A LETTER FROM OUR BOARD CHAIR

Sustainability and even survival of a nonprofit organization should never be taken for granted, no matter how valid and needed your mission is!

This is the major lesson of 2020 from my perspective. Starting the year with high hopes of increasing our community impact, quickly devolved into the low question of “So Now What?!”. For ESC, with a mission of helping other nonprofit agencies thrive, it became a matter of “Doctor, Heal Thyself!” And that is exactly what we did.

Like so many of our clients throughout our 34 year history in the Triangle community, some of our traditional sources of income vanished in the fog of the near term future. Having built our foundation on the selfless time and talents of our highly experienced and motivated volunteer advisors, we were able to build a new Crisis Action Plan which enabled us to appropriately pivot. Such planning methodology then became a new ESC program which was offered to our community at no cost.

A component of our plan was to update and revitalize our mission, vision and our commitment to social justice. Accordingly, we established new goals for further diversification and inclusion in our Board, Staff, and base of volunteer advisors. Also included in this work was the commitment to do more listening. As a result of this commitment was the completion of several “Fireside Chats” and focused studies with local agencies to increase the alignment of ESC programs with the needs of the community. Our new portfolio of virtual workshops and board leadership boot camps are a direct result of these initiatives.

Another key component of the action plan for ESC was the hiring of a new Executive Director, who would become the public face and voice of the organization, leading ESC and the Triangle community into a more diverse, inclusive and sustainable future. We were very honored and proud to have hired Kerry Raquel for that role in our 3rd quarter. Kerry’s ED experience in our organization, leading ESC and the Triangle community into a more diverse, inclusive and sustainable future are evident to anyone who meets her. With a lifelong commitment to social justice, Kerry is uniquely qualified for the role.

As I pass the board leadership baton to our incoming and very capable Board Chair, Candice Miles, I want to thank the members of our Board, Staff, Volunteers, Donors and Strategic Partners for their continued dedication and adaptability. I also need to thank my predecessors who built the reserves necessary to weather the 2020 storm. 2020 has surprisingly been a marvelous year for demonstrating resilience and community support! In this report, you will note that in spite of the pandemic, we still helped 184 nonprofit agencies!

In the year(s) ahead, we look forward to further improving the quality of life in the Triangle community in full partnership with you.

Craig Landwehr
Board Chair, 2020
Board of Directors
ESC of the Triangle
Our 2020 Impact

Completed Projects by ESC Service Type

- Strategic Planning
- Staff Retreat Facilitation
- Human Resources
- Merger
- Marketing/Communications
- Custom
- Crisis Action Planning
- Fundraising
- Financial Assessment
- Executive Coaching
- Board Retreat Facilitation
- Board Development

Completed Projects by Client Annual Revenue

- Over $3M 35%
- $751K-$3M 14%
- $301K-$750K 8%
- $0-$300K 20%

Completed Projects by County

- Durham 39%
- Wake 22%
- Alamance 22%
- Orange 8%
- Chatham 35%
2020 STATS TO BE PROUD OF

184 Individual Organizations impacted by ESC services or programs in 2020

48 Individual projects completed with 38 different organizations in 2020

6 Workshops offered to the Community on the following subjects:
- Managing Finances and Measuring Performance in Nonprofit Organizations
- Risk Management
- Crisis Action Planning
- Resilience
- Contract Processing and Administration
- Speakers Series - Leading a Nonprofit in a Space of Change

77 Volunteers on file with 33 of those actively engaged on a project in 2020.

ESC developed a new offering of “Fireside Chats” that are tailored to Executive Directors and the challenges they face leading nonprofit staff and boards. These conversations were centered around the following topics:
- Engaging your Board and Staff on Anti-Racism
- Managing Morale in Stressful Times
- Fundraising in a Recession

2 ED Roundtable Groups that included 49 different Executive Directors from local nonprofits ran monthly to provide nonprofit EDs a local support group and network of peers.

1 Cohort of 31 participated in the ESC Board Leadership Boot Camp completed in 2020. The original Spring 2020 Boot Camp was canceled due to COVID-19 and our ESC volunteers did a wonderful job creating a new virtual-based curriculum that was rolled out in the Fall of 2020.

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COMMUNITY IMPACT

ANIMAL PROTECTION SOCIETY

“APS was an interesting client for us to work with. Their deep dedication to animal care provides them with a sound base of volunteer and operating energy. This agency was just beginning their board leadership succession when they asked ESC to provide board development and structure guidance. They were very receptive to our board assessment process and engaged actively in the retreat that we structured and facilitated. The outcome of the project provided the board with board/staff role clarity as well as implementation best practices for their governance and board management work.”

– Art Zucker, ESC Advisor

CHATHAM CHAMBER OF COMMERCE

“We have been very impressed with the business coaches and consultants of ESC. Through their help and guidance, we have worked through several issues and are currently working on our Strategic Plan. I appreciate the support and knowledgeable assistance received through the ESC.”

– Cindy Poindexter, President / CEO

CORAA

“The staff and board of directors at Chatham Outreach Alliance (CORA) especially enjoyed working with Curt Liberatore for the second time on our strategic plan. We have also appreciated knowing that we can call on the ESC and their consultants for assistance with various HR and legal questions. The process has been easy and the people extremely professional!”

– Melissa Driver Beard, Executive Director
COMMUNITY IMPACT

GUATEMALAN STUDENT SUPPORT GROUP

"Earlier this year, we were in panic mode as our long-time executive director announced that he would soon be retiring. Since he and his wife had basically run all aspects of our organization for the past eight years, we were ill-prepared to go on without them. Fortunately, I knew of ESC through a friend of mine, so I contacted your organization to see if you could help. We were quickly put in contact with Art and Jamie, who over the next couple of months helped guide us to a new organizational structure consisting of a much more active Board that they divided into four committees. These committees now handle all of the duties and responsibilities once done by the Executive Director. This was all done in the face of rapidly-changing COVID-19 lock-downs, which led to our final half-day retreat done completely by Zoom, a first for ESC. We have now become a much more efficient, inclusive organization, thanks to ESC!"

- Kim Richard Jones, MD, Ph.D., GSSG Board Chairman

MEALS ON WHEELS ORANGE COUNTY NC

"Chapel Hill-Carrboro Meals on Wheels and Orange County Rural Alliance had the pleasure of working with two wonderful ESC consultants (Michael and Tom) to help us become Meals on Wheels Orange County, NC. ESC’s support and guidance offered two small non-profits with limited means the opportunity to have professional guidance as we transitioned from two organizations into one. Our ESC consultants skillfully and deftly maneuvered us through a clear process, keeping both organizations engaged and on-track to reach agreement and set the stage for continued success as an expanded county-wide organization."

- Rachel Bearman, Executive Director

PIEDMONT WILDLIFE CENTER

"Piedmont Wildlife Center contacted ESC in April of 2020 as the COVID-19 crisis continued to escalate. At this point, there was limited guidance available from local and state levels on what the year would bring - making it challenging to plan ahead on how to conduct their after school and summer camp programs. Staff furloughs and program cancellations had already happened. They reached out to ESC for help in crisis action planning and how to prepare for the year. Over a series of virtual sessions, ESC worked with the Board Chair and Executive Director to build a financial model assessing their expenses and revenue against multiple scenarios of the state re-opening and allowing camps to resume. This financial model provided them a tool to understand the impact of program decisions on the financial health of their organization."

- Mike Rota, ESC Advisor
DONORS

INDIVIDUAL DONORS
Sue Adams
Jamie Andelman
Brenda Barrett
Claire Brown
Samantha Bureau-Johnson
George Cahill
Belinda Cheung
Tom Cogswell
Bridget Corey
Jean Cox
Tammy Dunne
Lamar Gibson
Megan & Barrett Gift

Sue Adams
Doug Hurley
Kat Jackson
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Barbara Jessie-Black
Robert & Korrel Kanoy
Craig Landwehr
Justin Landwehr
Heather Marks
Rick and Karen Matson
Ed and Connie McCraw
Candice Miles
Joyce Mitchell-Antoine
Paige Pait

Kimberly Petercuskie
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Russ Schneider
Abigail Schneider
Ann Schneider
Harold & Clara Sellars
Sabrina Slade
Raven Solomon
Steve Spokane
Al Sullivan
Ken Waters
George Williamson

Joel Zimmerman
Art Zucker

ESC PARTNERS & FUNDERS IN CAPACITY BUILDING
Triangle Community Foundation
The John Rex Foundation
Benevity Community Impact Fund
BIN Charitable Foundation
Amazon Smile Foundation

DONORS

INDIVIDUAL DONORS
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Jamie Andelman
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Neil D’Cruz
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Kat Jackson
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Robert & Korrel Kanoy
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Justin Landwehr
Heather Marks
Rick and Karen Matson
Ed and Connie McCraw
Candice Miles
Joyce Mitchell-Antoine
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Joseph (Morgan) Quattlebaum
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Russ Schneider
Abigail Schneider
Ann Schneider
Harold & Clara Sellars
Sabrina Slade
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David Sotolongo
Christopher Speh
Steve Spokane
Steve Thompson
Nic Versmissen
Lee Watkins
Jonathan Whaling
Corbin Whittington
Fred Williams
Joel Zimmerman
Art Zucker

THANK YOU FOR YOUR SUPPORT
**UNIQUE ORGANIZATIONS IMPACTED BY ESC**

- 100 Black Men Triangle East, Inc.
- A Cure In Sight
- Accelerating Men, Inc.
- ACLU of North Carolina
- Addiction Professionals of North Carolina
- Advance Community Health (formerly Wake Health Services)
- AIA Triangle
- Amazon
- American Heart Association
- Animal Protection Society of Durham
- Artise Studios
- Artspace
- Athena of the Triangle
- Availforce
- Berean Community Center Inc
- Book Harvest
- Boomerang Youth, Inc.
- Bridge the Gap Mission
- CAM Raleigh
- Camp Corral
- Capitol Hill Management Services Inc
- Carolina Student Legal Services
- CASA
- CHARLES HOUSE ASSOCIATION
- Chatham Chamber of Commerce
- Chatham County Council on Aging
- Chatham County Literacy Council, Inc.
- Chatham Literacy
- Chatham Outreach Alliance, Inc.
- Child Care Services Association
- Choral Society of Durham
- Coles
- Communities In Schools of North Carolina
- Community Home Trust
- Community Music School, Inc.
- Compass Center for Women and Families
- CORA Food Pantry
- DCLT
- Digital Durham
- District C
- Don't Waste Durham
- Dorcas Ministries
- Dreamcoat Ministries
- Dress for Success Triangle
- Durham Arts Council
- Durham Center for Senior Life
- Durham Housing Authority
- Durham Public Schools Council of PTAs
- El Centro Hispano, Inc.
- Ellerbe Creek Watershed Association
- Emily Krzywowski Center
- Evolve Mentoring/My Brother's Keeper of Wake County
- Exchange Family Center
- Extended Grace
- Families Together
- Fannie Lou Hamer Institute for Advocacy
- Fearrington Cares
- First in Families of North Carolina
- FMF
- FOR (Friends of Residents)
- Foundation for Health Leadership and Innovation
- Free Agent
- Girls on the Run of the Triangle
- Groundswell
- Guatemalan Student Support Group
- Helping Horse Therapeutic Riding
- Hemophilia of North Carolina
- Home
- Hope
- Hope Renovations
- Hopeline, Inc.
- Horse and Buddy
- Horses for Hope
- Inter-Faith Council for Social Service
- Interfaith Prison Ministry for Women
- International Society on Thrombosis and Haemostasis
- ISLA
- ISTH
- Job-Site Safety Institute
- Johnson Service Corps
- Josh's Hope Foundation, Inc.
- JWM Consulting
- Keep Durham Beautiful
- Kidznotes
- Kiran
- Know the System
- Learning Together
- Liberation Prison Project
- Lillian's List
- Loaves and Fishes Ministry Inc
- Male Contraceptive Initiative
- Me Fine Foundation
- Meals on Wheels Durham
- Meals on Wheels Orange County NC
- Meals on Wheels Wake County
- Mrs.
- Musical Empowerment
- NAMI Orange NC
- NARAL Pro-Choice North Carolina
- NATIONAL PTA
- NC Budget and Tax Center
- NC Center for Nonprofits
- NC Child
- NC Commission on Racial & Ethnic Disparities (NC CRED)
- NC Hillel
- NC Museum of History Associates
- NC MWBE Coordinators' Network
- NC Society of Hispanic Professionals
- NC State Wilson College of Textiles
- NC Urban Forest Council
- NCSU
- NCSU Institute for Nonprofits
- Nearly New Shoppe
- Nicholas School of the Environment, Duke University
- North Carolina Arts in Action
- North Carolina Center for Nonprofits
- North Carolina families united
- North Carolina Fragile X Foundation
- North Carolina Symphony
- North Carolina Victim Assistance Network
- North Raleigh Ministries Inc
- Odyssey Stage
- OE Enterprises, Inc.
- OFIG and Back on My Feet
- Orange County Rape Crisis Center
- Orange County Rural Alliance (OCRA)
- Pardoned By Christ
- Passage Home Inc.
- People's Alliance
- Piedmont Conservation Council, Inc.
- Piedmont Health Senior Care
- Piedmont Health Services, Inc.
- Piedmont Wildlife Center
- Polka Dot Mama Melanoma Foundation
- PORCH-Durham
- Preservation Durham
- Prospanica NC Chapter-in-Formation
- Providence: A Christian Montessori Community
- Psychoanalytic Center of the Carolinas
- PTA
- PTSD Foundation of America
- Raleigh Business and Professional Network Inc, LGBT
- Chamber of Commerce
- Raleigh City Farm
- Raleigh Sister Cities
- Read and Feed
- Residential Services, Inc.
- SAFEchild
- Seasons of Destiny, Inc.
- SECU Family House at UNC Health Care
- Self
- Senior PharmAssist
- Shepherds Care Medical Clinic
- SOAR Outreach
- Spencer Educational Foundation
- St. Stephen's Episcopal Church
- StepUp Durham
- StepUp Ministry
- StepUp Ministry - Raleigh
- The Chamber Orchestra of the Triangle
- The Daily Tar Heel
- The Exploris School
- The Fannie Lou Hamer Institute of Advocacy & Social Action
- The Hope Center at Pullen, Inc.
- The Scrap Exchange
- Threshold INC
- Toxic Free NC
- Triangle Aphasia Project Unlimited
- Triangle Area Parenting Support
- UNC - Kenan-Flagler Business School
- UNC Center for Excellence in Community Mental Health
- University of Michigan
- Victoria Jeffries
- Village of Wisdom
- Wade Edwards Foundation (WELL)
- Wake Smiles
- WCPS
- Western Wake Crises Ministry
- White Plains Children's Center
- WomenNC
- Women's Birth and Wellness Center
- YMAC Enterprises
- YNPN
- Youth LEAD NC
- Youth Thrive