# FREQUENTLY ASKED QUESTIONS

## About Resilience Hub

### Is there a deadline by which I have to sign up for office hours?

There is no specific deadline to sign up for office hours. It's on a first-come, first-served basis, so we encourage you to sign up as soon as you identify a need in order to access the benefits of the service.

### What areas of need can I receive support in?

We are currently prioritizing support in the following areas:

- Earned Revenue
- Finance
- Fundraising
- Leadership Support
- Policy Analysis
- Risk Analysis
- Scenario Planning
- Strategic Communications
- Talent Management

If you have another need, we encourage you to reach out, because we may still be able to help!

### Do I have to pay for the office hours?

No, there is no cost for the office hours. They are fully funded by the Powell Foundation, so you can take advantage of this opportunity at no charge.

### What if my need requires more than office hours with an expert?

If your needs extend beyond what can be addressed during office hours, the capacity advisor will assess the scope of your project. If it's a larger project, they will determine whether it can be supported through our Tier 2 resources. Tier 2 support includes a select group of providers who are available to assist grantees with short-term (2-4 week) projects.

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## About Catalyst

### I am new to Catalyst, what kind of organizations do you work with?

Catalyst collaborates with a wide range of organizations that are dedicated to improving outcomes for families and communities. Organizations include nonprofits, state agencies, higher education institutions, schools and systems, community organizations, and foundations.

### Who are the providers in your network?

The Catalyst Network is a diverse coalition of expert consultants, coaches, and technical assistance providers with deep expertise and experience working with and supporting nonprofits. Providers range from national and regional organizations (incl. nonprofits that offer technical assistance services, consulting firms, and research organizations) to independent consultants. All network members have gone through a rigorous three-step vetting process (applications, interviews, references).

### How are providers vetted?

All providers go through a three-stage vetting process that includes an application and portfolio review, an interview, and three reference checks before they are added to the network. We evaluate relevant experience and expertise and look for demonstrated commitment to improving outcomes. The process also helps us gather the information we need to make more informed matches.

### What happens if we are not satisfied with the consultation?

Meeting our customers' expectations is core to our mission. You will have the opportunity to share feedback while working with the provider. You can also reach out to Rohini Mckee (via email) at any point, and she will work with you to ensure a successful outcome.

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