



MSC Client Orientation

We are glad to be working with you! Below we lay out some key information that will support us in building a great working partnership.

What are the roles of the MSC team members?

Consultant A: Project and Organizational Development Lead

- ▶ Communication with ACE on overall project and work plan; contact Consultant A with any questions, ideas, concerns, and changes. Consultant A will triage the communications and make sure they go to the right team member/s.
- ▶ Framework design

Consultant B: Facilitation, Assessment, and Curriculum Lead

- ▶ Facilitation and design of meetings
- ▶ Participatory research design and implementation
- ▶ Training and curriculum coaching
- ▶ Framework design

Consultant C: Budget Management and Project Support

- ▶ Manage budget of project; flag any over-runs; track hours
- ▶ Framework design

Who do I contact with feedback or concerns?

Feedback and concerns should be communicated at the time they arise; contact Consultant A. There will also be a regular standing check in between Consultant A and Executive Director. These are the forums to assess overall progress and share feedback.

There will be a mid-way check in to evaluate the progress of the project, our working relationship, and scope of work adjustments.

What if the contract is going above budget or plans/products change?

The question is not “what if” – the question is “when”? We have done our collective best to approximate the goals, products, and time it will take to complete this project through the scope of work and resulting work plan. Life unfolds differently!

Instead of unconsciously deviating from our original scope of work, we aim to intentionally adjust the scope of work as changes arise. Any additional work needs to be accompanied by either an adjustment to the budget or a decision to drop other work.

Any unplanned for events need to be flagged and considered in relationship the original scope of work. Then, we as a team should make intentional choices around changing the scope to accommodate. As a rule, we need to work in partnership with the client to minimize unexpected or unplanned for events.

At the end of each phase of work, we have planned check ins where we will assess and adjust the scope of work as appropriate. Consultant A will be the first point of contact on these conversations. Consultant C is the final decision maker on budget or scope of work adjustments.

Confidentiality

All conversations between representatives of MSC and ACE staff or board are confidential. Feedback and themes from interviews will be shared anonymously.

Is there anything you want to let us know about how you work? What would make for a good working relationship? What would make for good communication?

Immediate Next Steps

- ▶ Contract Execution
- ▶ Collecting Back Ground Documents (Drop Box)

