



Mission statement

MACC CommonWealth supports the mission of its member non-profits by providing outstanding management and administrative services in a collaborative framework.

Values

<i>membership driven</i>	Services, activities, strategy and governance respond to the diverse requirements of our members and the communities they serve.
<i>excellence</i>	The collaboration provides a level of quality that its members cannot achieve on their own.
<i>partnership</i>	Members partner with MACC CommonWealth and with one another to enhance the mission of all members.
<i>integrity</i>	MACC CommonWealth and its members bring open and principled behavior to their interactions.
<i>innovation</i>	We continually develop new and creative ways to meet the needs of our members as well as the non-profit sector.

MCW Strategic plan

2010 - 2012



2010-2012 goals:

1. Achieve and sustain outstanding, long-term member experience by:
 - a. bringing a formal practice of continuous quality improvement, including explicit measurement strategies, to all MCW services and products
 - b. enhancing customer service and improving customer satisfaction
 - c. developing the skills and capacity of MCW staff
 - d. developing greater visibility and deeper relationships with boards of directors and members' senior management teams
 - e. aligning design and structure of all contracts with the long-term relationships and pricing strategies required for success of the collaboration.

2. Achieve growth in membership and revenue by:
 - a. actively recruiting new members, particularly members using financial and human resources services
 - b. supporting existing members' opportunities to grow through mergers or other related growth strategies (assuming that any such merger activity clearly states an intention to remain in MACC CommonWealth)
 - c. developing more diverse membership and increasing our ability to work with a greater breadth of organizations
 - d. extending MCW's outreach, communications, and marketing activities (including refining and communicating an exciting value proposition).

3. Ensure a sustainable mix of products and services as follows:
 - a. develop and extend financial and human resource services
 - b. preserve other services without financial loss or undue risk to MCW
 - c. develop new services in response to current member request and commitment of adequate revenue to fund that service.

Current year (2010) goals:

4. Complete the re-integration process with MACC Alliance.