The core values of ESCH are:

- Community services provided by nonprofits are critically important to the quality of life in our society.
- Efficiently operated nonprofits are able to increase the benefits of philanthropy.
- Understanding the needs of our community is paramount to our service to the community.
- Integrity, honesty and transparency are foremost in everything we do.
- Commitment to quality is central to all our activities.
- Our volunteer consultants are an invaluable source of knowledge, skills and experience.
- Diversity of cultures, gender, backgrounds and abilities is a strength that benefits our community and us.
- Continuous learning is essential to enhance the skills of our consultants and staff.
- Our volunteer consultants and staff derive a high degree of personal satisfaction and fulfillment through our work.
- Committed staff and sufficient resources are necessary to ensure the effectiveness of our volunteer consultants.
- It is essential to balance any need to charge for services with the best interest of our clients.
- Individualized services are necessary to address the unique needs of our clients.
- Compassion and understanding are important for building constructive working relationships with clients.

WE BELIEVE THAT THE FREEDOM TO FORM AND OPERATE NON-GOVERNMENTAL ORGANIZATIONS IS THE BEDROCK OF DEMOCRACY.
MAJOR ACCOMPLISHMENTS

Setting a good example for our clients, ESCH has made great strides in 2013 to update and improve our internal functions. These include:

- Crafted Strategic Plan 2013-2017
- Successfully completed Leading Edge Luncheon with noted futurist, Dr. Peter C. Bishop, University of Houston College of Technology and honored Fort Bend I.S.D.’s Ridgemont Early Childhood Center as Nonprofit Client of the Year
- Created an ESCH prospect/seminar dashboard
- Partnered with Marathon Oil Corporation to help local nonprofits: Marathon Strategic Leadership Program
- Received first capacity-building gift from Chevron for assisting Houston Festival Foundation - $31,000
- Partnered with Harris County Department of Education – Grants Department to teach grant writing seminars
- Partnered with University of Houston C.T. Bauer College re: website, database improvements
- After 14 years, moved offices and introduced VoIP to allow better internal messaging
- Identified, cultivated and appointed new Consultant Coordinator Ken Eagle, BP (Ret.)
- Utilized GoToMeeting to simplify communications

We don’t fund nonprofits... we make their funding go further by helping to solve those problems that hinder their productivity and impede their capacity to serve the public — We help them to more efficiently carry out their missions.

Executive Service Corps of Houston - On the Move in 2013!

With the help of a few consultants and the support of the ESCH Board of Trustees, the small staff minimized its office footprint and changed to a safe, snug, well-ordered new space on the western edge of the Galleria area, near Memorial. The conference room serves as a fresh, modern meeting space for seminars and webinars, as well as gathering space for client and consultant meetings.

Interim Chairman of the Board 2013 - Erich Stolz

Board member and Change Agent Erich Stolz, CFO, The Mundy Companies, took the reins of ESCH as Interim Chairman of the Board while we searched for a willing candidate with enough time to apply to an evolving organization. A Strategic Plan through 2017 outlined a map for both financial and client success through six months of meetings among board, consultants, staff, with client input analysis, chaired by Board Secretary Paul Cuneo, and skillfully facilitated by ESCH Consultants Frank McGrath and Milt Rose. Board terms were lengthened to three years and term limits were put in place. Several stalwart ESCH supporters took on the role of Advisory Council; past chairman Burt Hering and Roger Rolke received the honor of Emeritus Board Members. Mark Niles, Niles Partners, facilitated an ESCH Board Retreat to refocus the group on funding and client engagement.

ESCH Office Move

Our internal aim remains to eliminate redundancies and extra paper. Through University of Houston, Volunteer Houston and Volunteer Match, we found volunteers who helped scan our client files and closing reports. Online evaluations and surveys continue to streamline our ability to communicate with our clients and make reporting easier for our staff.

ESCH Office Move

In September, 2013, ESCH took a peek into the future with University of Houston’s Futurist, Dr. Peter Bishop, our keynote for the Leading Edge Luncheon. We honored Fort Bend Independent School District with our Nonprofit Client of the Year, and we thanked our numerous consultants for their service.

Chairman of the Board 2014-17 - Karen Chin

In 2012, ESCH experimented with SKYPE and in 2013, thanks to a gift from our Chairman of the Board, is moving toward more frequent GoToMeetings for Consultants, board and clients. By the end of 2013, B2B CFO Partner Karen Chin stepped up to serve as Chairman of the Board. Her support of ESCH was immediately helpful. She applied her business skills by introducing Dropbox and GoToMeeting. This helped make ESCH more efficient and made ESCH meetings more productive. Meetings include strategic concepts routinely.

REALITY .”

“LEADERSHIP IS THE CAPACITY TO TRANSLATE VISION INTO REALITY.”

— Warren G. Bennis

LETTER FROM THE CHAIRMAN AND EXECUTIVE DIRECTOR

Sincerely,
Erich Stolz
Chairman of the Board
Sally J. Tyler, CFRE
Executive Director
The Project Coordination Committee assesses service requests and assigns consultants.

Highlights:
- 87 organizations serviced with 114 projects with 5,648 hours
- Project by Category
  - 24 Information Systems
  - 15 Mentoring
  - 13 Financial Management
  - 11 Operations
  - 11 Strategic Planning
  - 9 Coaching
  - 8 Board Governance
  - 8 Business Plan
  - 8 Development
  - 4 Marketing
  - 2 Organization
  - 1 Human Resources

The Training Committee schedules seminars and develops new presentations.

Highlights:
- 49 seminars provided, including 5 webinars
- 293 attendees representing 251 organizations
- 1 special day-long session hosted by Marathon Oil Corporation

ESCH-Shell Oil Company Organizational Assessment Services help nonprofits focus on what is most important for their missions

Each strategic planning consulting project began with an organizational assessment that helped the nonprofit and the consultant determine organizational strengths and weaknesses and priorities to address. We are grateful to Shell Oil Company for again choosing to be the named sponsor for these services.

Executive Leadership Coaching helps executive directors focus on needed leadership skills

ESCH continued its coaching program for executive directors. The model is a combination of a strengths-based approach and the emotional intelligence model. Consultants trained as coaches help executive directors during a six-month cycle of weekly and bi-weekly face-to-face coaching. Outcomes were highly positive, with all coachees reporting progress in every leadership skill chosen for coaching. Clients overwhelmingly endorse the program.

ESCH Educational Management Seminars help nonprofits focus on a variety of capacity-building issues

Seminars and webinars on different management and capacity-building topics were offered. Feedback from attendees was highly positive, ESCH received an average of 4.4 on a 5-point scale regarding the usefulness of the information.

Financial Fitness for Nonprofit Programs

Financial Fitness for Nonprofits (FFNP) consists of a series of components to help board members and staff understand their fiduciary responsibilities, establish sound fiscal management and develop effective budgeting methods. FFNP will be provided by financial experts who volunteer their services for ESCH. What are the results? Strong board oversight and staff operations providing these benefits: Confidence in making fiscally sound decisions, improved risk management, concise financial communications, better budgeting, forecasting and reporting, increased accountability and efficiency.

Developing Development Program (DDP)

Reductions in foundation and donor support. Increased demand for services. Programs and staff stretched thin. Every nonprofit needs more than short-term or piecemeal fundraising “band-aids.” DDP is a proven program that leads to sustainable success. DDP provides organizations with the expert training and individualized coaching that helps fundraising grow and thrive.

ESCH serves organizations that have 501(c)(3), (4) or (6) status, educational organizations and government entities.
AGENCY: Houston Alumni & Youth (HAY) Center
The HAY Center is a one-stop center where foster youth and alumni, ages 16-25, can acquire a variety of transition resource services and supports. As a program of Harris County Protective Services for Children and Adults (HCPS), the HAY Center operates under two government contracts for 85% of its operating funds. The remaining funds, raised separately, provide additional services.

**Mission:** Provide services in the Greater Houston Area which empower current and former foster youth to become successful, productive adults by enabling them to obtain meaningful work and post-secondary education.

**Challenge:** To produce a Strategic Plan which covered three years, October 1, 2013 through September 30, 2016, which 1) retains the current two government contracts, 2) implements new programs and expands current activities by improving employment and education outcomes, 3) addressing funding needs and 4) assessing long-term sustainability needs.

**Resolution:** An initial self-assessment was carried out. Then a Strategic Planning Process was facilitated by ESCH with the HAY Center Board and key stakeholders. Outcomes included: Core Values, Business Model/Competitive Advantage, and Goals and Strategies. An Action Plan was developed with schedules and responsibilities. Financials were produced for the three-year period.

**Client Testimonial**

“We felt that working on this program (Developing Development) benefited the Center. The best part was sharing of ideas by other agencies and the open discussion during the meetings. As a result of our work with ESCH, we are better able to develop a fund development plan.”

— Dale Pillow, Executive Director; Rushi Patel, Board Chairman; Kara Burke, Program Coordinator - Adult Reading Center

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AGENCY: SIRE

**Mission:** SIRE provides therapeutic equestrian lessons to children and adults with physical, cognitive, emotional, sensory and learning disabilities. SIRE brings special people together with horses so they can ride beyond — beyond limits, beyond dependence, and into fresh air, freedom and a lifelong, Texas-traditional sport. For SIRE’s clients, therapeutic riding not only increases strength and independence, it also provides more freedom and independence to their families. Moreover, it can initiate more effective interaction and education at school, work, and in other community settings.

**Challenge:** In 2013 SIRE turned 30 years old. The nonprofit wanted to know how it could best leverage that anniversary milestone to maximize marketing and fundraising efforts.

**Resolution:** ESCH Consultant Michael Hagan partnered with the SIRE staff and volunteer leadership to develop a branding plan that clearly identified their mission, vision, values, brand promise and new tagline. This new branding, “Ride Beyond” supported the real focus of SIRE to help those with disabilities to overcome all obstacles through the SIRE programs and services. This new, clear positioning was brought to life through new marketing materials which are being used to develop specific actions from various stakeholders.

Nonprofits can learn more by applying at “Need ESCH Help” button on our homepage at eschouston.org — your request will be submitted for the upcoming semester.

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AGENCY: Asian Chamber of Commerce

**Mission:** To promote trade between Houston and Asia and to foster economic development in the Houston area Asian-American communities.

**Challenge:** The ACC had an old, aging clone-built PBX — which had no support and no password. It also had an old aging clone built file server with no way to access files off-site.

Also, there was no way to receive faxes or phone messages off-site and the Internet access was very slow and needed an upgrade. And to top it off, they were facing a potential move which would exacerbate their office situation.

Without IT support, ACC still needed the ability to be more virtual. It needed easier communication within the organization and easier access to information. And it needed to accommodate different platforms and different locations, including the director's home.

**Resolution:** ESCH Consultant Carl Garrison reviewed their situation and devised a “Cloud” architecture. He recommended that they acquire:

- Cloud-based/hosted PBX that had full PBX capabilities, including check messages via cell and using cell as an extension and receiving voice messages via email, all U.S. & Canada long distance included.
- Cloud-based/hosted file server with access to files anywhere, on any device keeping all copies in sync with version control.
- Cloud-based/hosted fax - provides sending and receiving faxes without a physical fax machine from anywhere.
- Upgraded Internet access to 10x speed at less total cost.

Now all IT services except the physical LAN and Internet Carrier Router are in the Cloud requiring minimal IT support, which Carl arranged with a local firm that provides support by the hour, with experienced staff.

**Client Testimonial**

“Asking for help was a little scary, but I knew we needed assistance and ESCH's consulting service was so much better than I expected. It was the best decision we have ever made.”

— Carl Scott, President & CEO

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AGENCY: Volunteer Houston

**Mission:** To effectively engage people and resources in volunteering and service.

For 40 years, Volunteer Houston has been the city’s sole referral service connecting volunteers to a broad spectrum of diverse nonprofit organizations. Nonprofit organizations all around Houston and its vicinity rely on Volunteer Houston to acquire over 32,000 volunteers per year.

**Challenge:** To make sure that Volunteer Houston has as exciting, enticing and vibrant a website as Houston’s nonprofit agencies and volunteers need. Our challenge was to encourage more volunteers to research online and to make the database of volunteer opportunities quickly searchable by zip code and type of work and the messaging easily understood by all types/ages of volunteers. Adding useful links like Hands-On - improved the organization’s reach.

**Resolution:** A vibrant useful website that attracts more visitors than ever before.

Executive Service Corps of Houston has partnered with University of Houston’s Management Information Systems program since 2009 to helpotive nonprofits metric tracking, improve their connectivity and online presence. Senior level students, under the tutelage and leadership of Dr. Carl Scott, work each semester in teams with ESCH consultant mentors, ably led by Jim Rather, to acquire consulting and professional business skills.

ESCH’s senior IT executives offer scoping advice to nonprofit leaders seeking to improve or create websites and improve data collection or distribution/capture. Once projects are collected by ESCH’s online request for assistance, they are again vetted through university faculty. Students teams help with Search Engine Optimization or website scoping, design and/or implementation in a single semester. Testimonials from organizations like Volunteer Houston and Avalon House underline the value of this important program for all concerned.
John Ranney
Harry Barnes
Dave Sheehan
David Tomlinson
New Board Members who joined ESCH in 2014:
- Bridgette Chambers
- Harry Barnes
- Tom Chorba
- Ken Eagle
- Alvio Estrada
- Jennifer Garmon
- Richard Jennings
- Hazel Kruze
- Darel Lennear
- Diane Mc Master
- Steve Mikelman
- Carolyn Phillips
- Cesar Rodriguez
- Kenneth Salzman
- Dave Sheehan
- Bob Stone
- Claire Thomas
- Ernie Williamson

In Memoriam
- John Ranney
- Marvin Kiel

Our Consultants and Board help nonprofits stay focused on their missions
We appreciate all of the donors who supported ESCH in 2013. Without your assistance, we could not have helped our clients, Houston nonprofits, reach goals and become more knowledgeable in the areas of management, leadership, board governance, strategic planning, development and other areas of need.

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Office Testimonial

"For the last 6 years, ESCH’s dedicated consultants have helped shape the Hashoo Foundation USA bylaws, policies, procedures and business plan implementation. As a result, the Hashoo Foundation USA has improved its international presence and impact."
— Cristal Montanez Baylor, Executive Director; Barbra Aksamit, Board Member - Hashoo Foundation

“We are a leader when people barely know he exists, when his work is done, they will say: We did it ourselves.”
— Lao Tzu
ESCH Leading Edge Luncheon on Friday, September 20, 2013, honored Fort Bend I.S.D.’s Ridgemont Early Childhood Center as ESCH’s Nonprofit of the Year. Over 200 consultants, clients, donors, volunteers, and staff learned about the most critical issues facing Houston and other leading urban centers from Dr. Peter C. Bishop, University of Houston’s Futurist. At Large Council Member Jack Christie, City of Houston, presented Chairman Burt Hering with the Mayor’s Proclamation naming it “ESCH Day.”

The 2013 Honorees were:

Volunteer Leader Award (500+ hours)
Paul Cuneo
Sallie Diederich, C.P.A.

Distinguished ESCH Volunteers (300+ hours)
Pete Berkwitz
Burt Hering, D.Eng.
Francis McGrath
Roger Rolke, Ph.D.
Jay Taylor, J.D.

Outstanding ESCH Volunteers (100-299 Hours)
A. J. Durrani
Bryan Evans
Lisa Gertsch
Paul Lotts
Elmer Milz
Jim Rather
John Reed, Jr.
Milt Rose
Ron Swoford
Hugh Williams

We recognize and thank all of our consultants for their generous service and gifts of talent, treasure and time.

“MOTIVATION IS THE ART OF GETTING PEOPLE TO DO WHAT YOU WANT THEM TO DO BECAUSE THEY WANT TO DO IT.”

— Dwight Eisenhower
Teamwork is the fuel that allows common people to attain uncommon results.