

AMY G. RASSEN

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SUMMARY OF QUALIFICATIONS

<i>Organizational development</i>	Assessment of organizational strengths and challenges; implementation of effective management structures and systems; retreat planning and facilitation, executive coaching and leadership development.
<i>Turning around faltering organizations</i>	As interim executive director, providing leadership to organizations challenged to maintain functionality and seeking to sustain viability during a transition period.
<i>Strategic planning and evaluation</i>	More than 35 years providing vision and leadership to non-profit organizations, planning programs and businesses, ensuring revenue generation, evaluating projects and making sure goals and objectives are accomplished.
<i>Communal context</i>	Extensive experience working in the local community; first-hand familiarity with local and national organizations as well as philanthropic trends, commitments and priorities.
<i>Organizational assessment and capacity building</i>	Comprehensive knowledge and experience in making possible organizational sustainability through board engagement, developing resilient infrastructures, initiating teams, articulating expectations and accountability at all levels of the organization. .
<i>Communication</i>	Expertise in working with committees and diverse staff to enable rich discussion of organizational objectives, inclusion of stakeholders in processes, and understanding among key partners of agreed upon directions and deliverables; extensive experience in developing documents, reports and presentations that promote understanding and use of information by a broad range of partners; skilled in designing and facilitating conversations that support organizational learning and approaches to increase effectiveness.
<i>Healthcare team leadership</i>	Expertise in assessing healthcare systems for aging adults, including medical, mental health and long-term care needs, and designing efficient and effective service delivery systems that are cost effective.
<i>Content knowledge in range of health and social service fields</i>	Far-reaching health and social service content knowledge “cradle to the grave,” including age and life cycle related programs and business development, initiation of research studies and publication of articles and manuals.
<i>Knowledge of the Non-Profit World</i>	Knowledge of organizational practices of nonprofits, government agencies and foundations, including strategic planning, program development, governance, grant making, and evaluation.

PROFESSIONAL ACCOMPLISHMENTS AND EXPERIENCE

Principal, Rassen and Associates
San Francisco, CA

2006 – Present

- Head of a consulting firm that assists public agencies, non-profits, foundations and philanthropists to create, provide and/or improve strategies, services and/or programs with specific focus on:
 - Systems: assessing and revamping service delivery systems to ensure effective, efficient and cost effective service delivery
 - Start-ups: feasibility studies, projections and initiating new non-profit enterprises
 - Turn-arounds: capacity building; correcting operational, staffing and board-related problems; restoring a positive bottom line.
 - Interim Executive Director: leadership and support for board of directors, staff and community stakeholders for organizations in executive leadership transition.
 - Effective internal structures: Creating systems, resource development and management; establishing written policies and procedures.
 - Service development: Implementing proven approaches to long-term sustainability.
 - Personnel management: Developing employment handbooks, job descriptions, and employee evaluations; ensuring employee satisfaction.
 - Effective leadership: Coaching executive directors in providing vision and direction
 - Institutional advancement: Shaping an organization's future and aligning future directions with resource development.
- Client List (partial)

Ashby Village	Lycee Francais de San Francisco
Attendance Works	Melicor
Congregation Beth Shalom	National Council of Jewish Women, SF Section
Congregation Shir Shalom	Opportunity for Independence
Czech School of California	SAGE Project, Inc.
Eldergivers	Sage Eldercare Solutions
Portola Family Connections	SF Department of Public Health
Family Resource Network	Sonoma Arts Live
In-Home Supportive Services Consortium	Sonoma Impact100
Homebridge	Sweetwater Spectrum
Jamestown Community Center	TAPCA
Jewish Community Federation (West Bay)	Women's Foundation

Strategic Planning Homebridge

January to August 2016

San Francisco, CA

- Facilitated strategic planning process and development of a roadmap for the future with the Board of Directors and staff.

Interim Director Consumer Services Program, Homebridge

San Francisco, CA

January to June 2015

- Provided leadership in creating and implementing a new service delivery model for a home care agency that addressed the growth of the organization and the complexity of the client and employee base; supervised staff; developed policies; consulted to the executive director and the deputy director.

