



BOYS & GIRLS CLUBS
OF PUERTO RICO

San Juan, Puerto Rico
June 30, 2020

To whom it may concern:

Boys & Girls Clubs of Puerto Rico is a non-profit organization that offers a creative and safe space where kids and Youth who live under poverty can develop to be leaders that reach their academic, personal and professional goals. During the 53 years that we have provided services in Puerto Rico, we have impacted close to 70,000 participants.

During the months of November 2019 to June 2020, we embarked with London Consulting Group in the implementation of Project CAMIEN. This project is the most important strategic initiative in the Organization and aimed to define and implement operational processes in the areas of Finance and Fundraising (RD). These processes were aligned to an Organizational working system based on key performance indicators (KPI), and we can share the following highlights:

- ✓ Definition of key processes for Finance and Fundraising areas.
- ✓ Definition of roles and responsibilities for key positions in both areas.
- ✓ Update job descriptions for key positions in both areas.
- ✓ Design Capacity Plan tool for the Finance area.
- ✓ Define KPI's for Finance and Fundraising.
- ✓ Design reports to facilitate KPI analysis and optimize processing time.
- ✓ Implement a new governance model focused on execution to achieve operational results.
- ✓ Capacity building for all the staff involved in the definition and implementation of processes.

As part of the project, we placed special emphasis on change management, which considered support and follow through in the following activities:

- ✓ Development of training on management skills for key staff in the organization.
- ✓ Side by side support in the implementation of defined process with key staff in the areas.
- ✓ Adoption of new ways of working and implementation through the effectiveness audits.

Based on our experience, we recommend London Consulting Group as a professional Company, committed to the support of these type of improvement projects.

Cordially,

Olga I. Ramos Carrasquillo, Esq.
Presidenta