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**Policies and Procedures**

*Mission: To provide education, support and advocacy for children and adults with mental illness and their families.*

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10. **Compensation Policy**

At present, NAMI Grand Rapids Area has no paid staff so there is no compensation policy.

1. **Conflict of Interest Policy**

Board members have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which NAMI Grand Rapids wishes to operate. The purpose of these guidelines is to provide general direction so that board members can seek further clarification on issues related to the subject of acceptable standards of operation.

An actual or potential conflict of interest occurs when a board member is in a position to influence a decision that may result in a personal gain for the board member or for a relative as a result of NAMI Grand Rapid’s business dealings.

Personal gain may result not only in cases where a board member, or relative has a significant ownership in a firm with which NAMI Grand Rapids does business, but also when a board member, or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction of business dealings involving NAMI Grand Rapids.

The materials, products, designs, plans, ideas, and data of NAMI Grand Rapids are the property of NAMI Grand Rapids, and should never be given to an outside firm or individual except through normal channels and with appropriate authorization.

NAMI Grand Rapids, as a nonprofit, tax-exempt organization, depends on charitable contributions from the public. Maintenance of its tax-exempt status is important both for its continued financial stability and for the receipt of contributions and public support. Therefore, the IRS, as well as state corporate and tax officials, view the operations of NAMI Grand Rapids as a public trust that is subject to scrutiny by and accountability to such governmental authorities as well as to members of the public.

**Areas in Which Conflict May Arise**

Conflicts of interest may arise in the relations of board members with any of the following third parties:

* Persons and firms supplying goods and services to NAMI Grand Rapids
* Persons and firms from whom NAMI Grand Rapids leases property and equipment
* Persons and firms with whom NAMI Grand Rapids is dealing or planning to deal in connection with the gift, purchase or sale of real estate, securities, or other property
* Competing or affinity organizations
* Donors and others supporting NAMI Grand Rapids
* Agencies, organizations, and associations that affect the operations of NAMI Grand Rapids
* Family members and friends

**Nature of Conflicting Interests**

A material conflicting interest may be defined as an interest, direct or indirect. Such an interest might arise through:

* Owning stock or holding debt or other proprietary interests in any third party dealing with NAMI Grand Rapids
* Holding office, serving on the board, participating in management, or being otherwise employed (or formerly employed) in any third party dealing with NAMI Grand Rapids
* Receiving remuneration for services with respect to individual transactions involving NAMI Grand Rapids
* Using NAMI Grand Rapid equipment, supplies, or good will for other than NAMI Grand Rapids approved activities, programs, and purposes
* Receiving personal gifts or loans from third parties dealing with NAMI Grand Rapids. Receipt of any gift is disapproved except gifts of nominal value that could not be refused without discourtesy. No personal gift of money should ever be accepted.

**Disclosure Policy Procedure**

Disclosure should be made according to the NAMI Grand Rapids standards. Transactions with related parties may be undertaken only if all of the following are observed:

* A material transaction is fully disclosed in the audited financial statements of the organization;
* The related party is excluded from the discussion and approval of such transaction;
* A competitive bid or comparable valuation exists; and
* The organization’s board has acted upon and demonstrated that the transaction is in the best interest of the organization.

Disclosure involving board members should be made to the board president, who shall bring these matters, if material, to the full board.

Board members will be provided with vendor information on a quarterly basis, prior to each Board meeting and are asked to review their previous disclosures for any needed updating. The board shall determine whether a conflict exists and is material, and in the presence of an existing material conflict, whether the contemplated transaction may be authorized as just, fair, and reasonable to NAMI Grand Rapids. The decision of the board on these matters will rest in their sole discretion, and their concern must be the welfare of NAMI Grand Rapids and the advancement of its purpose.

**Recusal**

Board members with a potential conflict of interest shall recuse themselves provided that the board by majority vote may waive such conflict.

Conflict of Interest Form is completed by each board member annually. **(Appendix A)**

1. **Diversity, Inclusion and Non-Discrimination Policy**

NAMI Grand Rapids shall actively recruit, engage and serve members from every race, culture, ethnicity, age, religion, socio-economic status, sexual orientation, gender, gender identity and disability and shall not discriminate in the requirements for membership, provision of service or support or in its policies or actions.

In keeping with NAMI’s values regarding nondiscrimination and with applicable federal law, NAMI Grand Rapids shall include in bylaws, operating policies and procedures and other relevant policy documents, explicit statements that require the organization to embrace the broadest possible definition of inclusion and nondiscrimination.

NAMI Grand Rapids will reach out to and welcome the community at large through our recruitment, marketing, public education, and awareness activities. NAMI Grand Rapids will strive to support recruitment and retention of a diverse and inclusive membership and leadership.

1. **Document Retention Policy**

**General Policy Statement**

* + - 1. The purpose of this policy statement is to allow the NAMI Grand Rapids to identify, retain, store, and dispose of the organization’s records in an appropriate, legally sound, and orderly manner.
			2. Except as otherwise indicated, documents shall be retained for the number of years indicated in the Record Retention Guidelines.
			3. Irrespective of the retention periods specified in the Record Retention Guidelines, upon receiving notice of a lawsuit, government investigation, or other legal action against or involving the organization, or (ii) learning of circumstances likely to give rise to such an action, proceeding or investigation, all documents in any way relating to such matter shall be preserved and safeguarded.
			4. No board member or member of the organization shall knowingly destroy a document with the intent to obstruct or influence the investigation or proper administration of any matter within the jurisdiction of any government department or agency or in relation to or contemplation of any such matter.
			5. At the end of each fiscal year (June 30), the Secretary will be responsible for forwarding the past year’s records in either paper or electronic format to NAMI Minnesota for storage.

**Record Retention Guidelines**

1. **General Records**

|  |  |
| --- | --- |
| **Type of Record**  | **Retention Period**  |
| Articles of Incorporation and amendments thereto  | Permanently  |
| Bylaws  | Permanently |
| Meeting Minutes  | Permanently |
| Patents, trademark registrations, copyright registrations  | Permanently |
| Property records (including leases, deeds, easements, rights of way, appraisals, costs, depreciation reserves, blueprints, plans, end-of-year trial balances, tax records)  | Permanently |
| Membership ballots  | 3 years following the applicable vote |
| Membership applications  | Membership term, plus 1 year |
| Contracts | 3 years |

2. **Accounting, Finance and Tax Records**

|  |  |
| --- | --- |
| **Type of Record**  | **Retention Period**  |
| Income tax returns and filings  | 7 years |
| Audit reports of accountants  | 7 years |
| Cash books  | 7 years |
| Charts of accounts  | 7 years |
| Federal and state tax bills and statements  | 7 years |
| Schedules, ledgers and other supporting documentation for financial statements and tax forms  | 7 years |
| Bank reconciliations  | 7 years |
| Checking records, including account statements, check register  | 7 years |
| Social security tax records | 7 years |
| Accounts Receivable and payable | 7 years |
| End-of-year financial statements  | 7 years |
| Budget data | 3 years |
| Banking records, including deposit and withdrawal records, bank statements | 7 years |
| Expense accounts, approvals, petty cash records | 7 years |
| Invoices to members, customers and vendors | 7 years |

3. **Insurance**

|  |  |
| --- | --- |
| **Type of Record**  | **Retention Period**  |
| Insurance records  | Permanently  |
| Accident reports | 7 years |

1. **Ethics Policy**

NAMI believes strongly that its board members must uphold the highest standards of ethical behavior by doing the following:

* Recognize that the chief function of NAMI at all times is to serve the best interests of our diverse constituency.
* Accept as a personal duty the responsibility to keep up to date on emerging issues and to conduct ourselves with professional competence, fairness, impartiality, efficiency, and effectiveness.
* Keep the NAMI Grand Rapids membership informed about issues affecting it.
* Conduct our organizational and operational duties with positive leadership exemplified by open communication, creativity, dedication, and compassion.
* Serve with respect, concern, courtesy, and responsiveness in carrying out the organization’s mission.
* Demonstrate the highest standards of personal integrity, truthfulness, honesty, and fortitude in all our activities in order to inspire confidence and trust in our activities.
* Avoid any interest or activity that is in conflict with the conduct of our duties.
* Respect and protect privileged information to which we have access in the course of our duties.
* Treat with respect and consideration all persons, regardless of race, religion, gender, abilities or disabilities, age, sexual orientation, or national origin.
* Engage in carrying out NAMI’s mission in a professional manner.
* Collaborate with and support other professionals in carrying out NAMI’s mission.
* Become familiar with and committed to the major responsibilities of a governing board:
	+ Setting mission and purposes
	+ Assessing Board performance
	+ Developing and implementing strategic plan
	+ Reviewing educational and public-service programs
	+ Ensuring adequate resources
	+ Ensuring good management
	+ Preserving organizational independence
	+ Relating to the community
* Support NAMI’s fund-raising efforts and to be willing to share in the solicitation of others.
* Devote time to learn how NAMI functions—its uniqueness, strengths, and needs, its reputation and standing.
* Prepare for, regularly attend, and actively participate in board meetings and committee assignments.
* Accept and abide by the legal and fiscal responsibilities of the board as specified by organizational charter, bylaws, and state statutes and regulations.
* Support the decision of the board and work with fellow board members in a spirit of cooperation.
* Recognize that the board president speaks for the board.
* Maintain the confidential nature of board.
* Comply with conflict-of-interest policy and disclosure developed by the board.
* Refrain from actions that might prove embarrassing to the organization and to resign if such actions develop.
* Make judgments always on the basis of what is best for the organization as a whole.
* Speak on behalf of NAMI to any group or organization.
1. **Operating Policies and Procedures**

**Board Members**

Board members are solicited by a nominating sub-committee of the Member Services Committee. Potential board members will review the NAMI Grand Rapids Policies and Procedures. Board members are expected to serve on one committee (or facilitate a support group) in addition to their other responsibilities. Every attempt will be made to stagger terms so that there is overlap in leadership.

**Committees**

Currently, there are three committees—Education Services, Member Services, and Outreach. (**See Appendix B**)

**Financial Procedures**

NAMI Minnesota is the fiscal agent for NAMI Grand Rapids Area. Each month, the Treasurer sends copies of all bills to our fiscal agent for payment and also sends a listing plus receipts for any credit card purchases. In turn NAMI Minnesota sends a monthly financial statement to NAMI Grand Rapids Area President and Treasurer.  The NAMI Grand Rapids President and Treasurer each have a credit card issued by NAMI Minnesota for smaller expenditures. The usual limit is $500/month per card; however, it can be increased by approval from NAMI Minnesota. Because we are a tax-exempt organization in Minnesota, we do not pay state sales tax for purchases; vendors should be reminded of this.

The Treasurer provides a financial statement at each board meeting and tracks receipts/expenses quarterly for the affiliate. This also includes a listing of receipts, expenses and balance in the Mental Health Education Fund at the Grand Rapids Area Community Foundation (GRACF). If NAMI Grand Rapids determines that funds will be used from the Mental Health Education Fund for special mental health events, the Treasurer will send bills to the Community Foundation. GRACF requires two signatures or email authorizations from NAMI Grand Rapids officers.

The Treasurer, with assistance from the President and committee chairs, develops an annual affiliate budget for the coming fiscal year. This is approved by the board prior to July 1 of each year and is a guideline for anticipated income and expenses.

NAMI Grand Rapids currently has gross annual revenue of less than $50,000 and must have a Financial Compilation completed by a qualified professional (auditor, accountant) every three years. The NAMI Minnesota auditor will complete this for the affiliate.

**Grants**

NAMI Grand Rapids comes under the IRS 501(c)(3) umbrella status of NAMI Minnesota and can seek grant funding for special projects.

**Insurance**

NAMI Grand Rapids pays an annual fee in order to be covered under NAMI Minnesota for Site Liability and Directors & Officers Insurance. If we are using a facility or venue that requires proof of insurance, we can request a *Certificate of Liability* from the NAMI Minnesota office.

**Memberships**

Annual membership dues are submitted to NAMI Minnesota or NAMI national either by check or online. NAMI Grand Rapids pays the open door membership for each individual with a mental illness who submits a membership application to us. The affiliate receives a portion of each individual, household or open door membership according to the National dues structure.

**Officer Job Responsibilities**

President:

* Prepare agenda and preside at all member and board meetings
* Serve as spokesperson for the organization
* Appoint all committee chairs with exception of Nominating Committee
* Assist Nominating Committee in recruiting new board members
* Serve as ex-officio member of all committees

Vice President:

* Understand the duties of the President and perform these duties in President’s absence
* Review Board Policies and Procedures annually and suggest any needed changes
* Carry out any special projects as assigned by the President

Secretary:

* Keep accurate records of board actions, including taking of board minutes
* Review board minutes at board meetings
* Report on membership at board meetings
* Send out correspondence, i.e. thank you notes, reminders, letters
* Forward affiliate documents to NAMI Minnesota for electronic storage at end of each fiscal year

Treasurer:

* Serve as financial officer of the organization and manage the board’s financial responsibilities
* Assist the President in preparing the annual budget and present it to the board
* Prepare quarterly and end-of-year financial reports for the board
* Be responsible for securing the NAMI Minnesota auditor to complete a financial compilation of the affiliate every three years and summarize findings to the board

Past-President:

* Serve as an ex-officio member of the board

Other Board Responsibilities:

* Serve as a designated policy advocate and keep NAMI Grand Rapids Area members apprised of current local and state mental health issues.
1. **Whistleblower Policy**

**Purpose**

This Whistleblower Policy applies to “Covered Persons” who consist of NAMI Grand Rapids board members, volunteers, persons doing business with NAMI Grand Rapids and persons seeking to do business with NAMI Grand Rapids. Covered Persons are expected to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. Covered Persons are also expected to practice honesty and integrity in fulfilling their responsibilities and comply with all applicable laws and regulations. This Whistleblower Policy establishes protections for Covered Persons who make good faith complaint from retaliation, harassment, or adverse consequences as a result of making such complaints. This Whistleblower Policy also encourages and enables Covered Persons to raise serious concerns with the Board prior to seeking resolution outside NAMI Grand Rapids. This Whistleblower Policy shall not prevent the president of NAMI Grand Rapids from promulgating personnel policies or other administrative policies for volunteers or those doing business or seeking to do business with NAMI Grand Rapids.

**Conduct to be Reported under the Policy**

For purposes of this Whistleblower Policy, “Covered Conduct” means (a) questionable or improper accounting or auditing practices or actions and circumvention of or attempts to circumvent internal accounting or auditing controls, (b) breach of the duties of integrity, loyalty and confidentiality, and (c) violation and suspected violation of applicable law.

**Reporting Responsibility and Procedure**

Reports made to any board member regarding Covered Conduct will be reported by the board member in writing to the Board President or, in the event the complaint contains allegations about conduct of the Board President, to the Board Vice President. All reports will be promptly investigated and appropriate corrective action will be taken as warranted by the investigation. Within two weeks of the Board President’s or Board Vice President’s receipt of the complaint, the complainant will be sent confirmation that the complaint has been received and an investigation is underway. The complainant will receive a written notification of the completion of the investigation and confirmation that, if warranted, appropriate corrective action has been taken.

**No Retaliation**

Harassment, retaliation or consequence against any Covered Person who in good faith makes a complaint under this policy is strictly prohibited. The Board will take appropriate steps to stop any such harassment or retaliation. Complaints regarding retaliation will be handled in the same manner set forth in the preceding section concerning complaints about Covered Conduct.

**Acting in Good Faith**

For purposes of this Whistleblower Policy, “good faith” means reasonable grounds for believing the information disclosed in the complaint supports a finding that Covered Conduct has occurred. Any good faith complaint is fully protected by this policy, even if the complaint is, after investigation, not substantiated.

**Confidentiality**

Complaints may be submitted on a confidential basis by the complainant or may be submitted anonymously. Complaints will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation and Board’s obligation to abide by applicable laws or comply with subpoenas and court orders.

1. **Appendix A (Conflict of Interest Form)**

Name:

Last name:       First name:       Middle name:

Home Address:

Street:

City:       State:       ZIP:

Phone Numbers: E-mail:

Day time:

Evening:

Cell:

**AREAS IN WHICH CONFLICT MAY ARISE:** Conflicts of interest may arise in the relations of directors, officers, and management employees with any of the following third parties:

* Persons and firms supplying goods and services to NAMI Grand Rapids
* Persons and firms from whom NAMI Grand Rapids leases property and equipment
* Persons and firms with whom NAMI Grand Rapids is dealing or planning to deal in connection with the gift, purchase or sale of real estate, securities, or other property
* Competing or affinity organizations
* Donors and others supporting NAMI Grand Rapids
* Agencies, organizations, and associations that affect the operations of NAMI Grand Rapids
* Family members, friends, and other employees

**NATURE OF CONFLICTING INTEREST:** A material conflicting interest may be defined as an interest, direct or indirect, with any persons and firms mentioned above. Such an interest might arise through

* Owning stock or holding debt or other proprietary interests in any third party dealing with NAMI Grand Rapids
* Holding office, serving on the board, participating in management, or being otherwise employed (or formerly employed) in any third party dealing with NAMI Grand Rapids
* Receiving remuneration for services with respect to individual transactions involving NAMI Grand Rapids
* Using NAMI Grand Rapids equipment, supplies, or good will for other than NAMI Grand Rapids approved activities, programs, and purposes
* Receiving personal gifts or loans from third parties dealing with NAMI Grand Rapids. Receipt of any gift is disapproved except gifts of nominal value that could not be refused without discourtesy. No personal gift of money should ever be accepted.

Under this policy, do you have any potential or perceived conflicts of interest to disclose?

[ ]  **No, I have no potential or perceived conflicts of interest to disclose.**

[ ]  **Yes, I have the following potential or perceived conflicts of interest to disclose:**

 [ ]  **I have read and understand NAMI Grand Rapids conflict-of-interest policy and agree to be bound by it. I will promptly inform the Board president of any material change that develops in the information contained in the foregoing statement.**

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **Appendix B (Committee Descriptions)**

**Education Services Committee**

 **General Description**

The Educational Services Committee shall be a standing committee of NAMI Grand Rapids Area. The Educational Services Committee primary focus shall be to establish, coordinate, and plan educational services, to create and promote an awareness of mental illness.

**Composition**

The chairperson (or co-chairs) shall be a NAMI board member and appointed annually by the board president.

The committee shall have a minimum of three persons recruited by the committee for a one -year renewable term.

**Meetings**

The committee shall meet as often as necessary to conduct responsibilities, but not less than quarterly, throughout the year.

**Responsibilities**

* Plan and execute monthly NAMI education meetings (brainstorm topics and obtain guest speakers)
* Plan and coordinate special events such as:
	+ May Mental Health Month events
	+ October Mental Illness Awareness Week
	+ NAMI Walk
* Recruit new instructors to teach NAMI courses and workshops
* Obtain NAMI educational materials/resources and disseminate and or make available to membership and board members.

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**Member Services Committee**

**General Description**

The Member Services Committee shall be a standing committee of NAMI Grand Rapids Area. The Member Services Committee primary focus shall be to encourage membership and stability of the organization.

**Composition**

The chairperson (or co-chairs) shall be a NAMI board member and appointed annually by the board president.

The committee shall have a minimum of three persons recruited by the committee for a one -year renewable term.

**Meetings**

The committee shall meet as often as necessary to conduct responsibilities, but not less than quarterly, throughout the year.

**Responsibilities**

* Recruit new members and help them get involved with affiliate activities
* Encourage current members to renew their memberships
* Welcome visitors at each education meeting/affiliate event and be responsible for providing refreshments
* Make packets for new members, support group members, and board members
* Report membership numbers at board meetings
* Organize a nominating sub-committee to develop a slate of officers and board members each year

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 **Outreach Committee**

**General Description**

The Outreach Committee shall be a standing committee of NAMI Grand Rapids Area. The Outreach Committee shall be responsible for public awareness of NAMI activities and mental health opportunities in the greater Itasca County area.

**Composition**

The chairperson (or co- chairs) shall be a NAMI board member and appointed annually by the board.

The committee shall have a minimum of three persons recruited by the committee for a one -year renewable term.

**Meetings**

The committee shall meet as often as necessary to conduct responsibilities, but not less than quarterly, throughout the year.

**Responsibilities:**

* Create and maintain affiliate web site
* Publicize events through various media including radio, TV, print, booths, billboards
* Speak about NAMI to organizations, providers, and community groups
* Develop and distribute NAMI affiliate materials as needed (brochures, flyers, etc.)
* Respond to requests for NAMI affiliate information

6/12/2017