



# 2008 Rural Philanthropy Days

September 24 – 26, 2008  
Double Eagle Hotel & Casino  
Cripple Creek, Colorado

## Conference Agenda

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### Wednesday, September 24

**11 am - 5 pm**      **Conference Registration, *Hippie Lounge***

**1 - 2:45 pm**      **First Session, Early Conference Educational Programming**

#### **Creating a High-Impact Nonprofit: Getting Your Organization from Surviving to Thriving, Part I**

*This is a two part session. Participants are strongly encouraged to attend both sessions.*

Nonprofit organizations struggle daily with their own sustainability as they manage board development, resource development, marketing, staff management, financial management and much more. The high-impact nonprofit does not rely on strong systems and capacity, but rather how well it builds the capacity of the community it serves. This training is designed to help nonprofit leaders learn and develop strategies that increase an organization's ability to profoundly impact the communities they serve.

Recent research as laid out in the book **Forces for Good: The Six Practices of High-Impact Nonprofits** by Leslie Crutchfield and Heather McLeod Grant has shown that nonprofit organizations with the greatest impact share characteristics that are not necessarily obvious to others. For example, a nonprofit's ability to tackle issues through direct service *and* advocacy has been shown to drastically improve an organization's capability to contribute to its mission. In addition, building effective collaborative partnerships, having extensive networks of people speaking about your organization, and having adaptable programming are all characteristics that high-impact organizations share.

**Facilitator:** *Gabriel Guillame, Executive Director, Community Resource Center*

#### **Planning for Capital Projects and Campaigns**

This workshop is designed to help small and large nonprofits contemplating a capital project and/or campaign learn to plan earlier and better, thus avoiding many costly and all too common mistakes. The facilitator will review key steps in planning and conducting a capital project, and will cover critical questions every nonprofit should ask before moving forward.

**Facilitator:** *Lisa Flores, Gates Family Foundation Senior Program Officer*

#### **Omni Aspire Database: Data for the Next Decade**

Join Jim Adams-Berger, PhD, President of OMNI Institute for OMNI's ASPIRE Database, to explore the value and effectiveness of using data within your organization and within the larger community context to enhance your efforts at making a positive impact in the community. This session will provide a tour of ASPIRE, a Web-based data system that stores a variety of indicator and funding data. ASPIRE is designed to be easily mined by individuals, organizations, and community collaboratives seeking to understand local trends, assets, and gaps

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in services. We will look at data relevant to the Heart of Colorado region and see what conclusions and/or questions the data reveals.

**2:45 – 3:15 pm**      **Break, Hippie Lounge**

**3:15 – 5 pm**          **Second Session, Early Conference Educational Programming**

**Creating a High-Impact Nonprofit: Getting Your Organization from Surviving to Thriving, Part II**

*See description in First Session, Early Conference Educational Programming*

**Facilitator:** *Gabriel Guillame, Executive Director, Community Resource Center*

**New Common Grant Application**

Over the last two years, a group of nonprofits and foundations collaboratively revised Colorado's Common Grant Application (CGA). The revised CGA, released in April 2008 and accepted by approximately 40 funders throughout Colorado, contains a number of new elements, including a focus on organizational sustainability, evaluation, governance and inclusiveness. This training will cover the revision process, the contents of the revised application and some tips on how to prepare an effective CGA.

**Co-Facilitators:** *Sarah Fischler, Director of Consulting, Community Resource Center and Erin Binford, Program Officer, Temple Hoyne Buell Foundation*

**Who is the Best Leader, the Best You? (Pre-registration required; session is full)**

In this session, executive directors, staff members, or board members will have a unique opportunity to learn more about themselves and their leadership style. Cathy Robbins, Vice President of El Pomar Foundation will provide insights about the *Myers-Briggs Type Indicator*® (MBTI®) during this interactive session.

The MBTI assessment is the most well known and scientifically backed personality tool available today. From developing more productive work teams to building closer families, the MBTI is a valuable methodology for anyone and any organization. After more than 50 years, the MBTI instrument continues to be the most trusted and widely used assessment in the world for understanding individual differences and uncovering new ways to work and interact with others. More than two million assessments are administered to individuals annually—including employees of many Fortune 500 companies.

**Facilitator:** *Cathy Robbins, Vice President, El Pomar Foundation and certified MBTI Trainer.*

**5:30- 7:00 pm**      **Opening Reception, Pikes Peak Heritage Center (by invitation only)**

Attorney General John W. Suthers

**7:15 – 8:30 pm**      **Dine Around Dinners (pre-registration required; all venues sold out)**

Experience Cripple Creek on Wednesday evening! Grantmakers and grantseekers connect in a relaxed environment in different venues throughout Cripple Creek. Professionals in topics important to you and the Heart of Colorado host an informal dinner accompanied by fun and engaging conversation. Dine around

dinners provide an opportunity to expand your knowledge on a topic of interest, network with other conference participants and experience a part of Cripple Creek you won't otherwise have a chance to see.

### **How Tired is Your Special Event?**

Is another wine tasting and silent auction giving your community a hangover? Get creative ideas to give your annual fundraising event a makeover. **Location:** Hotel St. Nicholas, 202 N. Third Street.

### **The 3 Rs of Emergency First Responder Staffing: Recruit, Reward, Retain**

What motivates you? What are the skills and tools you can use as motivation to attract and keep valued members of your service? Discuss best practice models, trends, and funding opportunities related to recruitment and retention. **Location:** Cripple Creek Fire House, 147 E. Bennett Avenue.

### **A Wing and a Prayer: How Faith Based Organizations Add to the Community**

In recent years, faith based organizations (FBO) have played an increasing role in strengthening communities by providing valuable social services. As budgets of local, state and national governments tighten and the uncertain economy affects more and more people, FBOs will be called upon to do even more. Share how your FBO works in your community to fill the gaps in needed services. **Location:** Cripple Creek Baptist Church, 137 N. First Street.

### **Historic Heart Keeps Beating Strong**

Don't let history repeat itself! Join us and let's learn from our experiences in preserving Colorado's rich mining, railroad and agricultural history and culture. **Location:** Carr Manor, 350 E. Carr Avenue

### **The History of the World's Greatest Gold Camp**

The Cripple Creek/Victor Gold Camp District gold rush in 1890 was later than the 1848 Sutter's Mill find in California and just before Alaska's 1896 Klondike gold rush, but produced more gold than the two combined. Hear local historians talk about the area's gold rush and its colorful characters. **Location:** Cripple Creek Elks Club, 4<sup>th</sup> Street & Bennett Avenue

### **Rivers Run Through Us: A Collaborative Approach to Shared Natural Resources**

Our five county region is well known for its rich freshwater resources, attractive to fishermen, and thirsty Front Range communities alike. The preservation of our watersheds has also proved to be fertile ground for collaboration between nonprofits, government, and business. Join us as we trade stories of healthy watersheds, clear mountain streams, and powerful partners protecting the natural resources on which we all depend. **Location:** Aspen Mine Center (downstairs), 166 E. Bennett Avenue

### **Juggling Arts Exhibits and Theater Events: A High Wire Act**

Organizing your event can be a circus act! Get ALL the bozos ON your bus! Share and learn tips on achieving excellent gallery exhibitions, melodramas and live public performances in your community. **Location:** Butte Opera House, 139 E. Bennett Ave.

**Community Gardens, Greenhouses and Farms: Bringing Healthy Food Systems to Central Colorado Communities**

Community gardens provide more than just access to fresh and safe local produce and plants. They create a sustainable use of the space along with a sense of community and connection to the environment. And, children who help in community gardens eat more vegetables! Learn how your community can save money, eat healthier, and have fun in the process! **Location:** Cripple Creek Parks & Recreation, 128 E. Bennett Avenue

**Turning Silver into Gold – Senior Citizens Volunteer Opportunities**

According to a recent survey, over 36 percent of seniors reported that they had volunteered within the past month. These older volunteers give on average 4.4 hours per week to the causes they support. Seniors possess experience, expertise, and time that can greatly benefit your organization. Learn ways to connect with the seniors in your community and successfully integrate them into your volunteer team. It's a win-win! **Location:** Aspen Mine Center (upstairs), 166 E. Bennett Avenue

**Building Bridges: Developing Public/Private Partnerships**

We're all in this together! Connect with others and discover ways to create successful public-private partnerships. **Location:** Wildwood Casino, 119 Carbondale Street

**How to Develop Collaboration and Cooperation in your Community**

Let's collaborate on how to collaborate! Meet others and share success stories and lessons learned for working in partnership and pooling resources and skills to meet the growing needs of your community. **Location:** The Steakhouse in Bronco Billy's Casino, 233 East Bennett Avenue

**Thursday, September 25**

**7:30 am -5 pm**      **Conference Registration, *Hippie Lounge***

**8:30 – 9:15 am**      **Hearty Breakfast, *Ballrooms I, II & III***

**9:15-10:15 am**      **Morning Program**

Teller County Youth Color Guard: Pledge of Allegiance

Jill Sievers, Co-Chair: Welcome and Overview of Rural Philanthropy Days

Celinda Kaelin: *History of the Heart of Colorado*

Lisa Noble, Don Farr and Jill Sievers, Co-Chairs: *Who is the Heart of Colorado*

Jerry Mallet, Chaffee County Commissioner:

*Why Invest in Rural Colorado and the Heart of Colorado Region?*

**10:15-10:30 Break**

**10:30 am – Noon**      **Identifying and Prioritizing Issues Facing the Heart of Colorado**

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Overview and purpose of the sessions: The goal of the entire day's discussions is to first identify what, within the topic area, is most critical to a vibrant region, and then to identify what possible opportunities there are in attempting to address these issues. The discussion format is:

- I. In the large group discuss the topic and ask the following questions:
  - What impact does this topic have on you/your community?
  - In your opinion what are the most relevant sub-topics facing the community, i.e. recreational development, lack of health insurance, available land for housing, performing arts venues, after school programs, etc.?
  - Identify the 4-5 top sub-topics impacting the primary topic.
  
- I. Divide large group into the 4-5 top sub-topics impacting the primary topic to answer the following questions:
  - Introductions of each small group member and why you chose this topic to attend?
  - What are, in your opinion, the top 2-3 most critical ongoing issues related to this sub-topic?
  - What are the top 2-3 emerging issues related to your sub-topic in this region?
  
- II. Discussion reports from each small group:
  - Within your group what were the top ongoing issues?
  - What were the top emerging issues?
  - How did ongoing and emerging issues differ?
  - Identify the top three ongoing and emerging issues that are consistent among sub topics.

A survey conducted by the Heart of Colorado RPD Program Committee identified five major issues facing the region. These topics are:

1. **Housing:** This session focuses on relevant factors and opportunities related to affordable and low-income housing stock, development and need in the Heart of Colorado region.  
*Who should attend:* Human service and housing organizations, elected officials, the business sector, finance organizations, relevant government agencies and foundations that fund housing activities.  
*Facilitator:* Carol Crawford, Director of Leadership and Coaching, Community Resource Center  
*Location:* 4<sup>th</sup> Floor Break Out Room
  
  2. **Youth Development and Education:** This session addresses relevant factors and opportunities related to early childhood education, school-based programs, support services to youth, the education system and professional development for young adults in the Heart of Colorado region.  
*Who should attend:* Human service organizations, educators, after-school programs, adult education providers, elected officials, the business sector, relevant government agencies and foundations serving youth development and education activities.  
*Facilitator:* TC Werner, Director of Operations, Community Resource Center  
*Location:* Ballroom I
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3. **Economic Development:** This session explores relevant factors and opportunities related to various components of the Heart of Colorado's economy. What's working, what's not working, and what is currently taking place to improve economic development opportunities? How can stronger and/or healthier communities compliment economic development efforts and economic development opportunities lead to stronger communities?  
*Who should attend:* Economic developers, elected officials, the business sector, relevant government agencies and foundations serving economic development activities.  
*Facilitator:* Gabriel Guillaume, Executive Director, Community Resource Center  
*Location: Ballroom II*
4. **Community Development:** This session deals with relevant factors and opportunities related to cultural, environmental, and social development in the Heart of Colorado region.  
*Who should attend:* Human service organizations, arts organizations, non profits, environmental organizations, elected officials, the business sector, relevant government agencies and foundations serving cultural, environmental, and/or social developmental activities.  
*Facilitator:* Frank Lucero, Director of Community Development, Community Resource Center  
*Location: Ballroom III*
5. **Health & Wellness:** This session will focus its attention on relevant factors and opportunities related to the physical, mental and social well being of the people of the Heart of Colorado by looking at issues related to access, service integration, and advocacy opportunities in regards to health care.  
*Who should attend:* Human service organizations, clinics, hospitals, other related health organizations, elected officials, the business sector, relevant government agencies and foundations serving health related activities?  
*Facilitator:* Sarah Fischler, Director of Consulting, Community Resource Center  
*Location: 3<sup>rd</sup> Floor Break Out Room*

Noon - 12:15 pm    **Break**

12:15- 1:45 pm    **Lunch, Ballrooms I, II & III**

Don Farr, Co-Chair: Welcome

Jane Mannon, Cripple Creek & Victor Gold Mining Company:

*Corporate Investment in Local Communities*

Jim Ignatius, Teller County Board of County Commissioners: *Spirit of Volunteerism*

DeeDee Clement, Program Director, Loaves and Fishes Ministries:

*Impact of Nonprofit Organization on our Region*

1:45 - 2 pm    **Break**

**2 – 3:30 pm            Discovering Opportunities for Improvement**

*Please return to the session that you participated in this morning to expand the conversation and develop strategies for addressing the issues.*

- I. Taking the three ongoing and emerging issues within each topic, small groups will be formed comprising nonprofits in one, foundations in another and government in another. In each sector group the following questions will be asked:
  - What are the top 2-3 most promising or intriguing opportunities/innovations related to the topic area?
  - What are we doing now to support these opportunities/innovations?
  - How can we be more effective in supporting these innovations by collaborating with all sectors? What are two actions we could take?
  
- II. Large group discussion:
  - Each group shares the answers to the questions.
  - Facilitator observes common results among all groupings.
  - Possible next steps: Develop recommendations for collaborative opportunities between sectors in a follow-up meeting in 5-7 weeks.
  - Report back at dinner.
  
- III. For each topic area the following will be presented at dinner:
  - Identification of the 2-3 ongoing and emerging issues facing the topic.
  - Identification of the 2-3 most promising and/or intriguing innovations related to the topic area.
  - Opportunities for inter-sector collaboration to move ahead on these intriguing and innovative ideas.
  - What follow up may look like.

**4:30 – 5:30 pm            Pre-event Training (*for those who could not attend prior sessions*)**  
**Location:** 3<sup>rd</sup> Floor Break Out Room

**5:30 – 6:30 pm            Reception (*cash bar*) and entertainment by Butch Crouch**

**6:30– 9:30 pm            Dinner, *Ballrooms I, II & III***

Co-Chairs: Welcome

Jeff Pryor

Gabriel Guillaume: Recap of Emerging Issues and Recommendations

Buffet Dinner

Cresson Dancers

Entertainment by Erin Lawrence, Flautist

**Friday, September 26**

**8:30 - 9:15 am Breakfast, *Ballrooms I, II & III***

Don Farr, Co-Chair: Welcome

Gabriel Guillaume: Announcements and Instructions for Roundtables

**9:15 - 9:30 am Break**

**9:30 - 10:55 am Three Roundtable Sessions (9:30 - 9:55 am; 10 - 10:25 am; 10:30 - 10:55 am)**

**10:55 - 11:10 am Break**

**11:10 - 12:10 am Two Roundtable Sessions (11:10 - 11:35 am; 11:40 am - 12:05 pm)**

**12:10 pm Conclusion**

Gabriel Guillaume: Parting Remarks, Evaluations and Giveaways

***Thank you for attending Heart of Colorado Rural Philanthropy Days!***

**1:30 pm Cripple Creek & Victor Gold Mining Company Tour**

***Pre-registration required, sold out***

**Meet at Lowell Thomas Museum**

**202 Victor Avenue (Highway 67)**

**Victor, Colorado**

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**Presenter Bios**

**James Adams-Berger, Ph.D.**, is the President of OMNI Institute. Jim has extensive research and evaluation experience in the areas of youth development and prevention services, juvenile and criminal justice, substance abuse prevention and treatment and the social and cultural determinants of community health. He is also fluent in qualitative, quantitative and participatory action research methodologies. Prior to coming to OMNI, James was an adjunct professor at the University of Denver, Graduate School of Social Work, where he taught statistics and program evaluation courses. He holds a Master's in Social Service Administration from the University of Chicago and a Ph.D. in Social Work from the University of Denver.

**Erin Binford**, is a Program Officer with the Temple Hoyne Buell Foundation. Chicago raised, New York cured and educated with a degree in marketing, Erin was a Manager at Northwest Airlines before jumping out of the corporate world and into VISTA. Erin eventually migrated to Colorado and worked in nonprofits joining Urban Peak in Denver and later in animal welfare with Harrison Animal Hospital. Erin joined the Temple Hoyne Buell Foundation in 2000 and is now a Program Officer where her focus is rural early childhood education.

Active as a professional in hospital philanthropy, she chairs the Program Committee for the Colorado Association of Funders, plays a leadership role in the Colorado Grant Application revision effort, along with a leadership role in National Philanthropy Day. In 2007-08, Erin was active in the Northeast Colorado Rural Philanthropy Days Steering Committee. Beyond her work in philanthropy, she is active as a volunteer and is devoted to animal welfare and her own golden mix.

**Carol Crawford**, Director of Leadership and Coaching, Community Resource Center, has served in Colorado's nonprofit sector for twenty-seven years. Her primary areas of interest have been in human resource delivery, affordable rural housing development, statewide conference planning, leadership training, organizational training and consulting and executive coaching. She has worked at CRC since 1990.

For the past 18 years, Ms. Crawford has directed CRC's acclaimed Colorado Nonprofit Leadership and Management Program. She is responsible for the curriculum, marketing, facilitation, training, and evaluation of this premiere Leadership Program that has graduated over 570 nonprofit executives across Colorado.

Ms. Crawford earned her Master's of Social Work Degree in Community Services and Social Planning from the University of Denver. She is the proud mother of two exceptional daughters.

**Sarah Fischler** is the Director of Consulting for the Community Resource Center. Previously, Sarah served as the Director of Grantmaking and Mission Initiatives for the Denver Affiliate of Susan G. Komen for the Cure where she oversaw the distribution of nearly \$10 million in funding. Sarah also directed the University of Colorado Denver's Anschutz Medical Campus Alumni Associations and worked as a fundraiser for the Seniors' Resource Center. Sarah graduated from the University of Colorado with a bachelor of arts in history and a bachelor of science in business administration, and is nearing completion on her master's degree in public administration. Sarah brings expertise in grantmaking, board development, communications, fundraising, planning, and program development, management, and evaluation to CRC.

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**Lisa Flores** is Senior Program Officer at the Gates Family Foundation, where she reviews capital grant proposals for small and large projects throughout the state of Colorado. Previously, she served as senior staff to Denver's Mayor Hickenlooper. Earlier in her career (when she had more energy than experience), she served as executive director and raised operating and capital funds for the Denver Inner City Parish, a multi-generational community center. Flores received her Master's in Nonprofit Management at Regis University and is an alumni trainer for the Grassroots Institute for Fundraising Training.

**Gabriel Guillaume**, Executive Director, Community Resource Center, has worked with CRC for over 9 years assisting small community groups and nonprofit organizations to strengthen their capacity in the areas of advocacy, constituency building, strategic planning, and community organizing. Some of the issues he has worked with include affordable housing, public education, zoning, rural health care, and community building in neighborhoods. In addition, Gabriel has provided training to nonprofit organizations, community groups, foundations and individuals in the areas of board development, fundraising, evaluation, leadership development, and nonprofit startup.

Gabriel is dedicated to the sustainable development of organizations committed to serving people often left out of and ignored in decision making processes. By providing tools and strategies to these organizations, he hopes to increase opportunities for social justice.

Gabriel was born in London, England and raised in both Santa Fe, New Mexico and Naples, Florida. He earned a Bachelor's degree in Political Science at the University of Colorado at Boulder in 1998 and a Master of Science in Organizational Leadership at Regis University in 2006.

**Jim Ignatius** serves as the County Commissioner from District #3, the Woodland Park area. He is a retired firefighter/paramedic from the Chicago area. He and his wife Dawn of twenty-five years and their three children moved to Teller County in the spring of 1995. Since moving to Teller County Jim has been very active in the local business community and has owned several businesses in Woodland Park.

Having had three children in the local schools, Jim has been very involved as a volunteer as well as the parent teacher organizations. Jim has also been active as a volunteer in numerous local planning advisory committees, Public Health Advisory Committees, water boards, and homeowners associations.

**Celinda Reynolds Kaelin** is a poet, philosopher and historian. Her love of the West began with her early life on a ranch in New Mexico. She is the granddaughter of New Mexico pioneer and homesteader John Allen Reynolds. Before retiring, Celinda was an auditor on the Inspector General's staff at the Central Intelligence Agency. This work instilled the discipline needed to write history - demanding, thorough research; attention to detail and facts; and the ability to translate the facts into a readable narrative. Celinda has written numerous books, magazine and newspaper articles, and is a popular lecturer throughout the Pikes Peak region. She is the president of the Pikes Peak Historical Society and is a member of the Western Writers of America and Women Writing the West.

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**Frank Lucero**, Director of Community Development, Community Resource Center, previously worked for the City of Brighton as the Downtown Initiative/Special Events Coordinator. He organized and established the Brighton Downtown Partnership for their historic downtown revitalization efforts, as well as, providing special events which brought a focus to Brighton's downtown growth. Frank has experience working with state agencies, municipalities and non-profit organizations in the areas of capacity building, grassroots outreach, marketing and arts advocacy. He received his Bachelor of Arts in Communication from the University of Colorado at Denver. In his free time, Frank can be found in his studio painting until the cock crows.

**Jerry Mallett**, Chaffee County Commissioner and Upper Arkansas Area Council of Government Board Chairman is also the president and founder of *Adventure Travel Society* and the 785 member *Adventure Travel Trade Association*. Jerry has dedicated his entire career to issues concerning global understanding, preservation of the environment and responsible adventure travel. He is the creator of the annual *World Congress on Adventure Travel and Ecotourism*, the premier international industry event which brings together key world leaders and experts in the tourism and conservation fields.

**Cathy O. Robbins** is the Vice President, El Pomar Foundation. She brings an extensive background in nonprofit sector management, consulting and training. Robbins is a nationally recognized facilitator and leader in the field of nonprofit management and has 23 years experience as a nonprofit chief executive officer. Since 1992, Robbins has conducted over 100 board planning and training sessions with a variety of nonprofit organizations. Since 1993 as an instructor at the University of Colorado, Graduate School of Public Affairs, she teaches nonprofit management curriculum. Additionally, she has developed and taught several seminars, including *A Step by Step Approach to Strategic Planning*, *Leading Nonprofit Boards with Heart and Vision* and *Trends Impacting the Nonprofit Sector*. She is an Adjunct Faculty member for Community Programs for the Center of Creative Leadership.

**John W. Suthers** is a lifetime resident of Colorado. He graduated magna cum laude from the University of Notre Dame with a degree in Government in 1974 and from the University of Colorado Law School in 1977. In November of 1988, Suthers defeated an incumbent to be elected District Attorney of the Fourth Judicial District. He was elected to a second term as District Attorney in November of 1992.

In early 1999, Mr. Suthers was appointed Executive Director of the Colorado Department of Corrections by Governor Bill Owens. In July 2001, President George W. Bush nominated Mr. Suthers to be the United States Attorney for the District of Colorado, and he was unanimously confirmed by the U.S. Senate

Mr. Suthers was appointed Attorney General of Colorado In January, 2005. In November 2006, he won election to the Office of Attorney General by a large margin. In his tenure as Attorney General, Mr. Suthers has initiated successful programs to protect children from Internet predators and to reduce mortgage and foreclosure fraud. He chairs the statewide Methamphetamine Task Force. He serves as Co-Chair of the Criminal Law Committee for the National Association of Attorneys General and is a Member of the U.S. Attorney General's Executive Working Group.

Mr. Suthers has authored five books. His most recent is *No Higher Calling, No Greater Responsibility: A Prosecutor Makes His Case* (Fulcrum Publishing, 2008), an analysis of the prosecutor's role in the justice system.

**Patrice "TC" Werner, Director of Operations, Community Resource Center**, has over 27 years of work experience in both the for-profit and non-profit sectors. She has worked as a computer consultant, trainer, technical writer, product manager and marketing manager for major Fortune 500 companies. In the nonprofit sector she founded a food bank, has been executive director of a family center, and has served on numerous human service/youth development boards.

TC has an undergraduate degree in Business Management/Quantitative Analysis and a Masters degree in Nonprofit Management (MNM). TC has previously been the Director of NPower Colorado and was responsible for overseeing the development of CRC's computer technology assistance program. She enjoys helping organizations define their business processes and learn how to effectively use technology to further their missions.