



Northeast Institute for Quality Community Action

Sample Community Action Agency Board Manual/Handbook.

Overview.

Board Manuals are a useful resource to help new Board members quickly become familiar with agency Board, management and service operations. For new and veteran members the Manual is a useful reference source to help address questions that may arise during a members term of service. The receipt and use of the Manual is a key element of the Board member’s “Duty of Care.” Distribution of the Manual also assures that the agency is performing due diligence in communicating essential information regarding legal standards and policy requirements (e.g., Conflict – of – Interest Disclosure).

The Board Manual should be presented to new members in a durable and attractive loose leaf binder with a Table of Contents and labeled Sections at the time of their Orientation to the agency. The binder should lend itself to ease of update so the information remains current throughout the members agency service.

The following information which should be included in the CAA Board Manual:

TABLE OF CONTENTS.

SECTION 1. CONTACT INFORMATION AND MEETING CALENDAR.

- ❖ Board Member Roster.
- ❖ Board Meeting Dates, Times and Locations for the Current Year.
- ❖ Contact Information for the Agency and the Executive/CEO.

SECTION 2. LEGAL DOCUMENTS.

- ❖ Agency Articles of Incorporation
- ❖ Agency Bylaws
- ❖ CSBG Federal (US Code Title 42, Chapter 106) and State Regulations
- ❖ OCS IM 82
- ❖ IRS Determination Letter.
- ❖ Other State/Federal Laws or Regulations as needed or appropriate.

SECTION 3. BOARD INFORMATION.

- ❖ Board Member Job Description.
- ❖ Overview of Board Officers and Standing or Ad Hoc Committees
- ❖ Conflict-of-Interest Policy and Disclosure Form.
- ❖ Board/Officer Liability Insurance Coverage Summary
- ❖ Meeting Related Expense Reimbursement Policy/Procedure.
- ❖ Agency Fundraising Activities, Plan and Board Commitment.
- ❖ Copy of Board Assessment Survey.
- ❖ Listing of Agency Sites/Facilities.

SECTION 4. AGENCY FINANCES.

- ❖ Copy of Current Agency Budget.
- ❖ Summary Pages of Most Recent Agency Audit
- ❖ Sample Treasure's Report to the Board
- ❖ Notification of Availability of agency IRS 990 Report for Review

SECTION 5. OPERATIONS, PLANS AND STRUCTURE.

- ❖ Copy of Agency Organization Chart.
- ❖ Copy of Agency Mission Statement
- ❖ Copy of Strategic Plan Summary Goals and Objectives.
- ❖ Summary Listing of Agency Programs by Location.
- ❖ Web Site Address
- ❖ Marketing Plan - Sample of Materials

SECTION 6. OTHER INFORMATION.

- ❖ List of Key Common Terms and Acronyms Definitions.
- ❖ ROMA Summary Guide.
- ❖ Summary: Robert's Rules.