charles MacGregor
Jack Rady
Mr. and Mrs. Hank Whiting, Jr.

FRIENDS

(\$250 - \$499)

William F. Grier

ASSOCIATES

(to \$249)

Kay Fitzpatrick
Don Kaegi
Lynne K. Nagy
Rudolf Russart

HONORIALS & MEMORIALS

In Memory of Dr. Arch Kane
William F. Grier

In Memory of Robert Magill
William F. Grier

In Memory of Will Scott
William F. Grier

In Memory of Alvie Smith
William F. Grier

In Memory of Boyce Tope
William F. Grier



SHARING THE PRIDE of well-deserved public recognition at the May 15 volunteer luncheon are Therese Thorn, receiving the Excellence in Giving award for the Milton M. Ratner Foundation, and Brian Glowiak, accepting the Outstanding Corporate Support Award for The Chrysler Foundation.

Your Planned Gift will help DESC continue to make a difference in our community - now and for years to come.