



## **CASE STUDY: BOTTOMLESS CLOSET**

Bottomless Closet engaged Quantum Governance in taking an insightful look at Bottomless Closet's current capabilities, work efforts and systems in light of its desire to grow and serve upwards of 8,000 women a year and a cumulative total of approximately 25,000 women by the year 2020. Quantum Governance conducted an Organizational Capacity Assessment – assessing the Board, management, and operational systems for gaps and challenges the organization would need to address in order to achieve its new strategic goals.

The Quantum Governance team assessed the Bottomless Closet organization – Board, Staff and Volunteers – across nine organizational systems, including: (1) Governance and Leadership; (2) Vision, Mission and Values; (3) Strategy and Operational Planning; (4) Human Resources; (5) Fundraising and Resource Development; (6) Financial Policies and Controls; (7) Client Communications and Services; (8) Marketing and Community Outreach; and (9) Technology and Office Systems, addressing key strengths and capacity gaps in each area. Quantum Governance prepared and delivered to Bottomless Closet a comprehensive Capacity Assessment Report, including comparison against other not for profits (i.e., “best practices”), priorities, risk ratings in various areas, and proposed recommendations for consideration by Bottomless Closet.

The Capacity Assessment Report was presented to the Board and Senior Leadership of Bottomless Closet at a facilitated Board retreat.

Today the organization is effectively moving forward with its strategic vision and goals.