



Center for African Refugees & Immigrants
A Division of ECDC

Organizational and Programmatic Capacity Development Technical Assistance

ORGANIZATIONAL DEVELOPMENT TRAINING AND TECHNICAL ASSISTANCE

Organizational Capacity Assessments

Strategic Planning

Financial Management

Proposal Writing

Community Needs Assessments

Organizational Management

Human Resources

Grants Management and Compliance

Program Evaluation

Information Technology

Board Development

Non-profit Governance

Management Systems

Event Planning

Focus Group Facilitation

Fundraising

PROGRAMMATIC-BASED TRAINING AND TECHNICAL ASSISTANCE

Health Education and Disease Prevention

Micro-finance

Cross-cultural Communication

Refugee and Immigrant Integration

Public Education and Advocacy

Employment Services

Profile

The Ethiopian Community Development Council is one of Arlington's best established community-based organizations. Founded in 1983 to assist Washington's Ethiopian refugees and immigrants, ECDC has grown from a volunteer organization into a national nonprofit. ECDC operates on a budget of more than \$10 million and maintains long-standing federal contracts with the Departments of State and Health and Human Services. Its organizational structure includes:

- A national headquarters with two program divisions: Refugee Resettlement Division and the Center for African Refugees and Immigrants
- Three field offices providing direct client services (Arlington; Virginia; Denver, Colorado; and Las Vegas, Nevada)
- Eight affiliates throughout the United States
- A subsidiary, ECDC Enterprise Development Group providing microfinance services for low- and moderate-income clients
- A national network of sixty-plus African community-based organizations throughout the United States under its African Resource Network

The Center for African Refugees and Immigrants, a division of ECDC, is responsible for the provision of training and technical assistance to community-based organizations

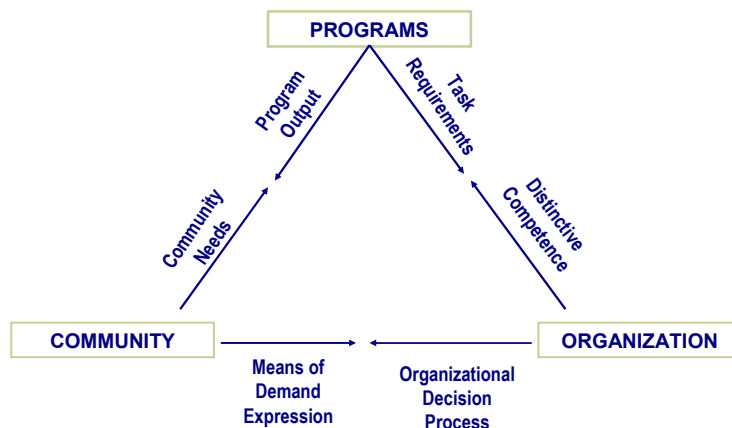
Technical Assistance Approach

ECDC practices a long-term partnership model of technical assistance built on collaboration with the client organization. We form long-term relationships, defined by a shared understanding of the work to be performed, a commitment to the realization of goals, and an accrual of trust over time.

ECDC views organizational technical assistance through the 'organization-programs-community' nexus. All three components are impacted and strengthened by capacity building activities across five development disciplines:

- Vision and Mission
- Leadership
- Resources
- Service Delivery
- Outreach

Our goal is to foster long-term organizational sustainability and community responsiveness.



Source: Korten, D.C. "Strategic Organizations for People-centered Development", in *Public Administration Review*, July/August 1984.

Key Competencies

A multi-dimensional, practice-based approach to technical assistance promotes the acquisition of skill through management practice. ECDC technical assistance methods include:

Customized on-site organizational capacity assessments and consultancy
Long-term leadership development
Remote e-mail and phone consultancy
Subject-specific workshops for single or multiple organizations
Internet-based instruction via Online Capacity Building Classroom
Instructional materials development and dissemination
Capacity building workplan development and guidance
Conference call-based instruction
Population needs assessments
Strategic planning facilitation

- **A training and technical assistance staff** with expertise in an array of organizational management, programmatic specializations and organization development for small, mid-size and large organizations as well as organizations ranging from start-up to mature.
- **Field tested organizational capacity assessment tools** measure the operational strength of individual organizations across five categories and 82 indicators of capacity building. Completed assessments form the basis of individually tailored Organizational Capacity Development Plans, which use detailed workplans to guide organization leaders through specific capacity building tasks.
- **IT-based instructional capabilities** enhance in-person consultancy. ECDC's Online Capacity Building Classroom allows technical assistance staff to interact with multiple organizational leaders through a discussion board platform. Staff guide participants through subject instruction with PowerPoint and factsheet case-study resources. Staff foster sharing of experience and best practice among participants. ECDC also offers group instruction in its two computer labs, which hold a total of 30 workstations.

Experience

- **Training and technical assistance to 30 community-based organizations** through the African Resource Network. Nationwide technical assistance includes leadership workshop trainings, subject-specific resource development and dissemination, and remote email and phone consultancy to individual organization leadership. *Project title:* African Resource Network Project *Dates:* 1998 – Present
- **Training and technical assistance to 26 refugee-serving organizations**, representing diverse ethnic groups. Nationwide technical assistance includes: on-site technical assistance; subject-specific workshop trainings; remote email and phone consultancy; internet-based instruction; materials development and dissemination; and conference call group training. *Project title:* Project SOAR *Dates:* 2003 – Present
- **Project management and oversight** of social service, welfare-to-work, family strengthening, youth, and health programming across the country. *Project title:* Multiple projects in CARI and Refugee Resettlement Division *Dates:* 1991 – Present
- **Technical assistance to three community-based organizations** in Washington, D.C., Atlanta, and St. Louis for programs related to youth leadership development, women's leadership, youth mentoring, and English language training. *Project title:* African Community Strengthening Project *Dates:* 2001 – 2004
- **Organizational 'start-up' technical assistance to new community-based organization in Atlanta.** Assisted the newly-arrived Somali Bantu community to develop a community based organization, which supports their integration into American society. *Project title:* Somali Bantu Community Development *Dates:* 2003 – 2006
- **Population and organizational needs assessments** by ECDC and independently by staff members, including: development needs of Ethiopian refugees in the U.S. (1990); organizational assessment of African community-based organizations (2002); Immigrant diabetes study (2004); Washington African immigrant health needs assessment (1999 and 2004); Community needs assessment in Burlington, Vermont (2005); Sudanese refugee integration study (2004).

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