

CHARLOTTE COUNTY HEALTHY START COALITION, INC.

POLICY AND PROCEDURE MANUAL

This Manual has been prepared as an orientation to the Charlotte County Healthy Start Coalition to clarify the policies and procedures to which the organization adheres.

ADOPTED APRIL 11, 2001

Revised 2/27/02	Revised 9/14/11	Revised 3/24/17	Revised 9/7/22
Revised 5/11/05	Revised 11/14/12	Revised 4/30/19	Revised 10/1/22
Revised 8/10/05	Revised 12/12/12	Revised 7/2/19	Revised 1/19/23
Revised 6/14/06	Revised 1/22/14	Revised 8/6/19	
Revised 7/12/06	Revised 5/14/14	Revised 4/8/20	
Revised 3/14/07	Revised 12/10/14	Revised 11/16/20	
Revised 11/14/07	Revised 1/14/15	Revised 12/15/21	
Revised 2/11/09	Revised 2/11/15	Revised 3/14/22	
Revised 2/22/11	Revised 3/9/16	Revised 7/1/22	
Revised 3/9/11	Revised 12/14/16	Revised 7/29/22	

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ADMINISTRATIVE

SUBJECT: ADDITIONAL RECORDS

POLICY: The COALITION shall maintain in addition to the Personnel file the following records for each employee: leave record, time and attendance record, and leave applications.

PROCEDURE:

1. The Executive Director must approve all Leaves in writing. A request for leave form that has a portion to note the response becomes a part of the employee's payroll record.
2. The Leave record shows the accrued and used time counted by the type of leave and is recorded monthly.
3. Each employee shall keep a daily record of his own time that is validated by the immediate supervisor on a monthly basis. These time sheets are submitted to the Administrative Assistance/designee for payroll verification. Attendance is recorded bi-monthly and kept by the Administrative Assistant/designee.

SUBJECT: ADMINISTRATION

POLICY: It shall be the policy of the COALITION to review its policies and procedures on a regular basis and update as needed.

PROCEDURE:

1. The current policies and procedures will be reviewed each fiscal year. Policies can be revised as needed.
2. Policy revision will be responsive to proposed changes in the operation of the organization and assure compliance with government regulations and legal requirements.
3. Changes can be suggested by the Board of Directors, the CCHSC Administration, the Florida Department of Health, Coalition Staff members, and Consumers.
4. Nothing in the policies and procedures is intended to create or shall be construed as creating an express or implied contract of employment for a definite or indefinite term. Employment at the agency is at-will. Employees can terminate employment at any time for any reason not prohibited by law with or without notice.

SUBJECT: ALLOCATION PROCESS

POLICY: The COALITION will have a policy concerning the allocation of funds.

PROCEDURE: **PROCESS FOR ALLOCATING FUNDS**

The Coalition engages in the following process for allocating funds to selected/current providers. This process is repeated annually.

1. Upon notification of funding levels by funding sources for next fiscal year (DOH, Network/AHCA, etc):

- The Coalition Staff (Executive Director and Fiscal Manager) analyze utilization of service provision funds (locally or grant funded) for the past year, review any applicable changes in service provision and draft a new services budget. A draft operating budget is prepared at the same time.
- The draft budget for services and operational expenses is presented to the Board for review and approval.
- Contracts/amendments are negotiated by the ED/Contract Mgr. for the fiscal year and documentation is signed by both parties
- Copies of the Board-approved budget projection is provided to funders, as required.
- Fiscal Manager/E.D./Board regularly monitor provider payments throughout fiscal year.

2. December, or as necessary

- Fiscal Manager and E.D./Contract Mgr. review year-to-date service provider performance and payments, year-to-date earnings, and projected remaining earnings. If utilization differs significantly from predicted amount, staff will create budget revision projections for Board consideration.
- Fiscal Manger and E.D./Contract Mgr. will present any recommended allocation changes, with background to substantiate need, to the Board for review and approval,
- Once changes are Board-approved, E.D./Contract Mgr. negotiates contract amendment, obtains signatures and provides copies to funders, as required.

3. June

- New Contracts/amendments are negotiated between the Coalition and funders.
- Process begins at Step 1

SUBJECT: BANKING

POLICY: It shall be the policy of the COALITION to provide sound fiscal control and procedures for the disbursement of funds.

PROCEDURE:

1. All funds received shall be recorded in a cash receipts journal and deposited in an authorized bank institution, according to procedures outlined in the CCHSC By Laws, Article Nine, Section 4.
2. There shall be established a general account for CHARLOTTE COUNTY HEALTHY START COALITION, INC. using employer identification number of the CHARLOTTE COUNTY HEALTHY START COALITION, INC.
3. All expenditures shall be made by check with the exception of a petty cash account that shall be limited to \$200.00. Petty cash shall be used for small incidentals and cannot be used for travel payments. The Executive Director shall act as Fund Custodian. The Administrative Assistant or designee will keep the records on the petty cash account.
4. Eligible signatories on each of the general accounts shall be members of the Executive Committee of the Board of directors and the Coalition Executive.
5. Expenditures or transfers of funds under \$1,000 shall require one signature. Expenditures or transfers of funds of a \$1,000 or more shall require two signatures.
6. Multiple payments made to one payee during the month will be noted by the Administrative Assistant and approved by the Executive Director.
7. Payments made to the Executive Director will be countersigned by a Board Member, regardless of amount.
8. To avoid conflict of interest, authorized account signatories cannot countersign any check made payable to any organization/agency with which the signatory has an interest.
9. The Administrative Assistant will provide copies of all reconciliation reports for bank accounts to the Finance Mgr., or Executive Director designee, at the end of each month.
10. The Finance Mgr., or designee, will review and approve each monthly reconciliation report, prepare a Proof of Cash report for Coalition checking account, and provide copies of same for Executive Director review and Coalition records. Any discrepancies will be reported to the Executive Director.

SUBJECT: CAPITAL EQUIPMENT

POLICY: The COALITION shall establish guidelines regarding capital equipment and depreciation schedules.

PROCEDURE:

1. Materials purchased are considered capital equipment if they have a value of \$2,500.00 or more and have a useful life of one year or longer.
2. Capital equipment is depreciated over five years on a straight-line basis.
3. Depreciation schedules are maintained by the Accounting firm.
4. Equipment purchased through special funding, such as contracts or grants, may be expended over the life of the contract/grant instead of depreciated as specified above, depending on the stipulations of the contract/grant.

Rev. 9/7/22

SUBJECT: CHECK RECEIPTS AND DISBURSEMENTS

POLICY: It shall be the policy of the COALITION to ensure maximum internal control of checks received and checks paid.

PROCEDURE:

1. Checks received.

- a. Administrative Assistant or designee receives incoming checks, stamps for deposit, enters in General Ledger; the Administrative Assistant/designee prepares deposit slip, and submits to Executive Director/designee for approval.
- b. Executive Director/designee reviews and makes deposits. In the event of absence by the Executive Director, the deposit will be placed in the safe until the next deposit by the Executive Director/designee.
- c. Administrative Assistant/designee files deposit documentation, verifies deposit date and records in appropriate journals/account register

2. Checks paid.

- a. Administrative Assistant/designee prepares checks with backup documentation, including invoices and check approval.
- b. Executive Director/designee approves payments and signs checks.
- c. Administrative Assistant/designee receives checks from Executive Director/designee, prepares documentation, and mails checks.

3. Check reconciliation.

- a. Bank statements are logged as received by the Administrative Assistant and QuickBook reconciliation reports are prepared. The Executive Director reviews and signs the bank statements. Statements and reconciliation reports are forwarded to the Finance Manager for review and approval. A Proof of Cash report is prepared by the Finance Manager and all reports are placed in the Reconciliation notebook.

Rev 12/13/21

SUBJECT: CONFLICT OF INTEREST

POLICY: The COALITION will have a conflict of interest policy to protect the interest of the Charlotte County Healthy Start Coalition, Inc. (the Coalition) when it is contemplating entering into a transaction or arrangement that might benefit the private interest of a director of the Coalition or might result in a possible excess benefit transaction. This policy is intended to supplement but not replace any applicable state and federal laws governing conflict of interest applicable to nonprofit and charitable organizations.

Article I, Definitions:

1. Interested Person

Any director, principal officer, or member of a committee with governing board delegated powers, who has a direct or indirect financial interest, as defined below, is an interested person.

2. Financial Interest

A person has a financial interest if the person has, directly or indirectly, through business, investment, or family:

- a. An ownership or investment interest in any entity with which the Coalition has a transaction or arrangement,
- b. A compensation arrangement with the Coalition or with any entity or individual with which the Coalition has a transaction or arrangement, or
- c. A potential ownership or investment interest in, or compensation arrangement with, any entity or individual with which the Coalition is negotiating a transaction or arrangement.

Compensation includes direct and indirect remuneration as well as gifts or favors that are not insubstantial. A financial interest is not necessarily a conflict of interest. Under Article II, Section 2, a person who has a financial interest may have a conflict of interest only if the appropriate governing board or committee decides that a conflict of interest exists.

Article II, Procedures:

1. Duty to Disclose

In connection with any actual or possible conflict of interest, an interested person must disclose the existence of the financial interest and be given the opportunity to disclose all material facts to the directors and members of committees with governing board delegated powers considering the proposed transaction or arrangement.

2. Determining Whether a Conflict of Interest Exists

After disclosure of the financial interest and all material facts, and after any discussion with the interested person, he/she shall leave the governing board or committee meeting while the determination of a conflict of interest is discussed and voted upon. The remaining board or committee members shall decide if a conflict of interest exists.

3. Procedures for Addressing the Conflict of Interest

- a. An interested person may make a presentation at the governing board or committee meeting, but after the presentation, he/she shall leave the meeting during the discussion of, and the vote on, the transaction or arrangement involving the possible conflict of interest.
- b. The chairperson of the governing board or committee may, if appropriate, appoint a

- disinterested person or committee to investigate alternatives to the proposed transaction or arrangement.
- c. After exercising due diligence, the governing board or committee shall determine whether the Coalition can obtain with reasonable efforts a more advantageous transaction or arrangement from a person or entity that would not give rise to a conflict of interest.
 - d. If a more advantageous transaction or arrangement is not reasonably possible under circumstances not producing a conflict of interest, the governing board or committee shall determine by a majority vote of the disinterested directors whether the transaction or arrangement is in the Coalition's best interest, for its own benefit, and whether it is fair and reasonable. In conformity with the above determination it shall make its decision as to whether to enter into the transaction or arrangement.

4. Violations of the Conflicts of Interest Policy

- a. If the governing board or committee has reasonable cause to believe a member has failed to disclose actual or possible conflicts of interest, it shall inform the member of the basis for such belief and afford the member an opportunity to explain the alleged failure to disclose.
- b. If, after hearing the member's response and after making further investigation as warranted by the circumstances, the governing board or committee determines the member has failed to disclose an actual or possible conflict of interest, it shall take appropriate disciplinary and corrective action.

Article III, Records of Proceedings:

The minutes of the governing board and all committees with board delegated powers shall contain:

- a. The names of the persons who disclosed or otherwise were found to have a financial interest in connection with an actual or possible conflict of interest, the nature of the financial interest, any action taken to determine whether a conflict of interest was present, and the governing board's or committee's decision as to whether a conflict of interest in fact existed.
- b. The names of the persons who were present for discussions and votes relating to the transaction or arrangement, the content of the discussion, including any alternatives to the proposed transaction or arrangement, and a record of any votes taken in connection with the proceedings.

Article IV, Compensation:

- a. A voting member of the Board of Directors who receives compensation, directly or indirectly, from the Coalition for services is precluded from voting on matters pertaining to that member's compensation.
- b. A voting member of any committee whose jurisdiction includes compensation matters and who receives compensation, directly or indirectly, from the Coalition for services is precluded from voting on matters pertaining to that member's compensation.
- c. No voting member of the governing board or any committee whose jurisdiction includes compensation matters and who receives compensation, directly or indirectly, from the Coalition, either individually or collectively, is prohibited from providing information to any committee regarding compensation.

Article V, Annual Statements:

Each director, principal officer and member of a committee with governing board delegated powers shall annually sign a statement which affirms such person:

- a. Has received a copy of the conflicts of interest policy,
- b. Has read and understands the policy,
- c. Has agreed to comply with the policy, and
- d. Understands the Coalition is charitable and in order to maintain its federal tax exemption it must engage primarily in activities which accomplish one or more of its tax-exempt purposes.

Article VI, Periodic Reviews:

To ensure the Coalition operates in a manner consistent with charitable purposes and does not engage in activities that could jeopardize its tax-exempt status, periodic reviews shall be conducted. The periodic reviews shall, at a minimum, include the following subjects:

- a. Whether compensation arrangements and benefits are reasonable, based on competent survey information, and the result of arm's length bargaining.
- b. Whether partnerships, joint ventures, and arrangements with management organizations conform to the Coalition's written policies, are properly recorded, reflect reasonable investment or payments for goods and services, further charitable purposes and do not result in inurement, impermissible private benefit or in an excess benefit transaction.

Article VII, Use of Outside Experts:

When conducting the periodic reviews as provided for in Article VI, the Coalition may, but need not, use outside advisors. If outside experts are used, their use shall not relieve the governing board of its responsibility for ensuring periodic reviews are conducted.

SUBJECT: CONTRACTED SERVICES

POLICY: It shall be the policy of the COALITION to request three bids for any services with anticipated cost of over \$1,500.00.

PROCEDURE:

1. For all services anticipated to be over \$1,500.00 (printing, accounting, insurance), the Executive Director/Designee or Committee requesting the service shall obtain three bids.
2. Purchases over \$1,500 shall require board approval.
3. The Coalition should attempt to purchase from local (Charlotte County) vendors whenever possible.

SUBJECT: DESTRUCTION OF MATERIALS

POLICY: The COALITION shall have a policy for how to dispose of surplus, obsolete, unserviceable, or broken office equipment with a purchase cost of at least \$100.00.

PROCEDURE:

1. The Executive Director must be made aware of the obsolete or broken equipment prior to any disposal of it.
2. The Executive Director/designee will keep accurate records about the type, original cost and estimated value of the item being disposed of. If the equipment is being repaired or replaced, that cost will also be recorded.
3. The COALITION will contact the County or a firm that specialized in equipment disposal to appropriately dispose of the broken equipment in an environmentally sound manner.
4. All items deemed obsolete or unserviceable by the Executive Director shall be disposed on through public sale, private sale, trade-in for new equipment, or donated to a charitable organization. Equipment cannot be given to a disqualified person under the intermediate sanctions rules or anyone who has a business relationship with the COALITION, unless they pay the COALITION a fair market value. Donated equipment will normally be deducted from the COALITION's assets.
5. Any items sold or traded in for new equipment shall be identified as such in the accounting report.

SUBJECT: DISASTER/EMERGENCY - PREPAREDNESS/RECOVERY

POLICY: To ensure the safety of Healthy Start employees, the Coalition's physical assets, protection of records and confidentiality, and the continuity of the mission critical functions of Healthy Start's operation as a result of a man-made or natural disaster. The goal is to resume service to clients within 24 hours if possible. An annual test shall take place and a copy sent to the Network

The best way to prepare for a disaster is to avoid a disaster. Therefore, Coalition management will look for any potential problems and correct them, addressing those issues that can be solved and which will provide benefit. Management should maintain good general housekeeping and keep areas clean and free of obstructions and fire hazards.

PROCEDURE:

Training:

All new employees will be oriented to this plan within their first week of employment. In addition, all employees will review the plan and perform any necessary evacuation drills and/or procedures on an annual basis.

Plan Review:

The Executive Director or the Coalition's Board of Directors will review this plan periodically to ensure necessary changes and updates.

Communications:

The Executive Director will initiate all communications that occur during an emergency, internal, as well as external. This is especially true, in dealing with the media in any form, especially after a disaster or an emergency. Communication may be via e-mail, voice mail, or cellular, depending upon the status of the emergency.

Decision to Close Office or Relocation:

The Healthy Start Coalition (HSC) office may be closed due to impending threatening weather, as determined by the Executive Director or Board Chair.

Emergency Procedures

A. Office Closing:

In the event that the office is closed due to hazardous weather conditions the Executive Director or designee will notify each employee. If communications are not possible, staff is to use the following guideline:

If county schools are closed, the office will be closed. Approved days off for this purpose will be marked as "Administrative Days" on employee's timesheets.

B. Records Back-Up:

Staff member files will be automatically backed up daily to the Coalition Server. .

In the event that the payroll and accounting files are destroyed, we will provide for continuity in the following ways: The Executive Director will contact and obtain copies from Integrity Employee Leasing

C. Fire Emergency:

- 1 Note: Heat and smoke from fire can be more dangerous than the flames. Inhaling the super-hot air can sear your lungs. Fire produces poisonous gases that make you disoriented and drowsy. Asphyxiation is the leading cause of death exceeding burns.
- 2 All employees must familiarize themselves with the location of fire exits and fire extinguishers.
- 3 If an employee sees smoke or fire they are to call 9-1-1. If the fire is located in a trash can and the flames have not reached the top of the container, use the nearest fire extinguisher to extinguish the fire.
- 4 If the fire alarm is sounding, all staff are to evacuate the building using the nearest unaffected exit.
- 5 If the employee encounters smoke, stay low to the ground. Smoke rises. The air is clearer and cooler near the floor.
- 6 Close doors behind you as you escape to delay the spread of fire and smoke.
- 7 Only if time permits before evacuation of the building, secure classified/confidential information, turn out lights and turn off equipment.
- 8 Once evacuated to the outside, assemble in the parking lot.
- 9 Any staff in the building at the time should ensure that all staff members are accounted for.
10. Once out, stay out.

D. Power Outage:

- 1 Remain calm.
- 2 Open all blinds to utilize natural lighting.
- 3 Unplug all equipment and turn off light switches to prevent an electrical surge in the equipment if power is restored abruptly.
- 4 Secure all classified/confidential information.
- 5 The Executive Director or designee will contact the power company or building management to report the power outage and to determine the extent and duration of the power outage.
- 6 The Executive Director or designee will determine to evacuate the site temporarily or for an extended period of time.
- 7 Secure office prior to evacuation.

E. Tornado Emergency:

- 1 Definitions:
 - a. Tornado Watch: weather conditions are favorable for the formation of funnel clouds and tornados.

- b. Tornado Warning: a tornado has been sighted or indicated by weather radar in your area. Take shelter immediately.

2 Facts:

- 1. Tornadoes typically strike quickly and without warning.
- 2. They may appear transparent until dust or debris are picked up or a cloud is formed in the funnel.
- 3. The average tornado moves from the Southwest to the Northeast, but can move in any direction.
- 4. They can accompany hurricanes.
- 5. In the South the peak season is March – May.
- 6. Peak time is between the hours of 3:00PM – 9:00 PM.

1. During a tornado watch:

- a. All staff will close the window blinds.
- b. Staff will continue to monitor the radio for weather updates.
- c. Signs of impending danger:
 - 1. Dark, often greenish sky.
 - 2. Large hail.
 - 3. A large dark, low lying cloud (particularly if rotating).
 - 4. Loud roar, similar to a freight train.
- d. Prepare to move to the designated shelter area.

2. During a tornado warning:

- a. All staff should move to the office kitchen, closing office doors as they relocate.
- b. Kneel facing the interior wall, covering your head with your hands and arms.
- c. Remain in position until the tornado has passed or the warning has expired.

F. Hurricane Emergency:

A. Hurricane Warning Issued (Office Preparation):

- 1. The Executive Director/designee will place any applicable daily server back-up in a safe remote location for storage.
- 2. All employees will unplug phones, computer systems, including towers, monitors, back-up units, Cover all items with a waterproof tarpaulin and secure the cover.
- 3. All employees will unplug all equipment from outlets in wall.
- 4. Assure all important documents (contracts, insurance policies, etc.) are placed into the Coalition's safe. As always, confidential information should be in a locked file cabinet.
- 5. Close all blinds and interior doors.

6. It is the responsibility of each employee to ensure that the Executive Director has current phone numbers, cellular numbers, and emergency numbers.

B. Recovery:

1. The Executive Director or designee will attempt to contact employees and service providers to find out about their status (location, condition, need for assistance, availability for work). If an employee has not been contacted by the Executive Director or designee within **one (1)** business day of the event, the employee shall attempt to contact the Executive Director or designee to report their status.
2. The Executive Director or designee will contact service providers and appropriate agencies to verify status.
3. If it has been deemed safe to return to the building, the Executive Director or designee will contact each employee to notify them that the office has re-opened and that employees may return to work.
4. If an employee is not able to return to work, it is his/her responsibility to contact the Executive Director.

C. In the Event Office Sustains Damage:

1. If the Landlord has determined that the building is structurally safe to ascertain the degree of damage, designated staff will return to document the level of damage and photograph damage results.
2. Photographs will be shared with the insurance company, the landlord, and a copy retained for our files.
3. The Executive Director will determine what level of business -operations can continue on-site. If the site is relocated or if we temporarily move to a home-based system, the Executive Director or designee will contact each employee regarding the decision.
4. If relocation is necessary and it is feasible, the Executive Director or designee will record a message on the voice mail system informing callers of the temporary location and new contact numbers.
5. If the Coalition cannot immediately secure an alternative location, we will go to a home-based system of operation. All communication and work assignments will be handled through personal e-mail or telephone on a daily basis. Staff will still be required to maintain their individual Time Sheets and they will be submitted electronically to the Executive Director.
6. In regards to contract deliverables, the Executive Director or Designee will contact the DOH Contract Manager to determine if alternative methods or schedules have been established to meet contract requirements. Based upon DOH's response, we will determine if we alter the Coalition's requirements regarding contract deliverable methods or schedules for our providers.

7. In the event that an employee's home personal computer fails, they will utilize one of the Coalition's units temporarily.
8. Employee safety will be a priority.

G. Pandemic Illness:

1. The Coalition will resort to the use of a home-based system of operations following the procedures delineated in Section F c above.
2. The Executive Director will immediately contact the DOH Contract Manager, to determine what necessary emergency procedures have been implemented by the Florida Department of Health in regards to the Healthy Start Program. Furthermore, the Executive Director will immediately contact the Charlotte County Health Department to determine what emergency procedures they have implemented and its impact on the Healthy Start Program.
3. Due to the severity of the Pandemic flu, federal, as well as state, authorities may implement emergency mandates that are beyond the Coalition's control. These mandates may include: large-scale isolation and quarantine, school and work closures, and travel restrictions. Thus, it is not possible to develop specific procedures in response to each possible scenario. There may be a disruption in utility services, a lack of consumer goods, or an over utilization of health care services.
4. If the emergency mandates result in excessive employee absenteeism, the Executive Director and the Coalition's Board of Directors Executive Committee will hold an emergency teleconference to determine any necessary changes to the Coalition's Personnel Policies, as well as other actions needed.

Rev. 4/30/2019

In the event of an emergency order issued by local, state or national governments, the Coalition Board, staff and providers will move to comply with required measures as soon as possible. This will include, but not be limited to, executive orders for health, weather and environmental related emergencies.

Rev. 4/08/2020

SUBJECT: FINANCIAL REPORTS

POLICY: It shall be the policy of the COALITION to provide a mechanism for accurate tracking of financial condition and to provide financial checks and balances for reporting to the Executive Committee and Board of Directors.

PROCEDURE:

1. Internal financial transactions will be accounted for within budget categories by the Administrative Assistant via automated accounting software.
2. Accounting entries will be reviewed monthly the Financial Mgr., or Executive Director designee, for accurate coding.
3. The Administrative Assistant will provide internal statements of revenues collected and expenses paid to Executive Director on a monthly basis. (See Banking Section, Pg 6)
4. The Administrative Assistant will prepare the following financial statements:
 - Monthly budget vs. actual report
 - Year to date Profits and Loss Balance statements
 - Monthly Accounts Payable and Accounts Receivable reconciliation reports
 - Monthly reconciliation reports for all Coalition bank accounts
5. Accounts Payable and Accounts Receivable reconciliation reports will be provided to the Financial Mgr., or Executive Director designee, for review and approval. Copies will be provided for Coalition records.
- 6 Financial statements are prepared monthly following the close of each month and presented to the Board of Directors for approval.
7. The Finance Mgr. will review monthly Financial reports and report any unusual expenditures to the Board at regularly scheduled meetings.

SUBJECT: FIRE/EVACUATION

POLICY: The COALITION shall have a policy governing the safety of staff in the event of a fire.

PROCEDURE:

In the event of a Fire, the following evacuation steps should be observed:

REMAIN CALM and be sure all personnel know there is a fire and need to exit.

When the fire alarm system is activated, it will simultaneously notify the Fire Department. In addition, there are manual pull stations in the common corridors. Make sure that you are familiar with **ALL** fire and evacuation exits the very first day of your employment with the Coalition.

1. If the fire is small and can be contained by extinguisher, use the extinguishers located nearest the fire. Make sure that you are familiar with the location of all fire extinguishers in your surrounding work area as well as those in other parts of the facility that you use.

Use of the extinguisher is as follows:

- A. Stand back approximately 10 feet from the fire.
- B. Hold the extinguisher upright.
- C. Pull out the ring at the top of the extinguisher.
- D. Free the hose from the clamp.
- E. Squeeze the lever.
- F. Direct the hose nozzle from side to side at the base of the fire.

Keep all involved personnel away from the smoke and extinguisher chemical fumes.

1. In the case of electrical fires, power should be turned off immediately and the plug pulled from the receptacle if possible. This will help to reduce the heat contributing to the fire and help to prevent possible shock to personnel fighting the fire.
2. Exit the building by the safest exit door available and wait for the fire department to arrive.

Inclement Weather Procedure

In the event of a severe weather warning, the Executive Director may cancel or abbreviate scheduled work hours.

SUBJECT: MATCH DEFINITION AND ALLOWABLE MATCH ITEMS

POLICY: It shall be the policy of the COALITION that in-kind match is committed and recorded in compliance with state regulations and every effort is made to reach the mandated 25% match requirement.

PROCEDURE:

1. Match is defined as a contribution from non-state and non-federal sources, which supports the operation of the COALITION in carrying out its contractual responsibilities. By law, each COALITION must contribute 25% of the State grant award each year in either cash or inkind from local sources.
2. Match must be local and be cash or inkind.
3. No federal or state funds can be used as a match source as the statute and rule stresses the importance of obtaining locally derived contributions.
4. In kind contributions may consist of:
 - a. Travel reimbursements or expenses.
 - b. Office space, furniture, expenses and equipment.
 - c. Contractual services such as conducting community needs assessments and evaluating performance, but not direct client services.
 - d. Computer hardware and software.
5. All local match must be for the exclusive purpose of operating the COALITION.
6. Attending COALITION meetings can be considered a match item as long as the person is not employed by a state or federal agency. The value of the meeting time to be calculated as match must be the same rate for all individuals regardless of the salary or position of the person attending the meeting and rate must be a reasonable amount.
7. If the member is a consumer, his travel expenses can be reimbursed by the COALITION providing they fit the definition as stated in item 8 below. If the COALITION opts to pay the consumer this amount cannot be considered match.
8. The definition of a consumer is a person who has received, or has a family member that has received, prenatal or infant health services.
9. Cash and inkind match begin the day the contract is executed between the COALITION and the State.
10. If a COALITION member is reimbursed by the COALITION to attend COALITION meetings and the travel to and from the meeting site is also reimbursed, these items cannot be a source of match. If the COALITION does not reimburse the member for travel expense, this expense can be considered a source of match.

MATCH DEFINITION AND ALLOWABLE MATCH ITEMS POLICY

Continued:

11. All match claimed, whether inkind or cash, must be allowable and necessary for the operation of the COALITION.
12. Match, whether inkind or cash, must be properly documented and accounted for in the COALITION's fiscal records. It must be reflected in the COALITION's financial statements.
13. Inkind match must be valued at the fair market value of the item or the average rate for the service performed. Records documenting the method of determining the value are required and are subject to review.

SUBJECT: NOTICE OF MEETINGS

POLICY: It shall be the policy of the COALITION to be in Compliance with the Florida Statutes Sunshine Law.

PROCEDURE:

1. All COALITION meeting notices will be published at least five days in advance of the meeting.
2. Notice of special meetings will be published at least 24 hours in advance of the meeting.
3. Minutes of all meetings will be provided at the next meeting.
4. Time and place of all COALITION meetings will be publicly posted (e.g. a local newspaper).

SUBJECT: PERSONNEL RECORDS

POLICY: The COALITION retains all employee personnel records.

PROCEDURE:

1. An employee's record contains his/her application, resume, and two required references, and other relevant information connected with his/her employment, such as job description and performance evaluations.
2. All records are confidential and are available only to the employee, Executive Director, and the Board of Directors.
3. An employee desiring to see his/her personnel record should request an appointment with the Executive Director. Any confidential reference check forms or reference letters that were obtained in the course of the employee's initial employment shall be removed before the employee views the file.
4. The employee viewing his/her personnel file may not remove anything.

SUBJECT: PROCUREMENT OF SERVICES

POLICY: It shall be the policy of the COALITION to issue a Request for Proposals (RFP) in the event the Coalition Board deems it necessary to change service providers, otherwise contracts and/or contract amendments will be negotiated annually by the COALITION.

PROCEDURE:

1. Negotiation of contract and/or contract amendment with current provider:
 - a. As soon as funding levels have been determined for the upcoming fiscal year, Coalition staff will prepare a proposed budget to be reviewed and approved by the Board.
 - b. Once approved, the ED/Contract Manager will negotiate with the provider for services for the coming fiscal year and prepare a contract and/or contract amendment for same.
 - c. Once executed by both parties, a copy of the contract/amendment will be provided to Coalition funders, as required.
2. Request for Proposal if need for new provider determined by Board:
 - a. Request for Proposal (RFP), with required timeline, will be publicized
 - b. Coalition's Proposal Review Committee will collect, review and score incoming proposals.
 - c. Scored proposals will be brought before the Board for review and provider determination.
 - d. Provider contract will be negotiated by E.D./Contract Manager and signed by both parties.
 - e. A copy of the contract will be provided to funders, as required.

Rev. 7/02/19

SUBJECT: PROPERTY MANAGEMENT

POLICY: The COALITION shall provide maximum internal control and maintenance of materials/equipment.

PROCEDURE:

1. All materials purchased have an account to which they are charged noted by the Executive Director or designee on purchase orders.
2. As materials are received, they are inspected and accepted by the Executive Director or designee.
3. Equipment, such as computers, are assigned to specific staff members and assignment logs are maintained.
4. Equipment is tagged with stickers provided by vendors of maintenance agreements to facilitate identification when calling for service.
5. Maintenance agreements are reviewed by the Administrative Assistant/designee prior to expiration to ascertain if quality of service provided by the vendor during the past contract period was acceptable and if equipment should continue to be covered by contract.
6. Old equipment or broken equipment will be disposed of appropriately. (e.g. donate or find proper disposal in the county for said equipment). The inventory will need to reflect the changes. See "Destruction of Materials" policy.

SUBJECT: PUBLIC ACCESS TO RECORDS

POLICY: The records of CCHSC are generally open to public inspection due to IRS rules, open records laws and the spirit of public service. However, certain information is not open to public examination and may only be released with the permission of the Executive Director. Questions in this area are to be resolved by the Executive Director. If the answer to a request is unclear the Executive Director may contact CCHSC's legal advisor for a consultation. Record retention is governed by various rules, statutes of limitations and common sense.

PROCEDURE:

IRS Forms

Payroll tax forms are not public information and will not be released.

IRS Forms 990 and 990A, the exempt organization information returns, must be made available to anyone upon request. The specific rules are outlined in the instructions for form 990. All pages, schedules and attachments, except the detailed schedule of contributors must be made available. The prior three years of 990s and 990As must be available upon request for free review in our office. If the requestor wishes to have a copy, that will be provided immediately or may be mailed to the person. We ask that the person pay the legally allowed fee of \$1 for the first page and 15 cents for each additional page, plus actual postage, if applicable.

The application for exempt status, Form 1023, and the IRS determination letter are also available to anyone upon request for a free review in our office. Copying charges are the same as for the 990 if the person wishes to take a copy. The specific rules are outlined in the instructions for the form 990.

Florida Annual Charitable Organization Report

Although public disclosure by our organization is not required, the Florida report is available to the public from the State Department of Regulation and Licensing. For this reason, we will make this return available with the forms 990 and 990A.

Records Retention - (See the Records Retention section of this Manual)

SUBJECT: RECORDS RETENTION

POLICY: It shall be the policy of the COALITION to comply with state contract obligations and in accordance with the Sarbanes-Oxley Act.

The destruction of business records and documents and intentional document destruction must be carefully monitored.

PROCEDURE:

1. To retain all client records, financial records, supporting documents, statistical records, and any other documents (including electronic storage media) pertinent to this contract for the period specified in the table below after termination of this contract, or if an audit has been initiated and audit findings have not been resolved at the end of five (5) years the records shall be retained until resolution of the audit findings.

Type of Document	Minimum Requirement
Accounts payable ledgers and schedules	10 years
Audit report	Permanently
Bank reconciliations	1- years
Bank statements	10 years
Checks (for important payments and purchases)	Permanently
Contracts, mortgages, notes and leases (expired)	10 years
Contracts (still in effect)	Permanently
Correspondence (general)	10 years
Correspondence (legal and important matters)	Permanently
Correspondence (with customers and vendors)	10 years
Deeds, mortgages, and bills of sale	Permanently
Depreciation Schedules	Permanently
Duplicate deposit slips	10 years
Employment applications	10 years
Expense Analyses/expense distribution schedules	10 years
Year End Financial Statements	Permanently
Insurance Policies (expired)	10 years
Insurance records, current accident reports, claims, policies, etc.	Permanently
Internal audit reports	10 years
Inventories of products, materials, and supplies	10 years
Invoices (to customers, from vendors)	10 years
Minutes books, bylaws and charter	Permanently
Participant related papers	Permanently
Payroll records and summaries	10 years
Personnel files (terminated employees)	10 years
Retirement and pension records	Permanently
Tax returns and worksheets	Permanently
Timesheets	10 years
Trademark registrations and copyrights	Permanently
Withholding statements	10 years

3. That persons duly authorized by the department and federal auditors, pursuant to 45 CFR, Part 92.36(I) (10), shall have full access to and the right to examine any of said records and documents during said retention period or as long as records are retained, whichever is later.

Updated 5/2019

SUBJECT: RECRUITMENT FOR VACANCIES

POLICY: The COALITION shall seek to fill each vacant position with the most qualified candidate.

PROCEDURE:

1. Promotion from within the organization will occur if possible.
2. The COALITION is an Equal Opportunity Employer (EOE) and will use a standard job application form that conforms with the Civil Rights Act, EOE Amendments of 1972 and State Human Relations Guidelines.
3. If promotions do not occur, the job will be publicly posted (e.g. newspaper).
4. The Executive Director/Designee will review all applications and conduct interviews of possible candidates. Second interviews may be scheduled as appropriate.
5. Three references consisting of both professional and personal sources will be reviewed before making the final selection.
6. A concise job description will be given to the applicant regarding the position.
7. The U.S. Department of Homeland Security's E-Verify system <https://e-verify.uscis.gov/emp>, will be used to verify the employment eligibility of all new employees hired. The final decision concerning the applicant rests with the Executive Director, who will generally consult with other personnel.
8. Once the position is filled, remaining applicants will be notified by letter that the position is filled.
9. Nepotism is discouraged, so the COALITION will refrain from hiring relatives of any member of the Governing Body or current employees of Healthy Start. In the event that the relative's skills and abilities represent the best possible choice available, an employment resolution, adopted by the Board of Directors, will clearly indicate the circumstances surrounding the decision to hire a relative.
10. When the position of Executive Director is open, the Board of Directors appoints a person to the position. They may choose a Personnel Committee to secure applications, screen applicants, contact candidates, evaluate qualifications, and make selection recommendations to the COALITION. The Executive Director's appointment for the position is based on demonstrated qualifications and proven competence.
11. All information is filed in the employees personnel file.

SUBJECT: REPORTING AND AUTHORIZATION OF EXPENDITURES

POLICY: It shall be the policy of the COALITION that to provide sound fiscal control through clear definition of responsibility for financial management and through regular systematic financial reporting to the Board of Directors.

PROCEDURE:

1. All fiscal transactions shall conform to applicable Federal regulations and laws of the State of Florida governing the operation of non-profit corporations with respect to all grants, contracts and contributions.
2. All required financial, tax, and other reports shall be filed timely and reported promptly.
3. All expenditures shall be governed by a budget approved by the Healthy Start Board of Directors at the beginning of the fiscal year which begins July 1 and ends June 30th of the next year.
4. All expenditures, with the exception of payroll, shall require an invoice/receipt and appropriate documentation.
5. The Executive Director shall be responsible for approving all expenditures in accordance with the approved budget and shall maintain complete records and reports. Any expenditure requires a second signature by bank authorized signatures.

PRIDE Enterprises (Prison Rehabilitative Industries and Diversified Enterprises, Inc.) price agreement commodities and services are available for purchase by state agencies without competitive bid, but purchase of these commodities is not mandatory (946.515 FS) unless they are certified. The method of purchase from these PRIDE price lists by political subdivisions (cities, counties, school boards, etc.) is dependent upon local ordinances and regulations governing procurement.

6. An inventory of all equipment, furnishings and other non-expendable items above \$500 shall be updated yearly. Each item will have an inventory number corresponding to one placed on the item. The inventory will include the manufacturer, model number, serial number, date acquired, location of item and under what grant or contract the item was purchased. Condition of the equipment when inventoried should be noted.
7. The Finance Committee shall receive/review quarterly, a comparison of expenditures to date with budget allocations by major category. Line item adjustments will be made as needed. Line item budget shall be reported at monthly board meetings. Also, received/reviewed by Board will be a report summarizing expenditures by contract.
8. Annually, if applicable, the Executive Director will review insurance coverage/limits with the Coalition's insurance agent(s). Recommendations for increases in coverage or changes mandated by the insurer will be brought before the Board.

Updated 3/27/17

SUBJECT: STAFF ORIENTATION AND IN-SERVICE EDUCATION

POLICY: The COALITION will encourage an employee's professional growth.

PROCEDURE:

1. The Executive Director/Designee will provide each new employee with all requisite materials for the positions, including job description, Policies and Procedures, and other background and orientation materials.
2. The Executive Director and/or Board of Directors may schedule in-service training related to the employee's growth within the organization.
3. All employees are required to complete DOH Confidentiality and HIPAA training within thirty (30) days of hire.
4. Along with provider staff, all employees and Board members will be offered Cultural Competency education annually, components of which may be delivered through PowerPoint presentations, links to educational components on the Coalition's website, through the Coalition's on-line Learning Management System, or through the Florida Dept. of Health's TRAIN educational site.
5. Through subcontracts, Provider staff will be required to be culturally competent in the provision of participant services and distribution of educational materials.
6. Potential Board of Director candidates will receive Healthy Start orientation from the Executive Director and/or an existing member of the Board, which will include presentation and review of the Board Orientation Notebook.

Rev. 4/30/2019

SUBJECT: USE OF PURCHASE OF SERVICE AGREEMENTS

POLICY: In accordance with policies of the State of Florida, it is permissible to use a Purchase of Service Agreement for medical services rather than a full contract. These agreements are generally shorter, with medical providers licensed and regulated by their professional boards.

CONDITIONS:

- There should be a need for services and a lack of willing providers.
- Services must be provided by qualified medical professionals for services within the catchment area.
- Service must be specific, medically related, economically sound and limited in scope.
- Service limitations and acceptable fees must be spelled out in the agreement.

RATES OF FEES:

- Healthy Start must be payer of last resort.
- When possible, rates shall be at or below Medicaid reimbursement rate.
- Where there is no reimbursement rate for Medicaid or there are NO providers willing to take the Medicaid rate of reimbursement, a reasonable rate may be negotiated.

PROVIDER CONDITIONS:

- Must be willing to use Healthy Start grievance policy.
- Must be willing to solicit client satisfaction surveys.
- Must be willing to provide one of the following: individual invoices, monthly or quarterly reports.
- Must be willing to allow Coalition to monitor records and programs.

Adopted 11/14/2012

SUBJECT: COMMUNICATIONS PLAN

POLICY: Establish and maintain consistency in mission, vision and advocacy messaging to support CCHSC strategies and goals

PROCEDURE: **Charlotte County Healthy Start Coalition
Communications Plan**

Mission: To improve birth outcomes and optimize child growth and development through community partnerships that nurture women and families.

Vision: The health and well-being of mothers and children is optimized by the services of the Charlotte County Healthy Start Coalition

Tagline: *Every baby deserves a healthy start...*

“Elevator speech”: The Coalition takes an active role in identifying health issues and barriers to healthcare experienced by prenatal women and by children birth to age three. Operating as a grassroots organization to actively address these issues, the Coalition succeeds through strong, positive relationships with many of the county’s medical and human services organizations which serve young children and pregnant women.

Communication is performed by those assigned in the chart below. Written communication is submitted to the E.D. for approval prior to release or posting.

AUDIENCE/ STAKEHOLDER	CONTENT	Method	How Often	Facilitated by:	Status
Staff	Internal communications	<i>E-mail Staff meetings</i>	As needed Monthly	All staff E.D.	On-going
Providers	<ul style="list-style-type: none">• Policy/procedure updates• health alerts• Contract Documentation	<i>Written notice via US mail and/or updates to CCHSC Provider web pages</i> <i>Written notification or e-alerts CCHSC Provider website updates Written (2 copies)</i>	As needed Monthly Annually	E.D. or designated staff member Media Consultant Contr. Mgr. / E.D.	On-going On-going Updated 6/1/13
Providers	<ul style="list-style-type: none">• Grievances• Performance Updates• Monitoring Review	<i>Teleconference or written</i> <i>Face-to-face; teleconference</i> <i>Face-to-Face</i>	As reported At minimum quarterly Annually	E.D. or QA Mgr. (as above) Contr. Mgr.	None reported On-going On-going
Media Charlotte Sun Florida Weekly Harbor Style Magazine WENG (1530 WIKX (92.9) WCCF (1580) WBCG (98.9)	<ul style="list-style-type: none">• Inquiries• Advocacy / Outreach; Educational articles	<i>All media inquiries must be directed to E.D.</i> <i>Print articles MailChimp(e-alerts, website / facebook posts (with prior approval of E.D.)</i>	As needed Quarterly Monthly	E.D. Media Consultant; staff	On-going On-going

Participants / Parents	<ul style="list-style-type: none"> • health alerts; qtrly. newsletter • Educational materials 	Email; social media, MailChimp, website updates and links through “Parents” page	Quarterly	Staff; Consultant Media Consultant; staff	On-going
Partners / Stakeholders / Community Members / Volunteers	<ul style="list-style-type: none"> • Refresh website content • health alerts • educational updates • Event notices • Program Updates 	Text files and/or links Written notice or email Hand-delivered to OBs Email; Flyers; New release Face-to-Face at Board and General Membership Meetings	Monthly As needed Monthly As needed Monthly	Comm. Liaison Consultant, staff Comm. Liaison As above Staff, Committees, Provider Reps	Monthly On-going On-going On-going

Adopted: 12/10/14

SUBJECT: LEADERSHIP DEVELOPMENT & EMERGENCY SUCCESSION PLAN

POLICY: Establish procedure for leadership transition to maintain consistency in operational and service delivery management and organization mission and vision.

PROCEDURE: Leadership Development and Emergency Succession Plan

1. Rationale

The executive director position in a nonprofit organization is a central element in the organization's success. Therefore, insuring that the functions of the executive director are well understood and even shared among senior staff and volunteer leaders is important for safeguarding the organization against unplanned and unexpected change. This kind of risk management is equally helpful in facilitating a smooth leadership transition when it is predictable and planned.

This document outlines a leadership development and emergency succession plan for the Charlotte County Healthy Start Coalition, Inc. (CCHSC). This plan reflects CCHSC's Executive Succession Policy and its commitment to sustaining a healthy functioning organization. The purpose of this plan is to insure that the organization's leadership has adequate information and a strategy to effectively manage CCHSC in the event the executive director is unable to fulfill his/her duties.

2. Plan Implementation

The Board of Directors authorizes the Board Chair to implement the terms of this emergency succession plan in the event of a planned or unplanned temporary or short-term absence.

- It is the responsibility of the Executive Director (ED) to inform the Board of Directors of a planned temporary or short-term absence, and to plan accordingly.
- As soon as feasible, following notification of an unplanned temporary or short-term absence, the Board Chair shall convene a Personnel Committee meeting to affirm the procedures prescribed in this plan, or to modify them if needed.

3. Priority Functions of the Executive Director at CCHSC. (The full Executive Director position's description is attached to this plan.)

4. Absence definitions:

- A **temporary absence** (planned or unplanned) is 30 days or less and one in which it is expected that the Executive Director will return once the events precipitating the absence are resolved.
- A **temporary short-term absence** is between 30 and 90 days.

5. Temporary Staffing Strategy

- a. For **temporary absences** (planned or unplanned) of 30 or fewer days, the Temporary Staffing Strategy described below may become effective.

KEY E.D. Functions	Temporary Staffing Strategy
Operations Management	Contract/QA Manager, with oversight by Board Member designee
Fiscal Management	<i>Accounts Receivables/ Invoice Prep.</i> -Contract/QA Manager

	<i>Accounts Payable Authorization</i> – Contract/QA Manager <i>Budget vs Actual</i> – Admin. Assistant <i>Account Reconciliations</i> - Coalition Treasurer (Oversight of all Fiscal Mgmt. duties by full Board)
Human Resource	Time Sheet Review / Payroll Authorization – Contract / QA Manager and Board Chair
Compliance Monitoring / Submission of Deliverables	<i>Performance reporting</i> - Contract / QA Manager, with assistance of staff and Board oversight <i>FAHSC Conference calls</i> – Contract/QA Manager <i>FAHSC Meet-Me-Calls</i> – Community Liaison
Grant Reporting	Contract Manager / QA Manager, with Board oversight
Board Communication and Support	Administrative Assistant, with assistance from Contract / QA Manager
Community Relations / Spokesperson	Contract / QA Manager or Board Member designee
Public Relations / Social Media	Community Liaison / Media Consultant, with oversight by Contract / QA Manager

The positions assigned in the Temporary Staffing Strategy are based on CCHSC's organization structure as of November 2013. In the event this plan is implemented and assigned positions are vacant or no longer available, the Board Chair shall select other staff to support each of the key executive director functions.

- b. In the event of a **temporary short-term absence** (planned or unplanned), the Board of Directors shall determine if the Temporary Staffing Strategy is sufficient for this period of time.
- c. Appointing an Acting Executive Director
 - Based on the anticipated duration of the absence, the anticipated return date, and accessibility of the current executive director, the Board of Directors may appoint an *Acting Executive Director*, as well as continue to implement the Temporary Staffing Strategy.
 - The first position in line to be Acting Executive Director is the current Contract / QA Manager, unless new to staff or fairly inexperienced with CCHSC
 - The second position in line is a previous Board Chair or current Board Member. If a current Board Member accepts the position he/she will take a temporary leave from the Board of Directors.
 - The Board may consider another appointee or the option of splitting executive duties among designated appointees.
- d. Cross-Training Plan

The Executive Director shall develop a training plan for each staff position identified in the “Temporary Staffing Strategy” above. A copy of each training plan shall be attached to this document.

e. Authority and Restrictions of the Acting Executive Director

The Acting Executive Director shall have full authority for day-to-day decision making and independent action as the regular Executive Director. Decisions that shall be made in consultation with the Board Chair and/or full Board, as specified in the Temporary Staffing Strategy as previously outlined.

f. Compensation

- Director-level staff appointed as Acting Executive Director may receive an end of year bonus or additional benefit. This shall be determined by the Board and will be dependent upon available resources and the duration of the assignment.
- If staff serves as Acting Executive Director for 6 months or more, the Board of Directors may consider a salary adjustment.
- A current or former board member appointed as Acting Director may enter into an Independent Contractor Agreement, depending on availability of resources and Board approval.

h. Board Oversight and Support to the Acting Executive Director

- The Acting Executive Director reports to the Board Chair. In the event the Board Chair becomes the Acting Executive Director, the Vice President shall be appointed Board Chair.

i. Communications Plan

- Within 48 hours after an Acting Executive Director is appointed, the Board Chair and the Acting Executive Director shall meet to develop a communications plan including the kind of information that will be shared and with whom.

6. Succession plan in the event of a **temporary, unplanned absence – Long-term**

a. Definition: A long-term absence is 90 days or more.

b. Procedures

- Procedures and conditions to be followed shall be the same as for a temporary short term absence with the following addition:
- The Board shall give immediate consideration, in consultation with the Acting Executive Director, to temporarily filling the management position left vacant by the Acting Executive Director, or reassigning priority responsibilities where help is needed to other staff. This is in recognition that, for a term of 90 days or more, it may not be reasonable to expect the Acting Director to carry the duties of both positions.
- The Board Chair and Executive Committee are responsible for gathering input from staff and reviewing the performance of the Acting Executive Director according to the organization’s Performance Review Policy. A review shall be completed between 30 and 45 days.

6. Succession plan in the event of a PERMANENT unplanned absence.

a. Definition: A permanent absence is one in which it is firmly determined that the Executive Director will not be returning to the position.

b. Procedures

- Procedures and conditions to be followed shall be the same as for a temporary short term absence with the following additions:
 - The Board of Directors shall consider the need to hire an Interim Executive Director from outside the organization instead of appointing an Acting Executive Director. This decision shall be guided, in part, by internal candidates for the Executive Director position, the expected time frame for hiring a permanent executive, and the management needs of the organization at the time of the transition.

c. Hiring an Interim or Permanent Executive Director

The Board of Directors, or designated Personnel Committee, will be responsible for candidate interviews and salary negotiations. Benefits will be dictated by the CCHSC Policy and Procedure Manual and be in accordance with approved employment guidelines.

SUBJECT: NON DISCRIMINATION

POLICY: The COALITION shall have a policy regarding Non Discrimination.

PROCEDURE:

Charlotte County Healthy Start Coalition, Inc. does not exclude, deny benefits to, or otherwise discriminate against any person on the basis of race, color, religion, national origin, disability, age, or sexuality in admission to, participation in, or receipt of the services and benefits under any of its programs and activities, whether carried out by Charlotte County Healthy Start Coalition, Inc. directly or through a contractor or any other entity with which Charlotte County Healthy Start Coalition, Inc. arranges to carry out its programs and activities.

Adopted: 1/14/15

Charlotte County Healthy Start Coalition Fund Development Plan

INTRODUCTION

The purpose of the fund development plan is to educate the board, staff and other stakeholders as to our funding needs, to have a written plan as to how we are going about meeting those needs and to create a “living” document to guide us in these endeavors. The Program / Membership/ Fundraising Committee initiated this plan in 2014.

CCHSC receives state funding for programming but there are many things that this funding does not cover. Most importantly are the annual audited financial statements. This process allows CCHSC to be eligible to seek funding from other sources. CCHSC also uses funds to purchase diabetes test strips, transportation vouchers, infant car seats and recognition for community partners.

MISSION STATEMENT

To improve birth outcomes and optimize child growth and development through community partnerships that nurture women and families.

FUNDRAISING PLAN GOALS

- Establish a culture of fundraising that involves board, staff, and volunteers.
- Further develop fundraising infrastructure.
- Expand visibility and case for support to the community.
- Secure donations from: current individual donors; generate new donors and special events.
- Develop a strategy to retain 80% of current donors
- Increase annual fundraising revenue to \$6,000 by 6/30/15.
- Secure unrestricted grant dollars.

CASE FOR SUPPORT/ KEY MESSAGES

At the Charlotte County Healthy Start Coalition, we understand that EVERY mother-to-be should have access to the care and services she needs to deliver a happy, healthy baby. That’s what we work toward every day by offering care coordination services, psychosocial counseling, prenatal care, diabetic nutritional counseling, childbirth, parenting, breastfeeding education and more to prenatal women who are at-risk for poor outcomes. Our services reach over 850 Charlotte County women and infants annually.

The importance of this comes down to healthy babies and lower costs. According to the March of Dimes, the average medical costs for a preterm baby are more than 10 times higher than those for a healthy full-term baby. The costs for a healthy baby from birth to first birthday average \$4,551; however, for a preterm baby, the costs average \$49,033. Charlotte County Healthy Start Coalition believes that every baby deserves a healthy start...doesn’t that sound like a good return on investment?

KEY STRATEGIES

Strategy 1: Establish a culture of fundraising.

- Conduct board, staff and fundraising committee training.
- Expand volunteer infrastructure in fundraising by recruiting volunteers from clients, donors, and community partners.
- Encourage / set expectations for Board donations (e.g. The Giving Challenge).
- Fundraising reports to board at every Board meeting.

Strategy 2: Further develop fundraising infrastructure.

- Establish an annual fundraising budget.
- Develop fundraising materials (e.g. fact sheets, gift range chart, etc.).
- Develop/upgrade fundraising database and tracking system.

- Strengthen Fund Development Committee through a revised committee description, role descriptions for the members, and training.
- Establish fundraising policies and procedures.
- Revise templates: cover letters, acknowledgement letters, and proposals.
- Develop the website to support fundraising.
- Establish a “Thank You” person to ensure that all donors and volunteers are properly thanked for their participation at each event.

Strategy 3: Expand visibility and “case for support” to the community.

- Establish a “story bank” of success stories, testimonials and photos.
- Continue conducting community presentations.
- Systematically feed stories to the local media.
- Consistently “tell the story” through the newsletter, website, presentations, events, and media stories.
- Develop a PowerPoint presentation or video to support presentations; have the families tell the story.

Strategy 4: Secure donations from individual donors.

- Conduct annual “Mother’s Day” campaign focused on individual donors. Continue to develop prospect list, standardize acknowledgement and recognition.
- Special Events:
 - Show the Love Luncheon
 - Icehouse Dart Tournament
 - Rotary Charity Challenge
 - Quarter Auctions

Strategy 5: Secure unrestricted grant dollars.

Adopted: 2/11/15

SUBJECT: COMPANY ISSUED LAPTOP & CELL PHONE USE

POLICY: The COALITION will issue and pay for individual cellular phones/laptops for coalition representatives who are required to be in close contact with the coalition at all times. While cell phones/laptops are a necessary convenience, we require that employees follow the guidelines listed below for their own and others safety.

PROCEDURE:

All employees are required to be professional and conscientious at all times when using coalition cell phones/laptops.

- Employee will take all reasonable measures to ensure the physical and digital security of the laptop including:
 - Changing the password as often as required by the coalition.
 - Ensuring that Healthy Start-provided Anti-virus and Firewall software is functioning and updated on a regular basis.
 - Locking the laptop in a secure location when it is not in use.
 - To not leave the laptop in the backseat of your vehicle or any other readily-accessible location.
- Laptops and cell phones are not to be utilized while operating a motor vehicle. If it is necessary to take or make a phone call or use the laptop, employee will pull the vehicle to a safe location.
- Employee will not download anything to the laptop without prior approval from the coalition.
 - This includes personal software
 - All flash or external media must be scanned by anti-virus software prior to use.
- The allowance per cell phone is 1GB of data. Users who exceed their allocated data will be expected to reimburse Healthy Start.
- If an employee is found to violate any policy or procedure in regards to participant or confidential healthcare information, appropriate disciplinary action will be taken.
- Employee will make timely app and system updates, or request technical assistance to do so, when the cell phone notifies them of their availability.
- In the event the laptop and/or cell phone is lost or stolen, a report must be made the next available business day to the coalition.
- In the event of separation, all coalition property, including the laptop, cell phone, and peripheral devices (i.e., key pads) must be returned to the coalition. The coalition maintains inventory of all equipment.

Adopted 3/09/16

SUBJECT: SOCIAL MEDIA

POLICY: This policy governs the publication of any commentary on social media by employees or contracted consultants of the Charlotte County Healthy Start Coalition, Inc. For the purposes of this policy, social media means any facility for online publication and commentary, including blogs, social networking sites such as Facebook, LinkedIn, Twitter, Flickr, and YouTube. This policy is in addition to and complements any existing or future policies regarding the use of technology, computers, e-mail and the internet.

Publication and commentary on social media carries similar obligations to any other kind of publication or commentary. All uses of social media must follow the same ethical standards that Healthy Start employees must otherwise follow.

PROCEDURE:

Privacy

Privacy settings on social media platforms should be set at the same level as the Healthy Start website. Other privacy settings that might allow others to post information or see information that is personal should be set to limit access. Be mindful of posting information that you would not want the public to see.

Content:

Social media content is to be reviewed and approved by the Executive Director or his/her designee.

Respect copyright laws

All laws governing copyright and fair use or fair dealing of copyrighted material owned by others are to be followed in the preparation of social media materials.

General Guidelines for the Preparation of Social Media Materials:

- Protect sensitive or personal information

- Monitor user comments (if enabled)

- Be accurate

- Correct mistakes

- Be considerate

- Respect copyrights and trademarks

- Avoid advertisements, sponsorships and endorsements

- All agency social media presences will have a consistent look and feel, including use of the agency's logo.

- Social media users should be aware that these types of communications are considered public records.

- Sponsorships must be approved by the Executive Director prior to publication

Only content related to agency mission and services will be broadcast via the agency's social media channels. Examples include:

- Announcements of upcoming events, health fairs, workshops, etc.

Media releases
Links to educational videos
Public service and educational messages relating to maternal and child health.

Twitter

Twitter is a free social networking site that allows users to send and read other users' updates of up to 140 characters in length. While people use Twitter in many different ways for both personal and professional reasons, we are using Twitter at the Healthy Start as another way to keep citizens informed about what we're doing, a tool to spread the word about Healthy Start and its programs, and as another way to get feedback.

The Twitter account is maintained and updated by the coalition consultant.

Log-in Info - For log in info contact the Executive Director.

Facebook

The Healthy Start Facebook group is used to update our followers about Healthy Start Events, relevant news articles and research studies, and any other content relevant to Healthy Start's mission and goals that is appropriate for all audiences.

Events – Healthy Start events may be advertised via a Facebook Event page, with the approval of the Executive Director. Create an Event page for each event and invite all members of the Healthy Start fanpage. In addition, request Staff and Board Members with Facebooks to invite appropriate friends.

Login Info – A user must already have a Facebook account to be made an Admin for the Charlotte County Healthy Start Facebook page. Once a user has created a Facebook account, an Admin can choose “Make Admin” after the user has “Liked” the Page. Once a user has Admin privileges, he/she can make posts to the Charlotte County Healthy Start Coalition fan page.

All posts made to the Charlotte County Healthy Start Coalition Facebook page will be made under the name “Charlotte County Healthy Start Coalition”, and NOT the individual user's name. All comments to the Healthy Start Facebook fan page follow the same format, so be mindful of commenting on posts made by other users.

Blog

The Healthy Start blog is used for short articles that either highlight a past event, advertise an upcoming event, or relevant news articles and research studies. E-newsletter articles that are too long to be fully included are published on the blog and then linked in to the E-Newsletter.

Log-in Info - For log in info contact the Executive Director.

Adopted 3/09/16

PERSONNEL

SUBJECT: ANNUAL REVIEW

POLICY: It shall be the policy of the COALITION to provide employees with an annual review and appropriate Cost of Living increase, merit increase, bonus or other similar incentives, as economic conditions and/or job performance indicates and as funds allow.

PROCEDURE:

1. Employees are evaluated, at a minimum, annually by the Executive Director and the Executive Director will be evaluated by the members of the Board of Directors annually.
2. After evaluation, a recommendation for merit advancement, cost of living increase, bonus or other incentive can occur. If such salary advancement/bonus/incentive is authorized, the wage/salary increase or bonus/incentive will be effective the first pay period following evaluation.
3. For staff, increase/incentive parameters (percent and amount), may be established during preparation of the annual budget, or as funding allows, and individual allocations will be at the discretion of the Executive Director based on employee category (full/part time), seniority and performance.
4. For the Executive Director, increase/incentive parameters may be established during preparation of the annual budget, or as funding allows. Allocation will be determined by the Board based on category, seniority and performance.

Revised 8/6/19

SUBJECT: BACKGROUND CHECKS

POLICY: To establish a systematic process by which the Charlotte County Healthy Start Coalition (CCHSC) ensures that all CCHSC employees including managing employees and subcontracted individuals who have direct access to personally identifiable information (PII), protected health information (PHI), or financial information have a County, State, Federal criminal background screening comparable to a **Level 2** background screening (as described in Section 435.04, F.S. and in the State of Florida Standard Agreement contract), completed with results or prior to employment

PROCEDURE:

A. BACKGROUND CHECKS:

CCHSC will operate in such a way as to protect the program PII and PHI and any financial information by requiring **Level 2** background screening of all employees, contractors and subcontracted entities and individuals. Any breach, whether accidental or intentional, or any attempted breach will be dealt with according to the policies set forth by CCHSC. These procedures apply to all CCHSC employees, contractors and subcontractors, and any others related to the CCHSC with access to PII, PHI or program or CCHSC financial information. Per Section 435.04(1)(a), F.S., **level 2** screening standards include, but need not be limited to, fingerprinting for statewide criminal history records checks through the Department of Law Enforcement, and national criminal history records checks through the Federal Bureau of Investigation, and may include local criminal records checks through local law enforcement agencies.

Procedures: All employees, contractors and subcontractors, and others with access to PII, PHI, or financial information will be mandated to obtain a **Level 2** background screening, by a qualified entity such as the county Sheriff's Department, currently with results and then every five (5) years. Direct access is defined as having, or expected to have, duties that involve access to PII, PHI, or financial information by any means including, but not limited to, network shared drives, email, telephone, mail, computer systems, and electronic or printed reports. Any Coalition employee or managing employee with background results that are unacceptable to the State as described in Section 435.04, Fla. Stat., or related to the criminal use of PII as described in Section 817, Fla. Stat., or has been subject to criminal penalties for the misuse of PHI under 42 U.S.C. 1320d-5, or has been subject to criminal penalties for the offenses described in Section 812.0195, Fla. Stat., Section 815, Fla. Stat., Section 815.04, Fla. Stat., or Section 815.06, Fla. Stat., shall be denied employment or be immediately dismissed from performing services under this Agreement by the Coalition unless an exemption is granted. The procedure to grant an exemption from disqualification for disqualifying offenses revealed by the background screening, will follow specific steps as described in Section 435.07, F.S. The CCHSC will keep a record of all background screening records to be available for review upon request by program funders.

Revised 4/30/19

SUBJECT: DISCIPLINARY PROCESS

POLICY: The COALITION, in order to ensure a pleasant work environment, will have a process for handling and resolving complaints.

PROCEDURE:

For Problems between Coworkers:

- a. Despite the best of efforts, problems sometimes arise. Problems cannot be solved if no one else knows about it. If you have any type of problem or suggestion regarding your job, the best thing to do is follow the chain of command and talk it over with your Supervisor.
- b. If you do that and the problem is still not resolved to your satisfaction within ten working days, go back to the Supervisor and explain why you think inappropriate action was taken. If by another ten days the matter is still unresolved, report the situation to the Chairperson of the Board of Directors. Courtesy indicates that you inform your Supervisor of your intent to meet with the Board and discuss the problem. Of course, any employee with a special problem may meet first with the Chairperson of the Board. The decision of the Board of Directors in the matter will be final.
- c. Whatever is bothering you, it is just as important to the Board of Directors as it is to you. A pleasant work environment takes the cooperation and understanding of everyone. Sometimes it requires patience and effort. As in other situations where working closely with others is required, the key to success in dealing with coworkers is “do unto others as you would have them do unto you”.
- d. Contingency funds will be provided in the annual budget to cover costs associated with terminations.

For problems in employee related performance

- The Executive Director/Supervisor must state the facts concerning the problem to the employee and give the solution to the problem. The facts and what is expected is also written, signed, and dated by both.
- The warning issued to the employee will include that three months is given to improve.
- Termination will occur if there is not satisfactory improvement after that time.
- The Documentation will be kept on file in accordance with record retention policies.

POLICY: The COALITION will have a policy concerning employee benefits

PROCEDURE:

Employment Categories

1. *Contract Employees:* A contract employee is hired for a specific contract period and/or to complete a specific project and is not considered an employee of Healthy Start. As such the Contractor is not entitled to Social Security Benefits, Unemployment Benefits, or any other benefit provided to employees of Healthy Start. Each Contractor shall have a contract in place that is approved by the Executive Director and the Board of Directors. Each contractor shall cover his/her own personal liability; the Board of Directors will not be liable.
2. *Temporary Employee:* An employee whose job is established for specific periods of time or for the duration of specific projects or groups of assignments. Pay is a fixed hourly rate with no entitlement to benefits or paid leave other than federal or state mandated benefits.
3. *Part-Time Employees:* Part-time employees must accomplish their work in thirty-two (32) or less hours a week.
4. *Full-Time Employees:* A full time employee is defined as one who works thirty-three or more hours per week. There are two (2) categories of full time employees: exempt (those who are salaried and exempt from paid overtime) and non-exempt (those who are paid hourly and are eligible for approved paid overtime).

Office hours will be 8:00-5:00 Monday through Friday. Flexible schedules and flex-time can occur, if approved by the Executive Director, to offset hours worked outside of this parameter, as clients may sometimes have to be contacted during evenings or weekends.

Benefits

Mandatory benefits of FICA/Medicare, Worker's Compensation, and Florida Unemployment Tax are included as employee benefits. Participation in the Employee retirement benefit program will become available when the employee has completed any required probationary period and becomes eligible for the benefit.

Other insurance benefits, such as life, dental or vision insurance, may be made available to eligible employees through the Coalition's staff leasing agency, at the employees own expense.

All full or part time Employees

1. Legally required benefits for all employees are FICA (social security), Worker's Compensation, Unemployment Compensation, and Leave of Absence without pay.
 - FICA will be submitted as required by law. The ACT states the specified amount that must be withheld from the employee's and remitted along with the employer's share as required by Florida State Law.
 - Worker's Compensation covers employees as required by law. In case of on the job accidents, the employee must immediately report the accident details to the Executive Director. The Executive Director will prepare all necessary claim

forms for signatures and will submit them to the insurance carrier on behalf of the employee.

- State Unemployment Insurance covers employees as required by Florida law.
- Leave of Absence without pay must be approved by the Executive Director two weeks prior to the leave. The COALITION supports the family leave act and makes every attempt to accommodate employees. A leave of absence should not exceed three months. Fringe benefits will not accrue during the time off. Accrued annual leave can be applied to their leave of absence. If annual leave is exhausted, the employee must take their leave without pay. The employee will be assured of a job as long as there is a vacancy.
- Jury Duty- an employee is required to show his/her summons for jury duty to the Executive Director. Employees will receive full pay minus jury duty fees received. If the obligation legitimately exceeds two pay periods, the Executive Director will determine what, if any, action is necessary.
- Military Leave- special short term (not more than 14 days) leave will be approved. Employees will receive full pay minus any military pay received

RETIREMENT

All *full time and part time* employees are eligible for participation in the retirement plan after the completion of six months of employment. Each employee receives a brochure with specific descriptions of the plan and its benefits. The COALITION will contribute an amount to match the employee's contribution, not to exceed 4.5% annually. Employees will be vested in accordance with the terms of the program. *Revised 1/22/14*

Part time Employees:

PAID TIME OFF

1. The COALITION will provide part time employees working 32 hrs. or less weekly with 4 hours of paid time off (PTO) per bi-monthly pay period in lieu of paid holidays, sick time, annual leave, or education leave. This amounts to 96 hours annually, or 12 days off per year, to be used at the employee's discretion.

Part time staff may receive additional PTO pro-rated around Christmas and New Year holidays as determined by the Board of Directors. *Revised 12/14/16*

2. A maximum of 8 hours will be paid for each day off.
3. The part-time employee may use a flexible work schedule to avoid working on holidays and will receive pro-rata rate for paid holidays, based on the average number of hours worked each day. *Revised 1/19/23*
4. PTO's can be accrued to an amount equal to 1 years earned PTO for full time employees and 96 hours maximum for part time employees. *Revised 1/19/23*
5. Employees should request time off with as much advance notice as possible. Leave is

granted at the discretion of the Executive Director according to staffing needs and must be approved in advance.

6. The calculation for paying a PTO is the employee's hourly base rate times the number of hours charged to annual leave during the pay period-or the hourly base rate times the unused annual leave hours to a maximum of 96 hours upon termination.

7. PTO's will be paid for the pay period submitted and approved by the supervisor, or upon termination or status change, at the earliest pay date following the event.

8. Terminations:

- i. PT Employees who have been an employee for a full six months and voluntarily terminate employment will be paid for PTO hours, not to exceed 96 hours at the earliest pay date following the termination date.
- ii PT Employees who terminate due to death, disability, reduction in force, or retirement will be paid for unused hours, not to exceed 96 hours, without consideration of the minimum 6 months of employment. In case of death of an employee, payment of unused annual leave shall be made to employee's beneficiary, estate, or as provided by law.
- iii PT Employees who are terminated for a serious offense or who have not been employed six full months, will not be paid for unused PTO's upon termination of their employment.

RETIREMENT PLAN

1. Part time employees who have been employed for at least six months, may elect to participate in the retirement plan, based upon the specific guidelines of the approved plan.

Full- time employees:

1. Holidays

- a. All full time employees are entitled to 14 holidays per year. The actual calendar days off are adjusted each year to account for weekends. The following holidays are observed:
 - i. New Year's Day
 - ii. Martin Luther King Day
 - iii. President's Day
 - iv. Memorial Day
 - v. Independence Day
 - vi. Labor Day
 - vii. Veterans Day
 - viii. Thanksgiving Day
 - ix. The Day after Thanksgiving
 - x. Christmas Eve
 - xi. Christmas Day
 - xii. Three (3) Floater Days *Revised 12/14/16*

Full time staff may receive additional PTO around Christmas and New Year holidays as determined by the Board of Directors. *Revised 12/14/16*

- b. Full-time employees will be scheduled “off” on these days.
 - c. If the Holiday falls on a Saturday, it is usually observed the preceding Friday. When it falls on a Sunday, it is usually observed the following Monday.
2. Full time employees, who work 40 hours per week, earn Paid Time Off (PTO’s) which can be used for vacation days, sick days, bereavement leave, and other personal reasons.
- All full time **exempt** employees who work 40 hours per week, are eligible to earn, thirty-three (33) annual leave days accumulated at the rate of 11 hours per pay period.
 - FT, **non-exempt** employees working 40 hours per week are eligible to earn twenty-eight (28) annual leave days, accumulated at the rate of 9.33 hours per pay period.
 - If a Holiday falls during the time of approved leave, holiday hours can be recorded on the timecard.
 - Leave time is accrued from year to year. However, total accrued leave shall not exceed 40 days annual accrual in accordance with the schedule provided.
 - Upon termination, accumulated leave will be paid only up to a limit of 264 hours for exempt employees, 224 hours for non-exempt employees, and a maximum of 96 hours for eligible part time employees, unless otherwise approved by the Board of Directors.
 - Employees who have unused, annual leave hours and change from full time to part time status will systematically draw down the retained hours until below the maximum allowable accrued amount is reached.
 - If using the hours for sick leave, the employee must give notice as soon as the need is known so that adequate staff coverage can be provided.
 - Annual leave adjustments for a FT Employee who voluntarily terminates will be made in the next pay period following the last day of employment.
 - FT Employees who are terminated without prior notice because of insubordination, dishonesty, misconduct, etc. forfeit all rights to fringe benefits including, but not limited to, payment of accumulated leave.

SUBJECT: EMPLOYEE CONDUCT

POLICY: The COALITION will have a policy regarding employee conduct in respect to confidentiality and discretion in regards to COALITION business.

PROCEDURE:

1. An employee's conduct should speak well of their position as an employee of the COALITION and exercise complete discretion regarding matters concerning official business. Confidential information must be kept confidential. A confidentiality agreement form will be signed and kept in the personnel file.
2. Conflict of Interest
 - Employees will not engage in any activity or conflict of interest determined to interfere with the goals and objectives of the Coalition. An employee may expect swift and immediate action if they deviate from this policy.
3. Political Activities
 - Coalition employees may not take any active part in a political campaign during working hours or within any period of time in which they are expected to perform services for and receive compensation from the Coalition.

SUBJECT: EQUAL EMPLOYMENT OPPORTUNITY

POLICY: The COALITION will provide opportunities for employment and advancement without discrimination based on the following factors: race, color, religion, creed, national origin, ancestry, disability, sex, sexual orientation, or age.

PROCEDURE:

1. Strictly follow personnel procedures that will ensure equal opportunity for all people without regard to race, color, religion, creed, national origin, sex, sexual orientation, age, ancestry, marital status, disability, veteran or draft status.
2. Comply with all the relevant and applicable provisions of the Americans with Disabilities Act ("ADA"). The COALITION will not discriminate against any qualified individual with respect to any terms, privileges, or conditions of employment because of a person's mental or physical disability.
3. Make reasonable accommodation wherever necessary for all employees or applicants with disabilities, provided that the individual is otherwise qualified to safely perform the duties and assignments connected with the job and provided that any accommodations made do not require significant difficulty or expenses.
4. Achieve understanding and acceptance of the COALITION's policy on Equal Employment Opportunity by all employees and by the communities in which the COALITION operates.
5. Thoroughly investigate instances of alleged discrimination and take corrective action if warranted.
6. Be continually alert to identify and correct any practices by individuals which are at variance with the intent of the Equal Employment Opportunity Policy.

SUBJECT: GENERAL OFFICE CONDITIONS

POLICY: The COALITION will have rules for office conditions.

PROCEDURE:

1. Contractual Arrangements

- Only the Executive Director is authorized to enter into any agreement or commitment that pays Coalition funds to any person(s) or organization.

2. Property and Liability

- The Coalition's operations and property are covered by liability insurance. All matters pertaining to (or situations involving) liability insurance coverage should be promptly reported to the Executive Director.

3. News Releases

- Only employees authorized by the Executive Director may release information to the news media that represents the Coalition's views or policy.

4. Change in Employee Records

- It is very important for an employee to report all changes in their employee records to the Coalition. This includes changes in the employee's name, address, telephone number, marital status, number of dependents, additional educational courses, and completed degrees.

5. Dress Code

- An employee's dress must be consistent with the professional nature of the organization. Acceptable business casual attire should be worn at all times.

6. Long distance calls

- An employee must keep complete and accurate records for all long distance calls. Forms are supplied.

7. Travel

- An employee is reimbursed for mileage on a monthly basis or as needed. Forms are supplied. The Executive Director must approve and sign them along with the employee. Expenses must not exceed allowable amounts.
- Travel expenses are in the budget, yet employees are responsible for determining a method and cost of travel that is economical and in the best interest of the Coalition.
- The Executive Director will consult the Board of Directors to authorize travel for other individuals that are not permanently related to the Coalition, but are engaged in a temporary assignment with the Coalition.
- Travel includes any official business assignment that takes the employee away from their regular place of employment, when it is considered reasonable and necessary.

SUBJECT: EMPLOYEE TIMESHEET REPORTING

POLICY: To establish a procedure for the accurate reporting, approval and payment of employee payroll.

PROCEDURE:

1. Each employee will maintain a record of their time, by funding source, on the authorized Employee Timesheet Form covering the current payroll period. The employee will sign the form to certify the accuracy of the data reported and provide same to the Executive Director.
2. The Executive Director will review the timesheet for accuracy and approve by signing the certification at the bottom of the authorized timesheet form.
3. The approved timesheet will be provided to the Administrative Assistant who will draft the payroll breakdown for benefits, wages and taxes/fees. The Administrative Assistant will report timesheet information to the Staff Leasing Company for preparation of payroll checks and performance of payroll duties.
4. A Payroll Worksheet showing amounts for benefits, wages, and taxes/fees, by funding source, will be reviewed and approved by the Executive Director and input into QuickBooks by the Administrative Assistant.
5. Payroll checks will be issued and distributed by the Staff Leasing company.
6. Quickbooks Payroll entries will be reviewed, monthly by the Finance Manager as part of the monthly Budget-vs-Actual review prepared for the Executive Director and Board.

SUBJECT: MILEAGE/TRAVEL REIMBURSEMENT POLICY

POLICY: Recognizing the importance of staff and Board member participation in meetings on local, regional, and state levels, a reimbursement policy is established to ensure full involvement of Healthy Start staff and/or Board members without incurring additional expenses.

PROCEDURE:

1. Attendance at approved meetings will be reimbursed per state policy. In keeping with Federal policies, the following expenses can be paid:
 - a. Airfare and/or mileage to approved meetings as appropriate. Mileage reimbursement will be at the Internal Revenue Service (IRS) current year's approved standard mileage rates for taxpayers to use in computing the deductible costs of operating an automobile for business. (2022 standard rate is \$0.585 per mile) and \$0.445 per mile will be charged against State/Waiver funded earnings and the balance charged to "Unrestricted" funds. Mileage is calculated from the Coalition office to the point of destination and back and supported by mileage calculation documentation, i.e. Mapquest, Google Maps, etc.
 - b. Reimbursement of hotel accommodations. (Overnight traveling will be reimbursed for single occupancy rate to be supported by invoice)
 - c. Meal allowance daily up to \$36.00 per day.
2. Consumers who are not COALITION members but who are requested to serve on "ad hoc" or standing committees by the COALITION Executive Director can be reimbursed with the advance approval of the Executive Director in accordance with the above policies.
3. All expenses must be supported by a receipt.
4. If travelers are gratuitously transported, housed, or fed by another person, they may not submit expenses.
5. Incidental expenses such as taxi fare, tolls, registration fees, etc. are eligible for reimbursement with appropriate documentation.
6. Authorization Forms for attendance at a convention/conference must be completed in advance for approval.
7. Travel expense advancements (not to exceed 80% of the estimated expenses) can be authorized by the Executive Director to lower anticipated travel costs to employees.
8. All local business travel reimbursements will be in accordance with the current Internal Revenue Service (IRS) annual rate of reimbursement for business travel (currently Notice 2022-23) and supported by mileage calculation documentation, i.e. Mapquest, Google Maps, etc.

Rev 7/1/2022

SUBJECT: PERFORMANCE EVALUATION

POLICY: The COALITION shall ensure that staff performs their duties well through conducting periodic evaluation.

PROCEDURE:

1. Every new employee is subject to a three month probationary period in order to assess the person's ability to transition into his/her specific work assignment. Benefits will accrue during this time. Termination may occur with or without cause during the probationary period and result in the employee not being considered for rehire or entitles to any recourse.
2. Employee Performance Evaluations are conducted annually, or if the Executive Director elects at more frequent intervals. Each employee is asked to read and sign the final evaluation report, which is filed in his/her personnel file.
3. If the employee disagrees with any portion of the Performance Evaluation, he/she may elect to attach a comment to it, which will also remain in the Personnel file.
4. Categories outlined in the Performance Evaluation include, but are not limited to: job knowledge and training, judgment, responsibility, initiative, versatility, creativity, diligence, quality of work, cooperation and relationship with others, and leadership. The evaluation shall be used as a basis for continued employment, salary increases, dismissal, and demotion.
5. Absenteeism is discouraged, since good attendance record is a condition of continued employment. Chronic lateness or absenteeism creates hardship to coworkers who must carry an additional workload. Excessive tardiness or absences without advance notice may be reason for termination.
6. The COALITION requires two weeks notice in the event of voluntary termination.
7. For involuntary terminations such as death, for accrual purposes, the termination date is the date of death.
8. For involuntary terminations due to lay offs and insufficient funds to employ someone for a specific position, two weeks notice will be given and accrued annual leave up to the maximum allowed is paid on the next pay period following dismissal.
9. Immediate termination can result from an employee's failure to meet work standards, dishonesty, fraud, disloyalty, misconduct, and insubordination. The decision to dismiss a staff member for cause is made between the Executive Director and Board of Directors. Termination may be made without prior notice for cases of insubordination, dishonesty, and fraud. In such cases an employee forfeits all rights to fringe benefits including but not limited to payment for accumulated leave.
10. For employees with poor performance, future references will only include start and end dates of employment.

SUBJECT: SEXUAL HARASSMENT

POLICY: The COALITION shall protect employees from sexual harassment.

PROCEDURE:

1. Unwelcome sexual advances, requests for sexual favors and other verbal or physical contact of a sexual nature constitute sexual harassment when:
 - Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
 - Submission or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
 - Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.
2. Any employee that believes they have been harassed should report the misconduct to the supervisor. If the supervisor is part of the problem, then the incident should be reported to a member of the Board of Directors. Supervisor or Board of Directors will review the matter and decide the best course of action that will ensure the safety and well being of all employees.
3. All employees are assured, by policy and the law, the opportunity to work in an environment free of discrimination and harassment.

SUBJECT: SMOKE-FREE/DRUG-FREE WORKPLACE

POLICY: The COALITION declares non-smoking rules that promote a smoke free environment and in compliance with the Drug-Free Workplace Act of 1998, the COALITION has established a drug-free/alcohol-free employee work environment.

PROCEDURE:

1. Employees will be aware that there will be no smoking in the office or on the grounds.
2. Drug tests are required prior to employment.
3. If there is any suspicion of drug/alcohol use, the employee can be sent for a random drug tests.

SUBJECT: USE OF ELECTRONIC MEDIA

POLICY: The COALITION will have a policy that sets forth general principles for COALITION employees to apply to the use of electronic media and services.

PROCEDURE:

- Electronic media includes computers, e-mail, telephones, voicemail, fax machines, external electronic bulletin boards, on-line services, the internet, etc. that are designed to facilitate COALITION business communications among employees and business associates. Employees shall use electronic media to perform their professional duties and not for personal gain or to support or advocate for non-business related activities.
- All data and other electronic messages within these systems are the property of the COALITION and not the employees. Therefore, the use of passwords on individual files is prohibited, unless authorized by the Executive Director.
- The COALITION's electronic media may not be used for knowingly transmitting, retrieving, or storing any communications of a discriminatory or harassing nature, or which are derogatory to any individual or group, or which are obscene or X-rated communications, or for "chain letters", or any other purpose which is illegal, against policy, or contrary to the interest of the COALITION.
- Limited, occasional, or incidental personal, non-business use of electronic media is understandable and acceptable. However, employees need to demonstrate a sense of responsibility and may not abuse the privilege. Any personal stored personal information on business equipment may be accessed, reviewed, copied, deleted, or disclosed. Remember that the system is not a private communication system, even if password protected.
- The system is not intended to be a personal bulletin service. Solicitations, offers to buy and sell goods, or services, and other personal messages to groups via the system are subject to the same rules imposed for such messages on bulletin boards and may be prohibited.
- Employees must respect the confidentiality of other people's electronic communications and may not attempt to "hack" into other systems or send electronic communications which attempt to hide the identity of the sender.
- Anyone obtaining electronic access to other companies or individual's materials must respect all copyrights and may not copy, retrieve, modify, or forward copyrighted materials except as permitted by the copyright owner or a single copy for reference use only.
- Each employee is responsible to update the computer he/she uses for the following:
 1. Computers are equipped with an Anti-virus program that should be updated and run on a weekly basis.
 2. Computers should be updated of all critical updates in Window's Update weekly. (this is found through the start button)
 3. Computers are equipped with an anti-spyware program that should be updated and run weekly.

SUBJECT: WHISTLEBLOWER

POLICY: This policy is to encourage Board members, staff (paid and volunteer) and others to report suspected or actual occurrence(s) of illegal, unethical or inappropriate events (behaviors or practices) without retribution.

PROCEDURE:

1. The Whistleblower should promptly report the suspected or actual event (hereinafter called Concerns) to his/her supervisor.
2. If the Whistleblower would be uncomfortable or otherwise reluctant to report to his/her supervisor, then the Whistleblower could report Concerns to the next highest or another level of management, including to an appropriate Board member.
3. The Whistleblower can report Concerns with his/her identity or anonymously.
4. The Whistleblower shall receive no retaliation or retribution for a report that was provided in good faith – that was not done primarily with malice to damage another or the organization.
5. The Whistleblower who makes a report that is not done in good faith is subject to discipline, including termination of the Board or employee relationship, or other legal means to protect the reputation of the organization and members of its Board and staff.
6. Anyone who retaliates against the Whistleblower (who reported Concerns in good faith) will be subject to discipline, including termination of Board or employee status.
7. Crimes against person or property, such as assault, rape, burglary, etc., should immediately be reported to local law enforcement personnel.
8. Supervisors, managers and/or Board members who receive the reports must promptly act to investigate and/or resolve the issue.
9. The Whistleblower shall receive a report within five business days of the initial report, regarding the investigation, disposition or resolution of the Concerns. It will not be possible to acknowledge receipt of anonymously submitted Concerns.
10. If the investigation of a report, that was done in good faith and investigated by internal personnel, is not to the Whistleblower's satisfaction, then he/she has the right to report Concerns to the appropriate legal or investigative agency.
11. The identity of the Whistleblower, if known, shall remain confidential to those persons directly involved in applying this policy, unless the issue requires investigation by law enforcement, in which case members of the organization are subject to subpoena.