

A COMMUNITY CAPACITY-BUILDING RESOURCE

2002

MASTER
CONSULTANT
DIRECTORY

INTRODUCTION

Over the past two years, a pool of talented consultants has been developed through the Master Consultant Series conducted by the Program to Aid Citizen Enterprise (PACE) and The Bayer Center for Nonprofit Management (BCNM) at Robert Morris University. The goals of this effort were to:

- *Provide the region with additional skilled and talented consultants with diverse experiences, capabilities and connections;*
- *Create a consulting network to support the work of PACE and the BCNM; and to*
- *Provide a pool of excellent consultants that were easily accessible to nonprofit organizations within our community.*

Participants were exposed to a series of lecture presentations, training events and experiential learning opportunities on a range of topics related to nonprofit management and leadership development.

This directory provides information on the capabilities and professional experiences of the consultants who participated in this two-year professional training program. These individuals have the ability to work cross-culturally and the professional expertise required to assist targeted nonprofits with both organizational and leadership development.

We hope that you will find this resource useful. We are grateful for the generous gift from the Richard King Mellon Foundation, which made this project possible.



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TIMOTHY K. BRADFORD



P.O. Box 17053
Pittsburgh, PA 15235
Phone: 412-244-8568
Fax: 412-244-8569
E-mail: tkbradford@yahoo.com

CAPABILITIES STATEMENT:

Mr. Bradford serves a variety of clients and specializes in leadership development, organizational planning and implementation and assisting his clients in developing critical thinking skills.

PROFESSIONAL EXPERIENCE:

Organizational Consultant with over twenty-five years of successful experience in Business Management, Business Consulting, and Marketing. Mr. Bradford is President of the Bradford Group, a company that specializes in consulting with nonprofit organizations and companies of fifty employees or less. He is also President of World Leadership and Personal Growth Institute; a newly formed company that specializes in empowering people to increase their human potential and quality of life through personal leadership development. He is Vice President of membership for the Penn Hills chapter of Toastmasters International, and a member of the National Speakers Association–Western Pennsylvania Chapter. Mr. Bradford is currently Board Chairman of three executive boards in Pittsburgh and is serving his third term as President of his church.

ORGANIZATIONS SERVED:

For over twenty years, Mr. Bradford has served as Chairman, President, Executive Board member, or Consultant to various organizations including the Boy Scouts of America, Parent Community School Council (Pittsburgh Public Schools), retail firms, entertainment companies, and many other nonprofit organizations.

FRED BROWN



3600 Frazier Street
Pittsburgh, PA 15213
Phone: 412-683-1955
Fax: 412-683-2002
E-mail: unityconsultants@aol.com

CAPABILITIES STATEMENT:

Mr. Brown's expertise is in the areas of program design, implementation, diversity and cultural competency. A frequent public speaker, he has taught courses and delivered presentations ranging from African American history, urban violence, juvenile delinquency, The Balanced Approach, the disproportionate minority confinement issue, gang conflict/mediation resolution, the Black youth hip hop culture and the great tragedy against Africans during the middle passage. Mr. Brown is currently organizing several educational initiatives that have national implications.

PROFESSIONAL EXPERIENCE:

Mr. Brown is the Director of the Mother and Son Program. He also serves as a supervisor for the Pittsburgh Youth Collaborative. As a consultant and trainer, he frequently works with community based and social service organizations and agencies providing services and outreach in the areas of: diversity, crisis intervention, rites of passage, youth leadership, conflict mediation and community organizing. Mr. Brown received his Masters Degree in Social Work, with a focus on Community Organizing, from the University of Pittsburgh in 1998.

ORGANIZATIONS SERVED:

Chatham College, Robert Morris College, Penn State University, The Pressley Ridge Schools, University of Pittsburgh School of Social Work, Pittsburgh Mediation Center, Urban League, Community Outreach Ministries, University of Pittsburgh Athletic Club and numerous other educational institutions and community groups.

ROBERT BURLEY



14 Crestline Court
Pittsburgh, PA 15221
Phone: 412-731-0961
Fax: 412-731-0961
E-mail: rlb14@prodigy.net
Website: www.burleyconsulting.com

CAPABILITIES STATEMENT:

Mr. Burley is an educator and trainer in the fields of multicultural education, conflict resolution, and diversity. A member of Who's Who Among American Educators, and a recent inductee into the Westinghouse High School Hall of Fame, he is a sought after speaker and training leader. Mr. Burley was recently appointed as a "master trainer" by the Peacemakers Corps.

PROFESSIONAL EXPERIENCE:

A practitioner and facilitator for the past 26 years, he has provided training and assisted organizations with the establishment and implementation of diversity and conflict resolution programs in both the private and public sectors. Mr. Burley received his B.S. from Cheyney University of Pennsylvania and Masters Equivalent in Educational Administration from the University of Pittsburgh.

ORGANIZATIONS SERVED:

Mr. Burley has provided training for HUD and the Simon Youth Foundation for public housing youth across the country. He has also conducted further training for: Pennsylvania State University, King's Family Restaurants, PA Turnpike Commission, Texas A & M University, University of Pittsburgh, YM and YWCA, Summerbridge Housing Authority, PA Department of Children, Youth and Families, and many other public agencies, hospitals, and private corporations.

DAVID DROPPA, PH.D.



1824 Murray Avenue, Suite 303
Pittsburgh, PA 15217
Phone: 412-621-8880
Fax: 412-422-2820
E-mail: ssdcd@msn.com

CAPABILITIES STATEMENT:

Dr. Droppa has over 20 years experience in nonprofit administration, including program development, fund development and executive leadership and is positioned to assist organizations to increase their effectiveness. Capabilities include executive leadership, organizational development, strategic planning, outcomes measures, collaboration, and risk assessment.

PROFESSIONAL EXPERIENCE:

His professional experience includes serving as an Assistant Professor and Field Coordinator in the department of social work at Seton Hill College, a strategic management consultant to area nonprofit organizations and in partnership with Sharon Salmon, L.S.W., conducts a private practice in family and couples therapy. Dr. Droppa has lectured at area colleges and universities, published in the human services field, and presented at national and international professional conferences. Dr. Droppa received his Doctorate from the School of Social Welfare at the University of California at Berkeley and Master's from the School of Social Work, University of Pittsburgh.

ORGANIZATIONS SERVED:

Allegheny County Outcomes Collaborative, Bayer Center for nonprofit Management at Robert Morris University, Kuntu Writers' Workshop, Margolis Edelstein, and Program to Aid Citizen Enterprise (PACE).

LAWRENCELLA DUKES, PH.D.



Dean of Students
Community College of Allegheny County
Jones Hall 212
808 Ridge Avenue
Pittsburgh, PA 15212
Phone: 412-237-2518/ 2520
Email: ldukes@ccac.edu

CAPABILITIES STATEMENT:

Dr. Dukes is committed to working in collaborative partnerships with nonprofits to provide them with high-quality services. Her areas of expertise are: management and supervision, planning and evaluation, program development, curriculum design, staff development and training, coaching and counseling.

PROFESSIONAL EXPERIENCE:

Dr. Dukes is the Dean of Students at Community College of Allegheny County (CCAC), Allegheny Campus. She has over 30 years experience as an educator at the college, which is one of the largest multi-campus community college systems in the nation. During her tenure, she has held several positions of increasing responsibility. In her current position, she is responsible for planning, budgeting, and administration of the Student Services Division, which includes Admissions and Registration, Academic Advising, Financial Aid, Student Life and Athletics, Child Care, Supportive Services, New Student Orientation, and Retention. Dr. Dukes received her bachelor's degree from Bennett College and her master's and doctorate in education from the University of Pittsburgh.

ORGANIZATIONS SERVED:

Dr. Dukes has conducted workshops for several community groups and worked on several collaborative projects with the Program to Aid Citizen Enterprise (PACE) including the recently developed after school program "Setting the PACE," a joint venture initiative with Allegheny Traditional Academy.

DARLENE DURHAM



252 S. St. Clair Street, #2
Pittsburgh, PA 15206
Phone: 412-622-0273
1-866-7-CHARGE
E-mail: taking_charge_dd@hotmail.com

CAPABILITIES STATEMENT:

Ms. Durham is the business owner of TAKING CHARGE Training & Consulting. She also serves as a trainer for the Master Consultants Series with Program to Aid Citizen Enterprise and the Bayer Center for nonprofit management at Robert Morris University.

PROFESSIONAL EXPERIENCE:

Ms. Durham has been a top producer in marketing and has expertise with a multitude of community and corporate businesses as a personal development coach and empowerment trainer. She also is the former host and producer of the public television show entitled, TAKING CHARGE. She received her bachelor of arts degree from Geneva College in human relations.

ORGANIZATIONS SERVED:

UPMC Health System, Program to Aid Citizen Enterprise (PACE), Terry Johnson Training and Consulting, Women of Vision, Allegheny County Housing Authority and Xpressions.

BARBARA J. ELERBY, M.A.



Human Resource Consulting and Mediator
P.O. Box 100142
Pittsburgh, PA 15233
Phone: 412-323-8370
E-mail: bjellerby@netzero.net

CAPABILITIES STATEMENT:

Ms. Elerby provides training in labor relations, employment relations, sexual harassment prevention, civil rights areas, FMLA and ADA, as well as alternative dispute resolution and anger management. She has developed employee handbooks/managerial supplements, which include policy and procedure development. In addition, she is an experienced arbitrator, mediator, negotiator, and facilitator and is excited to have an opportunity to share her experience with nonprofit organizations and small businesses. Ms. Elerby also conducts program evaluations/assessments.

PROFESSIONAL EXPERIENCE:

Ms. Elerby brings a strong history in labor relations, affirmative action planning/contract compliance, and civil rights. Ms. Elerby holds a master of arts degree from St. Francis College of Loretto in personnel administration and industrial relations and is an experienced trainer and mediator for the Pittsburgh Mediation Center.

ORGANIZATIONS SERVED:

Ms. Elerby has provided professional services to health care workers, state and county employees, and to the church community. Additionally, Ms. Elerby has provided services to: ALCOA, Burrell School District, Breachmenders, the Pittsburgh Public School District and the Bayer Center for Nonprofit Management at Robert Morris University.

JEFFREY FORD, C.P.A., M.B.A.



Grossman, Yanak & Ford, LLP
Three Gateway Center Suite 1800
Pittsburgh, PA 15222
Phone: 412-338-9300
Fax: 412:338-9305
E-mail: ford@gyf.com

CAPABILITIES STATEMENT:

Mr. Ford has focused his career on providing accounting, audit and consulting services to privately held companies. His experience includes providing compliance services such as audits, reviews and compilations of financial data; developing and compiling projected and forecasted financial statements; assisting with business acquisitions and dispositions; and evaluating, selecting and implementing automated accounting systems for a variety of companies in the wholesale, service, manufacturing, construction and not-for-profit industries.

PROFESSIONAL EXPERIENCE:

Mr. Ford currently is a partner at Grossman, Yanak & Ford, LLP and is a member of the American and Pennsylvania Institutes of Certified Public Accountants, the Management Consulting Services Division of the American Institute of Certified Public Accountants. He serves on the board of directors and is an officer of several local not-for-profit organizations. He is one of the founders of the International Consulting Network, an association of firms in over 40 cities dedicated to information systems consulting. Mr. Ford is a frequent speaker at seminars and business association meetings, including those sponsored by the Small Business Administration, local chambers of commerce, and various universities. His educational background includes earning a masters degree in business administration, with a concentration in finance, from the University of Pittsburgh in 1984.

ORGANIZATIONS SERVED:

Grove City College, Family House, Glade Run Lutheran Services and Women's Shelter, Rape Crisis Center, Lawrence County.

CYNTHIA L. FRANKLIN, ESQ.



128 Morlow Drive
Pittsburgh, PA 15235
Phone: 412-731-0185
E-mail: tauresq@aol.com

CAPABILITIES STATEMENT:

Ms. Franklin's legal and social work background has enabled her to develop effective interpersonal and communicative skills, the ability to target issues, and skill in problem resolution and negotiation.

PROFESSIONAL EXPERIENCE:

Ms. Franklin is an attorney currently employed as a hearing officer and supervisor of the Hearing Officer Division for the Allegheny County Common Pleas Court, Family Division, and Juvenile Section. She also has experience as a prosecutor in the Allegheny County District Attorney Office, a supervisor and parole agent for the Pennsylvania State Board of Probation and Parole and as a medical social worker. Ms. Franklin received her juris doctor degree from the Duquesne University School of Law.

ORGANIZATIONS SERVED:

Ms. Franklin has in the past served on the board of the Lincoln Park Community Center, Womenspace East, and the Center for Family Excellence. She is also a member of the Alpha Kappa Alpha Sorority and the Pittsburgh Chapter of the Pierians Inc., an organization, which is committed to the encouragement of appreciation of art and literature and music in all forms and venue.

GERALD P. JACKSON, PH.D.



113 Harrison Drive
Edinboro, PA 16412
Phone: 814-734-5245
Fax: 814-732-1049
E-mail: jacksong@edinboro.edu
Jerryjackson14@cs.com

CAPABILITIES STATEMENT:

Dr. Jackson provides consulting services in the areas of: board development, leadership training, conflict resolution, cultural diversity, and establishing effective meetings and student success.

PROFESSIONAL EXPERIENCE:

Dr. Jackson is an Associate Professor at Edinboro University of Pennsylvania. He has had extensive training in the field of human development through the Adelphi National Drug Institute. He has been a trainer in community organizing and team building in the area of intervention techniques regarding teenage drug abuse. Dr. Jackson is an expert in success strategies and study skills development for students from Middle school through higher education.

ORGANIZATIONS SERVED:

United Way of Erie County Fund Distribution Board, Chairperson of United Way of Erie County Venture Grant Committee, Erie County Drug Abuse Commission (6 years), member of Hermitage House Youth Services Board of Directors.

HELEN JACKSON, M.ED.



P.O. Box 336
Edinboro, PA 16412
Phone: 814-734-5245
E-mail: hjackjus@cs.com

CAPABILITIES STATEMENT:

Ms. Jackson has expertise in the areas of leadership development, administration, and education. She has served as a group facilitator and has trained administrators, teachers and students in human awareness and drug intervention.

PROFESSIONAL EXPERIENCE:

Ms. Jackson has extensive experience as an educator, administrator and principle. Presently, she teaches undergraduate and graduate courses in the Education Department of Edinboro University of Pennsylvania. She received her training in human and group development at the Adelphi National Drug Institute and the Hamot Health Care unit.

ORGANIZATIONS SERVED:

Ms. Jackson currently works as a consultant to the Erie School District. She has also been part of the evaluation teams program for the Pennsylvania Department of Education, has worked for the Educational Division of the Xerox Corporation and is currently providing support to the community outreach programs of the Alpha Kappa Alpha Sorority.

JEROME JACKSON



1623 Antrim Street
Pittsburgh, PA 15212
Phone: 412-761-3597
E-mail: romiejay@aol.com
jerome.jackson@city.pittsburgh.pa.us

CAPABILITIES STATEMENT:

Mr. Jackson provides consulting and training services in the following areas: conflict assessments, conflict resolution, anger management, how to deal with difficult people, and mediation training. He has provided consulting services for community members, organizations, schools, police departments, corporations and small businesses. He has presented workshops and been on panels at various conferences as well as developed curricula, published articles and written book chapters.

PROFESSIONAL EXPERIENCE:

Mr. Jackson works as a consultant, mediator, facilitator and trainer. He has been trained as a victim and offender mediator for juvenile offenders and a mediator for victims and offenders of serious crimes. Mr. Jackson is also a mediator for the EEOC and an arbitrator on the Dispute Settlement Board for Ford Motor Company. He is currently employed as youth outreach specialist and consultant for the City of Pittsburgh, Mayor's Youth Policy Office, and as a trainer/consultant for the Pittsburgh Mediation Center and the Program To Aid Citizen Enterprise (PACE.)

ORGANIZATIONS SERVED:

Program to Aid Citizen Enterprise (PACE), New Horizon, City of Pittsburgh, Ford Motor Company, Health Education Centers, police departments, youth serving agencies, school districts, universities, and nonprofit community-based organizations.

HERMAN A. JONES, JR., PH.D.



1329 Page Street
Pittsburgh, PA 15233
Phone: 412-322-9398
Fax: 412-322-1825
E-mail: docj114@aol.com

CAPABILITIES STATEMENT:

Dr. Jones is the President of Urban Market Research, a consulting firm that conducts consumer market research. This includes performing statistical analysis, conducting focus groups, motivational and attitude studies. Responding to the demand from small, usually minority start-up companies, the firm also conducts feasibility and demographic studies, community and organizational assessments, board/staff development training, program evaluations, and provides strategic planning and support.

PROFESSIONAL EXPERIENCE:

Dr. Jones opened Urban Market Research in 1982 and has provided professional services to a wide variety of organizations. In addition to providing consumer market research, Urban Market Research has assisted community collaboratives and organizations to pool their financial resources to more effectively utilize services to obtain necessary feedback from their constituents regarding their perceptions of services, products or concepts. Dr. Jones received his doctorate degree from the University of Pittsburgh, School of Education.

ORGANIZATIONS SERVED:

Allegheny County Children and Youth Services, Carlow College, Center for Policy and Development, Dollar Bank, Fannie Mae Pittsburgh Partnership, Grambling State University, Gateway Health Plan, Health Care Strategies, Inc., Housing Authority of Pittsburgh, Jewish Healthcare Foundation, Mellon Bank, Port Authority of Allegheny County, Urban League of Pittsburgh, WOED Pittsburgh, Giant Eagle Corporation and Rural Health Services, Inc.

RAYMOND C. LOGAN, PH.D.



7158 Wiltsie Street
Pittsburgh, PA 15206
Phone: 412-362-4101
Fax: 412-362-0755
E-mail: Rclogan2@aol.com

CAPABILITIES STATEMENT:

Dr. Logan is an independent consultant whose specialty is co-creating with clients, interventions tailored to meet their organizational needs.

PROFESSIONAL EXPERIENCE:

Dr. Logan provides consultation in the areas of organizational development and change, strategic alliances/collaboration, organizational stress management, executive and staff role coaching and shadow consultancy to organizational consultants. Dr. Logan has held adjunct faculty positions at Chatham College, Point Park College and Duquesne University. He received his master's degree and doctorate from the University of Pittsburgh. Post-graduate education is from the NTL Institute and the Tavistock Institute of Human Relations located in London, England.

ORGANIZATIONS SERVED:

Program to Aid Citizen Enterprise (PACE), The Bayer Center for Nonprofit Management at Robert Morris University, The Partners Continuum, The Hill District Community Collaborative and the Allegheny County Department of Human Services.

JERRY SELIA, M.S.W.



22 Hawthorne Road
Pittsburgh, PA 15221
Phone: 412-247-1153
Fax: 412-247-1505
E-mail: jerryselina@ATTBI.com

CAPABILITIES STATEMENT:

Mr. Selia's current consulting work focuses on collaboration/partnering, strategic restructuring, mergers and affiliations, and leadership development.

PROFESSIONAL EXPERIENCE:

For 30 years, Mr. Selia has worked in various capacities in the human service field. His professional experiences includes working as an employee of various for-profit businesses, managing his own private consulting business, serving as a Base Service Unit Director at Allegheny East MH/MR Center, Vice President of Med-Builders, Inc., President of Residential Resources, Inc. and various consulting roles for nonprofit organizations. He is currently the Executive Officer of the Comprehensive Service Alliance, a joint venture corporation comprised of five nonprofit providers that support persons with mental retardation. Within his consulting business, he enjoys assisting nonprofit organizations to "build" and "remodel" so they may respond creatively to the needs of individuals and the community in which they serve.

ORGANIZATIONS SERVED:

Mr. Selia has assisted nonprofit organizations to implement several mergers, restructure internal structures and processes, and conduct collaborative efforts within the Pittsburgh area human services system.

REV. SAMUEL WARE



743 North Beatty Street
Pittsburgh, PA 15206
Phone: 412-661-4269
Fax: 412-242-8083
E-mail: samsson1@lycos.com

CAPABILITIES STATEMENT:

Rev. Ware has thirty years experience in program development, consulting, proposal writing, administration, and fundraising.

PROFESSIONAL EXPERIENCE:

Rev. Ware brings eighteen years of corporate experience from AT&T Corporation and Westinghouse Electric Corporation where he gained expertise in: writing training manuals, developing methods and procedures, coaching performance improvement, strategic planning and managing diversity teams. In addition to his consulting business, Rev. Ware serves as the Pastor for the New Life African Methodist Episcopal Church and as a Teaching Consultant to the Pittsburgh Theological Seminary. Rev. Ware received his master of arts degree from the Pittsburgh Theological Seminary.

ORGANIZATIONS SERVED:

Rev. Ware has been active in community development and human service delivery for the past 30 years. Organizations served include: Youthworks, Metro Urban Institute of Pittsburgh, Theological Seminary, Women of Vision, Pittsburgh Interfaith Impact Network, Building United of Southwestern Pennsylvania.

MASTER CONSULTANT SKILLS MATRIX

	Timothy K. Bradford	Fred Brown	Robert Burley	David Droppa, Ph.D.	Lawrencella Dukes, Ph. D.	Darlene Durham	Barbara J. Elerby, M.A.	Jeffrey Ford, C.P.A., M.B.A.	Cynthia L. Franklin, Esq	Gerald P. Jackson, Ph.D.	Helen Jackson	Jerome Jackson	Herman Jones, Ph. D.	Raymond Logan, Ph. D.	Jerry Selia, M.S.W.	Sam Ware
BOARD DEVELOPMENT	●	●		●		●				●	●	●	●	●	●	●
COMPUTERS/INTERNET/WEB PAGES		●										●				
COMMUNITY ORGANIZING		●	●			●				●		●	●		●	●
CONFLICT RESOLUTION		●	●			●	●			●	●	●		●	●	
CONFLICT MEDIATION		●	●				●		●	●	●	●		●	●	●
CULTURAL DIVERSITY		●	●	●	●	●	●		●	●	●	●	●	●		●
ECONOMIC DEVELOPING		●													●	●
EFFECTIVE MEETINGS	●	●	●	●	●	●			●	●	●	●	●	●		●
EVENT PLANNING		●								●	●	●	●			●
FINANCIAL MANAGEMENT	●	●				●	●								●	●
FUNDRAISING		●		●							●	●			●	●
HEALTH EDUCATION		●				●					●					
JOB TRAINING		●				●	●		●	●	●			●		●
LEADERSHIP	●	●	●	●	●	●			●	●	●	●	●		●	●
MARKETING	●	●				●										●
PERSONAL FINANCIAL/TIME MGNT	●	●				●	●	●	●	●			●			
PROGRAM ASSESSMENT		●		●	●		●				●		●	●		●
PROGRAM EVALUATION		●		●	●		●	●			●		●	●		●
PUBLIC SPEAKING	●	●	●			●	●		●	●	●				●	●
STRATEGIC PLANNING		●		●	●		●				●	●	●			●
TEAM BUILDING	●	●	●	●	●	●	●		●	●		●	●	●	●	●
TOTAL QUALITY MANAGEMENT		●		●						●			●			
TRAINING ENTREPRENEURS	●	●				●	●	●								●
YOUTH TRAINING PROGRAMS		●	●		●	●		●	●	●	●	●				●
YOUTH MENTORING PROGRAMS		●	●		●	●		●	●	●	●		●			●

About the Program to Aid Citizen Enterprise (PACE)

The mission of the Program to Aid Citizen Enterprise (PACE) is to identify and respond to the needs in the African American and disadvantaged communities, particularly in southwestern Pennsylvania, through the direct funding of nonprofit agencies, service programming and technical assistance. As a community resource, PACE provides the following:

- Small grants to nonprofit organizations that might not qualify for funding from other sources;
- Technical assistance and training through the Community Based Asset Development Program (CBAD) to enhance the leadership capacity and financial and program management skills of community-based organizations;
- Post-secondary preparation and support through the PACE Opportunities Program (P.O.P.) that provides one-to-one tutoring, career assessment and counseling, SAT preparation, college tours and social skill development for at-risk high school students; and
- Career exploration through Setting the PACE, an after school program for middle school students.

FOR MORE INFORMATION CONTACT:

Dr. Barbara J. Bazron,
Executive Director
Program to Aid Citizen Enterprise
401 Wood Street, Suite 1800
Pittsburgh, PA 15222
Telephone (412) 562-0290

About The Bayer Center for Nonprofit Management

The Bayer Center for Nonprofit Management at Robert Morris University was founded in 1999 to provide the necessary tools for nonprofit organizations to effectively manage and compete in today's society. The Center works with clients to assure that the money invested from the public and private sources is efficiently and effectively spent to advance their charitable mission. The Center offers consulting set-vices in many areas including

1. Financial management
2. Business planning
3. Organizational effectiveness
4. development
5. Technology planning
6. Collaboration and alliances
7. Fund development

The Center Offers workshops on topics such as: collaboration, technology, innovative financing, human resources, and on various management topics presented by national experts. The Center offers certificate and degree programs; information and referral services; conducts applied research; and serves to convene in-depth discussions on the problems of society addressed by nonprofit organizations.

FOR MORE INFORMATION CONTACT:

Peggy Morrison Outon,
Executive Director
Bayer Center for Nonprofit Management
Robert Morris University
718 Fifth Avenue
Pittsburgh, PA 15219
Telephone (412) 227-6814

A Message from the sponsors...

BARBARA J. BAZRON, PH.D.



PACE and The Bayer Center for Nonprofit Management are the co-sponsors of the Master Consultant Series. Through this partnership, we have jointly developed the cadre of talented consultants highlighted in this directory. We are confident that these talented individuals can play a vital role in improving the management capabilities

of nonprofit organizations that provide direct services to our community.

We hope that you will find the biographical sketches and skills matrix found in this document useful in helping you select a Master Consultant. Additionally, PACE and the Bayer Center for Nonprofit Management are available to assist you in choosing a consultant or in developing a team of consultants to address the specific training or technical assistance needs of your organization. Please do not hesitate to contact either Peggy Morrison Outon or me if you require additional information or assistance in selecting consultants.

We hope that this directory will be a useful tool for you and your organization.

A handwritten signature in black ink that reads "Barbara J. Bazron". The signature is written in a cursive, flowing style.

Barbara J. Bazron, Ph.D., Executive Director
Program to Aid Citizen Enterprise (PACE)

PEGGY MORRISON OUTON



It has been a real pleasure to work with PACE. Together we have created a national model for improving the skills of community leaders who seek to serve nonprofit organizations as management consultants. Over the last two years, we have all had a wonderful opportunity to become a learning community, studying promising practices that build strong nonprofit solutions. National experts like Carol Lukas, author of **Consulting with Nonprofits: A Practitioner's Guide** and Luci Dabney, Chair of the Alliance for Nonprofit Management, as well as several other specialists have guided the thinking of the group. All of the Master consultants have completed field work and shared their real life experiences.

The individuals represented in this directory possess a wide variety of life experiences and specific skills. It is of vital importance for the region's 6,000 nonprofit organizations to have a rich pool of talent that mirrors the communities. The group includes educators, an attorney, diversity trainers and people skilled in mediation and human resource management. We believe we are adding an important component to the management support services in southwestern Pennsylvania.

We invite you to see value in the skills and talents of the Master Consultants. Both the Bayer Center and PACE are eager to be resources to nonprofit organizations that are striving to improve their management and governance. We are united in our respect for the work of nonprofits and our aspirations for the future of our community.

A handwritten signature in black ink that reads "Peggy Morrison Outon". The signature is written in a cursive, flowing style.

Peggy Morrison Outon, Executive Director
Bayer Center for Nonprofit Management (BCNM)

