



CHAPTER 11

ESTABLISHING THE FRAMEWORK

CHAPTER AGREEMENT AND CERTIFICATION

GOALS OF THE SECTION

- ❧ To provide an overview of the relationship between the national ministry and local chapters.
- ❧ To understand the role and responsibilities of the national ministry and local chapters.
- ❧ To understand the local chapter agreement.
- ❧ To gain an introduction to the type of standards involved in chapter certification.

The two of them made a covenant before the Lord.

—1 Samuel 23:18

NWC: RELATIONSHIP BETWEEN THE NATIONAL MINISTRY AND THE LOCAL CHAPTERS

Purpose of NWC Chapter Agreement

In earlier sections, we addressed the mechanics of recruiting a development team and setting up a local NWC chapter. This developmental work of a prospective NWC chapter ends with the signing of a NWC chapter agreement. At that point the prospective chapter becomes an approved chapter. Because that "signing" is a primary goal of the developmental work, here we will look at the chapter agreement and certification requirements—so we know what we're aiming for, what the "building frame" will look like.

A NWC chapter agreement lays out the terms under which the newly formed chapter will operate locally and in relationship to the national office of NWC. All NWC chapters are required to maintain the terms of the agreement, which will be renewed through a certification process. By having each chapter agree to specific obligations, NWC is able to set national standards to achieve continuity in the essential areas of program policy and operation while still allowing for diversity within each local chapter.

The Role of the National NWC Ministry

The NWC chapters are local extensions of NWC and bear the image of the national ministry. The term *national ministry* refers to the vision-raising, purpose-stating, direction-setting, and policy-making function as

developed by the officers and board of directors of NWC. The national ministry provides the NWC model, training, key materials, ongoing technical assistance, networking opportunities, fund-raising assistance, and public relations efforts on the national and local level. Instead of charging a church affiliation fee, NWC national retains 10 percent of donations derived from chapter fund development efforts.

The following outlines the role of the NWC national ministry in relation to the local partnership agreement:

- **Statement of Faith.** NWC national ministry will make known its Statement of Faith to all staff, board members, and volunteers of this ministry, and insist on the ministry's adherence to it, both nationally and locally. (See the NWC Statement of Faith.)
- **Mission Statement.** The national ministry will promote the mission of NWC and maintain the focus as stated. (See the NWC Mission Statement, Chapter 1.)
- **Prayer.** The national ministry will place an emphasis on prayer for guidance and direction of all national efforts as well as for the development and perseverance of the local chapters.
- **Integrity and credibility.** NWC, by God's grace, will pursue its mission and proclaim its message in such a way as to maintain its integrity and credibility in

regard to national and local chapter efforts.

- Fiduciary responsibility. NWC national ministry will set up and follow financial and accounting procedures that will enable it to maintain its IRS status; its Evangelical Council for Financial Accountability accreditation; and its financial integrity with volunteers and donors, both nationally and locally.
- Training. The national ministry will develop and maintain a quality program for the training of local development team leaders, advisory council members, and program directors. The national ministry will also supply the leadership training materials for volunteer training.
- Legal responsibility. The national ministry will maintain policies and procedures that help protect the ministry from unnecessary legal liabilities and problems.
- Human resource policy. The national ministry will establish human resource policy to maintain compliance with employment law and assure standards for all NWC national and local staff members.
- Chapter certification. Certification is under review and refinement. The parameters involved will include the revision of certification standards, levels of certification, and how the national office, local leadership, and peer evaluation will be involved in this important process.

SPECIFICS: WHAT SERVICES DO YOU GET FOR YOUR 10 PERCENT? _____

Instead of charging a chapter affiliation fee, NWC national retains 10 percent of donations derived from chapter fund development efforts. This 10 percent covers services and benefits including:

- Corporation and tax-exempt status as a part of a legitimate nonprofit (501)(c)(3) organization recognized by the IRS. All required filing and reporting are provided by the national organization.
- Permission to use the NWC name and trademark on all local publications and stationary.
- Employee and payroll management (tax and Social Security withholding, insurance payments, and retirement plan).
- Health and retirement benefits for chapter employees that qualify.
- Unemployment coverage for six months in the event of a layoff for chapter employees.
- Cash advance against operating costs for three months during periods of diminished income to the chapter.
- Tertiary liability coverage for volunteers of up to \$1 million (effective FY 98-99 only).
- Donor management to include recording all local donations, providing timely receipts to donors, and providing monthly status reports on budget and revenue to chapter.
- Quarterly national newsletter featuring information and stories about local chapters, including your own.
- Printed promotional materials available at cost.
- Training (Getting Started, New Director Orientation, Mid-year and Annual Conferences).
- Volunteer training programs and materials (basic, trauma, and continuing education).
- Ongoing technical assistance for program operation, fund raising, and other chapter support.
- Provision of a 1-800 number for the national ministry.
- Assistance with developing and writing foundation grants.

Other benefits include:

- National public awareness and outreach efforts.
- National network of other chapters to learn from and share with.
- Research and development of new products, programs, and research in victim assistance.

And—the national staff's prayers and tireless devotion to your chapter's success.

EXPLANATION OF NEIGHBORS WHO CARE CHAPTER AGREEMENT _____

On the following page is the official agreement establishing a NWC chapter. The agreement should be signed by the local advisory council chair and program director, representing the chapter; and the NWC president and NWC national board chair, representing the national organization.

NEIGHBORS WHO CARE CHAPTER AGREEMENT

We, the members of the Neighbors Who Care chapter council in _____ with reliance on God, agree to uphold and support the ministry of Neighbors Who Care during the period _____ and to ensure adherence to the following ten standards:

1. We affirm the Neighbors Who Care Statement of Faith and agree to ensure that the chapter remains faithful to it.
2. We affirm the Neighbors Who Care Mission Statement and agree to ensure that all activities of the local chapter fit within its scope.
3. We agree to work to provide ministry opportunities for churches and church members to serve victims of crime in the name of Christ.
4. We agree to pray regularly for victims of crime and all those locally involved with the NWC ministry.
5. We agree that all financial matters of the chapter will be conducted with honesty and integrity and in accordance with Neighbors Who Care financial policies.
6. We agree to have responsibility, with the program director, to develop and raise the approved annual budget for the chapter.
7. We agree to develop and review an annual plan and to ensure adherence to it throughout the year.
8. We agree to support the chapter program director and to encourage his or her spiritual growth and maturity.
9. We agree to comply with the minimum annual certification requirements.
10. We agree to promote and support the national ministry and vision of Neighbors Who Care through financial support of ten percent (10%) of all funds locally.

NWC Chapter Advisory Council Chair

Date

Program Director

Date

National Board Chair

Date

President

Date

NWC CHAPTER CERTIFICATION

Certification of a NWC chapter will be conducted periodically once the chapter agreement is signed and the chapter begins actual service to victims. The actual certification process is currently under review and refinement. Standards that may be included in the certification process include:

- Fund development efforts to meet budget requirements.
- Types and level of services offered by the chapter.
- Number and type of victims served.
- Level and type of involvement of churches in the chapter.
- Working referral agreements with law enforcement and/or victim service agencies are in place. Signed agreements are in place if needed.
- Volunteer involvement and levels of volunteer training received.
- Number and type of volunteer trainings and volunteer fellowships and/or recognitions held annually.
- Level and type of public awareness and outreach efforts held in the community annually.
- Operational and financial reporting conducted thoroughly and submitted in a timely manner.

As it becomes available, information on the certification process will be sent to each local chapter.