

Beth Bordeaux, MSW

Bwbordeaux@gmail.com

SKILLS & EDUCATION

SKILLS

Executive Leadership – Interpret vision and set direction for an organization or initiative, using performance-based leadership in human resource management, budgeting & financial management, operations & program implementation.

Program Development and Evaluation/Quality Management – Research, design, plan, resource and implement evidence-based and best practice models in human services; assess evaluation capacity; develop evaluation plans, tools and evaluation processes; manage and report outcomes; utilize data for ongoing quality improvements and best practice decision making

Communications – Written and oral communication for targeted purposes and audiences, including: developing and telling powerful stories for fund raising and stakeholder engagement; analyzing and reporting information for technical reports or grants; delivering compelling presentations/public speaking for large and small groups

Fund Development – Strategically diversify funding using existing and new stakeholders; cultivation to expand and strengthen private donor base; maximize fundraising events; and increase private and government grants.

Leadership Development with Individuals, Groups, Organizations & Systems – Development of leaders through training and coaching for volunteers, staff, managers, executives and boards using models of appreciative inquiry and systems theory. This includes:

- Working with governing boards, leadership teams and individuals
- Assessing organizations and systems
- Planning and implementing major systems changes
- Planning and implementing organizational collaboration
- Guiding strategic planning (discovering/developing mission, vision, values, goals and strategies)
- Assessing, designing and implementing evidence-based and best practice human service programs
- Facilitating large and small group processes
- Engaging in self-reflection: individual, group, organizational or system-wide
- Resolving conflict; facilitating resolution
- Coaching and guiding individuals in leadership and service excellence

EDUCATION

Master of Social Work: Management, Planning & Community Practice (UNC-Chapel Hill, 1997)

Bachelor of Social Work (ECU, 1989)

Intentional Interim Ministry Certification, Center for Congregational Health, Winston-Salem, NC (2009)

Appreciative Coaching Certification, Fielding Graduate University, (2009)

Church Consultant Certification, Center for Congregational Health, Winston-Salem, NC (2008)

Church Development Institute, CDI Certificate, Seattle, WA (2006, 2007)

Duke Divinity School, 2006-2007 (Introduction to Old Testament, Local Polity/Global Vision: The Episcopal Church and the Anglican Communion)

EMPLOYMENT EXPERIENCE

PRINCIPLE CONSULTANT

Partners for Impact, LLC 1044 Branch Line Lane, Apex, NC 27502

919-612-6634; <http://partnersforimpact.com>

March 2016 to current

Action oriented consulting, strengthening nonprofits, coalitions, and collaborative initiatives

- Thinking forward – using a visionary, appreciative approach to capacity building
- Changing systems – working holistically and organically to design and implement organizational and system-wide change
- Impacting tomorrow – using participatory processes to integrate design, action, measurement, and improvements that bring about results

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DATA TEAM DIRECTOR

North Carolina Coalition to End Homelessness (NCCEH) PO Box 27692, Raleigh, NC 27611

919-755-4393; www.ncceh.org

March 2015 to March 2016

Oversee Local System Administration and Data Analyst support for the HUD mandated Homeless Management Information System (HMIS) for 82 counties across North Carolina.

- Creation and Oversight of the Data Center – assist in the development of a new branch of NCCEH focused on data, evaluation and analysis of homeless services across North Carolina
- Reporting and Evaluation – Expand opportunities for data collection and evaluation; guide development of system-wide dash board reports and key performance measures
- Community Leadership and Technical Assistance – Oversee day to day operations of HMIS support services for 82 counties including transition to a new implementation model; end user and administrator training; privacy compliance; communications; and strategy development for improved data quality.

EXECUTIVE DIRECTOR

PLM Families Together PO Box 14395, Raleigh, NC 27620

919-212-4181; www.plmft.org; facebook.com/PLMFT; @plmft

April 2010 to November 2014

PLM Families Together (PLMFT) moves families from homelessness to stable housing. PLMFT is a 34 year old agency with an annual budget of \$850K, nine full-time employees, multiple student interns, and over 400 volunteers annually.

Accomplishments as Executive Director include:

- Maintained Agency of Excellence with United Way of the Greater Triangle since 2009
- Received the GSK Impact Award in 2013 for creating a healthier Triangle; award judge in 2014
- Increased program outcomes by 82% from 44 families housed in 2008-09 to 81 families in 2013-14; Other outcomes obtained: 76% of families move to stable housing within 60 days; 83% of families maintain independent housing beyond one year.
- Moved PLMFT from a net deficit in FY 2008 of (\$36K) to a net asset of \$450K FY 2012 including six months of operating reserve.
- Diversified funding from 61% government 39% private in 2009-10 to 46% government:54% private in 2013-14, increasing private revenues by 46%.
- 100% clean audits 2009-10 through 2013-14, audits and 990s available on guidestar.com
- Implemented program evaluation, staff performance metrics and review processes including Management By Objectives plan
- Reorganized staffing structure and primary programs in response to external and internal opportunities and threats; re-stabilized after organizational change, increasing staff motivation, morale and program outcomes
- Engaged multiple organizational capacity building initiatives including a five point organizational assessment; new fundraising strategies and planning; board and committee development; staff restructuring; risk assessment and response; policy development (financial management policies and bookkeeping desktop procedures, human resources employee manual, program guidelines, volunteer management and waivers); operations and executive planning; and new communications strategies and planning
- Managed PLMFT owned and leased properties (owned: 8-unit apartment & office facility; leased: 30 separate apartments), cultivated volunteer property committee, managed vendor relations and maintenance for high turnover units and negotiated storm water drainage project with the city of Raleigh
- Served as a lead in a multi-agency collaborative pilot project for Centralized Intake; served as joint partner in multi-agency collaborative, Fostering Youth Opportunities
- Engaged the community through membership on Raleigh/Wake Partnership to End & Prevent Homelessness board of directors and executive committee and NC Coalition to End Homelessness Board of Directors; and serving on multiple community planning and funding initiatives (United Way of the Greater Triangle, FEMA-Emergency Food and Shelter Grant local board, HUD/CoC, Emergency Solutions Grant Planning, and others)

PRESIDENT/CONSULTANT

GTM Evaluation & Planning, Inc. 101 Chapel Valley Lane Apex, NC 27502

(see below for list of projects) *January 2007 to April 2010*

Services for nonprofits, community organizations and congregations: assessment, strategic planning, evaluation, quality improvement, leadership development and coaching

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DIRECTOR OF QUALITY MANAGEMENT

The Durham Center, 501 Willard St. Durham, NC 27701

Now Alliance Behavioral Healthcare

919-651-8402; www.alliancebhc.org

CEO Ellen Holliman

June 2004 through August 2006; Transition contract from August 2006-December 2006

- Develop/restructure and manage the quality management and information technology departments
- Design data gathering and reporting processes for internal departments and provider contract agencies
- Design and write annual, monthly and quarterly board reports and reports for legislators, state officials and internal management
- Coordinate and monitor compliance with state required outcome and client survey data collection
- Work with teams to design data collection processes, instruments, surveys and clinical forms
- Chair community collaborative committee for outcome evaluation of the child system of care
- Chair Mental Health Systems Transition Project evaluation group for evidence based practices
- Monitor quality improvement plans and compliance with quality management reporting requirements
- Develop and lead trainings on quality improvement and evaluation related topics

MINISTRY COORDINATOR/WELCOME MINISTER

The Prince of Peace Episcopal Church, 1200 N Salem St. Apex, NC 27502

Vicar Rev. Dr. John Gibson

November 2002 through June 2004

- Develop ministries and programs for welcoming and incorporating newcomers, small groups, pastoral care, intercessory prayer and team leadership
- Purchase and manage church membership database
- Work with teams to develop and implement communication processes among team leaders, staff, vestry and clergy
- Recruit and coordinate volunteers at multiple levels

PRESIDENT/CONSULTANT

Bordeaux Consulting, Inc. 8801 Valley Hill Ct. Apex, NC 27539

(see below for a list of projects) *April 1999 through December 2002*

Consultation and training services for nonprofits, primarily regional and county level Smart Start agencies in the areas of community assessment, program evaluation, program planning and strategic planning.

PROGRAM EVALUATION ASSISTANT

Frank Porter Graham Child Development Center, UNC-CH, Carrboro, NC 27510

January 1999 through August 2000

- Provide technical assistance in program evaluation for local Smart Start agencies across NC
- Assist in the development of the NC Smart Start Program Evaluation Manual
- Lead Smart Start evaluation trainings and workshops across the state

June 1997 through August 1997

- Assist with a countywide evaluation of Smart Start activities in Orange County by developing evaluation materials; collecting and aggregating data and providing data summary reports

PROGRAM MANAGER

Orange County Partnership for Young Children, Chapel Hill, NC 27514

July 1996 through April 1997 (Internship); August 1997 through August 1998 (Program Manager)

- Manage and monitor grant contracts
- Review and compile program and fiscal reports
- Provide technical assistance and training for grantees in program development, evaluation and reporting
- Support strategic planning and project implementation
- Plan events
- Negotiate collaboration among nonprofit agencies seeking Smart Start funds
- Supervise administrative staff and manage all aspects of the agency in absence of the Executive Director

DIRECT SERVICE SOCIAL WORK EXPERIENCE

Family Consultant – Community Partnerships, Inc., Raleigh, NC

Infant/Toddler Certification through Area Mental Health

August 1989 through December 1989 (Internship); March 1993 through September 1995

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Maternity Care Coordinator/Social Worker II – Wake County Dept. of Health, Raleigh, NC

May 1991 through March 1993

Substance Abuse Education Specialist – Wayne County Mental Health, Goldsboro, NC

February 1990 through May 1991

CONSULTING PROJECTS

GTM EVALUATION & PLANNING, INC.

Center for Congregational Health (2007 – 2010) - Congregational Consultant/Research & Design Specialist consulting with churches related to clergy transitions, strategic planning, conflict assessment and response; Co-trainer for Young Leaders clergy leadership workshop series; design and evaluate congregational development training curriculums; research best practices in congregational development. Customers and projects (In respect of the sensitive nature of conflict consultations, a full list of customers is not available due to confidentiality):

- Holy Trinity Catholic Church, Lenexa, KA
- Global Women, Birmingham, AL
- First Baptist Church, North Wilkesboro, NC
- St. Mark's Episcopal Church, Raleigh, NC
- The Center for Congregational Health, Winston-Salem, NC (Young Leaders Workshops, Interim Ministry Training, Milemarker project, other general research and workshop support)

PLM Families Together (2008-2010) - Board planning retreat design and facilitation; Chair of Executive Director search committee

Wake Teen (2009-2010) – Organizational assessment

Physical Activity & Nutrition Branch of the NC Division of Public Health (2009-2010) – Strategic planning

Auger Communications (2008 - 2010) - Co-Investigator & Evaluator for *Teach With Stories Lay Educator Prenatal Outreach Program for Hispanics* - a National Institutes of Health research study (SBIR grant) conducted in collaboration with University of North Carolina's Center for Maternal and Infant Health, involving an innovative media vehicle that targets Hispanic women.

NC Episcopal Diocese (2007-2009) - Congregational Consultant, Consultation with churches in conflict or through clergy transition; facilitate vestry and diocesan committee planning retreats. Customers and projects (In respect of the sensitive nature of conflict consultations, a full list of customers is not available due to confidentiality):

- Vestry Wardens' Retreat
- St. Luke's Episcopal Church, Durham, NC
- NC Episcopal Diocesan Council Planning Retreat
- Episcopal Church of the Redeemer, Greensboro, NC

Martin Community College (2007-2008) - Strategic Planning & Institutional Effectiveness

BORDEAUX CONSULTING, INC.

Orange County Partnership for Young Children (2002) - Orange County Work/Life Business Study, assessed the family friendly business practices of Orange County businesses with 20 or more employees

NC Episcopal Diocese (2004) - Strategic Planning, helping Churches Serve Children Committee

Harnett County Partnership for Children (2001) - Family Support Program Planning, developed a service model for a family resource center in Harnett County

Orange County Partnership for Young Children (1996, 2001-02) - Children with Special Needs Collaborative, worked with a collaborative task force to assess the needs for early intervention services in Orange County

Person County Partnership for Children (2000-2001) - Evaluation Services, provided evaluation plans and technical assistance for Smart Start funded activities

Wake County SmartStart (2000-2001) - Service System Assessment for Children with Special Needs, worked with a collaborative task force to assess the needs for early intervention services in Wake County

Harnett County Partnership for Children (2000-2001) - Evaluation Services, provided evaluation plans and technical assistance for Smart Start funded activities

Bladen County Partnership for Children (2000) - Inclusion Assessment Project, worked with a collaborative task force to assess the needs for early intervention services in Bladen County

Lenoir/Greene Partnership for Children (2000)- Strategic planning

Person County Partnership for Children (2000) - Child Care & Hispanic Family Support Benchmark Studies, gathered survey baseline data for Person County Smart Start evaluation

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Harnett County Partnership for Children (1999-2000) - Outreach Project, designed & implemented countywide needs assessment focusing on families with young children

Harnett County Partnership for Children (1999-2000) - Child Care Workforce Study, assessed the child care workforce needs in Harnett County

MEMBERSHIPS & VOLUNTEERISM

PROFESSIONAL MEMBERSHIPS

National Association of Social Workers (prior)
Society of Human Resource Professionals (prior)
RTP Evaluators Group, AEA local affiliation (prior)
American Evaluation Association (prior)

Healthy Congregations Initiative, an association of church consultants from the Episcopal Diocese of NC (prior)
International Federation of Coaches (ICF) (prior)

VOLUNTEER EXPERIENCE

Apex United Methodist Family of Churches, Generosity Team 2015
NC Coalition to End Homelessness, Board of Directors 2014
Raleigh/Wake Partnership to End & Prevent Homelessness, Board of Directors 2012-2014; Secretary 2013-14
FEMA Emergency Food and Shelter Grant Local Board member 2010 - 2014
PLM Families Together, Board of Directors 2009-2010; Vice President 2010; Advocacy Committee 2009-2010; Board Committee on Planning & Evaluation 2007 – 2009
Chatham Animal Rescue & Education, 2009 – 2010

Episcopal Diocese of NC, Disciplinary Board for Title IV, President 2011-2012; Pastoral Response Team 2009-2011; NC Episcopal Cursillo Secretariat 2007; Convention Delegate 2007, 2008
The Prince of Peace Episcopal Church, various leadership roles, 2002 - 2010
Durham Partnership for Children, Evaluation Committee, 2007 – 2008
Lutheran Family Services, Refugee Resettlement, 2007
Meals on Wheels of Wake County, 2000 – 2004
Hospice of Person County, 1995-1996