



Heartlands
International

We have a world of experience

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Corporate Capability to Provide Technical Assistance to Promote Democracy and Good Governance

Heartlands International, Ltd., a Native American, woman-owned, 8 (a) certified small disadvantaged business, is a management consulting and training firm that has worked with US government agencies and its contractors. We have expertise in project management, training, and civil society development. we are training resource organization on an Indefinite Quantity Contract (IQC) from the USAID Office of Democracy and Governance for a five year, global, anti-corruption project. I. We recently completed a three year contract as evaluation subcontractor for a project to create an international level MBA program at universities in five Central Asian Republics.

We are unique in that we are an 8(a) firm with global experience. Our highly effective methods have evolved from working with US government and international agencies over 20 years in over 50 countries including Indonesia and throughout Asia.

Heartlands has a wide range of technical expertise in building coalitions and learning networks of community based groups and civic organizations. There is no other small firm with experience in over 50 countries. Our methods are of the highest quality because we use staff with extraordinary international experience.

One example of our work is our extensive experience in Nigeria. We have designed and carried out a number of workshops and conferences there that were intended to strengthen local government and build civil society. We have also worked extensively with Shell Oil Company in Delta State where we provided much of the community development training and strategy development for Shell's community development programs.

As part of an anti-corruption project in the Philippines, Heartlands worked with the appellate court system in the Philippines to streamline and computerize the court cases and also managed study tours for a group of judges from the Philippines to visit U.S. appellate courts around the U.S. and make changes in their systems back in the Philippines.

We have pioneered in the development of many participatory strategic planning and participatory decision making methods and tested them at the grass roots level. We have vast experience in all sorts of event management, workshop design, and planning process development. Heartlands also has experience in the design of supporting materials such as instructors guides, participants manuals, and

supplementary learning materials. We have designed such programs for USAID, the World Bank, USDA, and numerous private organizations and businesses.

Finally, as a small business, our customers are very important to us. We give them a great deal of personal attention and most of our customers are repeat business, or have come from referrals because we are a customer focused company.

Although we received 8(a) status in 2002, we have over 20 years of experience working with US government agencies. Heartlands has extensive experience in working with USAID. Our team of associates have designed and conducted dozens of consulting assignments including project planning, project management issues, project monitoring and evaluation, and communication skills for USAID programs world-wide.

One of Heartlands International's most active programs is the the *Corporate Community Investment Service* (CorCom) that is funded through fees for services. Through CorCom, we have extensive work with the extractive industries in Nigeria and other African countries. We recently sent a consultant to Angola to negotiate a joint venture between Chevron and USAID.

CorCom has an ongoing learning network of PVOs that are interested in partnerships with business and we offer stand-alone workshops on various partnership issues that draw on materials in the two CorCom manuals we have developed.

In addition to this major program,

- We are one of the subcontractors to MSI on the USAID/D&G's International Governmental Integrity and Anti-Corruption Technical Assistance Services IQC with the mandate for providing training and event management in response to Task Orders from USAID. (DFD-I-00-03-00144-00)
- We are the subcontractor, to MSI, for a three year Rule of Law program in the Philippines where we are the technical supplier of training and other services that strengthen the judicial and civil service system.

We have designed programs for the World Bank, various UN agencies, USAID, the Department of Agriculture, Health and Human Services, and numerous other nonprofits such as Save the Children, Care, PACT, and Orbis.

Heartlands also has expertise in the development of civil society organizations. Over the past 20 years, we have carried out dozens of strategic planning and capacity building activities with community groups, nonprofits, and advocacy groups around the world. Heartlands pioneered in linking nonprofits with businesses for joint ventures and we manage the Corporate Community Investment Service (CorCom) that works with civil society groups to help them operate more on a business model and thus, more attractive to businesses as partners in community activities.

Heartlands has carried out a number of activities in the emerging democracies that will enable civil society organizations to work more effectively. We carried out a workshop for DemNet organizations in Poland to help them learn how to do project monitoring and evaluation and a similar project in Romania on project design and strategic planning. In Bulgaria we developed an innovative Service Quality Review methodology that assessed the effectiveness of 40 civil society organizations in a way that was

culturally less threatening to them than a standard outside evaluation would have been. The Service Quality Review not only assessed the effectiveness of the civil societies in reaching their clients but by design it also created a strategy for improving their services. In the Republic of Georgia, we carried out a workshop on participatory rural appraisal methods such as community mapping, trend analysis, and community demand analysis for 20 nonprofits with the aim of helping them find ways to improve energy efficiency.

Heartlands has worked in Indonesia in grassroots community health and water projects. As the evaluation contractor for a large PLAN International project on Java, we designed a monitoring and evaluation system that gathered data from community members to monitor the impact of the project on child weight for age. We also carried out a number of activities that helped communities organize themselves to implement the project. We have also carried out evaluations of projects in other parts of the country such as Nias Island, Sumatra, and urban projects in Jakarta.

Because we have provided training, and leadership skills development all over the world, we have a repertoire of methods, experiences, and tools to draw on. We have extensive experience in program design, strategic planning methodologies, and program evaluation. The holistic, anthropological training of our president informs our approach. We base our work on qualitative methods, stakeholder participation, and results. Our range of experience is vast - from small workshops in tribal Papua New Guinea, where four different translators were needed to cover all the languages among the 20 women participants, to large, multinational conferences with simultaneous translation and hundreds of participants in Kenya, Nigeria, and India as well as in the United States.

For additional information, contact:

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