



DANVILLE
RESCUE
HOPE, HELP, HEAL

FRAMEWORK &
GUIDELINES

SUBMITTED &
APPROVED 2024

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MISSION & VISION

Mission - We are committed to fostering a community of hope, dignity, and empowerment, guiding those we serve towards stability and self-sufficiency, by providing compassionate and comprehensive support services to individuals and families in need.

Vision - To be a beacon of hope and a catalyst for positive change in the Danville community. Through our integrated support services, we envision a future where every individual has access to safe shelter, nourishing food, essential resources, and the opportunity to rebuild their lives with dignity and respect. With Christ at our center, we strive to create a compassionate and inclusive environment where all can thrive and achieve their fullest potential.

BOARD STRUCTURE & ROLES

BOARD COMPOSITION

Number of Board Members: The Board of Directors shall consist of no fewer than 5 and no more than 9 members. This range ensures adequate representation and diversity of perspectives while maintaining a manageable size for effective decision-making.

Qualifications: Board members should possess a commitment to the mission and vision of Danville Rescue and demonstrate relevant expertise in areas such as non-profit management, finance, legal, social services, healthcare, community development, marketing and fundraising. Additionally, members should exhibit strong leadership, strategic thinking, and collaborative skills.

Diversity Requirements: Danville Rescue is committed to fostering diversity, equity, and inclusion. The Board shall reflect the diverse communities we serve, ensuring representation across various dimensions, including but not limited to race, gender, age, socioeconomic background, and professional experience. Efforts shall be made to recruit members from underrepresented groups to ensure diverse perspectives and inclusive decision-making.

ROLES & RESPONSIBILITIES

Chairperson/President:

- **Leadership:** Preside over all board meetings and ensure that meetings are conducted effectively and efficiently.
- **Governance:** Oversee the implementation of board policies and decisions.
- **Representation:** Serve as the primary spokesperson for the board and represent the organization at official functions.

BOARD STRUCTURE & ROLES

ROLES & RESPONSIBILITIES CONT'D

Chairperson/President (Cont'd):

- **Liaison:** Act as a liaison between the board and the executive director.

Vice-Chairperson/Vice President:

- **Support:** Assist the Chairperson in their duties and assume the Chairperson's responsibilities in their absence.
- **Projects:** Lead special projects or initiatives as assigned by the Chairperson.
- **Succession:** Prepare to succeed the Chairperson, if necessary, ensuring continuity in leadership, also lead meetings when the absence of the president.

Secretary:

- **Documentation:** Keep accurate minutes of board meetings and ensure they are distributed to board members in a timely manner.
- **Records Management:** Maintain official records, including bylaws, policies, and board member information.
- **Communication:** Handle board correspondence and ensure effective communication within the board and with external stakeholders.

Treasurer:

- **Financial Oversight:** Monitor the financial health of the organization and ensure proper financial management.
- **Reporting:** Present financial reports at board meetings and oversee the preparation of the annual budget.
- **Compliance:** Ensure compliance with financial policies and regulatory requirements, including overseeing audits and financial reviews.

BOARD STRUCTURE & ROLES

ROLES & RESPONSIBILITIES CONT'D

All Board Members:

- Participation: Actively participate in board meetings, discussions, and decision-making processes.
- Committees: Serve on at least one committee and contribute to its work.
- Advocacy: Advocate for the organization's mission and programs within the community and assist with fundraising efforts.
- Evaluation: All leadership will be annually evaluated to hold each person accountable.

COMMITTEES

Executive Committee:

- Composition: Consists of the Chairperson, Vice-Chairperson, Secretary, Treasurer, and any other members deemed necessary.
- Role: Handle urgent matters between board meetings and make recommendations to the full board. The Executive Committee shall not have the authority to alter board policies.
- Role: Oversee board recruitment, orientation, and training. Evaluate board performance and ensure compliance with bylaws and governance best practices.

Finance Committee:

- Composition: Chaired by the Treasurer and includes members with financial expertise.
- Role: Oversee the financial operations, including budgeting, financial reporting, audits, and compliance. Recommend financial policies to the board.

BOARD STRUCTURE & ROLES

COMMITTEES CONT'D

Program Committee:

- Composition: Includes members with experience in social services, program development, and evaluation.
- Role: Monitor the effectiveness of the men's shelter, women's shelter, thrift store, and soup kitchen programs. Recommend improvements and new initiatives to the board.

Fundraising Committee:

- Composition: Includes members with fundraising, marketing, and public relations expertise.
- Role: Develop and implement fundraising strategies, organize fundraising events, and cultivate donor relationships. Ensure the organization meets its fundraising goals.

Advisory Committee:

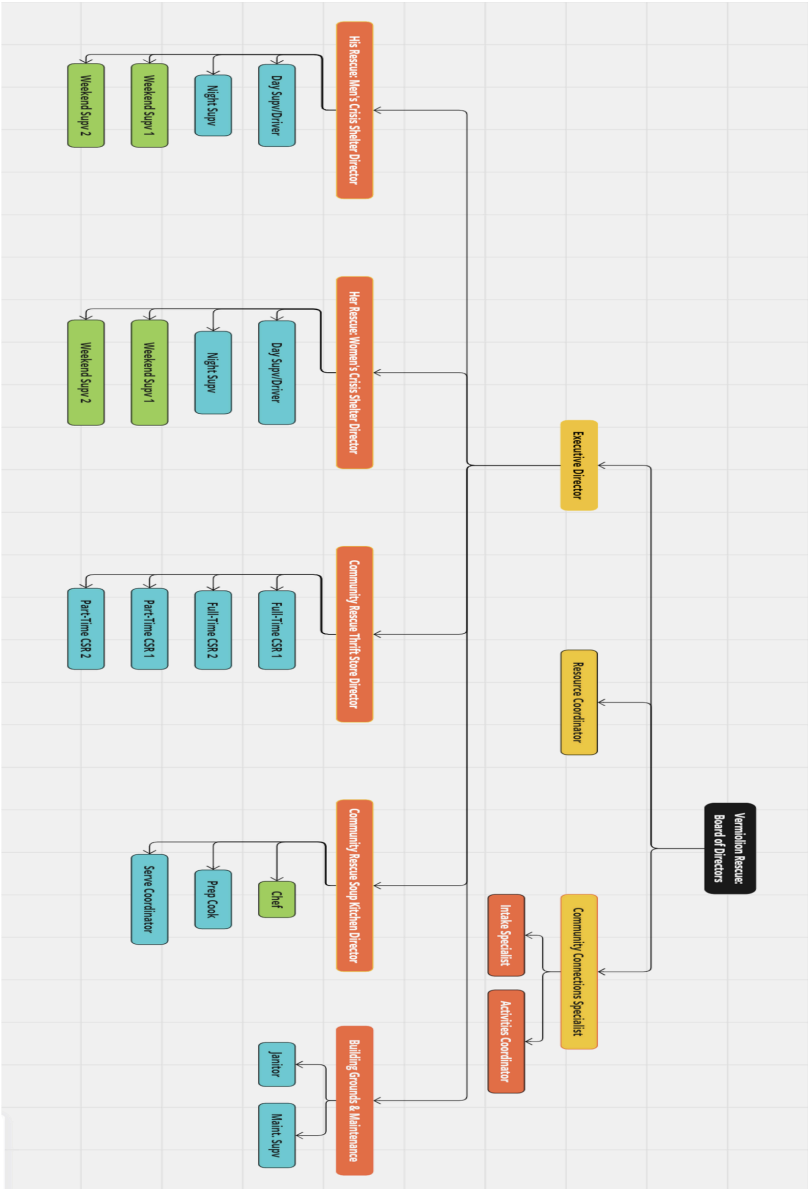
- Composition: Includes advisory members with various expertise.
- Role: Advise board on important policy changes, Evaluate board performance and ensure compliance with bylaws and governance best practices.

Ad Hoc Committees:

- Role: Formed as needed to address specific issues or projects. Members are appointed by the Chairperson and serve until the task is completed.

BOARD STRUCTURE & ROLES

ORG CHART



GOVERNANCE POLICIES

BYLAWS

Article I: Name and Purpose

Section 1: Name The name of this organization shall be [Danville Rescue].

Section 2: Purpose The purpose of Danville Rescue is to be committed to fostering a community of hope, dignity, and empowerment, guiding those we serve towards stability and self-sufficiency, by providing compassionate and comprehensive support services to individuals and families in need.

Article II: Membership

Section 1: Membership The organization shall not have members. The business and affairs of the organization shall be managed by its Board of Directors (the "Board").

Article III: Board of Directors

Section 1: General Powers The Board shall manage the affairs of the organization and exercise all corporate powers.

Section 2: Number and Qualifications The Board shall consist of no fewer than [5] and no more than [8] directors. Directors shall have a strong commitment to the mission of the organization and relevant expertise.

Section 3: Election and Term of Office Directors shall be elected by a majority vote of the Board at the annual meeting. Each director shall serve a term of 3 years and may be re-elected for 2 consecutive terms.

GOVERNANCE POLICIES

BYLAWS CONT'D

Section 4: Resignation and Removal A director may resign at any time by giving written notice to the Board. Any director may be removed by a two-thirds vote of the remaining directors for conduct detrimental to the interests of the organization.

Section 5: Vacancies Any vacancy on the Board may be filled by a majority vote of the remaining directors. A director elected to fill a vacancy shall serve for the remainder of the unexpired term.

Article IV: Officers

Section 1: Officers The officers of the organization shall be a Chairperson, Vice-Chairperson, Secretary, and Treasurer. The Board may elect or appoint other officers as deemed necessary.

Section 2: Election and Term of Office Officers shall be elected annually by the Board at the annual meeting. Each officer shall serve a term of 2 years and may be re-elected.

Section 3: Duties

- **Chairperson:** Presides over all meetings, ensures the execution of board decisions, and represents the organization.
- **Vice-Chairperson:** Assists the Chairperson and assumes the Chairperson's duties in their absence.
- **Secretary:** Keeps minutes of all meetings, maintains records, and ensures proper notice of meetings.
- **Treasurer:** Manages financial records, presents financial reports, and oversees the budget.

GOVERNANCE POLICIES

BYLAWS CONT'D

Section 4: Resignation and Removal An officer may resign at any time by giving written notice to the Board. Any officer may be removed by a majority vote of the Board.

Article V: Committees

Section 1: Executive Committee The Executive Committee shall consist of the officers and shall have the authority to make decisions between board meetings, subject to ratification by the full Board.

Section 2: Standing Committees The Board shall establish standing committees, including but not limited to:

- **Finance Committee:** Oversees financial planning and reporting.
- **Program Committee:** Oversees the shelters, thrift store, and soup kitchen programs.
- **Advisory Committee:** Advise board on important policy changes, Evaluate board performance and ensure compliance with bylaws and governance best practices.
- **Fundraising Committee:** Plans and executes fundraising activities.

Section 3: Ad Hoc Committees The Chairperson may establish ad hoc committees for specific tasks or projects.

Article VI: Meetings

Section 1: Regular Meetings The Board shall hold regular meetings at least 4 times per year at a time and place determined by the Board.

Section 2: Annual Meeting The annual meeting shall be held within 3 months of the start of the fiscal year. One month before the end of the fiscal year the election of directors and officers and the transaction of other business will be done.

GOVERNANCE POLICIES

BYLAWS CONT'D

Section 3: Special Meetings Special meetings may be called by the Chairperson or any [3] directors upon written request.

Section 4: Notice Notice of meetings shall be given to all directors at least 2 days in advance by mail, email, or telephone.

Section 5: Quorum A quorum shall consist of a majority of the directors. If a quorum is not present, the meeting may proceed but no official actions shall be taken.

Section 6: Voting Each director shall have one vote. Decisions shall be made by a majority vote of those present, except where otherwise required by these bylaws.

Article VII: Conflict of Interest

Section 1: Conflict of Interest Policy Directors shall disclose any potential conflicts of interest and abstain from voting on matters where a conflict exists and a copy shall be signed off on every year.

Section 2: Annual Disclosure Directors shall annually disclose any potential conflicts of interest.

Article VIII: Financial Management

Section 1: Fiscal Year The fiscal year of the organization shall be [Jan 1] to [Dec 31.]

Section 2: Budget The Board shall adopt an annual budget before the start of the fiscal year.

Section 3: Financial Records The Treasurer shall ensure that accurate financial records are maintained and that a financial compilation is conducted annually.

GOVERNANCE POLICIES

BYLAWS CONT'D

Section 4: Checks and Disbursements All checks, drafts, and orders for the payment of money shall be signed by the Treasurer or other authorized officers as designated by the Board, each check requiring 2 signatures.

Article IX: Indemnification

Section 1: Indemnification The organization shall indemnify directors and officers to the fullest extent permitted by law against expenses incurred in connection with the defense of any action in which they are made parties by reason of being directors or officers.

Article X: Amendments

Section 1: Amendments These bylaws may be amended by a two-thirds vote of the Board at any regular or special meeting, provided that notice of the proposed amendment is given at least [7] days in advance.

CODE OF ETHICS

The Board of Directors of Danville Rescue is committed to maintaining the highest standards of ethical conduct and integrity in all aspects of its operations. This Code of Ethics serves as a guideline for the behavior and decision-making processes of the board members, staff, and volunteers. The following principles are essential to uphold the mission and values of Danville Rescue and a copy must be signed and filed annually for each board member:

1. Integrity and Honesty:

- Board members shall act with integrity and honesty in all dealings related to the organization.
- They shall avoid any form of deceit, fraud, or misrepresentation.

GOVERNANCE POLICIES

CODE OF ETHICS CONT'D

2. **Accountability and Responsibility:**

- Board members are accountable for their actions and decisions and must act in the best interests of the organization.
- They shall fulfill their duties with diligence and in accordance with the bylaws and applicable laws.

3. **Transparency:**

- The Board shall conduct its operations transparently, ensuring that stakeholders have access to accurate and timely information.
- Financial records, minutes of meetings, and other important documents shall be maintained and made available as appropriate.

4. **Confidentiality:**

- Board members shall respect the confidentiality of sensitive information acquired in the course of their duties.
- They shall not disclose any confidential information unless authorized or legally obligated to do so.

5. **Conflict of Interest:**

- Board members shall avoid conflicts of interest and disclose any potential conflicts promptly.
- They shall recuse themselves from discussions and decisions where a conflict of interest exists.

GOVERNANCE POLICIES

CODE OF ETHICS CONT'D

6. **Respect and Fairness:**

- Board members shall treat all individuals with respect, fairness, and dignity.
- They shall promote an inclusive environment that values diversity and does not tolerate discrimination or harassment.

7. **Compliance with Laws and Policies:**

- Board members shall comply with all applicable laws, regulations, and organizational policies.
- They shall ensure that the organization adheres to ethical practices in all its operations.

8. **Stewardship of Resources:**

- Board members shall ensure the responsible use and management of the organization's resources.
- They shall prioritize the organization's mission and goals in all financial and operational decisions.

9. **Commitment to Mission:**

- Board members shall demonstrate a strong commitment to the mission and vision of Danville Rescue.
- They shall work collaboratively to advance the organization's goals and serve the community effectively.

By adhering to this Code of Ethics, the Board of Directors of Danville Rescue upholds the integrity and reputation of the organization, fostering trust and confidence among stakeholders and the community it serves.

STRATEGIC PLANNING

GOALS AND OBJECTIVES

Short-term Goals (by end of September 2024):

1. Men's Shelter:

- Balance all outstanding bills to \$0.
- Stage and prepare the facility for reopening.
- Post job descriptions for upcoming positions.
- Create a detailed list of tasks to be completed for reopening.

2. Women's Shelter:

- Balance all outstanding bills to \$0.
- Stage and prepare the facility for reopening.
- Post job descriptions for upcoming positions.
- Create a detailed list of tasks to be completed for reopening.

3. Soup Kitchen:

- Balance all outstanding bills to \$0.
- Stage and prepare the facility for reopening.
- Post job descriptions for upcoming positions.
- Create a detailed list of tasks to be completed for reopening.

4. Thrift Store:

- Organize the store layout and inventory.
- Adjust prices to ensure they are manageable and competitive.
- Monitor sales and implement promotional sales to boost revenue.
- Post job descriptions for upcoming positions.

Organizational Goals:

- Plan a donor tour involving all local churches and businesses.
- Organize a donor banquet to engage potential and existing donors.
- Prepare to apply for various funding opportunities.

STRATEGIC PLANNING

GOALS AND OBJECTIVES CONT'D

Long-term Goals (by end of December 2025):

1. Men's Shelter:

- Achieve full occupancy and maintain a high level of service.
- Implement ongoing job training and support programs for residents.
- Establish partnerships with local businesses for employment opportunities.

2. Women's Shelter:

- Achieve full occupancy and maintain a high level of service.
- Implement ongoing job training and support programs for residents.
- Establish partnerships with local businesses for employment opportunities.

3. Soup Kitchen:

- Serve a minimum of 200 meals per day.
- Develop and maintain partnerships with local food suppliers and donors.
- Implement educational programs on nutrition and healthy living.

4. Thrift Store:

- Increase sales by 25% through improved inventory management and marketing.
- Expand the store's product offerings based on community needs and feedback.
- Establish a loyalty program for repeat customers.

5. Organizational Goals:

- Secure multi-year funding to ensure long-term sustainability.
- Develop a comprehensive volunteer program to support all services.
- Enhance community outreach and awareness efforts.

STRATEGIC PLANNING

GOALS AND OBJECTIVES CONT'D

Performance Metrics

Key Performance Indicators (KPIs):

1. Men's Shelter:

- Financial Stability: Percentage of bills balanced to \$0.
- Readiness for Reopening: Completion rate of staging and preparation tasks.
- Occupancy Rate: Number of residents housed.
- Resident Success: Number of residents securing employment and stable housing.

2. Women's Shelter:

- Financial Stability: Percentage of bills balanced to \$0.
- Readiness for Reopening: Completion rate of staging and preparation tasks.
- Occupancy Rate: Number of residents housed.
- Resident Success: Number of residents securing employment and stable housing.

3. Soup Kitchen:

- Financial Stability: Percentage of bills balanced to \$0.
- Readiness for Reopening: Completion rate of staging and preparation tasks.
- Meal Service: Number of meals served daily.
- Program Participation: Attendance at nutrition and healthy living programs.

4. Thrift Store:

- Organizational Efficiency: Percentage of inventory organized.
- Pricing Strategy: Average time to adjust and manage prices.
- Sales Performance: Monthly sales revenue and number of promotional sales conducted.
- Customer Satisfaction: Customer feedback and repeat customer rate.

STRATEGIC PLANNING

GOALS AND OBJECTIVES CONT'D

Performance Metrics

Key Performance Indicators (KPIs):

5. Organizational Goals:

- Donor Engagement: Number of donor tours and banquets conducted.
- Funding Applications: Number of funding applications submitted and approved.
- Task Completion: Percentage of tasks completed for reopening.
- Community Involvement: Number of partnerships with churches, businesses, and volunteers.

By systematically addressing these goals and monitoring the associated KPIs, Danville Rescue will ensure a structured and effective approach to reopening and operating its men's shelter, women's shelter, thrift store, and soup kitchen, while also fostering strong community relationships and financial stability.

FINANCIAL MANAGEMENT

BUDGETING

PROCEDURES FOR DEVELOPING AND APPROVING ANNUAL BUDGETS:

1. Initial Planning:

- **Timeline:** Begin the budgeting process six months before the start of the new fiscal year.
- **Committee Involvement:** The Finance Committee, chaired by the Treasurer, oversees the budgeting process.

2. Departmental Input:

- **Gathering Data:** Each program (men's shelter, women's shelter, thrift store, and soup kitchen) submits projected expenses and income for the upcoming year.
- **Review of Prior Performance:** Analyze financial performance from the previous year to identify trends and areas for adjustment.

3. Drafting the Budget:

- **Compilation:** The Treasurer compiles all departmental budgets into a comprehensive draft.
- **Initial Review:** The Finance Committee reviews the draft budget, making adjustments as necessary.

4. Approval Process:

- **Board Presentation:** The draft budget is presented to the Board of Directors for review and discussion.
- **Revisions:** Based on board feedback, the Finance Committee makes necessary revisions.
- **Final Approval:** The revised budget is presented for final approval at the annual board meeting. Approval requires a majority vote of the Board of Directors.

FINANCIAL MANAGEMENT

BUDGETING CONT'D

PROCEDURES FOR DEVELOPING AND APPROVING ANNUAL BUDGETS:

5. Implementation and Monitoring:

- Communication: The approved budget is communicated to all departments and program managers.
- Ongoing Monitoring: Monthly financial reports compare actual performance against the budget, with adjustments made as needed.

FINANCIAL REPORTING

REGULAR FINANCIAL STATEMENTS AND AUDITS:

1. Monthly Financial Reports:

- Preparation: The Treasurer prepares monthly financial statements, including balance sheets, income statements, and cash flow statements.
- Review: These reports are reviewed by the Finance Committee and presented to the Board of Directors at each monthly meeting for approval.
- Variance Analysis: Any significant variances from the budget are analyzed and explained.

2. Quarterly Reports:

- Compilation: Quarterly financial reports provide a more comprehensive overview, including trend analysis and year-to-date comparisons.
- Board Review: These reports are presented at quarterly board meetings for in-depth review and discussion.

FINANCIAL MANAGEMENT

FINANCIAL REPORTING CONT'D

REGULAR FINANCIAL STATEMENTS AND AUDITS:

3. Annual Financial Statements:

- Preparation: At the end of the fiscal year, the Treasurer prepares annual financial statements.
- Audit: An independent external auditor conducts an annual audit of the financial statements to ensure accuracy and compliance with accounting standards.
- Presentation: The audited financial statements are presented to the Board of Directors and made available to stakeholders, including donors and grantors.

4. Transparency and Accountability:

- Public Disclosure: Key financial documents, including the annual audit report, are made available to the public on the organization's website.
- Stakeholder Communication: Regular updates are provided to donors, grantors, and other stakeholders to maintain trust and confidence in the organization's financial management.

FUNDRAISING AND DONATIONS

POLICIES FOR MANAGING DONATIONS, GRANTS, AND FUNDRAISING ACTIVITIES:

1. Donation Management:

- Acceptance Policy: Clear guidelines for accepting donations, ensuring they align with the organization's mission and values.
- Receipting: Prompt issuance of donation receipts for tax purposes, including thank-you letters to acknowledge donor contributions.

FINANCIAL MANAGEMENT

FUNDRAISING AND DONATIONS CONT'D

POLICIES FOR MANAGING DONATIONS, GRANTS, AND FUNDRAISING ACTIVITIES:

- **Restricted vs. Unrestricted Funds:** Proper classification and tracking of restricted and unrestricted funds to ensure donor intentions are honored.

2. Grant Management:

- **Research and Application:** The Fundraising Committee identifies potential grant opportunities and oversees the application process.
- **Compliance:** Ensure compliance with grant requirements, including timely reporting and proper use of funds.
- **Tracking:** Maintain detailed records of grant applications, awards, and expenditures.

3. Fundraising Activities:

- **Strategy Development:** Develop a comprehensive fundraising strategy, including events, campaigns, and online giving.
- **Event Planning:** Organize and execute fundraising events, such as donor tours and banquets, to engage supporters and raise funds.
- **Campaigns:** Design and implement targeted fundraising campaigns, leveraging social media, email marketing, and community outreach.

4. Financial Oversight:

- **Segregation of Duties:** Ensure proper segregation of duties in fundraising activities to prevent fraud and maintain accountability.

FINANCIAL MANAGEMENT

FUNDRAISING AND DONATIONS CONT'D

POLICIES FOR MANAGING DONATIONS, GRANTS, AND FUNDRAISING ACTIVITIES:

- **Reporting:** Regularly report on fundraising progress to the Board of Directors, highlighting successes and areas for improvement.
- **Evaluation:** Assess the effectiveness of fundraising efforts, using metrics such as return on investment (ROI) and donor retention rates, to refine strategies and improve outcomes.

5. Donor Relations:

- **Communication:** Maintain regular communication with donors, providing updates on the impact of their contributions.
- **Recognition:** Recognize and appreciate donors through various means, such as public acknowledgments, special events, and personalized communications.
- **Engagement:** Foster long-term relationships with donors, encouraging ongoing support and involvement in the organization's mission.

By implementing these detailed procedures and policies, Danville Rescue ensures robust financial management, transparency, and accountability, which are crucial for sustaining its operations and achieving its mission.

OPERATIONAL POLICIES

PROGRAM MANAGEMENT

GUIDELINES FOR RUNNING THE SHELTERS, THRIFT STORE, AND SOUP KITCHEN:

1. Shelters (Men's and Women's):

o Intake Procedures: (Attached)

- Eligibility Assessment: Conduct a thorough assessment of each client's needs and eligibility.
- Documentation: Ensure proper documentation is completed, including personal information, medical history, and consent forms.
- Orientation: Provide an orientation session to explain shelter rules, services, and expectations.

o Program Delivery: (Attached)

- Case Management: Assign each client a case manager who will develop an individualized plan addressing housing, employment, health, and other needs.
- Support Services: Offer services such as counseling, job training, life skills workshops, and medical referrals.
- Daily Schedule: Implement a structured daily schedule that includes meal times, personal time, mandatory meetings, and recreational activities.

o Client Services: (Attached)

- Health and Wellness: Provide access to health screenings, mental health services, and substance abuse support.
- Education and Employment: Facilitate GED classes, vocational training, and job placement services.
- Life Skills Training: Offer workshops on financial literacy, time management, and interpersonal skills.

OPERATIONAL POLICIES

PROGRAM MANAGEMENT CONT'D

GUIDELINES FOR RUNNING THE SHELTERS, THRIFT STORE, AND SOUP KITCHEN:

2. Thrift Store:

o Operations:

- Inventory Management: Establish a system for sorting, pricing, and displaying donated items. Regularly update inventory to ensure fresh stock.
- Pricing Strategy: Set fair and affordable prices while ensuring the store remains financially sustainable. Periodically review and adjust prices.
- Sales and Promotions: Plan and execute sales events to attract customers and clear out inventory.

o Customer Service:

- Training: Train staff and volunteers in customer service best practices.
- Engagement: Create a welcoming environment for all customers. Address customer inquiries and complaints promptly and professionally.
- Community Outreach: Promote the thrift store through local advertisements, social media, and community events.

OPERATIONAL POLICIES

PROGRAM MANAGEMENT CONT'D

GUIDELINES FOR RUNNING THE SHELTERS, THRIFT STORE, AND SOUP KITCHEN:

3. Soup Kitchen:

o Meal Service:

- Menu Planning: Develop nutritious menus that cater to the dietary needs of clients. Use donated food items effectively.
- Food Safety: Ensure all food is prepared, stored, and served according to health and safety regulations.
- Service Schedule: Maintain a consistent schedule for meal service. Provide meals at regular times and ensure that all clients are served.

o Client Interaction:

- Welcoming Environment: Create a respectful and dignified atmosphere for all clients.
- Support Services: Provide information on additional services available at the shelters and the thrift store. Encourage clients to participate in available programs.
- Community Partnerships: Collaborate with local food banks, farms, and businesses to source food donations and support.

VOLUNTEER MANAGEMENT

RECRUITMENT, TRAINING, AND SUPERVISION OF VOLUNTEERS:

1. Recruitment:

- o Outreach: Promote volunteer opportunities through social media, local newspapers, community events, and partnerships with schools and businesses.

OPERATIONAL POLICIES

VOLUNTEER MANAGEMENT CONT'D

RECRUITMENT, TRAINING, AND SUPERVISION OF VOLUNTEERS:

- **Application Process:** Implement an application process that includes background checks, interviews, and reference checks to ensure volunteers are a good fit.

2. **Training:**

- **Orientation:** Provide a comprehensive orientation that covers the organization's mission, values, and policies.
- **Role-Specific Training:** Offer detailed training for specific volunteer roles, such as working in the shelters, thrift store, or soup kitchen.
- **Ongoing Education:** Provide continuous learning opportunities, including workshops and refresher courses.

3. **Supervision:**

- **Assignment:** Assign volunteers to roles that match their skills and interests. Ensure clear job descriptions are provided.
- **Support:** Offer regular check-ins and support from staff supervisors to address any concerns or challenges.
- **Recognition:** Acknowledge and celebrate volunteer contributions through events, certificates, and public recognition.

FACILITIES MANAGEMENT

MAINTENANCE AND SAFETY PROTOCOLS FOR ALL PHYSICAL LOCATIONS:

1. **Maintenance:**

- **Routine Inspections:** Conduct regular inspections of all facilities to identify and address maintenance needs promptly.

OPERATIONAL POLICIES

FACILITIES MANAGEMENT CONT'D

MAINTENANCE AND SAFETY PROTOCOLS FOR ALL PHYSICAL LOCATIONS:

- Preventative Maintenance: Implement a preventative maintenance schedule for all equipment, plumbing, electrical systems, and HVAC systems.
- Repairs: Establish a protocol for reporting and addressing repairs quickly. Keep a log of maintenance and repair activities.

2. Safety Protocols:

- Emergency Procedures: Develop and disseminate emergency procedures for fire, medical emergencies, and natural disasters. Conduct regular drills.
- Security: Install and maintain security systems, including locks, alarms, and surveillance cameras. Ensure all staff and volunteers are trained on security protocols.
- Health and Safety: Adhere to all health and safety regulations. Ensure facilities are clean and sanitary, with proper waste disposal and pest control measures.
- Accessibility: Ensure all facilities are accessible to individuals with disabilities, complying with ADA standards.

3. Documentation and Compliance:

- Regulatory Compliance: Ensure all facilities meet local, state, and federal regulations. Keep up-to-date records of inspections and certifications.
- Record Keeping: Maintain detailed records of all maintenance and safety activities, including inspections, repairs, and incident reports.

OPERATIONAL POLICIES

FACILITIES MANAGEMENT CONT'D

MAINTENANCE AND SAFETY PROTOCOLS FOR ALL PHYSICAL LOCATIONS:

By adhering to these comprehensive operational policies, Danville Rescue can ensure the efficient and effective management of its shelters, thrift store, and soup kitchen, providing high-quality services to those in need while maintaining a safe and supportive environment for clients, staff, and volunteers.

HUMAN RESOURCES POLICIES

STAFF RECRUITMENT AND HIRING

PROCESSES FOR HIRING QUALIFIED STAFF AND ENSURING DIVERSITY:

1. Job Posting and Advertising:

- Job Descriptions: Develop clear, detailed job descriptions outlining responsibilities, qualifications, and expectations.
- Advertising: Post job openings on diverse platforms, including job boards, social media, community bulletin boards, and industry-specific sites. Partner with local organizations to reach a diverse pool of candidates.

2. Application Process:

- Application Submission: Accept applications through an online portal, email, or in-person submissions.
- Screening: Screen applications for minimum qualifications and experience. Utilize standardized criteria to ensure consistency and fairness.

3. Interview Process:

- Interview Panel: Assemble a diverse interview panel to provide different perspectives and reduce bias.
- Interview Format: Conduct structured interviews with predetermined questions that align with job requirements. Include behavioral and situational questions to assess candidates' problem-solving abilities and cultural fit.
- Second Rounds: For key positions, conduct second-round interviews or practical assessments to evaluate specific skills.

HUMAN RESOURCES POLICIES

STAFF RECRUITMENT AND HIRING CONT'D

PROCESSES FOR HIRING QUALIFIED STAFF AND ENSURING DIVERSITY:

4. **Reference and Background Checks:**

- References: Contact professional references to verify candidates' work history, skills, and performance.
- Background Checks: Perform background checks, including criminal history and verification of credentials, where appropriate.

5. **Selection and Offer:**

- Decision Making: The interview panel discusses and scores candidates based on interview performance, qualifications, and references.
- Offer Letter: Extend a formal job offer to the selected candidate, outlining the terms of employment, salary, benefits, and start date.

6. **Onboarding:**

- Orientation: Provide a comprehensive orientation program that introduces new hires to the organization's mission, values, policies, and procedures.
- Mentorship: Assign a mentor or buddy to help new employees integrate into the team and understand their roles.

HUMAN RESOURCES POLICIES

EMPLOYEE HANDBOOK

POLICIES ON EMPLOYEE CONDUCT, BENEFITS, PERFORMANCE EVALUATIONS, AND DISCIPLINARY ACTIONS:

1. **Employee Conduct:**

- **Code of Ethics:** Outline the organization's expectations for ethical behavior and integrity. Include policies on confidentiality, conflict of interest, and professional conduct.
- **Workplace Behavior:** Address acceptable behavior, dress code, attendance, and punctuality. Include policies on sexual harassment, discrimination, and workplace violence.

2. **Benefits:**

- **Health Insurance:** Provide details on health, dental, and vision insurance plans, including eligibility, coverage options, and enrollment procedures.
- **Paid Time Off:** Outline policies for vacation, sick leave, personal days, and holidays. Include procedures for requesting and reporting time off.
- **Retirement Plans:** Explain available retirement savings plans, such as 401(k) or pension plans, including contribution options and employer matching.
- **Other Benefits:** Describe additional benefits such as life insurance, disability insurance, employee assistance programs, and professional development opportunities.

HUMAN RESOURCES POLICIES

EMPLOYEE HANDBOOK CONT'D

POLICIES ON EMPLOYEE CONDUCT, BENEFITS, PERFORMANCE EVALUATIONS, AND DISCIPLINARY ACTIONS:

3. Performance Evaluations:

- Evaluation Schedule: Conduct annual performance evaluations for all employees. Include mid-year check-ins to provide ongoing feedback.
- Evaluation Criteria: Use standardized evaluation forms that assess job performance, goal achievement, competencies, and areas for improvement.
- Feedback and Development: Provide constructive feedback and create development plans to address performance gaps and support career growth.

4. Disciplinary Actions:

- Progressive Discipline: Implement a progressive discipline policy that includes verbal warnings, written warnings, suspension, and termination. Ensure disciplinary actions are documented and communicated clearly to the employee.
- Grievance Procedure: Establish a grievance procedure that allows employees to report concerns or disputes confidentially and without fear of retaliation.
- Appeals Process: Provide an appeals process for employees to challenge disciplinary actions or evaluations they believe are unjust.

HUMAN RESOURCES POLICIES

TRAINING AND DEVELOPMENT

ONGOING TRAINING PROGRAMS FOR STAFF AND BOARD MEMBERS:

1. Initial Training:

- Orientation: Comprehensive orientation program covering the organization's mission, values, policies, procedures, and job-specific training.
- Role-Specific Training: Provide detailed training on job responsibilities, tools, and processes to ensure new hires are well-prepared for their roles.

2. Ongoing Training:

- Professional Development: Offer continuous learning opportunities such as workshops, seminars, online courses, and certifications relevant to employees' roles.
- Leadership Training: Provide training programs for current and potential leaders to develop management skills, strategic thinking, and decision-making abilities.
- Compliance Training: Regularly conduct mandatory training sessions on compliance topics such as workplace safety, anti-harassment, diversity and inclusion, and data protection.

3. Board Member Training:

- Orientation: Provide new board members with an orientation that includes an overview of the organization, its governance structure, strategic goals, and board responsibilities.
- Governance Training: Offer ongoing training on non-profit governance, fiduciary duties, and effective board practices.
- Skills Development: Facilitate workshops and training sessions on specific skills such as fundraising, advocacy, financial oversight, and strategic planning.

HUMAN RESOURCES POLICIES

TRAINING AND DEVELOPMENT CONT'D

ONGOING TRAINING PROGRAMS FOR STAFF AND BOARD MEMBERS:

4. **Performance Improvement:**

- Coaching and Mentoring: Implement coaching and mentoring programs to support employees' and board members' professional growth and address specific development needs.
- Feedback Mechanisms: Establish regular feedback mechanisms such as performance reviews, peer feedback, and self-assessments to identify areas for improvement and guide development efforts.

5. **Evaluation and Adaptation:**

- Training Evaluation: Regularly evaluate the effectiveness of training programs through surveys, feedback sessions, and performance metrics.
- Continuous Improvement: Adapt and update training programs based on feedback, industry trends, and organizational needs to ensure they remain relevant and effective.

By implementing these comprehensive Human Resources policies, Danville Rescue ensures a professional, supportive, and high-performing work environment that aligns with its mission and values, fostering growth and success for both the organization and its employees.

COMPLIANCE & RISK MANAGEMENT

LEGAL COMPLIANCE

ADHERENCE TO LOCAL, STATE, AND FEDERAL LAWS, INCLUDING NON-PROFIT REGULATIONS:

1. Registration and Reporting:

- Non-Profit Status: Maintain active registration with the state's non-profit regulatory body and the IRS. Ensure compliance with 501(c)(3) requirements to retain tax-exempt status.
- Annual Filings: Submit required documents such as the IRS Form 990, state-specific annual reports, and any other mandatory filings in a timely manner.

2. Employment Laws:

- Fair Employment Practices: Adhere to all local, state, and federal employment laws, including those related to equal employment opportunity (EEO), wage and hour regulations, and workplace safety.
- Anti-Discrimination: Implement and enforce policies prohibiting discrimination and harassment based on race, color, religion, sex, national origin, age, disability, or any other protected characteristic.
- Labor Laws: Comply with laws governing employee rights, including the Fair Labor Standards Act (FLSA), Family and Medical Leave Act (FMLA), and Occupational Safety and Health Administration (OSHA) regulations.

3. Health and Safety Regulations:

- Facility Standards: Ensure that all facilities meet health and safety standards set by local, state, and federal regulations, including fire safety codes, building codes, and sanitation requirements.

COMPLIANCE & RISK MANAGEMENT

LEGAL COMPLIANCE CONT'D

ADHERENCE TO LOCAL, STATE, AND FEDERAL LAWS, INCLUDING NON-PROFIT REGULATIONS:

- **Food Safety:** Adhere to local and state health department regulations for food handling, preparation, and storage in the soup kitchen.

4. **Privacy and Confidentiality:**

- **Data Protection:** Implement policies and procedures to protect the privacy and confidentiality of client, employee, and donor information. Comply with applicable data protection laws such as the General Data Protection Regulation (GDPR) and Health Insurance Portability and Accountability Act (HIPAA).

5. **Fundraising Regulations:**

- **Solicitation Permits:** Obtain necessary permits for fundraising activities and comply with state charitable solicitation laws.
- **Transparency:** Ensure transparency in fundraising efforts by providing accurate information about the organization's mission, programs, and use of funds.

6. **Board Governance:**

- **Bylaws Compliance:** Ensure that all board activities and decisions comply with the organization's bylaws and governance policies.
- **Ethical Standards:** Adhere to a code of ethics and conduct regular reviews to ensure that board members uphold the organization's values and legal responsibilities.

COMPLIANCE & RISK MANAGEMENT

RISK MANAGEMENT

IDENTIFICATION AND MITIGATION OF RISKS, INCLUDING INSURANCE COVERAGE FOR FACILITIES AND ACTIVITIES:

1. Risk Assessment:

- Regular Audits: Conduct regular risk assessments to identify potential risks in all areas of operation, including facilities, programs, financial management, and human resources.
- Risk Register: Maintain a risk register that documents identified risks, their potential impact, and mitigation strategies.

2. Risk Mitigation Strategies:

- Policies and Procedures: Develop and implement comprehensive policies and procedures to address identified risks. Ensure all staff and volunteers are trained and aware of these policies.
- Internal Controls: Establish internal controls to safeguard assets, ensure the accuracy of financial records, and prevent fraud. Regularly review and update these controls.

3. Insurance Coverage:

- General Liability Insurance: Obtain general liability insurance to cover potential risks such as accidents, injuries, and property damage.
- Property Insurance: Ensure all facilities, including shelters, the thrift store, and the soup kitchen, are covered by property insurance for risks such as fire, theft, and natural disasters.
- Professional Liability Insurance: Secure professional liability insurance to protect against claims of negligence, errors, or omissions in the provision of services.

COMPLIANCE & RISK MANAGEMENT

RISK MANAGEMENT CONT'D

IDENTIFICATION AND MITIGATION OF RISKS, INCLUDING INSURANCE COVERAGE FOR FACILITIES AND ACTIVITIES:

- **Workers' Compensation Insurance:** Provide workers' compensation insurance to cover employees in the event of work-related injuries or illnesses.
- **Directors and Officers (D&O) Insurance:** Obtain D&O insurance to protect board members and officers from personal liability for decisions made in their official capacity.

4. **Emergency Preparedness:**

- **Emergency Plans:** Develop and maintain emergency preparedness plans for different types of emergencies, including natural disasters, fire, and medical emergencies.
- **Training and Drills:** Conduct regular training and emergency drills for staff, volunteers, and clients to ensure everyone knows how to respond in an emergency.

5. **Incident Reporting and Response:**

- **Incident Reporting System:** Implement a system for reporting and documenting incidents, accidents, and near-misses. Ensure all incidents are investigated and corrective actions are taken.
- **Crisis Management Team:** Establish a crisis management team responsible for coordinating the organization's response to emergencies and crises.

6. **Compliance Monitoring:**

- **Regular Reviews:** Conduct regular reviews and audits of compliance with legal and regulatory requirements. Ensure that corrective actions are taken for any identified non-compliance.

COMPLIANCE & RISK MANAGEMENT

RISK MANAGEMENT CONT'D

IDENTIFICATION AND MITIGATION OF RISKS, INCLUDING INSURANCE COVERAGE FOR FACILITIES AND ACTIVITIES:

- External Audits: Engage external auditors to review the organization's compliance with legal and regulatory requirements and provide recommendations for improvement.

By adhering to these detailed compliance and risk management policies, Danville Rescue can ensure the safety, security, and well-being of its clients, staff, and volunteers, while maintaining the integrity and sustainability of the organization.

COMMUNICATION & PUBLIC RELATIONS

INTERNAL COMMUNICATION

EFFECTIVE COMMUNICATION CHANNELS BETWEEN THE BOARD, STAFF, VOLUNTEERS, AND CLIENTS:

1. **Board Communication:**

- Board Meetings: Regularly scheduled monthly meetings with detailed agendas and minutes. Utilize video conferencing for remote participation.
- Board Portal: A secure online portal where board members can access documents, meeting agendas, minutes, and other important resources.
- Email Updates: Monthly email updates from the Chairperson or Executive Director summarizing key activities and decisions.

2. **Staff Communication:**

- Team Meetings: Weekly staff meetings to discuss ongoing projects, address concerns, and plan upcoming activities.
- Intranet: An internal website where staff can find policies, procedures, announcements, and resources.
- Direct Communication: Open-door policy allowing staff to communicate directly with supervisors and the Executive Director.
- Newsletters: Monthly internal newsletters highlighting achievements, upcoming events, and important updates.

3. **Volunteer Communication:**

- Orientation Sessions: Regular orientation sessions for new volunteers to familiarize them with the organization's mission, values, and operations.
- Volunteer Coordinator: A designated Volunteer Coordinator to manage volunteer schedules, provide updates, and address concerns.



COMMUNICATION & PUBLIC RELATIONS

INTERNAL COMMUNICATION CONT'D

EFFECTIVE COMMUNICATION CHANNELS BETWEEN THE BOARD, STAFF, VOLUNTEERS, AND CLIENTS:

- **Email and Text Alerts:** Regular email and text message alerts to inform volunteers about upcoming events, changes in schedule, and urgent needs.
- **Volunteer Portal:** An online portal where volunteers can sign up for shifts, access training materials, and communicate with the Volunteer Coordinator.

4. **Client Communication:**

- **Welcome Meetings:** Initial meetings with new clients to explain available services, house rules, and expectations.
- **Suggestion Box:** A suggestion box where clients can anonymously provide feedback and suggestions.
- **Client Meetings:** Monthly meetings with clients to discuss their needs, provide updates on services, and gather feedback.
- **Notice Boards:** Notice boards in common areas displaying important announcements, schedules, and resources.

EXTERNAL COMMUNICATION

STRATEGIES FOR COMMUNITY ENGAGEMENT, PUBLIC RELATIONS, AND MEDIA INTERACTIONS:

1. **Community Engagement:**

- **Partnerships:** Establish partnerships with local businesses, churches, schools, and other non-profits to collaborate on community projects and events.

COMMUNICATION & PUBLIC RELATIONS

EXTERNAL COMMUNICATION CONT'D

STRATEGIES FOR COMMUNITY ENGAGEMENT, PUBLIC RELATIONS, AND MEDIA INTERACTIONS:

- Events: Host community events such as open houses, volunteer fairs, and donor appreciation events to engage with the community.
- Workshops and Seminars: Offer workshops and seminars on topics such as homelessness, poverty, and volunteerism to educate the community and foster engagement.
- Volunteer Programs: Develop robust volunteer programs to involve community members in supporting the organization's mission.

2. Public Relations:

- Press Releases: Regularly issue press releases to local media about significant achievements, events, and new initiatives.
- Media Relationships: Build and maintain relationships with local journalists and media outlets. Provide them with story ideas and expert interviews.
- Public Statements: Ensure all public statements are consistent with the organization's mission and values. Designate a spokesperson for media inquiries.
- Crisis Communication Plan: Develop a crisis communication plan to manage and respond to any negative publicity or emergencies effectively.

3. Media Interactions:

- Social Media: Utilize social media platforms (Facebook, Twitter, Instagram, LinkedIn) to share stories, updates, and engage with the community. Create a social media calendar to plan and schedule posts.

COMMUNICATION & PUBLIC RELATIONS

EXTERNAL COMMUNICATION CONT'D

STRATEGIES FOR COMMUNITY ENGAGEMENT, PUBLIC RELATIONS, AND MEDIA INTERACTIONS:

- **Website:** Maintain an updated and user-friendly website with information about services, volunteer opportunities, events, and ways to donate. Include a blog to share success stories and organizational updates.
- **Newsletters:** Distribute a quarterly external newsletter to donors, partners, and community members highlighting achievements, upcoming events, and opportunities to get involved.
- **Advertising:** Use targeted advertising in local newspapers, radio, and online platforms to raise awareness about the organization's services and needs.

4. Stakeholder Communication:

- **Donor Engagement:** Regularly communicate with donors through personalized letters, emails, and phone calls. Provide updates on the impact of their contributions and upcoming funding needs.
- **Annual Report:** Publish an annual report detailing the organization's activities, financial status, and impact. Distribute the report to stakeholders and post it on the organization's website.
- **Fundraising Campaigns:** Plan and execute fundraising campaigns with clear communication strategies to engage donors and attract new supporters.

COMMUNICATION & PUBLIC RELATIONS

EXTERNAL COMMUNICATION CONT'D

STRATEGIES FOR COMMUNITY ENGAGEMENT, PUBLIC RELATIONS, AND MEDIA INTERACTIONS:

By implementing these comprehensive communication and public relations strategies, Danville Rescue can ensure effective internal coordination and strong external relationships, enhancing its ability to serve the community and achieve its mission.

EVALUATION & IMPROVEMENT

PROGRAM EVALUATION

REGULAR ASSESSMENTS OF PROGRAM EFFECTIVENESS AND CLIENT SATISFACTION:

1. Evaluation Framework:

- Goals and Objectives: Clearly define the goals and objectives for each program (men's shelter, women's shelter, thrift store, and soup kitchen).
- Key Performance Indicators (KPIs): Identify specific KPIs to measure program success, such as the number of clients served, job placements, housing transitions, client retention rates, and financial performance.

2. Data Collection:

- Client Surveys: Conduct regular surveys to gather feedback from clients on their satisfaction with services, staff interactions, and overall experience.
- Staff and Volunteer Feedback: Collect feedback from staff and volunteers through surveys and focus groups to identify areas for improvement.
- Outcome Tracking: Use case management systems to track client outcomes, such as housing stability, employment status, and health improvements.

3. Analysis and Reporting:

- Quarterly Reviews: Perform quarterly reviews of program data and feedback to assess progress toward goals and identify trends.
- Annual Reports: Compile annual reports summarizing program achievements, challenges, and client satisfaction. Share these reports with stakeholders, including the board, donors, and community partners

EVALUATION & IMPROVEMENT

PROGRAM EVALUATION CONT'D

REGULAR ASSESSMENTS OF PROGRAM EFFECTIVENESS AND CLIENT SATISFACTION:

4. **Continuous Monitoring:**

- Ongoing Monitoring: Implement continuous monitoring processes to ensure real-time tracking of program performance.
- Adjustments: Make necessary adjustments to programs based on evaluation findings to enhance effectiveness and client satisfaction.

BOARD SELF-ASSESSMENT

PERIODIC EVALUATIONS OF BOARD PERFORMANCE AND EFFECTIVENESS:

1. **Assessment Framework:**

- Evaluation Criteria: Develop clear criteria for evaluating board performance, including governance, strategic planning, financial oversight, and community engagement.
- Self-Assessment Tools: Use self-assessment tools, such as surveys and questionnaires, to gather input from board members on their individual and collective performance.

2. **Annual Evaluations:**

- Evaluation Process: Conduct annual evaluations where board members complete self-assessment forms. Compile and analyze the results to identify strengths and areas for improvement.
- Facilitated Discussions: Hold facilitated discussions during board meetings to review assessment results and develop action plans for addressing identified gaps.

EVALUATION & IMPROVEMENT

BOARD SELF-ASSESSMENT CONT'D

PERIODIC EVALUATIONS OF BOARD PERFORMANCE AND EFFECTIVENESS:

3. Training and Development:

- Board Development Plans: Create individualized development plans for board members based on assessment results, including training opportunities and mentorship programs.
- Workshops and Seminars: Offer workshops and seminars on key governance topics to enhance board members' skills and knowledge.

4. Feedback Loop:

- Continuous Feedback: Establish a continuous feedback loop where board members can provide and receive feedback throughout the year.
- Action Plans: Develop and implement action plans based on self-assessment findings to improve board performance and effectiveness.

CONTINUOUS IMPROVEMENT

MECHANISMS FOR FEEDBACK AND IMPLEMENTING IMPROVEMENTS BASED ON EVALUATIONS:

1. Feedback Collection:

- Suggestion Boxes: Place suggestion boxes in accessible locations for clients, staff, and volunteers to provide anonymous feedback.

EVALUATION & IMPROVEMENT

CONTINUOUS IMPROVEMENT CONT'D

MECHANISMS FOR FEEDBACK AND IMPLEMENTING IMPROVEMENTS
BASED ON EVALUATIONS:

- **Feedback Meetings:** Hold regular feedback meetings with clients, staff, and volunteers to discuss their experiences and suggestions for improvement.

2. **Improvement Teams:**

- **Task Forces:** Form task forces or improvement teams to address specific areas identified through evaluations, such as program delivery, client services, and operational efficiency.
- **Action Plans:** Develop detailed action plans with clear timelines and responsibilities for implementing improvements.

3. **Implementation and Monitoring:**

- **Pilot Projects:** Implement pilot projects to test new initiatives or improvements before full-scale implementation.
- **Progress Tracking:** Monitor the progress of improvement initiatives through regular check-ins and updates. Adjust strategies as needed based on feedback and results.

4. **Recognition and Rewards:**

- a. **Acknowledgment:** Recognize and reward staff and volunteers for their contributions to continuous improvement efforts.
- b. **Sharing Success Stories:** Share success stories and best practices across the organization to encourage ongoing innovation and improvement.

By systematically addressing program evaluation, board self-assessment, and continuous improvement, Danville Rescue can ensure high-quality services, effective governance, and a culture of excellence and accountability.

SUSTAINABILITY & GROWTH

RESOURCE DEVELOPMENT

STRATEGIES FOR FINANCIAL SUSTAINABILITY AND RESOURCE ALLOCATION:

1. **Diversified Funding:**

- **Grant Applications:** Identify and apply for grants from government agencies, foundations, and private donors. Maintain a grant calendar to track application deadlines and reporting requirements.
- **Individual Donations:** Develop a robust individual donor program, including direct mail campaigns, online giving platforms, and donor recognition programs.
- **Corporate Partnerships:** Establish partnerships with local businesses and corporations for financial support, in-kind donations, and sponsorships.

2. **Fundraising Campaigns:**

- **Annual Fundraisers:** Plan and execute annual fundraising events, such as galas, charity runs, and auctions, to raise funds and engage the community.
- **Online Campaigns:** Utilize online crowdfunding platforms and social media campaigns to reach a wider audience and attract small-dollar donations.

3. **Financial Planning:**

- **Budget Allocation:** Develop detailed annual budgets that allocate resources effectively across programs and operations.
- **Reserve Funds:** Establish reserve funds to ensure financial stability during periods of uncertainty or unexpected expenses.
- **Cost Control:** Implement cost control measures to reduce unnecessary expenses and maximize the impact of available funds.

SUSTAINABILITY & GROWTH

RESOURCE DEVELOPMENT CONT'D

STRATEGIES FOR FINANCIAL SUSTAINABILITY AND RESOURCE ALLOCATION:

4. **Capacity Building:**

- **Staff Training:** Invest in training and professional development for staff to enhance their skills and capacity to manage programs effectively.
- **Infrastructure Improvements:** Allocate resources for infrastructure improvements, such as facility upgrades and technology enhancements, to support long-term sustainability.

EXPANSION PLANS

GUIDELINES FOR POTENTIAL EXPANSION OR SCALING OF PROGRAMS AND SERVICES:

1. **Needs Assessment:**

- **Community Analysis:** Conduct thorough needs assessments to identify gaps in services and emerging community needs.
- **Stakeholder Input:** Engage stakeholders, including clients, staff, volunteers, and community partners, to gather input on potential expansion areas.

2. **Strategic Planning:**

- **Expansion Goals:** Define clear goals and objectives for expansion, aligned with the organization's mission and strategic priorities.
- **Feasibility Studies:** Conduct feasibility studies to assess the financial, operational, and logistical implications of expansion initiatives.

SUSTAINABILITY & GROWTH

EXPANSION PLANS CONT'D

GUIDELINES FOR POTENTIAL EXPANSION OR SCALING OF PROGRAMS AND SERVICES:

3. Pilot Programs:

- Testing: Implement pilot programs to test new services or locations on a small scale before full-scale rollout.
- Evaluation: Evaluate pilot programs to determine their effectiveness and make necessary adjustments based on feedback and results.

4. Resource Allocation:

- Funding: Secure funding for expansion initiatives through grants, donations, and partnerships.
- Staffing: Recruit and train additional staff to support expanded services. Ensure adequate staffing levels to maintain program quality.

5. Partnerships and Collaborations:

- Local Partnerships: Build partnerships with local organizations, government agencies, and businesses to support expansion efforts.
- Collaborative Models: Explore collaborative models, such as shared service agreements and joint ventures, to leverage resources and expertise.

SUSTAINABILITY & GROWTH

EXPANSION PLANS CONT'D

GUIDELINES FOR POTENTIAL EXPANSION OR SCALING OF PROGRAMS AND SERVICES:

6. **Implementation and Scaling:**

- Phased Approach: Implement expansion initiatives in phases to manage risks and ensure sustainable growth.
- Continuous Monitoring: Monitor the progress of expansion efforts through regular evaluations and feedback loops. Adjust strategies as needed to achieve desired outcomes.

7. **Communication:**

- Stakeholder Engagement: Communicate expansion plans and progress to stakeholders through regular updates, meetings, and reports.
- Public Relations: Use public relations and marketing strategies to raise awareness about new services and attract support from the community.

By following these detailed guidelines for evaluation, improvement, sustainability, and growth, Danville Rescue can ensure the effectiveness of its programs, enhance its impact on the community, and achieve long-term success in fulfilling its mission.

◦

OUR HISTORY

Today, we pause to honor and pay tribute to the remarkable journey of the Danville Rescue Mission and Vermilion Community Restoration. Our story is one of dedication, resilience, and unwavering commitment to serving those in need in our community.

Danville Rescue Mission

The Danville Rescue Mission was founded with a single, powerful vision: to provide hope, help, and a safe haven for those experiencing homelessness and hardship. From its humble beginnings, the mission has grown into a beacon of hope for countless individuals and families, offering not only shelter but also a path to recovery, dignity, and self-sufficiency.

Vermilion Community Restoration

In 20XX, the mission evolved into Vermilion Community Restoration, broadening its scope and impact. This transition marked a significant milestone in our history, reflecting our deepening commitment to holistic community support. Through our men's and women's shelters, thrift store, and soup kitchen, we have expanded our services to address a wide range of needs, fostering a stronger, more resilient community.

Acknowledging Our Leaders

To the previous board members, directors, staff, and volunteers, we owe a debt of gratitude. Your visionary leadership and tireless efforts have laid a strong foundation upon which we continue to build. Your dedication has been the driving force behind every meal served, every life transformed, and every hope restored.



OUR HISTORY CONT'D

Board Members and Directors

Your strategic guidance and unwavering support have steered us through challenges and triumphs alike. You have set the direction and ensured that our mission remained steadfast and true, always putting the needs of our community at the forefront.

Staff and Volunteers

To the countless staff members and volunteers who have given their time, energy, and compassion, we extend our heartfelt thanks. Your hands-on involvement and daily dedication have made a tangible difference in the lives of so many. From preparing meals and sorting donations to providing a listening ear and a warm bed, your contributions have been invaluable.

Continuing the Legacy

As we look to the future, we are inspired by the legacy of those who came before us. We stand on the shoulders of giants, propelled by their passion and commitment. Their legacy lives on in every smile we bring, every life we touch, and every step we take towards a brighter future for all.

Together, we will continue to honor the spirit of the Danville Rescue Mission and Vermilion Community Restoration, striving to create a community where everyone has the opportunity to thrive.

With deepest gratitude and respect,

Danville Rescue



**DANVILLE
RESCUE**
HOPE, HELP, HEAL

EST. 2024

Homage To Our History

DRM
DANVILLE RESCUE
MISSION

VCR
VERMILION
COMMUNITY
RESTORATION