

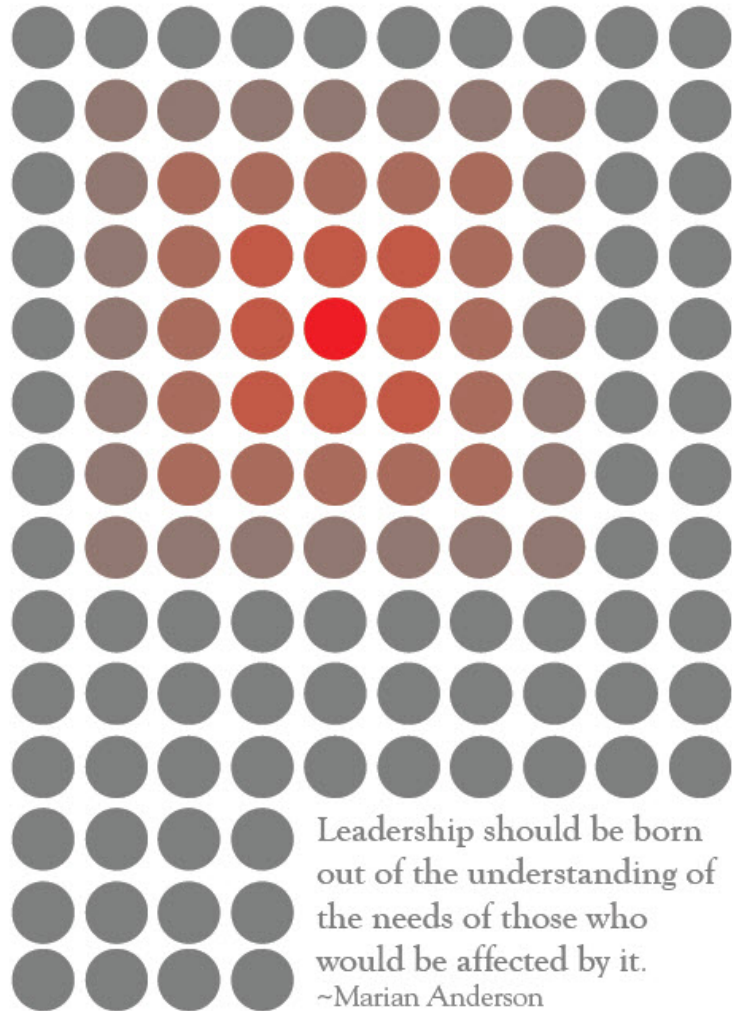
MCLP ANNUAL REPORT 2010-2011



Mission Statement:

To develop diverse leaders in McLean County

bn-mclp.org



Leadership should be born
out of the understanding of
the needs of those who
would be affected by it.
~Marian Anderson

Artwork created by: Chris Ruggio
Student of Graphic Design, School of Art
Illinois State University

Dear MCLP Supporter,

Thanks to you, the Multicultural Leadership Program (MCLP) celebrated the graduation in April of a second amazing class of 25 servant leaders for this community. We proudly share the accomplishments of MCLP class of 2011 in this annual report.

How best to express the heart of this program and the participants' accomplishments? The following quote from one 2011 graduate sums it up well: "*MCLP is a reflective journey; it is about Introspective Leadership. You internalize that it is important to be comfortable and responsible with yourself before you can lead others.*" This class achieved at two levels – fact-based accomplishments and spirit-based accomplishments. The class **completed four community projects**, all of which delivered great value to our community partners. (The details are in this report.) In spirit, the drive to **give back to the community** and the **appreciation of diverse perspectives** are now part of each graduate's world view.

The Class of 2011 started its journey in July 2010 with a notion: "*Enter to learn, go forth to serve.*" We have no doubt that they will be model servant leaders for their community and for MCLP in the years to come.

We are especially appreciative of your role in making MCLP a reality. Your support has been a major force in ensuring the success of this program. In this report, we recognize our visionary, gold, silver, and partnering sponsors and their generous support of MCLP. We thank our administrative partners who ensure us resources for our day-to-day operations. And we thank the countless others who willingly provide the wide variety of pro-bono services needed to deliver a quality program. MCLP can only thrive with your investment of time, talents, and financial support.

As we look forward to our third year, we envision an even stronger partnership with you, our supporters, and we dream of a deeper bond linking each MCLP class to the next. It is an honor for MCLP to support this growing network of servant leaders. Your continued support will help build a legacy of MCLP leadership, with traditions passed from class to class and generation to generation in McLean County.

We are a relatively new program and only one of many fine programs which make our community a great place to live. It is especially gratifying that you've chosen to partner with MCLP. We look forward to many more productive years with your support.

Phani Aytam, MCLP President &
Sonya Mau, MCLP President-Elect

Making a difference...

...to the community and sponsors

By building stronger, well-rounded community members, our community as a whole is strengthened. MCLP small-group projects provide low-cost solutions to key issues affecting our community. By emphasizing diversity, MCLP produces leaders who are equipped to collaborate in building a stronger community, a community that designs inclusive solutions to address complex issues, and one with programs that more accurately reflects the people living in it.

...to employers

Employees who complete MCLP will develop greater diversity of thought and core leadership skills that are effective both inside and outside of their place of work. Employees gain a better understanding of their community and establish meaningful contacts within powerful networks throughout Mclean County.

...to participants

Participants develop leadership competencies and benefit from a robust learning experience through their class sessions, mentoring relationships, and hands-on community service projects. They are exposed to new thoughts and views to address complex issues, while also learning more about the community in which they live and work. They walk away better prepared to be effective employees at their jobs and take on leadership roles in the community to serve the local organizations.

"It begins with the natural feeling that one wants to serve...then conscious choice brings one to aspire to lead. [The servant-leader] first makes sure that other people's highest priority needs are being served."

- Robert Greenleaf, founder of the servant leadership movement

A LEADER...

is **strong**, but also **kind**
can be in **front**, but follow from **behind**.
allows **others** to sometimes hold the **reigns**
is **confident**, but never **over-takes**
has **high standards**, & always **pushes through**
is a **role model**, but **looks up** to others too.

is **focused**, but can see a new **perspective**
respects others, but also wants to be **respected**.
can remember that **not everything** is about **himself**
isn't **afraid** to sometimes ask for **help**.
is **encouraging**, but allows others to make **mistakes**
is afraid to **jump**, but **jumps anyway**.
is an **honest person**, but isn't afraid to tell the **truth**
has a **vision**, and helps others **see** it too.

Artwork created by: Brianna Kuhn
Student of Graphic Design, School of Art
Illinois State University

What is MCLP? MCLP is an intense, professional-development curriculum that provides a framework to those with an interest and potential to step into leadership roles within our communities. Each class consists of 25 individuals who attend sessions and participate in a community project over a nine-month period. Our goal is to prepare skilled, informed individuals for leadership positions in public, private, educational, political and non-profit sectors.

- *Who are you?*
- *What are your strengths and passions?*
- *What are you going to do now?*

The Multicultural Leadership Program is a program that will help each participant examine the answers to these questions.

The MCLP Curriculum focuses on five key areas:

- Self-Awareness
- Community Service
- Leadership Skills
- Social and Community Awareness
- Servant Leadership

Topics in these areas include team building, communication, and crisis management. There are panel discussions with prominent community leaders regarding sustainability, social justice, small business, and the health-care system. The community projects that the participants work on are submitted by organizations such as YWCA, marcfirst, Home Sweet Home Ministries, and the Western Avenue Community Center, to name a few. The MCLP curriculum is robust, intense, and highly rewarding.

The fellow participants and community leaders you will meet will make your MCLP experience rewarding and unforgettable.

Self-Awareness

The first step to becoming a community leader is to become self-aware. In MCLP, each participant completes a Myers-Briggs evaluation, Strengths Finder and Leadership 360. These evaluations assist participants in completing a comprehensive study of their leadership style and leadership strengths. Other topics that are included in self-discovery are sessions on emotional intelligence, relationship building, and life balance.

Community Service

In addition to helping a community organization, the team dynamic is a gratifying learning experience. The participant works with a small group of diverse individuals on a project specially selected for their group. The participant learns invaluable skills such as leveraging the strengths of team members, communicating a concise point of view, and contributing to the common goal of the team. At the end of the class, each group will have finished a community-needed service project.

Leadership Skills

All aspects of the leadership experience and skills building are explored during this intense nine-month class. Some of the topics in leadership include strategic thinking, team building, managing conflict, change management, crisis leadership, and situational leadership. Each topic is presented by experienced facilitators who encourage both class participation and spirited debate.

“The mentor/mentee aspect is a critical component, giving participants more in-depth insight into the program and self first, and then into community involvement.”

- Rob Fazzini, MCLP Advisory Board member and mentor

Social and Community Awareness

One of the most exciting and interesting parts of MCLP is the focus on social and community awareness. Panel discussions are interspersed throughout the program on topics such as health care, sustainability, politics and social justice, and education. The panels are comprised of distinguished community leaders who share their unique opinions and experiences. The class participates in a poverty simulation that is a humbling and eye-opening experience.

Servant Leadership

One of the most valuable concepts explored in MCLP is servant leadership. The central meaning of servant leadership is that a great leader is first experienced as a servant to others. This simple fact is central to the leader's greatness; true leadership emerges when the servant-leader has the courage to step forward and lead, when asked by those he or she serves.

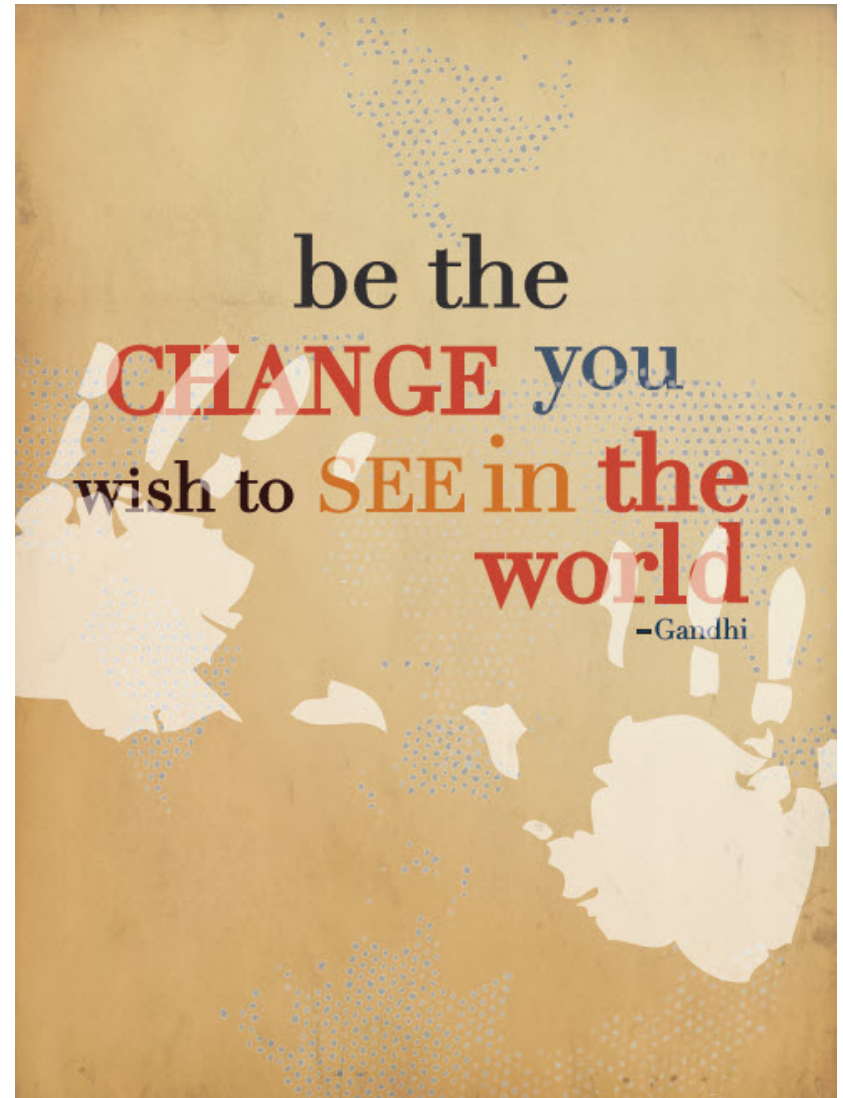
Former participants share their experiences:

"Session after session, MCLP provided first-rate speakers, insightful community leaders, and individuals who sincerely wanted us to get the best from ourselves."

- Matt Johnson, 2011 MCLP graduate

"The most valuable benefit was the relationships built with the other participants. I feel forever connected to them."

- Sharonna Miller, 2011 MCLP graduate



Artwork created by: Rachael Vallender
Student of Graphic Design, School of Art
Illinois State University



Project: Vocational Skills Training
Team: The Home Team Consulting Group
Project Sponsor: Matt Burgess
Project Liaison: Sabrina Burkiewicz

Advisor: Dr. Frank Beck
Project Team: Erika Arnhart, Sandeep Davalbhakta, Brian Peacher, Latha Rao, Peter Stroyan, Cavell Walcott

About Home Sweet Home Ministries

Home Sweet Home Ministries (HSHM) provides case management and other supportive services to the homeless such as shelter, hot meals, clothing, toiletries, addiction recovery, and children's programming. This ministry also offers educational and vocational training, counseling, and weekly worship services.

Project Summary

The Home Team Consulting Group created a non-technical vocational training program for residential clients who require job skill development in order to be successful candidates for employment. The proposed training curriculum includes a soft-skills "operations" guide that provides guidance for the HSHM staff while assisting clients.

Project Results

The Home Team Consulting Group plans to maintain an ongoing relationship with HSHM by volunteering time and helping with the implementation of the curriculum. HSHM clients will benefit from the additional skill development in the areas of effectively communicating in a work environment and other behaviors necessary to retain employment. Likewise, the HSHM staff overseeing clients' work in these areas will benefit from having formal procedures and facilitation training to assist them in developing the needed employment skills of HSHM clients.

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• The MCLP group delivered a wonderful product of curriculum materials that we were able to immediately implement with our clients. We are now better equipped to prepare our residents to find and maintain employment, significantly improving their ability to re-establish self-sufficiency in their lives. The MCLP is a wonderful partner to the non-profit community of providers, and the participants in the program are enthusiastic, bright, and a joy to work with!

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Matt Burgess — Home Sweet Home Ministries, Vice President—Client Services

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Project: Strategic Marketing Plan
Team: MopSquad
Project Sponsor: Rick Glass
Project Liaisons: Julie Lindstrom & Ron Woodrum

Advisor: Teena Rajan
Project Team: Munjal Dave, Carolyn Davis, Iwin Huang, Renee Lafontaine, Jon McWhirter, Sharonna Miller, Theresia Taylor

About marcfirst

With roots dating back to 1955, *marcfirst's* mission is to guarantee the personal dignity of people with developmental disabilities and to promote their personal achievements based on their dreams, desires, and abilities.

Project Summary

Following the closure of the Occupational Development Center in 2008, *marcfirst* took over several of the center's commercial cleaning clients. The MopSquad project team was asked to develop a marketing plan for *marcfirst* Janitorial Services aimed at helping it achieve a profit within the next year. The team recommended:

1. Establishing a target market by focusing on key business segments
2. Improving marketing activities and build on the *marcfirst* brand
3. Enhancing the sales process through training
4. Continuing to provide exceptional customer service
5. Leveraging industry best practices

Project Results

Since receiving the team's marketing plan, *marcfirst* has launched a new website for its janitorial business, rolled out new marketing materials, and revised its sales process.

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• We are very excited about the prospects for this program and want to see it grow in the months and years ahead. The MCLP Team has shown us the way! I would encourage any non-profit that has a project that requires professional assistance to consider applying to MCLP. I was very impressed with the professionalism, the hard work, and the number of hours that the MCLP project team put into our project. It was like hiring a consulting firm—without the cost!

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Rick Glass — marcfirst CEO

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Project: Community Marketing Campaign
Team: Open Mind Consulting
Project Sponsor: Jane Chamberlain
Project Liaison: Norene Ball

Advisor: Jean Lawyer
Project Team: Vicente Adame, Rearn Dotson, Lori Harvey, Matt Johnson, Nida Kazim, Anita Moore

Project: Infrastructure of Volunteer Program
Team: Amigos in Black
Project Sponsor: Gerald McGee
Project Liaison: Saul Pulido

Advisor: Deborah Halperin
Project Team: Rahul Bafna, Leslie Harding, Paul Hursey, Kimberly Pfeifer, Yoon Yim, Denise Younge

About YWCA

For 102 years, YWCA McLean County has been committed to serving the needs of area residents and adapting with the changing times. The YWCA provides quality programs and services that support its mission of eliminating racism, empowering women, and promoting peace, justice, freedom, and dignity for all.

Project Summary

The Open Mind Consulting (OMC) team was charged with helping support the YWCA’s ongoing efforts to eliminate racism by developing a diversity awareness campaign about the increasing racial diversity in McLean County. The proposed diversity awareness campaign, titled “I am McLean County,” features diverse people in our community. The campaign focuses on the positives that diversity brings to McLean County, and how embracing diversity will lead to a community that is more respectful of others, open to new and better ideas, and globally aware.

Project Results

The proposed YWCA diversity awareness campaign is expected to run annually during Diversity Awareness Month. The proposal addresses both strategic and tactical aspects of the campaign, including the message, target audience, measures of success, and possible challenges. The goal is to create a mass appeal to embrace diversity in McLean County.

- The MCLP Open Mind Consulting Team put together a plan that brought our ideas to life.
 - Their plan was complete with messages to be conveyed, activities to convey it, resources needed, target audiences, potential challenges, and possible partnerships. This was all done in a top quality, professional manner.
- Norene Ball —YWCA Coordinator, Hallmark Programs**

About The Western Avenue Community Center

The Western Avenue Community Center (WACC) offers a comprehensive service of health, welfare, recreation, and education coordinated around the family unit. Since 1926, WACC has consistently demonstrated compassion for members of the community during their times of need.

Project Summary

The MCLP project team worked to streamline the operational aspects of the interpreter and counseling programs for Latino people and families. The team completed policies, job descriptions, and a data tracking tool.

Project Results

The project team delivered a tracking system which allows for a time study, increased efficiency, and report generation capabilities. Future uses of data would justify additional staffing or interns. The data will help with obtaining grants, future outreach initiatives, and the expansion of the contracted customer/paying user base. The team also suggested identifying specific locations in the community where volunteers would be available during established hours to provide tutoring and mentoring.

- As a result of working with the MCLP students, the Hispanic Outreach Program at Western Avenue has gained a wonderful networking resource and a great deal of knowledge by using the Client Data Program. We appreciate all the hard work of everyone involved with the project, and it has been a very positive and enjoyable experience working with the MCLP. We will share with other organizations all about the great opportunities that the MCLP offers to anyone in the community and encourage them to be part of MCLP Program.
- Socorro Alvarez —Western Avenue Hispanic Outreach**



Artwork created by: Victor Stuber
 Student of Graphic Design, School of Art
 Illinois State University

CLASS OF 2011

<u>Participant</u>	<u>Title / Employer</u>
Vicente Adame	Realtor, Coldwell Banker
Erika Arnhart	Business Analyst, State Farm
Rahul Bafna	Computer Consultant, HTC Global Services
Sandeep Davalbhakta	Project Manager, TEKsystems
Munjai Dave	Principal Consultant, TEKsystems
Carolyn Davis	Systems Analyst, State Farm
Rearn Dotson	Sr. Analyst, State Farm
Leslie Harding	District G.M., Eurest Dining Services
Lori Harvey	Interim Chaplain, Illinois Wesleyan University
Iwin Huang	Systems Analyst, State Farm
Paul Hursey Jr.	Technical Analyst, State Farm
Matt Johnson	Government Relations Director, Verizon
Nida Kazim	Project Manager, COUNTRY Financial
Renee Lafontaine	Director of Child Care, YWCA
Jon McWhirter	Staff Director, State Farm
Sharonna Miller	Section Manager, State Farm
Anita Moore	Director of Disability/Tutoring Services, HCC
Brian Peacher	Staff Manager, State Farm
Kimberly Pfeifer	Compliance Analyst, State Farm
Latha Rao	Manager-Testing Services, HTC Global Services
Peter Stroyan	Op. Excellence Black Belt, COUNTRY Financial
Theresia Taylor	Assistant Account Executive, AFNI
Cavell Walcott	Fire Claim Rep., State Farm
Yoon Yim	Auto Claim Rep., State Farm
Denise Younge	Diversity Program Manager, COUNTRY Financial



AWARDS



Carol Reitan
2011 MCLP Community Service Award Recipient

Carol Reitan has been an active servant-leader in all aspects of our community for all her adult life.



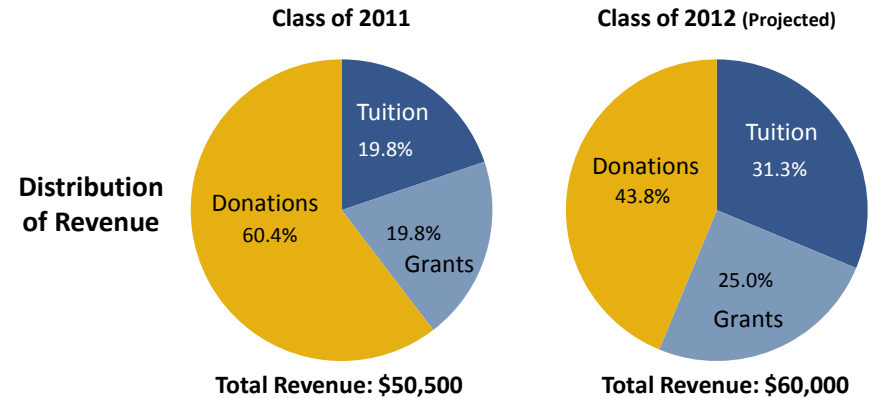
Mandava Rao
2011 MCLP Alumni Award Recipient

Mandava Rao has a deep passion and commitment to making the community a better place.

	Class of 2010	Class of 2011
Graduates	23	25
Class Presenters	76	78
Graduation Reservations	206	318
Website Visits	11,392	13,913
Facebook Fans	252	387
Unique Facebook Visits	800	1,100

CLASS OF 2010 COMMUNITY INVOLVEMENT

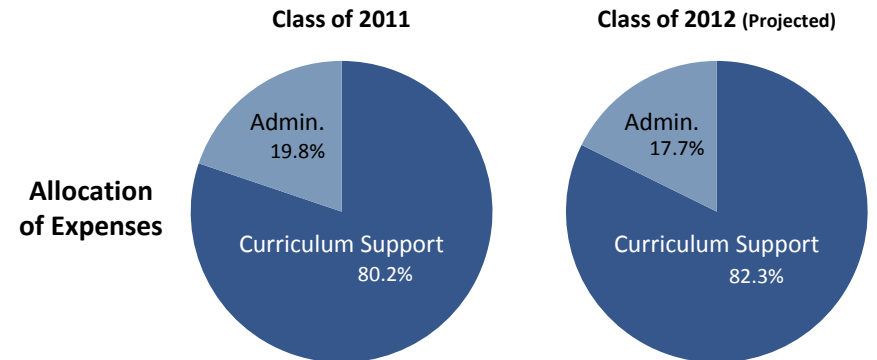
- Margarita Alvarez** – YWCA Board Member
- Mike Donnelly** – MCLP Executive Board Member
- Karen Kapela** – MCLP Executive Board Member
- Lauren Carapella** – YWCA Board Member
- Macaria Lopez** – Boys and Girls Club Board Member
- Bert Neptune** – MCLP Executive Board Member
- Nina Olvera** – Unity Community Center
- Don Paul** – Prevent Child Abuse, IL, Board Member
- Mark Walcott** – MCLP Executive Board Member / Faith in Action – Bloomington/Normal Board Member
- Gary Williams** – MCLP Executive Board Member



Why support an MCLP participant from your organization?

“It’s imperative for non-profits — especially in cash-strapped times — to support staff in leadership positions with opportunities for growth and development. YWCA McLean County deeply appreciates our participant’s active participation and commitment to MCLP. We’re all better for it: our association and our clients! Congratulations, Renee!”

- Jane Chamberlain, YWCA, MCLP participant and community project sponsor



2010-2011 MCLP Advisory Board Members

Bernie Anderson	Colleen Kannaday
Dixie Axley	Paula Mitchell
Willie Brown	Tom Moy
Gregg Chadwick	Mark Peterson
Gigi Fansler	Beth Robb
Rob Fazzini	Carl Sneed
Deanna Frautschi (c)	Carl Teichman
Sonya Gong Jent	Steve Wannemacher
Arlene Hosea	Phil Wood

2010-2011 MCLP Board of Directors

Susan Almeida	Macaria Lopez
Phani Aytam	Sonya Mau
Bernard Dotson	Bert Neptune
Faye Freeman-Smith	Matt Smith
Bev Hornickel	Mark Walcott
Karen Kapela	Gary Williams

Class of 2011 Mentors

Frank Beck	Barb Nathan
Marcel Blythe	Tamara Nelsen
Heather Butler-Taylor	Cathy Oloffson
Peter DeTrempe	Lyn Potts
Connie de Veer	Teena Rajan
Rob Fazzini	Carol Reitan
Deanna Frautschi	Carole Ringer
Sonya Gong Jent	Wendy Schaffer
George Gordon	Christina Schulz
Deborah Halperin	Ken Starks
Cherilyn Hardman-Sytar	Steve Wannemacher
Diana Hauman	Mary Ann Webb
Janet Krejci	Ed Woods
Jean Lawyer	AJ Zimmerman
Rob McDade	

2010-2011 MCLP Class Presenters

Susan Almeida	Steve Garland	Sandy McGhee-Yanz
Bernie Anderson	Sonya Gong Jent	Paula Mitchell
Dr. Jon Astroth	Dennis Goodwin	Barb Nathan
Dixie Axley	George Gordon	Ken Natzke
Tony Bankston	Myra Gordon	Rick Owens
Sandy Bentley	Steve Grant	Mark Peterson
Cindy Blackburn	Gary Hagens	Sonja Reece
Rick Bleichner	Wade Harrison	Jo Ann Reidy
Michael Brown	Diana Hauman	Carol Reitan
Willie Brown	Maria Henneberry	John Robertson
Jim Browne	Wensley Herbert	Ed Rose
Heather Butler Taylor	Julie Hile	Dr. Sydney Ross-Davis
Kim Campbell	Colleen Kannaday	Rebecca Rossi
Enid Cardinal	Karen Kapela	Millicent Roth
Kellie Clapper	Bob Keller	Rachel Schlipmann
Stacey Curry-Lee	Sue Kirk	Christina Schulz
Steve Czirjak	Janet Krejci	Alan Sender
Becky Davis	Joni Ladew	Shirley Stelbrink
Debbie Delgado	Pat Lingenfelter	Loretta Thirtyacre
Steve Denault	Macaria Lopez	Julia Turner
Rob Fazzini	Dave Magers	Vern Veal
Doug Ficca	Judy Markowitz	Jay Verner
Deanna Frautschi	Annette Martinez	Steve Wannemacher
Faye Freeman-Smith	Sonya Mau	Monica Williams
Cheryl Gaines	Mike McCurdy	Dr. Dick Wilson
Linda Garbe	Rob McDade	Dr. Sheahon Zenger



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