



YOUR GUIDE TO OUR
Nonprofit Fractional
Chief Operating Officer
Services



SYNERGY PATHFINDERS, LLC ®



Build capacity. Advance your mission.

Welcome to a strategic support model designed specifically for mission-focused organizations.

Nonprofit leaders know that operational strength is essential to achieving lasting community impact. Yet hiring a full-time Chief Operating Officer (COO) is often out of reach, especially for organizations navigating funding shifts, program expansion, leadership transitions, or organizational growth.

That's where our Fractional COO services can make a difference.

We bring seasoned, executive-level operations support—tailored to your organization's unique mission, culture, and resources— at a fraction of the cost of a full-time hire. Whether you're expanding programs, addressing inefficiencies, or guiding your team through a critical expansion, we offer clarity, structure, and sustainability to help you thrive.

What is a fractional COO?

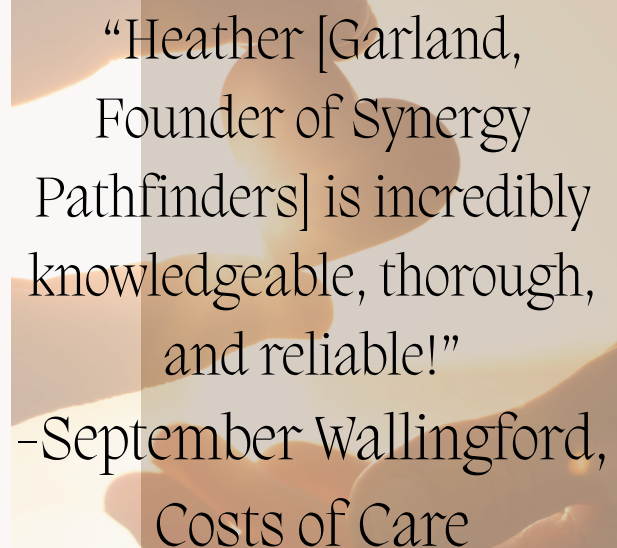
Gain clear insights into your nonprofit's health, empowering confident decisions that advance your mission and increase your impact.

A fractional COO provides part-time or interim operational leadership to nonprofit organizations, offering expert-level strategy and support when and where it's needed most.

You gain a trusted partner to help:

- Strengthen internal systems and processes
- Support board and executive leadership
- Navigate change and prepare for growth
- Guide strategic and operational planning
- Align day-to-day operations with long-term mission goals

This flexible partnership allows you to build operational resilience without the financial and logistical weight of a full-time executive.



“Heather [Garland, Founder of Synergy Pathfinders] is incredibly knowledgeable, thorough, and reliable!”
-September Wallingford, Costs of Care

Strategic Planning

Mission without a map is just good intention.

We help nonprofit leaders and stakeholders define their organizational vision, set priorities, and build strategic plans that align resources and efforts with impact goals. Our approach emphasizes collaboration, data-informed decision-making, and measurable outcomes, ensuring each plan is actionable and adaptable. Whether facilitating a full strategic planning process or supporting plan implementation, we provide guidance that keeps organizations focused, resilient, and mission-driven.

Services include:

- Organizational assessment
- Mission/ vision alignment
- Multi-year strategic roadmap
- Leadership succession planning
- Board engagement strategies
- Implementation support

Deliverables can include:

- Strategic plan document
- 3-5 year growth and sustainability roadmap
- Succession plan and continuity framework
- Quarterly strategy check-ins



“The purpose of life is not to be happy. It is to be useful, to be honorable, to be compassionate.”
– Ralph Waldo Emerson

Operational Optimization

Efficient operations = more mission impact.

We assess and improve how your organization runs—so your team can focus more energy on serving your community. From streamlining workflows and clarifying roles to implementing effective systems and processes, we help eliminate inefficiencies that drain time and resources. Our goal is to build operational foundations that support sustainable growth and mission delivery. With stronger operations, your organization can adapt more easily, respond more effectively, and achieve greater impact.

Services include:

- Operations audit
- Workflow and process improvement
- Resource planning
- Dashboard and performance tracking
- Change implementation support

Deliverables can include:

- Process maps and SOPs
- Capacity planning tools
- Technology recommendations
- Operations improvement roadmap



*“As you grow older,
you will discover that
you have two hands—
one for helping
yourself, the other for
helping others.”
— Audrey Hepburn*

Policies and Procedures

Structure empowers people.

We help you create and refine the policies, procedures, and documentation your organization needs to operate with consistency, equity, and compliance. Clear and accessible policies not only support smoother day-to-day operations but also empower staff to make informed decisions. We tailor documentation to your organization's size, structure, and culture—ensuring it's practical, and ready to grow with you.

Services include:

- Interviews and process documentation
- Policy and compliance review
- Custom SOP development
- Training and implementation support

Deliverables can include:

- Operational policy manual
- Templates and checklists
- Standard operating procedures



“The smallest act of kindness is worth more than the grandest intention.”
— Oscar Wilde

Risk Assessment

Sustainability requires foresight.

We identify and evaluate areas of operational, financial, and governance risk to ensure your organization is prepared for uncertainty and change. Our risk assessments are practical and proactive, helping you address vulnerabilities before they become challenges. We also work with your team to strengthen internal controls, improve accountability, and build organizational resilience—so you can move forward with greater confidence and clarity.

Services include:

- Risk identification workshops
- Compliance and control assessments
- Contingency and continuity planning
- Ongoing support

Deliverables can include:

- Risk assessment report
- Risk heat map and mitigation plan
- Board-ready summary of findings
- Editable templates and checklists



*“What is the essence
of life? To serve
others and to do
good.”
— Aristotle*

Change Management

Change is hard. Strategic change is transformational.

From leadership transitions to program pivots, we help you lead change in a way that builds trust, retains talent, and strengthens culture in your organization. We work alongside your team to design thoughtful communication strategies, engage key stakeholders, and manage resistance with empathy and clarity. With the right guidance, change can become a catalyst for growth and renewed commitment to your mission.

Services include:

- Change readiness assessments
- Stakeholder and board engagement
- Communications and training plans
- Post-change impact review

Deliverables can include:

- Engagement and communication strategies
- Resistance and morale engagement plans
- Success metrics



*“The work of today
is the history of
tomorrow, and we
are its makers.”
– Juliette Gordon
Low*

Exploring AI for Nonprofits

Technology should serve your mission- not complicate it.

We help nonprofits explore accessible, ethical applications of artificial intelligence (AI) to streamline operations and enhance service delivery. From automating routine tasks to gaining insights from data, we guide you in adopting tools that align with your mission and values. Our focus is on practical, people-centered solutions that boost capacity without compromising trust or equity.

Services include:

- AI readiness assessment
- Use-case development for mission-aligned tools
- Vendor research and implementation support

Deliverables (as applicable):

- AI opportunity brief
- Implementation roadmap
- Evaluation and impact metrics



*“Alone, we can do
so little; together,
we can do so
much.”*

— Helen Keller



Next Steps

We step in as a partner and guide- becoming a seamless extension of your team.

- Initial consultation
- Define organizational goals
- Scope and service agreement
- Onboarding and orientation
- Action planning
- Implementation
- Continuous feedback and adaptation

Is now the time for a Fractional COO?

- *You're preparing for or navigating organizational growth*
- *You need operational leadership but not a full-time COO*
- *Your team is stretched thin or burning out*
- *You're preparing for an executive or board transition*
- *Strategic priorities are clear, but implementation is stuck*

About Us

Synergy Pathfinders, LLC (SP) was founded to help organizations overcome operational challenges and implement best practices that enable mission success.

Our founder, Heather Garland, brings over 25 years of accounting and operational experience, including more than a decade in public accounting. Volunteerism and working with nonprofits has been a long-time passion of hers. She has successfully guided organizations through strategic improvements in financial management and operational efficiency. Heather's passion lies in helping purpose-driven organizations uncover unseen obstacles and design effective, mission-centered solutions. "My passion is working with companies to find solutions for their obstacles - including the ones they don't know they have," says Heather.



Heather



Ready for a free consultation?
Scan the QR Code!



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