



HOPE CRISIS CENTER

BOARD OF DIRECTORS MANUAL



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Organizational Documents of Hope Crisis Center

Articles of Incorporation

The Hope Crisis Center is an incorporated entity and as such is bound primarily with the terms of its articles of incorporation. The Hope Crisis Center filed its Articles of Incorporation with the State of Nebraska on August 7, 2006. A copy of the Articles of Incorporation is available through our Executive Director.

By-Laws of the Hope Crisis Center

The Hope Crisis Center has adopted By-Laws that assist in the guidelines of the Center. The current By-Laws of the Hope Crisis Center are available for review in the office of our Executive Director. The By-Laws were first adopted on May 14, 2007 and are amended by vote of the Board.

IRS Documents

The Hope Crisis Center was recognized by the IRS as a non-profit organization on March 12, 2007. A copy of the IRS letter recognizing the Center as a non-profit and other IRS documents are available upon request to the Executive Director.

Financial Records

All financial records belonging to Hope Crisis Center are open for inspection by the Board of Directors at reasonable times upon request to the Executive Director. The fiscal year for the Hope Crisis Center is July 1 to June 30th.

What is Hope Crisis Center?

Our Mission:

Hope Crisis Center is a non-profit organization committed to empowering victims of domestic violence and sexual assault as well as our communities through advocacy, education and confidential emergency services.

Who does Hope Crisis Center serve? Hope Crisis Center provides services to victims of domestic violence and sexual assault in Fillmore, Gage, Jefferson, Saline, Seward, Thayer, and York counties in Southeast Nebraska. The service area is rural and totals 4,305 square miles with a population of 88,952.

What does Hope Crisis Center do? Hope Crisis Center supports a 24-hour, 7 days per week crisis line, one-on-one advocacy, temporary shelter, emergency assistance, legal advocacy, medial advocacy, information and referrals, and community education.

Why does Hope Crisis Center provide these services? One in three women report being physically or sexually abused by a husband or boyfriend at some point in their lives. The violence does not discriminate- it affects all cultures, religions, ethnic groups, and socio-economic sectors.



Living under the power and control of another often leaves victims ill prepared to escape the violence and its traumatic impact over the long term. Victims face complex, difficult issues that include: finding affordable housing, obtaining effective case management, counseling, childcare, and transportation.

How does Hope Crisis Center help? It is through the support and guidance of Hope Crisis Center's advocates that so many victims and children are given the opportunity and knowledge of living a life free from violence. It is through this same advocate support that victims are able to receive appropriate first responses and are also connected with community resources resulting in safer interventions and climate for disclosure.

Where can you contact Hope Crisis Center?

Administrative Office: PO Box 365, Fairbury, NE 68352
402-729-2570

Beatrice: 402-223-6635

Crete: 402-826-5727

Seward: 402-643-3056

Toll Free Confidential Crisis Line: 1-877-388-HOPE (4673)

Website: www.hopecrisiscenter.org



Board of Directors Responsibilities

Organization Related

The Hope Crisis Center is managed by the Board of Directors. Below is a general list of the primary duties of the Board of Directors.



1. To determine, create, and review the Hope Crisis Center's mission and purpose. The Board ensures that Center's current mission statement correctly expresses the Center's goals, its means, and the individuals the Center primarily serves.
2. Hire, supervise and evaluate the Executive Director.
3. Ensure that the Executive Director has the support needed to further the mission of the organization.
4. Participate in organizational planning, assist the Executive Director in implementing and monitoring the plan.
5. Provide financial oversight including approving the annual budget and ensuring that proper financial controls are in place.
6. Ensure that the organization is complying with legal and ethical standards.
7. Board members should be able to articulate Hope Crisis Center's mission, accomplishments, and vision to the public.
8. Recruit new Board members and assess overall Board performance.
9. Board members should strive to garner support (financial and otherwise) from the community.
10. Determine, monitor, and strengthen Hope Crisis Center's programs and services.

Board Role in the Operations of Hope Crisis Center



1. Attend Board meetings and participate in committee meetings.
2. Serve on at least one committee and offer to take on special assignments.
3. Review agenda and supporting materials prior to Board and committee meetings.
4. Make a personal financial contribution to the Hope Crisis Center.
5. Actively participate in functions and special events, as well as, educate others about Hope Crisis Center.
6. Be informed about Hope Crisis Center's mission, services, policies, events, and keep up-to-date on developments in the area of domestic violence and sexual assault.
7. Maintain strict adherence to Hope Crisis Center's conflict of interest and confidentiality policies.
8. Refrain from making special requests of the staff.
9. Suggest nominees to the Board of Directors who can make significant contributions to the work of the Board and the Hope Crisis Center.

Meetings

The Board of Directors meets approximately 10 times each year. The President of the Board of Directors may call special meetings as needed. The annual meeting is held every November.

The Board of Directors meets every month on the first Monday from 5:30 to 7:30 p.m. The meetings are held at different locations in each county that is served by Hope Crisis Center. The locations are established prior to January 1, of each year. Meetings may be attended remotely through electronic means. Advance notice needs to be arranged with the Executive Director to coordinate the remote connection.

The presence of fifty percent (50%) of the directors at any meeting constitutes a quorum.

Below is a general guide of important dates and events.



January
1st meeting of the year
Stalking Awareness Month

February
Teen Dating Violence
Awareness Month

April
Sexual Assault Awareness Month

May
Budget Meeting

June
Elder Abuse Awareness Month

July
No Meeting

October
Domestic Violence Awareness Month
Annual Audit Presentation

November
Annual Meeting
Elect Officers

December
No Meeting

Term of Office

Board members are elected to a two-year term of office. The term is without compensation. The Board is made up of 3 to 15 members. Terms begin in November at our annual meeting and expire at the conclusion of the second annual meeting following their election. A director can only serve for three consecutive terms. Following completion of a director's term, he or she is eligible for re-election after a one year waiting period.

Orientation

Generally, following appointment of new member to the Board of Directors, an orientation will be conducted. All members of the board are welcome to participate.

Board Attendance Policy

The Board attendance policy helps to ensure full contribution of all Board members. The Hope Crisis Center meets ten (10) times a year. A Board attendance problem occurs if:

1. A Board member has two (2) unexcused absences in a row meaning the member did not call ahead of time to indicate they would be unable to attend.
2. A Board member has three (3) excused absences in a row.

If a Board attendance problem develops, the Board President will promptly contact the member to discuss the problem. The member's response will be shared by the Board President with the entire Board at their next meeting. In that meeting, the Board will decide what action should take place (if any) regarding future membership. The Board may choose to initiate removal proceedings.



Officers of the Board of Directors

The officers of the Board of Directors serve one year terms in their respective offices. Any officer of the Board may be removed by the two-thirds vote of the voting Directors whenever in its judgment the best interests of the Center will be served.

PRESIDENT

1. Is a member of the Board of Directors and serves as the chief volunteer of the Hope Crisis Center.
2. Presides at all meetings of the Board of Directors after developing the agenda with our Executive Director.
3. Encourages the Board's role in strategic planning.
4. Appoints the chairpersons of committees, in consultation with the other Board members.
5. Plays a leading role in fundraising activities.
6. Is a partner with our Executive Director in achieving the mission of the Hope Crisis Center.

VICE PRESIDENT

1. Is a member of the Board of Directors.
2. Performs responsibilities of the Board President when the President is not available.
3. Works closely with the Board President and the Hope Crisis Center staff to achieve the mission of the Center.

TREASURER

1. Is a member of the Board of Directors.
2. Assists the Executive Director with fiscal matters of the organization, including account signature and reimbursement authorization of the Executive Director.
3. Works closely with our Executive Director to assure financial accountability.
4. Ensures development and Board review of financial policies and procedures.
5. Works with our Executive Director in reviewing the annual budget and financial reports for the Board of Directors.

SECRETARY

1. Is a member of the Board of Directors.
2. Maintains records of the Board and ensures effective management of the organization's records.
3. Manages minutes of the Board meetings and ensures minutes are distributed to members shortly after each meeting.
4. Is familiar with legal documents (e.g. Articles of Incorporation, Bylaws, and IRS letters) to note applicability at meetings.

COMMITTEE CHAIRPERSON

1. Is a member of the Board of Directors.
2. Is appointed by the President.
3. Assigns work to the committee members, sets the agenda and runs the meetings, and ensures distribution of meeting minutes.
4. Reports to the Board President and reports to the full Board on the committee's decisions and recommendations.



Candlelight Vigil in Fairbury, NE to honor victims of Domestic Violence

Committees

The Board of Directors can establish committees to assist them in conducting their business. Committee meetings are held on an as needed basis. Times and dates are set by the committee chairperson. All members of the Board of Directors are expected to serve on at least one committee.

Executive Committee

The Executive Committee oversees the operations of the Board of Directors and often acts on behalf of the Board during on-demand activities that occur between meetings and these acts are later presented for review by the full Board of Directors. The Executive Committee is also responsible for completing an annual performance evaluation for our Executive Director and assists our Executive Director with management and personnel matters. The Executive Committee is comprised of the officers of the Board of Directors.



Resource Development

Also known as the fundraising committee, this committee ensures that funds are raised to enable the Hope Crisis Center to fulfill its mission. The members consider ways to finance the Center beyond charitable solicitations, e.g. earned income, fees, contracts.



Finance

The Finance Committee recommends policy regarding the Hope Crisis Center's finances and assets and ensures adequate financial controls. The members assume responsibility for safeguarding any endowment or reserve funds.

Board Development

Also known as the Nominating Committee, members ensure the Board of Directors have an effective process and structure in place to conduct business. They are responsible for planning the Board retreat, committee development, ongoing training of Board members and Board evaluation. This committee is responsible for recruiting, screening and orienting new Board members.

Public Relations

This committee promotes awareness of the Hope Crisis Center in the community and works to ensure the Center enjoys a good public image. Members are available to present to community organizations on the role of the Center and the services we provide.



"Silent Witness"

Clothesline Project

Ad Hoc

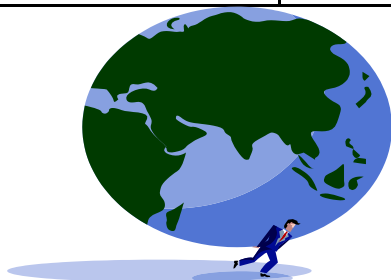
From time to time, an ad hoc committee may be formed to accomplish a specific goal and then ceases to exist. Examples of ad hoc committees might include:

- Capital Campaign
- Special Events
- Strategic Planning
- Facility



Who's Responsible?

Activity	Board	Executive Director
Develop long term goals (more than 1 year)	Approves	Recommends and provides input
Develop short-term goals	Monitors	Establishes and carries out
Day to day operation of the Center	No role	Makes all management decisions
Budget	Approves	Develops and recommends
Capital purchases over \$5,000	Approves	Prepares request
Decisions on building renovations and expansion	Makes decisions, assumes responsibility	Makes recommendations
Authorize purchase of supplies	Approves budget	Purchases according to agency need
Approving repairs over \$5,000	Approves	Obtains estimates and prepares recommendation
Minor repairs	Approves budget	Authorizes repairs up to \$5,000
Cleaning and maintenance	No role	Sets up schedule
Hiring of staff	No role	Hires staff
Hiring Executive Director	Responsible for the hiring of Executive Director	No role
Staff assignment and supervision	No role	Responsible for assigning work and supervising
Terminate staff	No role	Makes final termination decision
Staff grievances	Has a role in grievances process, but only as it pertains to disciplinary action	All other grievances stop at the Executive Director who is responsible for enforcing policies
Staff salaries	Allocates line item for salaries in budget	Reviews and make recommendations at time of annual budget
Personnel policies	Approves	Recommends and administers
Staff evaluation	Evaluates Executive Director	Evaluates all other staff
Raising funds to support the Center	Joint	Joint



Determining Board and Staff Roles



Topic Area	Board	Staff
Mission	Set mission of organization	Give input on mission
Accountability	<p>Constitutes legal entity of corporation:</p> <ul style="list-style-type: none"> • Ensures organization adheres to by-laws & policies • Ensures organization is well-managed and complies with legal requirements 	Ensures contract compliance. Regularly reports to funding agencies. Regularly reports to Board.
Planning	Establish organization's strategic plan and long-term goals. Assess trends in field to determine future of organization.	Lend expertise to Board in developing strategic plan and goals. Develop programs and activities that strive to meet long-term goals and mission.
Planning/Mission	Evaluate organization's progress towards goals.	Provide regular reports to Board. Give input to evaluation process.
Finances	Set financial policy, approve budget, review financial statements. Legally responsible for financial obligations of organization. Oversee annual audit.	Manage daily finances, develop budget. Develop financial reports for Board. Complete financial activities in accordance with policy.
Personnel	Select, monitor, evaluate Executive Director. Set all personnel policy. Establish levels of compensation for all positions.	Manage human resources beyond ED, in accordance with policy. Establish hiring/termination procedures. Ensure staffing of corporation.
Board Development	Evaluate and assess Board composition. Identify training needs, set Board meetings, identify and recruit potential Board Members.	Help identify potential Board Members. Assist in training and orienting Board. Provide staff support to Board activities.
Public Relations	Represent organization in community. Determine organization's Marketing Plan.	Represent organization in community.
Fundraising	Ensure adequate organizational resources: develop funds, donate money, identify new resources, cultivate donors.	Identify new resources, assist in fund-raising, track donations.



Board and Staff Relationships

The Executive Director is responsible for the hiring, termination and daily management and supervision of the Hope Crisis Center staff. It is important for the Board members to maintain appropriate roles and boundaries with staff and adhere to rules of confidentiality. For instance, if a staff person or volunteer approaches a Board member with concerns or complaints about the Center's operation, the Board member should refer the matter back to the Executive Director.

Board Member as representative of Hope Crisis Center

Board members should be well informed of the mission and goals of the Hope Crisis Center. Each member should strive to educate, inform, and recruit support for its programs in the community. Bearing in mind, that there may be situations in which Board members should direct questions posed to them to the Executive Director or President. The situations may be when a Board member is unsure of the answer or when:

- Media involvement in a well publicized case
- Inappropriate actions by staff or a Board member
- Liability or lawsuits

It is important that when a Board member has a question about a public statement, the Board member first seek assistance from the organization.

Conflict of Interest

Any duality of interest or possible conflict of interest on part of any board member should be disclosed to other board members and made a matter of board action.

Board members shall not benefit financially from their association with the Hope Crisis Center.

Any Board member having a duality of interest or possible conflict of interest on any matter should not vote or use his/her personal influence on the matter and he/she should not be counted in determining the quorum for the meeting. The minutes of the meeting should reflect that a disclosure was made and that the Board member abstained from voting.

Board members should not allow personal relationships to influence decisions regarding staff hiring, evaluation, the choice of vendors, or the provision of programs and services.

Board members should not request staff members to support their political positions or assist in their campaign for public office.

Board members are not allowed access to confidential organization records simply because of their position on the Board and should not request staff to breach confidentiality.

Message from the Current Board

As a member of the Board of Directors you have demonstrated an interest and/or expertise in the area of domestic and sexual violence and share the mission and goals of Hope Crisis Center. Hope Crisis Center wants to extend a warm welcome and thank you for your service and commitment to the organization.



2015 Board of Directors

Heidi Gubanyi	- President	Katie Bevins	- Member
Wendy Elston	- Vice President	Kim Robbins	- Member
Sandy Reikofski	- Treasurer		
Tyler Weishahn	- Secretary		

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