



Center for Public and Nonprofit Management

UNIVERSITY OF CENTRAL FLORIDA

SCHOOL OF PUBLIC ADMINISTRATION | COLLEGE OF COMMUNITY INNOVATION AND EDUCATION



LETTER FROM THE DIRECTOR

Maritza Concha, Ph.D.
CPNM Director

There are many exciting updates to share in this second year as director of CPNM. During this implementation phase, CPNM staff and affiliated faculty collaborated with funders to execute three capacity-building seminar series. These included our recurrent capacity-building seminar with Orange County, a new seminar series in Osceola County, and a new financial management series for nonprofits in Orange County. Our capacity-building efforts have been successful, with exceedingly high satisfaction from our participants and funders. There were several instances of local media coverage showcasing the hard work we have put into implementing these trainings and the lasting impact these programs will have on the organizational growth of nonprofits in Central Florida.

CPNM has also taken a central role in community participatory research, from facilitating a serious game intervention for a social media campaign to participatory research related to disaster recovery outcomes of renter households to developing a chatbot for the decision-making process targeting African American men regarding prostate cancer. Our students have been able to work on all these projects, getting practical experience while learning fundamentals in applied research.

Lastly, the Nonprofit Professional Program with Continuing Education has successfully launched, with our first graduate obtaining the CNP Credential from the Nonprofit Leadership Alliance. With more than \$1 million in multiple-year contracts since 2022, CPNM will continue working with our faculty and students to make lasting contributions to our community.

We are adapting, we are changing, we are learning.

Go Knights and Charge On!

Dr. Maritza Concha
CPNM Director

VISION STATEMENT

The Center for Public and Nonprofit Management improves policy and governance in partnership with communities from central Florida and worldwide to positively and collectively impact society through research and community engagement.

MISSION STATEMENT

The Center for Public and Nonprofit Management facilitates and supports sponsored research on policy and management and leads public service projects that inclusively enhance lives and strengthens communities.

Meet The Team

Rasha Mannaa Mannah



Miss Mannaa was born in the Colombian Caribbean, in a household with Lebanese and Brazilian background. She is pursuing the dual Master track of Public Administration and Nonprofit Management. She has been

working as a Graduate Assistant in the Center for two years. Rasha believes that CPNM has profoundly influenced her role in empowering the community, supporting to equip individuals and organizations to make a lasting impact through capacity building trainings and other educational initiatives.

Jackson Brown



Jackson Brown is a first-year graduate student in the Masters of Nonprofit Management program and recently graduated with his bachelor's also in Nonprofit Management from UCF. He completed his A.A. Degree as an undecided

major, unsure of what career to pursue but found the nonprofit field and has loved every second of it since. In his 2 years working with CPNM, he has significantly increased his understanding and practical experience required to be a valuable asset at any nonprofit organization. He is incredibly grateful to be able to gain knowledge and experience in the field he is passionate about through both CPNM and the MNM program. He has been able to witness the significant positive impact on the nonprofit community and is proud to be part of a small, effective, and dedicated team.

Julia Fong



Julia Fong holds a B.A. in Translation (English-Spanish) at the Universidad Latina de Panamá in the Republic of Panama. Energetic and creative program coordinator for the Center for Public and Nonprofit Management with five

years of experience in Public Affairs service, she continues to work behind the scenes overseeing the logistics and administrative processes for the Center's initiatives. This includes capacity-building seminars, conferences, the certified nonprofit professional program, and social media engagement.

Capacity Building Efforts

Financial Management Seminar

This year, CPNM launched its inaugural financial management training program for nonprofit professionals funded by the Orange County Citizens' Commission for Children (OCCCC). This intensive training seminar is designed to enhance participating nonprofit organizations' essential financial management skills to deliver effective and efficient human and health services and advance the management of existing and prospective resources. All eleven (11) organizations that completed this eight-week hybrid format (in-person & online) training from June 15th to August 3rd have received an Orange County grant and operate with annual revenues of less than \$300,000. The twelve (12) areas and topics of financial management that were covered include: 1) performance accountability, 2) programs and program structures, 3) nonprofit financial statements, 4) budgeting, 5) costing programs and services, 6) forecasting, 7) differential cost analysis, 8) setting fees, 9) government, foundation, & private grants, 10) government contracts, 11) risk management, and 12) audits.

SPA lecturer Dr. Terry Henley delivered this training, and each organization was assigned a technical assistant: Graduate student Jocelyn Daniels and Ph.D. student Itunu Ilesanmi. Both students guided each assignment and assisted their assigned organizations as needed. A pre and post-test were administered to evaluate the program's impact. It was found that 100% of organizations increased their ability to meet the Orange County grant requirements long-term. Additionally, 100% of participants agreed or strongly agreed that they learned new information that can be applied to their organization. A participant shared what they liked about this program in the following quote: "Our team had the privilege to participate and set aside time to understand the complexities of the deliverables of grants and federal funds, and how that relates to our passion for serving and our mission. This program gave us structure and guidance that we needed to have better planning and fiscal responsibility and continue to make our dream come true."



Orange County and Osceola County Capacity Building Seminar Series

CPNM hosted the Capacity Building Seminar Series for the 9th consecutive year, a project funded by the Orange County Citizens' Commission for Children. The delivery of this seminar series program was also expanded to Osceola County nonprofit organizations for the first year after being contracted by the Osceola County Board of County Commissioners.

The seminar's primary goal is to provide essential training to participating nonprofit organizations, equipping them to compete for county funding and apply for grants from other sources, including local, state, and federal governments. The training was delivered in a hybrid format by SPA Faculty: Dr. Maritza Concha, Dr. Young-Joo Lee, and Dr. Angela White-Jones.

Both seminars also included one-on-one hours of technical assistance from Ph.D. Students: Shannon Sokolowski, Ruth Kessa, Itunu Ilesanmi, and graduate students Amy Krigsman and Michael Johnsen.

Highlights from Orange and Osceola Counties Capacity Building:

- Almost 70 participants representing 40 agencies participated in the capacity-building seminar series.
- Content and delivery received more than 90% attendance rate and overall satisfaction with the content and delivery.
- Over 90% of participants reported increased knowledge in board governance, grant writing, financial management, and program evaluation.
- All participants (100%) will recommend this program to other organizations.
- Our students provided more than 1,200 hours of technical assistance.

Regarding impact, we are excited to share that three agencies from Orange County obtained the county's grant funding after completing our seminar. Osceola County grantees will be announced later this year.

Nonprofit Professional Program

CPNM has implemented the Nonprofit Professional Program with Continuing Education. A total of 8 students have registered so far. Some benefits of the NPP program include preparing to successfully pass the Certified Nonprofit Professional credential exam (CNP), interacting with UCF faculty for tailored guidance, and mastering empowerment, skills, and strategies to excel in an organization. Research indicates that CNPs are 7 times more likely to rise to a leadership position. The NPP enhances professional development and increases organizational performance and sustainability. CPNM's new program coordinator, Julia Fong, oversees the NPP and the overall coordination of funded programs.

The International Visitor Leadership Program (IVLP)

CPNM hosted 14 representatives from the International Visitor Leadership Program (IVLP), the U.S. Department of State's premier professional exchange program. These participants from Indo-Pacific and Central Asia countries came to UCF Downtown for a workshop on Advocacy and fundraising for nonprofits. Dr. Maritza Concha and Graduate student Rasha Mannaa led the workshop. Countries represented in this group: Brunei, Hong Kong S.A.R, India, Japan, Malaysia, Nepal, Pakistan, Philippines, Republic of Korea, Sri Lanka, Taiwan, and Uzbekistan.

CPNM in the news

CPNM is in the spotlight in local news showcasing the graduation of the Orange County Capacity Building program.



Orange County Capacity Building Seminar



Orange County Financial Management Program



Osceola County Capacity Building Seminar



Grants

Orange County Capacity Building Seminar Series

PI: Maritza Concha, Ph.D.
 Amount funded: \$205,803
 Orange Citizens' Commission for Children (Multiple year contract; Renewal of contracts shall be subject to appropriation of funds by the Orange County Board of County Commissioners)

Orange County Financial Management Series

PI: Maritza Concha, Ph.D.
 Amount funded: \$526,230
 Orange Citizens' Commission for Children (Multiple year contract; Renewal of contracts shall be subject to appropriation of funds by the Orange County Board of County Commissioners)

Osceola County Capacity Building Seminar Series

PI: Maritza Concha, Ph.D.
 Amount funded: \$66,522
 Osceola County Board of County Commissioners (Pending 2023-2024 contract)

HUD Rental Outcomes

PI: Christopher Emrich, Ph.D.
 Co-PI: Maritza Concha, Ph.D.
 Amount funded: \$112,336
 U.S. Department of Housing and Urban Development

Cultural Interventions for Domestic Violence Prevention

PI: Maritza Concha, Ph.D.
 Amount funded: \$40,000
 City of Orlando

PARC 2023 Keynote Speaker

3.10.23 | 8:45 AM
 DPAC 106A



Dr. Dan Smith

Dan Smith is associate dean for the College of Arts & Sciences and a professor of public policy and administration in the Joseph R. Biden, Jr. School of Public Policy & Administration at the University of Delaware. Smith's scholarship focuses on state government budgeting and financial management, especially fiscal institutions, the implications of how states accumulate and use fund balances, and how states strategically plan for long-term fiscal health.



Center for Public and Nonprofit Management

UCF Center for Public and Nonprofit Management
 UNIVERSITY OF CENTRAL FLORIDA

Eminent Scholar Lecture Series
 UCF Fall 2022

Join us Virtually on **Nov 3, 2022 10:00 AM (ET)** for a discussion with Dr. Christine Fu, Senior Program Officer at the Robert Wood Johnson Foundation (RWJF).

The discussion will be centered around the Foundation's objectives, priority areas and funding opportunities.



Robert Wood Johnson Foundation



The Robert Wood Johnson Foundation (RWJF) is the nation's largest philanthropy dedicated solely to health. For over 50 years, the RWJF has supported the development and promotion of research, policies, and practices focused on improving health and healthcare for everyone in the United States.

Dr. Christine Fu joined the Robert Wood Johnson Foundation (RWJF) in 2021 as a senior program officer in the Research-Evaluation-Learning department. Previously, Dr. Fu was a senior evaluation officer at the United Nations High Commissioner for Refugees (UNHCR).

Register in advance for this meeting. Scan QR code above or go to: <https://ucf.zoom.us/j/94406989400?pwd=OWV1VEF6Mk9kZW50aUJpTG9i>

Photo Voice Methodology Workshop

1.11.23 | 10:00 AM
 DPAC 171



Dr. Victoria Foster

Victoria's research involves working with marginalized groups to explore social justice issues, including environmental concerns, and to provide critiques of policy initiatives. Victoria is Senior External Engagement Fellow and Associate Director of the Institute for Social Responsibility at Edge Hill University and a Visiting Professor of Community-Engaged Scholarship at UCF Downtown.

Learning outcomes of this workshop include:

- To develop working knowledge of photovoice, a creative method of engaging marginalized groups in research
- To gain an understanding of some of the epistemological underpinnings of creative methods
- To reflect critically on creative methods and some of the claims made for them.



Center for Public and Nonprofit Management

Community Participatory Research

Enterate You Have Choices Campaign

CPNM launched two culturally responsive interventions funded by the City of Orlando targeting Hispanics and youth for a domestic violence and sexual assault prevention social media campaign. One of these interventions is a serious board game named ChoIces that puts the player in the shoes of a bystander in a scenario where sexual violence may be happening. Participants for this intervention must meet the following eligibility criteria: a current UCF student, at least 18 years old, proficient in English, residing in Orange County, and never had a personal experience with domestic violence or sexual assault.

Two graduate students led and facilitated the research: Jackson Brown and Jocelyn Daniels. Over 90% of the 46 students who participated in the Summer of 2023 increased their knowledge of sexual violence after the ChoIces intervention. Furthermore, 100% of participants agree or strongly agree that they feel more prepared to intervene as a bystander after participating. The effectiveness of this program is reflected through these participant quotes: "I enjoyed participating. I don't think I knew much about sexual harassment/violence before this, and now I am more knowledgeable." "I really enjoyed the program and think it's a great way to raise awareness on sexual violence." The evaluation tools and participant comments are being used to create a social media campaign to increase awareness of the issue and provide resources for our community.

The second intervention is community Charlas (Spanish for "talks"), a picture book stories with dialogue. The intervention addresses three main barriers that keep the Latinx community from seeking domestic violence services: fear of deportation, fear of increased violence, and fear of children being taken away. These Charlas are taking place in collaboration with nonprofit organizations serving the Hispanic community. Charlas is led by graduate student Nicole Perez Aponte and CPNM's program coordinator, Julia Fong.



Disaster Recovery Outcome of Renter Households

Throughout the last few months, CPNM has been working with our partners at HORNE, the University of Florida's Shimberg Center, and the Florida Housing Coalition to conduct research focused on the disaster recovery outcome of renter households. This project, funded by the U.S. Department of Housing and Urban Development, is dedicated to better understanding renters' challenges, needs, and experiences after disaster events in the State of Florida. In order to successfully conduct this study, we have worked closely with our partners at Redlands Christian Migrant Association (RCMA) to create and implement an advisory board. This board is dedicated to guiding the researchers on reviewing the material that will be presented to the focus group targeting farmer workers about the needs and challenges for renters.

Assisting in the contributions of the research and with the data-gathering process of this project is Aldair Hernandez, a recent graduate of the Master's in Emergency and Crisis Management program at the University of Central Florida.

Prostate Cancer AI Chatbot

Funded by Pfizer, the purpose of this project is to create an AI assistant that is meant to help African-American men understand prostate cancer and be able to answer any questions based on the cancer. During this project development, many different focus groups were conducted to understand what the community knows about Prostate Cancer and its aftermath. Two students, Catalina Esguerra and Jocelyn Daniels, were given the focus group transcripts to create questions for the AI database; over 300 questions were created for the database, along with answers to most of the questions from reputable cancer resources. On August 19th, 2023, a pilot testing meeting was done with a team of 8 participants to see how the chatbot would work when asked questions about Prostate Cancer.

Conferences and Academic Presentations



CPNM organized the 17th annual Public Administration Research Conference (PARC) at the UCF Downtown Campus. This one-day event was held on Thursday, March 10th, 2023, with 9 total panels and 89 participants. This year's theme was "To explore innovations aimed at expanding community, organizational, and learning outcomes through improved interdisciplinary and cross-sectoral approaches." The guest keynote speaker was Dr. Dan Smith, Associate Dean for the Social Sciences in the College of Arts & Sciences and a Public Policy and Administration Professor at the Joseph R. Biden, Jr. School of Public Policy & Administration, University of Delaware. The PARC committee included SPA Faculty and Students: Dr. Maritza Concha, Dr. Daniel Stephens, Dr. Sarah Larson, Jackson Brown, Rasha Mannaa, and Rebecca Entress.

Save the date! PARC 2024 will take place on February 28th; registration information will become available later in 2023.

SAVE *the* DATE

Wednesday, February 28, 2024

CONTACT US

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