



**NeighborImpact**

Supporting People, Strengthening Communities.

## At a glance...

**NeighborImpact is Central Oregon's largest nonprofit organization serving 55,000 people annually in Crook, Deschutes and Jefferson counties and the Confederate Tribes of Warm Springs. The services offered by our organization are designed to assist people in building a future for themselves and their families while recognizing that for some people, a continuum of support may be needed throughout their lives.**

**The Food Bank Program** is the regional affiliate of the Oregon Food Bank. The program collects and distributes over 2.6 million pounds of food to 40+ local agencies in Crook, Deschutes, and Jefferson Counties and at the Confederate Tribes of Warm Springs every year. Twenty-thousand individuals are helped at emergency food sites every month during the year.

**The Head Start Program** strengthens families and closes the achievement gap for over 500 of Central Oregon's most vulnerable and at risk pre-school age children annually. Head Start integrates high-quality early education with other critical services.

**Child Care Resources** offers training, technical assistance and business support to child care resource providers in Central Oregon. Child Care Resources also supports child care providers through and builds the infrastructure of child care in Central Oregon.

**Housing Stabilization** assists homeless families and households dealing with an immediate housing crisis by providing rent subsidies and services as funds allow. NeighborImpact's family shelter, known in our community as Nancy's House, has the capacity to provide short-term housing and case-management services for up to five homeless households with children at a time. All requests for assistance must be initiated through the 211 system.

**The Energy Assistance Program** aids qualified households by paying a portion of their heating costs. Services include utility shut-off prevention, heating assistance with electricity, natural gas, oil, propane, wood, and pellets, as well as referral to other services in the community.

**HomeSource** offers a variety of programs and services to help people manage, grow and protect their money and assets. Our Financial Fitness workshops are a four-part series that covers all aspects of budgeting, saving, investing, and improving credit. The homebuyer education workshop explains the home purchase process in detail. Individual coaching is available for foreclosure prevention, reverse mortgage, budget, credit, and the IDA matched savings program. The IDA matched savings program can be used to purchase or rehabilitate a home, start or expand a business, pursue higher education, or purchase a vehicle for employment purposes.

**The Loan Program** offers a variety of loan products at reasonable interest rates. Loans are made based on availability of funds and ability to meet income guidelines. Loans are made only for certain purposes, including home rehabilitation, septic replacement, micro-enterprise, and down-payment assistance.

**The Weatherization Program** provides construction services to add insulation and repair heating systems for income-qualified clients so homes can be warmer with lower heating bills.

**Energy Education** classes provide clients with methods to control energy expenses in their home and to promote health and safety as it relates to energy usage.

---

2303 SW First Street Redmond, OR 97756 • 541.548.2380 • fax 541.548.6013 • [www.neighborimpact.org](http://www.neighborimpact.org)



If you require accommodation for impairment, disability, language barrier, etc., please contact NeighborImpact at 541-548-2380 or email: [reception@neighborimpact.org](mailto:reception@neighborimpact.org)



**NeighborImpact**

Supporting People, Strengthening Communities.

Name: \_\_\_\_\_

## **Board of Directors Service Agreement**

Requirements to serve on the NeighborImpact board of directors as set out in the following job description, responsibilities and rights:

### **Job description**

- Knowledge of and commitment to NeighborImpact goals, activities and programs as identified in its strategic plan.
- A commitment to the goal of helping eliminate the causes of poverty and the barriers to self-sufficiency.
- A belief in a non-discriminatory society and commitment to equal opportunity for all.
- Willingness to accept the responsibilities inherent in the position.
- Be willing to attend each board meeting and commit your time for training and other NeighborImpact activities.
- Attend the monthly board meetings prepared to discuss and act on agenda.
- As a courtesy to others, respond promptly to meeting notices as to whether or not you will be attending.
- Make an annual financial contribution to NeighborImpact.
- Provide information and expertise to other directors and to staff as needed.
- Share knowledge and opinions of community needs, concerns and problems with board and staff.
- Support and participate in fundraising and friend-raising for NeighborImpact and its programs.
- Understand and interpret NeighborImpact programs, goals and services to the community at large.
- Be a participating member on one or more of the committees.
- Encourage and support all directors in their participation, including orientation for new members.
- Annually evaluate the board of directors' performance in relation to its job description (conduct annual board self-assessment survey).
- Participate in the recruitment of new board members.
- Ensure legal and ethical integrity. Follow conflict of interest and confidentiality policies.
- Keep up to date on developments in the field.

## Responsibilities of the Board of Directors

Sets direction, policies and budgets for NeighborImpact resource development and programs.

Measures organizational/program effectiveness.

- Participates in the development of and adopts NeighborImpact strategic plan to guide policy and program direction for the future.
- Establishes, as appropriate, annual goals and measurable objectives.
- Ensures the NeighborImpact programs meet the needs of the people served.
- Develops and implements cycle of review for strategic plan, annual goals and objectives.

Assists in the development of and adopt governing policies.

- Personnel
- Fiscal
- Asset protection
- Executive limitations to do with the board
- Growth, etc.

Responsible for legal and fiscal oversight/monitoring of NeighborImpact (including budgets, financial reports, executive reports, fiscal audits, external audits or monitoring).

Hire and annually evaluate the executive director.

Establish board of directors' service agreement with job description, responsibilities and rights.

Establish and implement process to select, elect and orient new directors.

## Rights of Directors

1. To be fully informed about responsibilities, time commitment, financial commitment, and liability before accepting the position of a director.
2. To be fully informed through accurate financial reports, management reports, regular and thorough briefings by staff, etc., about the operation of NeighborImpact.
3. To expect that a director's time will not be wasted by lack of planning, coordination, and cooperation within NeighborImpact or within the board.
4. To be assigned duties which are worthwhile and challenging, with opportunities to use existing skills or develop new ones.
5. To be able to decline an assignment if it is felt that the match of skills, personal time and interests is not appropriate.

### Roles:

BOARD = GOVERNANCE  
EXECUTIVE DIRECTOR = MANAGEMENT  
STAFF = OPERATIONS  
VOLUNTEERS = TASKS

6. To have successful board and committee experiences that provides opportunity for personal growth.
7. To be trusted with confidential information that will enable a director to carry out assignments and fulfill responsibilities.
8. To know whether the director's work is effective and what results have been obtained.
9. To be recognized at appropriate times for a director's work and involvement as a member of the board of directors.

I have received, reviewed and understand the foregoing NeighborImpact board of directors service agreement.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

# NeighborImpact Board of Directors Committee Charters

**Community Services Committee** – Meets every other month.

*Membership consists of three board members, one from each county plus three community members representing partner agencies. Staffed by the Deputy Director of Community Services.*

*Tasks include:*

- Serve as a sounding board for Community Services staff in delivery of emergency programs.
- Provide input regarding equity and opportunity for operation and expansion of service regionally.
- Assess opportunities for partnership with other nonprofit organizations providing related services and make recommendations to the NeighborImpact Board of Directors regarding partnership opportunities.
- Recommend to the Board addition, deletion and modification of lines of Community Service and related lines of business.
- Monitor implementation of Strategic Planning goals related to Community Service.
- Review monitorings related to Community Services programs.
- Provide leadership and advocacy around Community Services.

**Early Care & Education Committee** – Meets every other month while Head Start is in session; as needed when Head Start is not in session.

*Membership consists of two board members plus Policy Council liaison plus three community members representing partners in service delivery, as least one of whom shall be related to the provision of child care-related services. Staffed by the Deputy Director for Early Care and Education.*

*Tasks include:*

- Serve as a sounding board for Early Care and Education staff in delivery of programs. Provide input regarding equity and opportunity for operation and expansion of service regionally.
- Assess opportunities for partnership with other nonprofit organizations providing related services and make recommendations to the NeighborImpact Board of Directors regarding partnership opportunities.
- Recommend to the Board addition, deletion and modification of lines of Early Care and Education related lines of business.
- Monitor implementation of Strategic Planning goals related to Early Care and Education.
- Provide leadership and advocacy around Early Care and Education.
- Review monitoring(s) related to Early Care and Education programs.
- Recommends Board representation on Head Start Policy Council. Coordinates activity between NeighborImpact Board and Policy Council.
- May exercise the authority of the board between meetings of the Board to ensure that compliance deadlines are not missed. When authority of the Board is exercised, the board shall be notified as soon as is reasonably possible.

## **Housing, Assets & Lending Committee** – Meets every other month.

*Membership consists of three to five board and community members. The Lending Committee is responsible for overseeing lending activity on behalf of NeighborImpact. Tasks include:*

- Serve as a sounding board for HomeSource and Housing Stabilization staff in delivery of housing-related programs.
- Provide input regarding equity and opportunity for operation or expansion of service regionally.
- Serve as a sounding board for staff related to expansion/extension of services related to asset- and skill- building for low- and moderate-income individuals and families.
- Implement the lending policy approved by the Board of Directors.
- Review monthly and annually the performance of the loan portfolio.
- Recommend to the Board of Directors threshold criteria below which staff may issue loan approvals.
- Approve the loan rate sheet.
- Approve all fees to be charged in connection with loans.
- Recommend a bad debt allowance to the board of directors of NeighborImpact annually.
- Approve thresholds for considering bad debt write off and will recommend bad debt write offs above the threshold up to the allowance approved by the board.
- Approve loan modifications.
- Ensure that the lending program is compliant with applicable laws and regulations.
- Work closely with the NeighborImpact board of directors, senior staff and Lending Director to ensure the operation of an efficient and effective loan program that meets the needs of the poor and distressed, which meets its ongoing expenses and obligations in a timely manner and which returns income to NeighborImpact for furtherance of its charitable purposes.

## **Finance Committee** – Meets every other month.

*Membership is three board members and community members. Staffed by Finance Director.*

*Tasks include:*

- Provide oversight of and direction for financial operations of NeighborImpact.
- Establish and oversee budget development process
  - Serve on Budget Committee
  - Review and make recommendations on fiscal reports to the Board (NeighborImpact and Limited Partnership)
- Serve as Audit Committee
  - Solicit RFP for Audit Services and recommend auditor selection to NeighborImpact Board
  - Meet annually with auditor to review audit/990 and recommend adoption to NeighborImpact Board
- Provide oversight of fiscal management policies and reviews
  - Review and make recommendations on fiscal policies, procurement, whistle blower, operating reserve funds, etc.
- Conduct review of other activities
  - Review and make recommendations investment of assets
- Ensure internal controls

- Conduct risk management assessment (liability and insurance)
- Conduct annual assessment of fiscal systems

**Executive Committee** - Meets: monthly or more frequently as needed.

Membership is by Board election only: President, Vice President, Secretary/Treasurer and two at large members.

- Provide oversight of board operations; including coordination of board meeting agendas.
- Conduct, review and follow-up of the annual board assessment.
- Monitor progress on annual board benchmarks.
- Oversee establishment of board development and training plan.
- Oversee criteria for board member selection.
- Oversee and assist with recruitment, nomination, selection, orientation and training of new members.
- Oversee officer nomination process: Executive Committee appoints a Nominating Committee, consisting of three members, one from each county. Members of the Executive Committee may not serve on the Nominating Committee. The Board President shall designate the Nominating Committee Chair.
- Oversee planning and implementation of board member retention/motivation activities.
- Coordinate the annual review of the Executive Director.
- Oversee orientation of new board members.
- Serve as a sounding board for staff in regard to program delivery or administrative matters (including Resource Development) not assigned to another standing committee.
- Has the authority to act on behalf of the Board between board meetings, except as otherwise provided in NeighborImpact Bylaws.
- The Executive Committee will hear the final appeal of an employee grievance should the Executive Director's decision be unacceptable to the employee (in accordance with the NeighborImpact Employee Handbook, Grievance Policy C-18.7).