



METROPOLITAN ALLIANCE of
CONNECTED COMMUNITIES

GUIDE TO MACC MEMBERSHIP

Our Story

It began with a group of nonprofit human services leaders sitting around a table.

They started to ask hard questions about the potential of working together.

How could they share resources?

How could they leverage each other's strengths?

How could they reimagine their operational models?

And how could they elevate the power, strength, and voice of their community, together?

What followed was their courageous effort to develop collaborative programs and services that challenged traditional thinking for how we get the work done.

Courageously Collaborative

Our Mission



MACC's mission is to make collaboration real-
by leveraging the **collective wisdom and
power** of our network of **human services
nonprofits** to develop **new structures and
solutions** to
solve complex problems and **build a
more equitable society.**

Today, the Metropolitan Alliance of Connected Communities (MACC) is a membership organization of nearly 60 community-based human service organizations that collaborate- learning from one another, sharing resources, and developing solutions to shared operational challenges.

For 25 years, our network has created capacity for innovation by bringing together new partners, creating space for new ideas, and courageously collaborating to strengthen the human services ecosystem.

The MACC network believes in the transformational power of human services, the strength of our communities, and that everyone has the right to well-being.

Our Network



Each year, our organizations serve as **economic multipliers** who collectively invest over **\$380 million dollars** into our community well-being, our resident's economic mobility, and their family stability.

Collectively, MACC's network **strengthens the well-being of over 300,000 community members** each year- over 60% are from communities of color, over 60% are children, and nearly all of whom are folks from low-income households who face the harsh realities of the systemic inequities of our time.

The MACC network provides a **wide range of services across the 7-county metro area** ranging from food shelves, domestic violence services, housing, behavioral health, employment services, immigrant & refugee services, parent supports, youth development, and elder supports.

The MACC network employs **nearly 3,000 human service professionals** in the metro area dedicated to strengthening our community.

360 Communities
African American Leadership Forum
Alexandra House
Agate Housing & Services
Annex Teen Clinic
Asian Women United of MN
Avenues for Youth
Banyan Community
Better Futures Minnesota
CAPI USA
Change Inc.
Community Action Center of Northfield
COPAL MN
CornerHouse
DARTS
East Side Neighborhood Services
Emerge Community Development
Emma Norton Services
Family Enhancement Center
FamilyWise
Hallie Q Brown Community Center
Hope4Youth
Ignite Afterschool
Interfaith Outreach & Community Partners
Irreducible Grace Foundation
Keystone Community Services
LDA Minnesota
Main Street Family Services
Merrick Community Services
Minnesota Coalition Against Sexual Assault
Minnesota Council of Churches
Minnesota Elder Justice Center
MoveFwd
Neighborhood House
Neighbors Inc.
Northside Economic Opportunity Network
Northwest Indian CDC
Phyllis Wheatley Community Center
Plymouth Christian Youth Center
PRISM
Sabathani Community Center
Second Harvest Heartland
Simpson Housing Services
Solid Ground
Southern Valley Alliance
Southside Family Nurturing Center
St. Paul Violence Intervention Project
Stepping Stone Emergency Housing
Survivor Resources
The Family Partnership
The Link
Tubman
Ujaama Place
Urban Homeworks
V3 Sports
Valley Outreach
VEAP
Women of Nations
Women's Advocates

Our Work Together

MACC is many things... our members wanted it that way.

So what's our impact by working together?



Home to a network of human service nonprofits

Connections and community.
Peer dialogue, learning, and innovation.
Solidarity and mutual support.
Collaboration opportunities.



Vehicle for collective action and collective voice

Change the narrative around the value of human services by reframing how we communicate about our work, the human services sector, and our communities.
Mobilize the energy of our network and empower our members to engage in shared work and take collective action.
Uplift human stories of courage, ingenuity, and resilience to build shared purpose and show a path to action.
Cultivate solidarity among our diverse members and the human services sector to fight injustice and oppression and invest in member-driven systems change.



Provider of quality shared administrative services

High quality administration at a fair value.
Reduced risk.
Increased stability.
Decreased stress for staff, managers, and leaders.
More time to focus on mission instead of administration.
Increased impact.



Resource for information, knowledge, and learning

Knowledge about nonprofit legal obligations, compliance requirements, and best practices.
Member-to-member learning opportunities.
Forums for collaborative resource development.
Research and development.
Catalyst for new ideas.
Adaptability, agility, and innovation.



Facilitator of cooperative purchasing power

Better benefits.
Better systems.
Better tools.
Increased access to useful resources.

Engaging in MACC

➤ **Introducing MACC to Your Organization**

We usually start by getting to know each other. Before you join, and afterward. We're willing to present to your board and or your leadership team to talk about who MACC is, and why the network may be beneficial to your organization the work you do.

➤ **Plugging in for Networking, Learning & Development**

To get started when you join, we'll ask for a list of the folks you want to engage in MACC activities. Usually, managers and directors are where we start... down the road- a broader group of your staff might find value in MACC convenings and resources. These include monthly gatherings, with over 30 convenings each year dedicated to creating space for innovation and shared learning:

- On average, one virtual monthly learning and development opportunity
- Bi-monthly CEO network roundtable
- An Annual Member Summit
- 1-2 in-person workshops a year for leaders and managers.
- 1-2 broad networking socials per year

➤ **Exploring the MACC Benefits program**

Early in your time as a member, you may want to jump right in to see if MACC's ancillary benefits may be a fit for you- our Dental, Vision, Life, and Disability Shared Benefits plans may save you money or offer you these benefits for the first time if you don't currently offer them.

➤ **Exploring Back Office Service and/or Beginning Onboarding**

These are optional, and offered in an a la carte model- but if you are exploring or plan to join a MACC service cohort, we may start out our time together in your membership primarily planning your onboarding into that service. Those can be intensive engagements that may be planned for immediate start, or paced for months down the road when we have capacity to bring you on board.

➤ **Tapping into Network Leadership Development Opportunities**

Our network offers several opportunities to build leadership skills, build your network, and build your organization's muscles. Members are invited to serve on MACC's Board, Board Committees, Working Groups such as MACC's Government Partnership Council and MACC's Summit Host Team.

Our Vision

Everyone has the right to well-being.



We envision a future where individuals and families live in strong, healthy, vibrant, and equitable communities. Where everyone has high quality housing, healthy food, robust healthcare, equitable education, excellent child and elder care, accessible transportation, nearby community centers, and neighborhood spaces to gather in and enrich their lives. Where everyone is safe. Where resources are abundant and equitably distributed. Where people are engaged in their communities, feel a sense of belonging, participate in decision-making, are represented in leadership by those who share their values and identities, and can freely pursue their aspirations and interests.

We believe human service nonprofits play a vital role in building and fighting for the future we envision.

They are of, by, and for their community. They provide vital access to resources such as stable housing, healthy food, and mental and physical healthcare. They offer safe physical spaces for individuals and families to connect with one another and build community. They provide programs and services that support people of all ages in their pursuit of education, employment, and enrichment. They seek change by advocating for the individuals, families, and communities they serve in the pursuit of equity, dignity, and well-being.

Our IDEA Commitments



Inclusion, Diversity, Equity & Accessibility

MACC believes that human services organizations should be of, by, and for the community. They should be tools to build strength, solidarity, and care for one another.

We also believe that the need for human services is too often a result of systemic racism and other intersecting forms of oppression, and that human service nonprofits have a responsibility to resist those systems of oppression and not uphold them.

MACC believes that everyone has the right to well-being.

MACC commits to trust and center the experiences of community members with lived experience and those working to dismantle oppressive systems.

MACC commits to ongoing learning and progress. Our IDEA journey is continually re-beginning; we will make mistakes, we will not reach perfection, we will hold each other accountable, and we will courageously keep trying.

MACC commits to working in solidarity with Black, Indigenous, Asian, Latine, and all other marginalized people to resist systems of oppression in human services and in our connected communities.

MACC commits to allocating tangible resources to make IDEA part of the fulfillment of our mission.

Member Responsibilities

Member organizations of MACC make the following commitments:

1. **Centering our Values:** Our members share a common set of values that shape our work together: we ask that members demonstrate those values in interactions, commitments, & participation in the network. We share a common belief in mutual strength by sharing our network resources and cooperatively living into these values:

Collaboration
Valuing relationships
Showing courage
Demonstrating a commitment to equity, and
Striving for excellence through learning & growth

Above all, we want members to understand that MACC's network and our resources are shared.

We share, we engage, we learn from one another, and we build our collective strength by acting cooperatively and centering the value of collaboration in all that we do as a network- from providing back-office services to building shared learning opportunities to help us lean into the future together.

2. **Service Cohorts:** Members who subscribe to shared Back Office Services are expected to participate in shared services' convenings/cohorts related to those services, as they are requested.
3. **Network Engagement:** Members are expected to attend, at minimum, MACC's annual Member Summit and our Annual Meeting of the MACC membership.
4. **Organizational Governance:** Members are expected to vote in our annual board elections as well as participate in organizational governance on occasion where a vote of all members is required.
5. **Annual Dues:** Members must contribute annually to this corporation (via annual "Dues") in an amount so established by the Board of Directors

Your Responsibilities:

Share.

Share your expertise.

Learn from the expertise of others.

Work with the network to find solutions to our shared challenges.

Show up.

Member Benefits

There are several tangible benefits of membership in MACC:

1. **Access to Shared Back Office Services:** Membership provides you the opportunity/option to subscribe to MACC's shared back office services- which is operated for members and provided on an a la carte basis.
2. **Access to Shared Employee Benefits:** Membership provides your organization the opportunity to participate in MACC's shared ancillary employee benefits plans (dental, vision, life, disability).
3. **Governance & Ownership:** Membership provides you the ability to serve in a strategy and governance role both in the specific collaborative projects & services which you chose to participate in and/or as a potential member of our Board of Directors and it's committees.
4. **Access to discounts on Social Current programming:** Membership provides access to discounts on our national partner's programming, research librarians, conferences, and trainings designed for human service leaders.
www.socialcurrent.org
5. **Access to Powerful Network Infrastructure:** Inter-organizational coordination, knowledge-sharing, and leadership training opportunities designed to spark connections and ways to work together. These include monthly gatherings, with over 30 convenings each year dedicated to creating space for innovation and shared learning including MACC's Annual Member Summit.
6. **Access to Network Development Initiatives:** Longitudinal business development, research & development initiatives. *Examples have included practical, strategic, and technical expertise and support for large-scale healthcare system and government partnerships, influencing regulatory reform, social enterprise capacity building, and antiracism in human service program design and delivery.*

Joining MACC

Your Investment as a Member

Your dues are an investment in our network.

MACC is like "R&D", training & development, and a laboratory for our human services nonprofits. We create the space for our members to build collaborative solutions for the challenges we share. MACC provides capacity for our network to build the innovative, adaptive solutions we need to move our sector forward. We learn, evolve, and take the time to thoughtfully develop and support innovative solutions. Your dues fund:

- **collaborative program development and coordination**, with recent examples including our COVID crisis response resources, Data Justice initiative, Pay Justice initiative, and Ask MACC: Workforce Solutions initiative.
- **member convening development and coordination** such as our annual Member Summit, Zoom In series, and ongoing workshops and trainings provided free or at minimal cost
- **ongoing business development, member engagement, and network infrastructure** that allows our alliance to continue to invest in innovation and collaboration in our shared services.

MACC Dues Structure

Dues are billed on an annual basis for all MACC members.

The method of calculating dues is a simple calculation based structure assessed based on your annual operating expense. This simple structure is designed to be clear and equitable across all members in the MACC network.

1. Annual dues are calculated as 1/7th of 1% of Total Expense*, for all members
2. In-Kind Expense (if any) is subtracted entirely from Total Expense, for this calculation.
3. Minimum Dues of \$500, maximum of \$11,500

Dues are invoiced annually, generally in January. Members joining MACC mid-year are billed for dues on a partial year, pro-rated basis around time of executing Membership Agreement.

** Total Expense is derived from one of the following sources (in order of preference, as available):*

1. Income/Expense Statement produced by MACC (if member subscribes to Financial Services), or 2. IRS Form 990, specifically the value reported on from Part I, Line 18 of IRS Form 990 ("Total Expenses"), or 3. Annual audit report, specifically the value reported as "Total Expense" in Statement of Functional Expenses.

For organizations with affiliated entities such as subsidiaries or fiscally sponsored separate organizations, the amount used for Dues calculation is "Total Agency" expense. i.e., amounts from affiliated entities are included.

Service Offerings

Our collaborative administrative services are available to MACC members on an a la carte basis. The administrative services are offered to members based on a three-year commitment. Each service has a slightly different pricing structure, with all priced roughly at the cost to provide the services.

All agreements are designed to be simple and financially sustainable for our member organizations. For more information about the pricing of administrative services, please inquire with MACC Member Services. We'll work to understand your needs and provide you with an outline of the costs for your budget size and share an example contract with you.

Behavioral Health Billing

MACC's behavioral health billing combines our expert staff with high quality software designed by Procentive. Our team brings extensive experience in nonprofit behavioral health practice management and can turn clinical hours into revenue for your organization.

Client Data

Our client data team offers industry leading ClientTrack software along with comprehensive implementation and support services. Our team has expertise in nonprofit data systems, program evaluation, and management-all of which ensure our members' success.

Finance

MACC delivers the skill, support, and protection of a large, fully staffed finance team-something most nonprofits are unable to attain on their own. Together, we share the expertise and comprehensive controls that lower operating risk and allow our members' programs and missions to thrive.

Human Resources

MACC provides the support and expertise of a full human resources team. With a team of experienced human resources staff, we can enhance talent development, manage compliance and risk, and meet human resources challenges head on.

Information Technology

MACC's information technology offers members a bargain in managed technology for nonprofits. We work collaboratively with our technology provider to keep your IT running and lower your total cost of technology ownership.

Program Evaluation

MACC's program evaluation team offers members project-based engagements with a practical approach- giving you "news you can use" to make decisions about your data collection and program design.

MACC's Admin Model

Benefits of a Shared Administrative Service Model

MACC's administrative services are built around a few core principles that help protect our members.

MACC's Service Model

Scalable Solutions

- Common Platforms
- Cooperative Pricing
- Economies of Scale
- Standardization with Adaptability

A Deep Bench

- Access to Functional Expertise You Need
- Team-Based Approach
- Decreased Operating Risk

Values-Driven

- Straightforward Pricing
- Priced at Cost
- Designed with Sustainability in Mind

Scalable Solutions for Community Based Organizations

Scalable, Common Platform

- Our members have pooled resources to gain access to the administrative expertise they need- we share common staff and resources.
- Our service delivery depends on a common set of processes, procedures and systems- all things that protect quality, consistency, and the scalability of our services.

Cooperative Pricing and Economies of Scale

- As a shared service- we have ability to negotiate and leverage our purchasing power to attain cost savings on our software and vendor relationships

A Deep Bench with Expertise You Couldn't Access on Your Own

The Expertise You Need:

- Our team approach ensures you have the proper expertise at the table- resources none of our members could afford on their own. You should consider us part of your staff, a part of your team- a way to extend your leadership and expertise

Freeing Up Your Time:

- These services are designed to free up the capacity of your management team to focus on your mission, not the administrative headaches that come your way.

Reducing Your Risk:

- These services are designed to reduce compliance-related operating risks- having the right expertise at the table protects your organization.
- Our team approach provides you with back-up and cross-training that protects your core administrative functions.

Simplicity, Reliability and Sustainability that Benefits Our Members

Services are Priced at Cost

- We price our services at cost- as a nonprofit ourselves we're not here to sell or drive excess revenue. However, it is important to understand that while our services are priced at cost, this doesn't necessarily always translate into cost-savings. We work to ensure we have the technology, talent and expertise to provide the high quality service our members need. For most small to mid-sized organizations - typically they have starved their administrative functions- these services often represent a new financial investment.

Simple Pricing- with No Surprises

- Our contracts and pricing are the same for everyone and generally, are based on a percentage of your budget (in the case of Finance or HR) or on a flat rate, per user model (in the case of IT or Client Data). Our pricing flexes and adjusts up or down based on your size. With our simple model, there are no surprises in our pricing.
- Our pricing is not based on tasks, time tracking, amount of work, or complexity- but is built around a simple commitment to deliver the services you need, when you need them- in a simple, financially sustainable model for members.

For instance, when members go through major projects like audits, handbook rewrites, system upgrades, or major hiring booms- these bursts of work that are core administrative function are included in your service- not billed hourly as extra project work you may not have budgeted for.

Ready to get Started?

MACC doesn't fit in any tidy boxes.

We're an association of human service nonprofits.

We're like a cooperative too, our back-office services require a commitment to collaboration and sharing.

We're a network of leaders who are looking to the future to strengthen the human services ecosystem.

We're an alliance of organizations building the well-being of our communities.

And we're aspiring to be a powerful voice to uplift the transformational power and potential – the value of our work as human service nonprofits.

We do this so we can build a more equitable society. We believe everyone has the right to well-being.

**Come along with us, reach out to our Membership Team
at info@macc-mn.org**