

CRESSWIND LL COMMUNITY FUND

Policies and Procedures

POLICY	PROCEDURE
President	
The President is appointed by the Board of Directors at their first meeting following the Annual Meeting.	The President must be a member in good standing and does not need to be a Board Member. The President's activity and role are guided by the Board of Directors as outlined in paragraph 3.1.2. of the By Laws. The President is the chief officer with primary responsibility to make major decisions, manage overall operations and resources of the Fund, and act as the main point of communication for the Board.
1. Manage and oversee daily operations	1. Use Fund volunteers, committees, Board members, individuals, and outside the Fund resources as needed, to achieve objectives, solve problems, resolve issues.
2. Assure resolutions passed by the Board are carried out	1. Use authority of office and personal skills to motivate Fund leadership groups, committees, and members to agree to, and comply to the Board's decisions and directives.
3. Assume a fiduciary responsibility in line with the By Laws working with the Treasurer and the Board	<ol style="list-style-type: none"> 1. Set up an approach to money management that is transparent, informative, and utilizes the Fund's available tools and volunteers to help carry out financial administrative tasks. 2. Those tasks being collect, document and report funds that are received and oversee funds that are granted. 3. Work with the Treasurer to manage and report expenses, cosign expense and other checks with the Treasurer or the designated Board member.
4. Set meeting dates and locations	<ol style="list-style-type: none"> 1. Follow the meeting requirements in the By Laws including special meetings when needed. 2. Develop a meeting routine that helps fulfill all plans, fundraising initiatives, and reflects the Fund's overall goals related to member and volunteer involvement.
5. Preside over meetings and direct meetings to their objective.	1. Utilize Robert's Rules of Order and parliamentary procedure to control and facilitate meeting situations in an efficient manner that allows for debate, discussion, and deliberation.
6. Appoint Committees to meet and support the Fund's basic function which is to raise funds and grant funds.	<ol style="list-style-type: none"> 1. Determine which type and how many committees and teams are needed to fulfill the full scope of annual plan(s) objectives, and basic fund raising and grant needs. 2. Form other committees that may be needed to support and fulfill daily operations like administrative tasks, data management and reporting, activities, events, volunteers, marketing, communications, programs, etc.
7. Develop and maintain a recruitment strategy to assure a continuous flow of quality leader types to help in directing the Fund.	<ol style="list-style-type: none"> 1. Approach and ask members and Cresswind nonmembers to volunteer their time to the Fund in a leadership role. 2. Determine their interests and experience, then help them find a role within the Fund. 3. Leadership starting points may be Committee Chairs, Teams, Fundraising activities, Board Advisers.

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8. Develop an Annual Plan and Long-Term Plan	<ol style="list-style-type: none"><li data-bbox="594 342 1511 447">1. Maintain an Annual Plan and Long-Term Plan by reviewing the previous annual plan and developing a new plan in a timely fashion that is meaningful to daily operations, goals, and objectives.<li data-bbox="594 447 1511 510">2. This should be done working closely with the Board, Board Advisers, and Committee Chairs.<li data-bbox="594 510 1511 579">3. Seek input from committees, teams, members, and outside resources to provide direction, ideas, and changes where needed.

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Vice President	
<p>1. The Vice President is appointed by the Board of Directors at their first meeting following the Annual Meeting. The Vice President must be a member in good standing and does not need to be a Board Member. The Vice President's activity and role are guided by the Board of Directors as outlined in paragraph 3.1.2. of the By Laws.</p> <p>The Vice President will perform duties as assigned by the President.</p>	<p>1. The Vice President will play an active role in CWCF activities, programs, events and perform duties as assigned by the President.</p>
<p>2. The Vice President will take the place of the President when the President is absent or incapacitated.</p>	<p>1. The Vice President will assume the full responsibility and perform the duties of the President as outlined in the President's Policy Overview and Policy and Procedures guidelines.</p>

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Board – Corresponding Secretary	
1. The Corresponding Secretary will update all donations to the database (NEON)	<ol style="list-style-type: none"> 1. The Corresponding Secretary receives a copy of all check/cash donations. 2. Donations are entered into NEON and an automatic email showing tax exempt donations are sent to all the donors/sponsors.
2. The corresponding Secretary will sync all donations to QuickBooks	1. Once all items are entered and online donations are verified for proper designation, per associated notes, all pending donations will be synced to QuickBooks. At this point the Treasurer takes over.
3. All donations of \$500 + will be acknowledged with a letter. Lesser donations will be acknowledged with an email.	1. The Corresponding Secretary will prepare and deliver acknowledgement letters to the President for signature and mailing to the donor.
4. The corresponding secretary will add all new Help Me Please (HMP) requests to the 'Google Docs' spreadsheet.	<ol style="list-style-type: none"> 1. All requests received from the website for HMP will be routed to the HMP coordinator and the Corresponding Secretary. 2. The secretary will add all items to the doc up through Project Description. 3. The coordinator will update the Assigned, Completed dates and the volunteer. 4. The secretary will update the donated amount and the received date.
5. The corresponding secretary will report monthly updates to the President	1. Prior to the monthly Board meeting, a recap will be sent to the Board President of the monthly activity associated to campaigns the secretary oversees.
Board - Recording Secretary	
1. The Board Secretary will maintain all Board minutes.	<ol style="list-style-type: none"> 1. The Recording Secretary will record and produce minutes while backing up all data to a thumb drive. 2. Board meeting minutes will be approved by the Board of Directors at the following monthly meeting. 3. Quarterly and annual meeting minutes will be approved by the membership at the following quarterly meeting.
2. The Recording Secretary will maintain all archives for the CWCF.	1. Information will be maintained on a thumb drive and shared with Board members as requested.

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Financial – Manage Incomes to the CWCF

1. Check and Cash deposits are made as required	<ol style="list-style-type: none"> 1. Checks and Cash are accumulated, photocopied blocking the account number and reconciled by Treasurer prior to making the deposit. 2. Verification of the donation amounts are matched to synced QuickBooks entries to from NEON. 3. Once verified the deposit is made at the local TRUIST bank (BB&T) and is reflected in QuickBooks.
2. Credit card deposits	<ol style="list-style-type: none"> 1. Credit cards are automatically deposited to our bank weekly. 2. Once verified the deposit is reflected in QuickBooks.
3. Pay Pal deposits	<ol style="list-style-type: none"> 3. Pay Pal deposits are pulled weekly via our Pay Pal account. These deposits are matched to synced QuickBooks entries in NEON. Once verified, the deposit is reflected in QuickBooks.
4. Amazon Smiles deposits to our account every 3 months	<ol style="list-style-type: none"> 4. Income from Amazon Smiles is deposited to our account. Notice is given to the person entering data into NEON. Once NEON is synced to QuickBooks, the deposit is posted to QuickBooks.

Financial – Manage Expenses out of CWCF

1. Check payments	<ol style="list-style-type: none"> 1. Checks are prepared by the Treasurer for approved expenses/grants and signed by the Treasurer. 2. The Treasurer delivers the check to the President for a second signature. The President distributes the check to the end party. 3. The expense information is entered into QuickBooks.
2. Bank Automatic Payment	<ol style="list-style-type: none"> 1. Select bills are set up for automatic bank payment including NEON, Zoom and Insurance payments. 2. Once the treasurer is notified that a withdrawal has been made, the expense information is entered into QuickBooks.
3. Debit Card Payments	<ol style="list-style-type: none"> 1. The Treasurer manages the debit card and restricts its use for only Board approved expenses. 2. Once notification is received that a withdrawal has been made, the expense information is reconciled to the receipt and entered in QuickBooks.
4. Balancing QuickBooks to Bank Statement	<ol style="list-style-type: none"> 1. The balance in the CWCF checking account as reflected by the bank is balanced to QuickBooks a minimum of once a month. 2. Email notification is sent to the Treasurer whenever an expense hits our account.

Financial Reporting

1. Financial reports are provided from the QuickBooks system	<ol style="list-style-type: none"> 1. Treasurer presents a balance sheet and income statement at the monthly Board meeting.
2. File all applicable annual reports	<ol style="list-style-type: none"> 1. Treasurer files Annual Report with GA Secretary of State 2. Treasurer files form 990 with Internal Revenue Service

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Legal	
1. The organization will comply with Georgia Not for profit Corporate Law	1. Found in Title 14, Chapter 3 of Official Code of Georgia
2. The organization maintains appropriate By-laws	<ol style="list-style-type: none"> 1. Legal Counsel drafts changes to By-Laws 2. Board approves any changes to the By-Laws. 3. Final By-laws are stored by Secretary
Insurance	
1. Appropriate levels of insurance will be maintained, including General liability, Directors and Officers Liability, Crime Coverage (Theft and Fidelity)	<ol style="list-style-type: none"> 1. Coverage is reviewed annually. 2. Changes are implemented with outside insurance agent as needed.
3. Review of Major Contracts	1. Review contracts obligating CWCF performance prior to signing by Officers
4. Referral to Outside Counsel	1. Identify qualified counsel where matter is beyond LA expertise.

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Grant Committee (GC)

<p>1. The President will form a Grant committee to fulfill one of the two primary functions of the Community Fund (Fund) which is to grant funds (and raise funds).</p>	<p>1. The GC will have a Chairman or Co Chairs to manage the committee and will be members in good standing. 2. They will coordinate committee meetings and communication as needed.</p>
<p>2. Individuals on the GC must be a member in good standing and be approved by the President and Board.</p>	<p>1. Additional members in good standing may be added as needed and assigned roles to address specialized GC functions and tasks. 2. The Chair of the GC will inform the President and/or Board prior to adding a new member.</p>
<p>3. Grant applications can be received at any time during the year by the CWCF and should be acknowledged two days after GC Chairs receives the application by contacting the applicant via e mail or a telephone call. Applications must be on a CWCF grant application form.</p>	<p>1. GC chair or designate will record a grant application within two days of receipt and contact applicant it has been received. 2. Grants are typically sent to the CWCF by mail. 3. The individual receiving the mail (CWCF Officer) has the responsibility to forward the grant application to the GC Chair.</p>
<p>4. The application should be reviewed, acted upon then sent to the Board within ten (10) business days of receipt by the GC with their recommendation.</p> <p>The GC should not use CWCF available revenue as a criterion for approving a grant. If the grant request is not within the “normal range” of CWCF grants, then that should be noted in the committee’s recommendations, or prior to their recommendation, by consulting the President or a Board Member for advice.</p> <p>The GC or Board will not reject a grant based on how an application will apply the grant to their operations or practices if the intended use is stated in the application and follows Good Business Practices (GBP), accepted ethical standards and is legal.</p>	<p>1. GC chair or designate will send copies to all GC members for review and contact the President or Board officer that a grant has been received and is under review if they do not already know. 2. Approval – If approved, a recommendation should be forwarded to President who will then send it on to the Board? 3. Rejection – The GC must inform the Board of a grant rejection, or modification and provide the reason(s) to the Board as their recommendation.</p>
<p>4. The Board will make the final decision on modifications, approval of, or rejection of grants. This includes amount of funds to be granted.</p>	<p>1. The GC will send their grant recommendation to the Board for approval within 10 days of receiving the grant.</p>

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<p>5. After the Grant has been approved and sent to the Grantee, the GC will follow up to assure that the funds were used as the applicant/application has stated. This should be done approximately 60-90 days after the grant or within an appropriate timeline.</p>	<ol style="list-style-type: none"> 1. Members of the GC will have the responsibility to follow up all grants to assure it has been properly fulfilled and used by the grantee. 2. A form should be used which gives a summary of the grant specifics and intended use. 3. The form will be dated and signed by an authorized officer or manager who received the grant, and the GC member who conducted the interview (or tele meeting). 4. If refusal to comply then the Community Fund will no longer accept applications from that organization.” 5. The CWCF will meet with Grant Recipient to discuss the improper use of funds. If a clear violation of the applications stated and intended use, then CWCF will consider not providing future grants to that organization. 6. If any organization uses the funds illegally then the CWCF will need to determine if legal action by CWCF is warranted”
<p>6. The GC shall work with the CWCF Leadership Team, and appropriate committee chairs to identify Gainesville-Hall County organizations that may be candidates for grants from the CWCF.</p>	<ol style="list-style-type: none"> 1. The GC chair will actively work with or assign a member (s) to help and work with the Board’s GC liaison to identify organizations that may be potential grant candidates.

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Fundraising Committee

<p>1. The President will form a committee to fulfill the primary function of the Community Fund (Fund) which is to raise funds.</p>	<p>1. The FRC will have a Chairman or Co Chairs to manage fundraising and will be members in good standing.</p>
<p>2. The FRC will raise funds from the following groups and may add other groups as identified: (a) Members - Cresswind residents exclusively (b) Nonmembers – Cresswind residents, any individual-company-organization-entity. (c) Sponsors – A sponsor may be a company or any outside organization, Cresswind Club, or individual who donates to the Fund for a specific event, meeting, or activity. When a sponsor donates a designated (amount may change annually), or more they will be considered a VIP Sponsor and receive special benefits (may vary annually).</p>	<p>1. The chair may add members as needed or assign roles to address specialized fundraising needs related to groups, activities, and events.</p>
<p>3. Any individual who raises funds for the Fund, must be a member in good standing, or if not a member, must be approved by the President and Board to represent the Fund. This includes outside individuals, Cresswind Clubs, and individual residents, and outside organizations.</p> <p>If any organization or individual raises funds and donates to the Fund, the Fund may refuse such donation if it is not in the best interest of the Fund.</p>	<p>1. The President and the Board of Directors will determine anyone other than members who can or may be asked to raise funds, on a situational basis.</p>
<p>4. The FRC will not be asked to set an annual fundraising “goal” for the Fund. The FRC will be asked to recommend to the Board fundraising targets for specific Campaigns, Events or Programs where warranted. Fundraising activity will adjust and be in line with Fund’s Annual and Long-Term Plans.</p>	<p>1. The Board and Board Advisers will periodically review with the FRC current activity and will mutually adjust activity based on Grant application requests or other funding needs.</p>

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Marketing and Communications Committee (MCC)	
1. The President will form a committee to support, promote and communicate to Cresswind member-nonmember and multiple outside audiences, all the Fund's activities, events, fundraisers, and relevant daily activity deemed necessary, according to the annual plan.	1. MCC will have a Chairman or Co Chairs to manage marketing and communications and will be members in good standing.
2. The members of MCC will be CWCF members in good standing, or if not a member, must be approved by the President and/or the Board to represent the Fund.	1. Additional members in good standing may be added as needed and assigned roles to address specialized communication needs
3. MCC can use outside marketing and/or communications services, or any other resource to carry out its work. If those services are not pro bono and expense would be incurred, MCC must seek Board approval before such services and related funds can be committed.	1. MCC will screen outside resources, obtain references, get price comparisons to other resources, then make a recommendation to the Board.
4. MCC will have the authority to release information about the Fund to the Fund's audiences in its normal course of marketing and communications business and activities. It will serve as a communication vehicle for the Fund in its daily practices but will not be the official spokesman for the Fund. If official information or document other than daily routine communication is to be released to the Fund audiences it should be reviewed and have the approval of the President, Board or Officer.	<ol style="list-style-type: none"> 1. Create and develop a Communication Plan, work the plan and interface with all Cresswind and external media to promote the Fund. 2. Contact the Board or Fund Spokesman if a quote or statement is needed. 3. The MCC will provide a draft of the information or document to the appropriate Board member or Officer for approval before release.
5. MCC will actively seek and give input to all the Fund's Committees, Board, Board Advisers, and members to encourage an interactive relationship. MCC will align and work closely with the eTeam Committee to use all "e" communication tools (website, social media, NEON capabilities).	<ol style="list-style-type: none"> 1. Communicate as needed to all segments and individuals within the Fund to gain new ideas and information. 2. An MCC member will attend e Team meetings and other committee meetings when possible to gain Fund input.
6. MCC will continuously develop, try to improve, and maintain the Fund's identity and brand. MCC will protect all intellectual property owned and used by the Fund in its communication.	1. Inform the Board, Board Advisers and Legal Committee if there is a violation of service mark or other intellectual property of the Fund so that the violator can be notified and given notice.

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NEON CRM Administrator	
1. Neon CRM Administration will maintain Administrative Policies for the use of Neon	1. The Administrative procedures are embedded in Neon. A copy of them can be found in the appendix.
2. Provide Subject Matter expertise (SME) for the Board, committee members and volunteers	<ol style="list-style-type: none"> 1. Learn the Neon CRM system functionality by using available self-paced documentation in addition to working with another knowledgeable team member. 2. Work with CWCF BOD and others to determine business direction or requirements to configure Neon CRM to meet the objectives. 3. Review Neon CRM online documentation to understand how functions operate and how to configure those functions as needed. The documentation is located at the following web site: https://support.neoncrm.com/hc/en.us 4. Provide training to CWCF volunteers as needed based on their roles.
3. Manage user access to Neon CRM	<ol style="list-style-type: none"> 1. Create a Neon CRM Volunteer Agreement form for the user and obtain their signature or email agreement to the terms of the document. 2. Determine the user's role and identify what data they need to access! 3. Assign the user to an existing Neon CRM security role or create a user specific security role if needed
4. Manage Duplicate records	<ol style="list-style-type: none"> 1. Use the Neon CRM account duplicate management tools to ensure records are merged! 2. Review and merge these records weekly
5. Monitor Neon CRM usage and data integrity	<ol style="list-style-type: none"> 1. Run existing reports or create new reports as needed to ensure consistent usage of the application. 2. Resolve any data discrepancies by working with appropriate CWCF team members. 3. Review the data sync with QuickBooks and work with appropriate CWCF team members to resolve questions or issues that may arise
6. Participate on the CWCF eTeam	1. Work with the team to address topics which may be assigned to the eTeam
7. Neon CRM Administrator shall have the following qualifications: <ol style="list-style-type: none"> a. IT background in programming, systems configuration or systems testing. b. programming experience or understanding coding principles is extremely helpful in understanding application capabilities 	

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eTeam	
1. The eTeam provides technology to support the goals and operational requirements of the CWCF	1. Using their required technical skills, eTeam members design, implement and select tools for CWCF operations
2. eTeam projects must have involved user(s) for assigned projects	1. Users need to be involved in the design and implementation decisions as well as ongoing responsibility for the ongoing operation of the systems
3. The eTeam involves Ad Hoc members as needed for specific projects during the year	<ol style="list-style-type: none"> 1. eTeam Committee Members serve to provide guidance and assist in project management throughout the year. 2. Ad Hoc Members are added to assist with a project for specific purposes
4. The eTeam meets monthly	1. The eTeam Committee Chair leads monthly meetings and reports to the Board of Directors. Additional meetings may be required to address emerging needs or projects.

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Website	
1. The CWCF website supports the goals and state-of-the-art web page technology and processes	1. The eTeam designates a webmaster who carries out the intentions of the Board
2. The website is a source of information for Cresswind residents and nonresidents to understand the status of the programs established by the Board	<ol style="list-style-type: none"> 1. No personal information of visitors is shared without the visitor's approval or knowledge. 2. Pictures are displayed only with the subject's permission. 3. No material (video, images, text, etc.) is copied from other sources without appropriate permission or attribution
3. The website reports donations and grants for CWCF programs through interactive displays.	<ol style="list-style-type: none"> 1. No member's personal donation or financial information is displayed on the website or will be kept or shared with any organizations or individuals. 2. No cookies of the visitors will be collected on the website. 3. Status reports and financial information is updated and published quarterly.
4. Committee members must have technical skills to understand website development	<ol style="list-style-type: none"> 1. Committee Members serve to provide implementation and Project management within an established budget. 2. Ad Hoc members are added for a specific project
5. Meetings will be called on an as needed basis by the Committee Chair	<ol style="list-style-type: none"> 1. Meetings are typically monthly.

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Volunteer Database

1. Recruit and place residents for events	<ol style="list-style-type: none">1. Use NEON to maintain volunteer list.2. Supply new volunteers with program descriptions.3. Try to place volunteers in CWCF programs that would interest them.4. Organize volunteers to help with different events and programs when needed
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Help Me Please	
<p>1. The Help Me Please Service Program (HMP) is managed by CWCF members in good standing to raise funds for CWCF by offering indoor and outdoor handyman and other approved house related projects and tasks for Cresswind residents.</p>	<p>1. To request a service, Cresswind residents must complete the HMP "Request Help Me Please" application on the CWCFund.org website and submit it to the HMP Project Coordinator. Confirmation of the request is automatically sent to the resident.</p> <p>2. The Project Coordinator receives the requests and sends them via email to HMP volunteers who in turn directly contact residents regarding the project or task.</p>
<p>2. Help Me Please Service Program (HMP) offers opportunities for Cresswind residents to volunteer in the community by providing their time and talents by assisting with indoor and outdoor handyman and other approved house related projects and tasks.</p>	<p>1. Cresswind residents interested in volunteering for the HMP Program must register with the HMP Project Coordinator.</p> <p>2. Interested volunteers contact the residents directly to accept the requests and agree on the date and time for work to be completed.</p> <p>3. Once the work is completed for the resident, the volunteer notifies the Project Coordinator to close the project.</p>
<p>4. Cresswind residents are encouraged to express their gratitude for the Help Me Please Service Program (HMP) volunteer by donating to the CWCF.</p>	<p>1. Donations to HMP are credited to the General Fund and acknowledged "In Honor Of" the volunteers. The Secretary monitors donations posted to the Fund database and updates Google docs with any for HMP.</p>
5.	2.

Policies and Procedures

Grandparents Raising Grandchildren

<p>1. The Grandparents Raising Grandchildren Program (GRG) is managed by CWCF member and led with a chosen chairperson and provides financial grants to support Hall County Area grandparent led families for one-time emergency financial needs.</p>	<ol style="list-style-type: none"> 1. Grandparent families are referred from churches, schools, agencies, or non-profit organizations. They must meet minimum qualifications to prove legal custody; maintain residence in Hall County; and have a stable income and home situation. 2. A member/s of the GRG Team will conduct an interview with the family and document their needs, income, and expenses. With that information and other resources, the interviewer will complete the GRG application for the Team. 3. The Team will review and evaluate each grandparent family application and make recommendations to the Board for approval and support.
<p>2. Grants to Grandparents Raising Grandchildren (GRG) families are recommended by the GRG Team to the Board of Directors for approval.</p>	<ol style="list-style-type: none"> 1. The CWCF Board of Directors will approve or reject the recommendations of the GRG Team and agree upon grant amounts. 2. Disbursement of funds for approved grants will be paid to vendors or suppliers and not directly to families.
<p>3. All information regarding Grandparent Raising Grandchildren (GRG) families and related grant applications will be documented in the database and held in the strictest confidence.</p>	<ol style="list-style-type: none"> 1. Approved Grant Applications will be dated and recorded on the GRG Grant Application. A client record will be added to in the CWCF database and the Grant Application will be added to the client record. 2. Declined Grant Applications will be dated with a note of explanation added to the GRG Grant Application. 3. Access related to the GRG Program prospects and awardees will be restricted to the GRG Team and Board for decision-making purposes out of respect for the families.