



Capacity Building

A set of activities and decisions that strengthens an organization's operations and enables it to better achieve its **MISSION**

Capacity building can take many forms, such as:

- Professional development for staff and board members
- Opportunities for peer learning, networking or leadership development
- Creating or re-examining organizational plans
- Initiating collaboration with other stakeholders
- Developing new services for earned income

Why Doesn't Capacity Building Happen Naturally?

- Program is Priority
- Lack of Understanding
- Awareness of the Options
- Cost: Money and Time
- Understanding of Payment/Reimbursement Options
- Silo Behavior

Activities

- Board Development
- Executive Coaching
- Leadership Development
- Human Resources
- Succession Planning
- Strategic Business Planning
- Fiscal Planning
- Resource Development
- Evaluation:
 - program, service's offered, stakeholder needs, environmental

Activities

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 - program,
 - service's offered,
 - stakeholder needs,

Workforce Development
Field Specific Staff Training
Adding Staff Positions
Purchasing Patient Resources
Hiring New Staff

Strategic Relationships
Updating printed marketing, website
Field based services
Developing social media
Client Screening and Referral Linkage



Activities

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Equipment Acquisition

TTY systems
Printers, telephones, computers

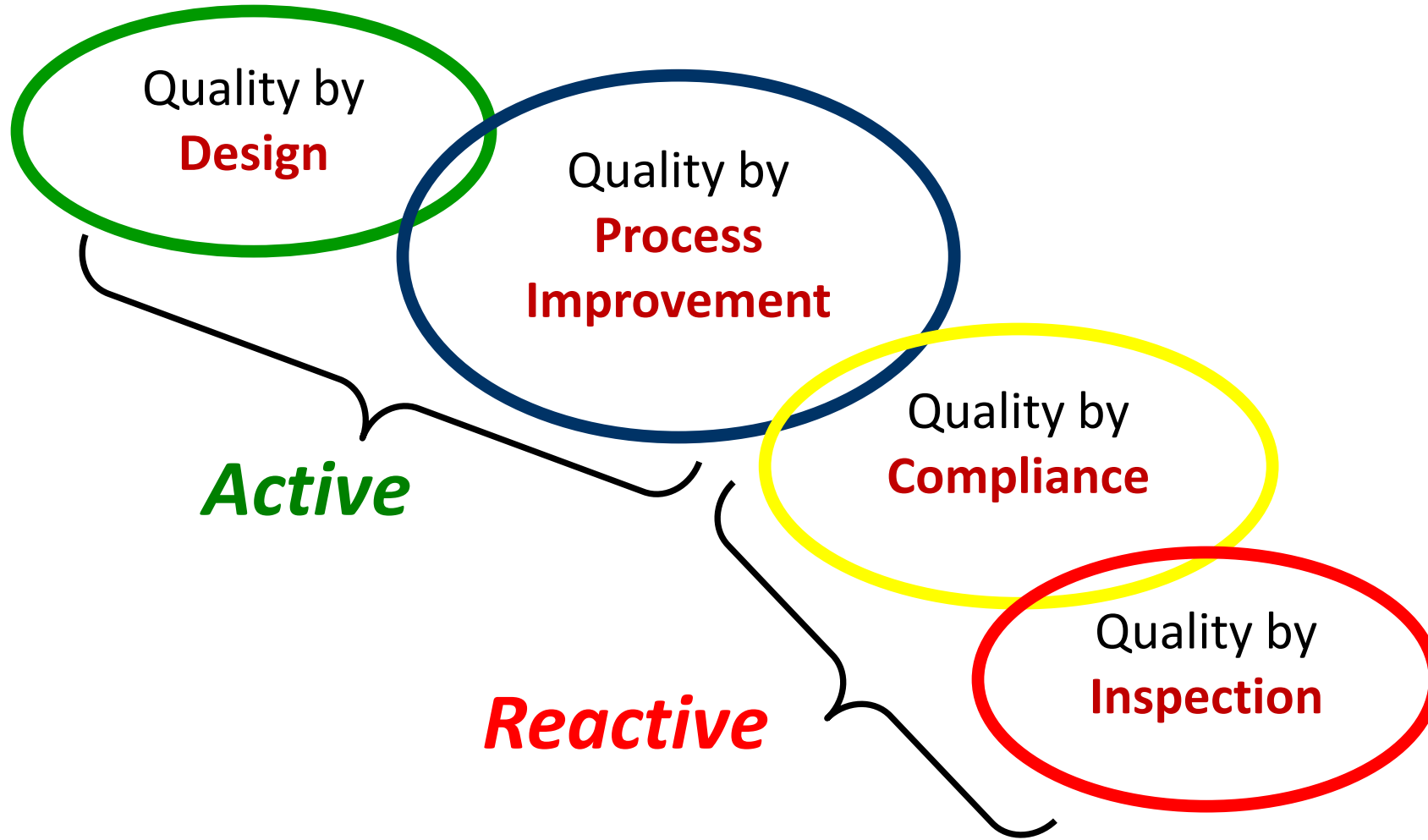
Regulatory Compliance

ADA Compliance
Signage, translations

Infrastructure Upgrades

Fire alarms, ramps, patient
service furniture, career
exploration library, evidence
based curriculum

The **4** Methods of Quality

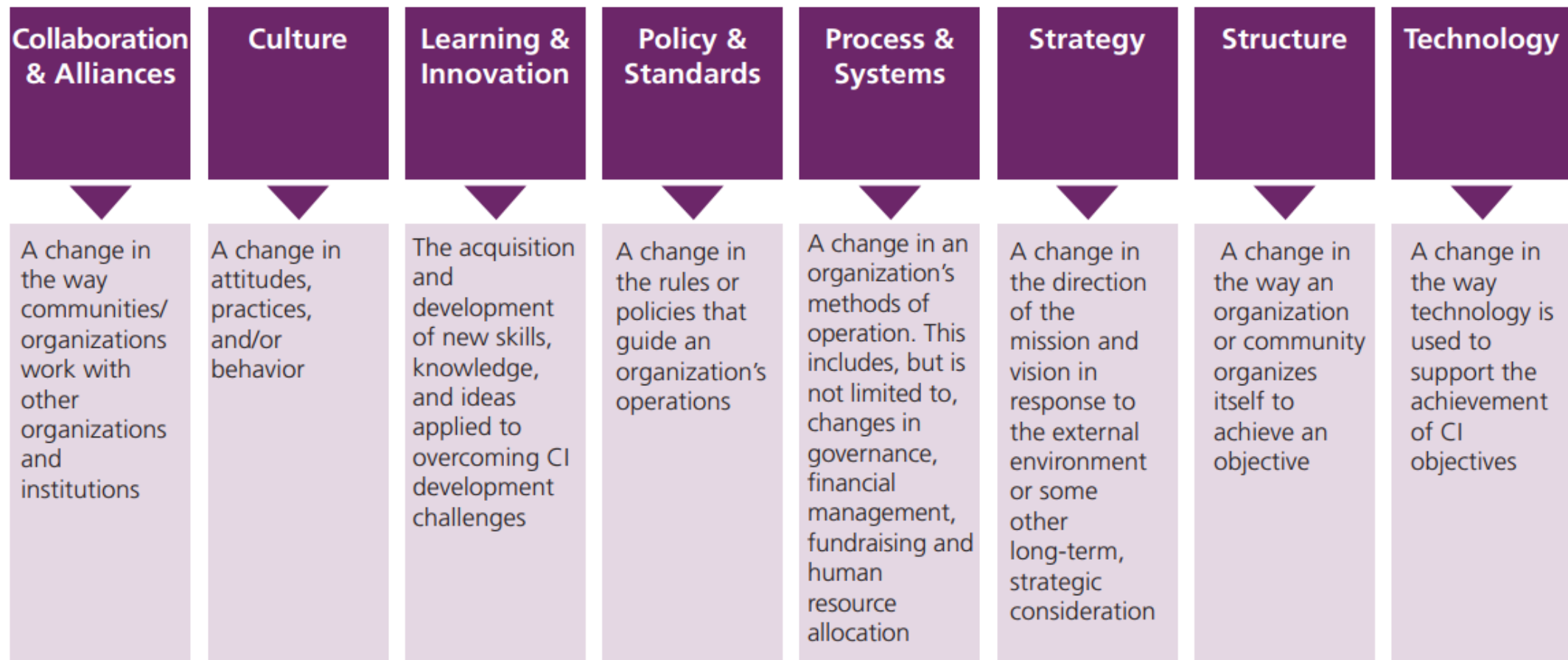


Capacity Building Considerations

- Needs Assessment
- Identifying Stakeholders
- Reviewing Strategy and Mission
- Assessing Business Case
- Inclusive Planning and Development
- Impact on Patients, Staff, Operations
- Sustainability

What other considerations have you determined?

Figure 5.2: Areas in which Change May Occur due to Capacity-Building Measures³⁷



WORLD BANK VIEW -CHAPTER 5

<https://www.ifc.org/wps/wcm/connect/1e31b10048855229aabcfa6a6515bb18/12014chapter5-.pdf?MOD=AJPERES&CACHEID=1e31b10048855229aabcfa6a6515bb18>

Sustainability

- Engage Stakeholders
- Assess a Situation, Define the Vision, or Mandate
- Manage and Implement the Budget
- Formulate Policies and Strategies
- Monitor and Evaluate

Hiring a Consultant

When to Hire?

1. Strategy and Management Consultants

Reorganization, Succession Planning, Mergers, Partnerships

2. Operations Consultants

3. Increasing process quality and efficiencies

1. Map out existing processes

2. Analyze them and get suggestions/advice to reduce steps or increase margins, reduce costs

4. Human Resources Consultants

5. Sales and Marketing Consultants

Consultant Investigation

**We did our homework and
could not be happier with
our consultant!**

- Vet history, actual experience, certifications, qualifications, licenses
- Get referrals, references
- Call them and talk to them, ask questions, tell stories, have them tell you stories about what they do, what they like, what they are good at, successes and failures – **It is a Job**

Interview!

Hardest Part: Tell them what you want, share your vision, specific deliverables.

- What does done look like?
- How will you know the project was a success?
- Can the success be measured? How?
 - Completed on time, evaluated by patients?
- Will they itemize their scope of work?
- Price out by deliverable? By event?

List of questions – add more!

- How will you contact them? What are their hours of service?
- How are decisions made? Who has the authority to make decisions in your organization? Verbal? Written?
- How is pricing set up? Negotiate a payment schedule based on meeting deliverables. Money down? How much?
- What is your agency time commitment? How many decisions do you have to make? Others?
- What does a change in process or deliverable entail if something is not working?
- How do you sustain the gain when they are gone? Did they teach you or do it for you?

Building/Construction Projects

- Clause for change orders
- Who will supervise the project?
- When will the work take place?
- How is waste removed? Who is responsible?
- Do they understand terms and conditions?
- Are they licensed and have proper certifications? Do they know STATE, COUNTY, CITY, Zoning Requirements?
- Payment Schedules
- What happens if they do not meet the deadline? Fixed Schedule for a firm start and end date?
- Do they carry workman's comp? Liability insurance?



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