



Board Service Franklin University

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Presented by:

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About FIRSTLINK



• Mission

FIRSTLINK's mission is to strengthen and enhance the quality of life in our community by mobilizing volunteers and connecting people to critical community resources.

• History

- Volunteer Action Center (VAC) founded by the Junior League of Columbus in 1970 to provide a central location for citizens to have access to volunteer resources
- Caring Answering Listening Linking (CALL) founded by human service professionals in 1975 to provide access to a centralized database of community resources
- Consolidation of agencies as CALLVAC In 1984
- Following strategic reorganization and name change to FIRSTLINK in 1995, agency continues to implement programs that reflect needs and trends of the community

More about FIRSTLINK



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- Over 300,000 phone calls answered last year from persons seeking improved quality of life
 - Variety of methods for to obtain information
 - One-on-one telephone
 - FIRSTLINK Directory
 - Directory Online
 - Accreditation by the Alliance of Information and Referral Systems (AIRS)
 - Hands On Network Affiliate

Funding



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- FIRSTLINK is a nonprofit 501(c)3 organization incorporated in the state of Ohio.
 - Funders
 - United Way of Central Ohio
 - Alcohol, Drug and Mental Health Board of Franklin County (ADAMH)
 - City of Columbus
 - Franklin County
 - Corporation for National Service
 - Points of Light Institute & HandsOn Network

FIRSTLINK Web Site



Home | About Us | Training | Information Services | Partners | Publications | Contact Us | Employment | Login

FIRSTLINK
GET HELP. GIVE HELP.

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AN AFFILIATE OF

HandsOn
NETWORK

E-newsletter
Get the latest updates
FREE through our monthly
newsletters via e-mail.

Email*

First Name*

Last Name*

Organization

GET HELP
CONNECT TO SERVICES

GIVE HELP
BE THE CHANGE

DONATE NOW
SUPPORT OUR MISSION

One Call – to Get Help or Give Help

Is your child struggling in school? Are you struggling to find food or housing? Do you want to volunteer and are looking for an organization that reflects your interests?

Questions like these lead Franklin County residents to FIRSTLINK.

Our services strengthen and enhance the quality of life in our community by mobilizing volunteers and connecting people in need to community resources.

We stand ready to help. Our 2-1-1 call center has operators who can access a database and connect callers to agencies that can help, or they can access our volunteer opportunity database, where volunteers' skills are matched to appropriate programs or nonprofits.

Get Help or Give Help.

At FIRSTLINK, we'll help you get there.

We stand ready to help!

2-1-1 Services



-
- 24/7 comprehensive Information & Referral
 - FOODLINK
 - *Annual Directory of Human Services*
 - *Directory Online*
 - Free tax preparation assistance
 - Specialized lists, labels and resource guides
 - Ongoing and Special Event volunteer listings
 - Free resource listings

Managing Resources



- Maintain a database of more than 1,300 nonprofit and government organizations
- List more than 5,000 services and programs and 2,100 ongoing volunteer opportunities
- Conduct annual interviews with each organization to update data
- Make changes, additions and deletions on a daily basis
- Utilize national standard of taxonomy to classify data

Training & Volunteerism



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- Work with general public, groups and businesses, and nonprofit community to recruit, connect, and coordinate volunteers
 - Provide tools for mobilizing both people and resources to deliver creative solutions to community problems
 - Offer Central Ohio's most comprehensive training programs in civic responsibility and volunteer and nonprofit management
 - Member of National Volunteer Network and HandsOn Network

Training & Volunteer Services



- Beyond the Freeway tours
- RSVP
- Foster Grandparents Program
- Mentoring Center of Central Ohio
- GROUPLINK programs
- Disaster Preparedness
- Dental OPTIONS
- Quarterly educational trainings
- Service learning
- Corporate volunteer programs
- BOARDLINK

BOARDLINK



-
- Links volunteers interested in serving on nonprofit boards to nonprofits seeking board members
 - Volunteers provide their areas of interest & expertise to over 1200 central Ohio nonprofits
 - The process for nonprofits:
 - Receive quarterly profile information on registrants from FIRSTLINK
 - Review resumes
 - Request resumes on volunteers of interest
 - Directly contact prospective board members

Seeking a board position



- Visit http://www.firstlink.org/public/give_help/boardlink/
- Complete on-line form
- Discuss opportunities with nonprofits when they contact you
- Accept a board position that is a good fit for you
- For personal assistance or remove your name from data base

contact:

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Board Service

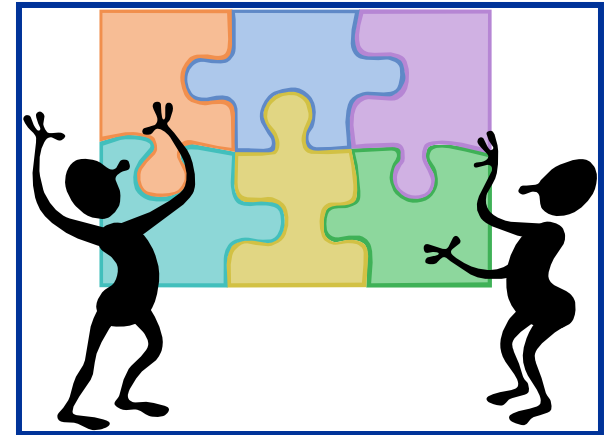


-
- Duties and Responsibilities
 - BOARDLINK

Why Volunteer as a Board Member?



- Commitment to a cause
- Help an organization
- Be a good citizen
- Learn something new
- Professional growth
- Personal gratification



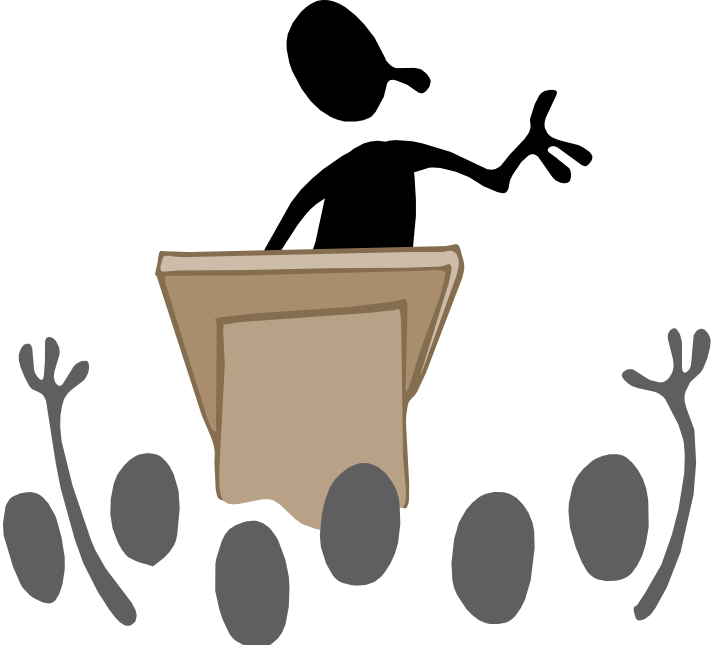
What Makes Good Board Members?



- Commitment
- Skills
- Good interpersonal skills
- Creativity and Flexibility
- Time commitment



Questions Every Board Member Should Ask



A Board Member's Fiduciary Duties



- **Care**

- **Act in good faith as an informed person with the care that an ordinary, prudent person would exercise in a like position and under similar circumstances.**
 - Prepare for board meetings/Read materials
 - Attend board and committee meetings/note actions taken
 - Ask questions for effective decision making
 - Review CEO performance
 - Exercise independent judgment with staff input
 - Oversee to assure sound business practices

A Board Member's Fiduciary Duties



- **Loyalty**

- **Put the interest of the organization first I.e. avoid self-dealing and conflicts of interest.**
 - Adopt written conflict of interest policy
 - Refrain from self dealing
 - Avoid dealing with the agency
 - Adhere to conflict of interest policy
 - Avoid any conflict of interest or personal gain

A Board Member's Fiduciary Duties



- **Obedience/Compliance**

- **Act in accordance with both the organization's mission and applicable laws to fulfill the purpose for which the organization was formed.**
 - Understand all agency governing documents
 - Be familiar with all national, state and local laws related to nonprofit entities
 - Assure that agency complies with all state and federal registration filing requirements

A Board Member's Fiduciary Duties



- **Duty to Manage Accounts**

- Diligently examine financial transactions to assure agency financial stability and accountability
 - Develop and monitor budgets
 - Develop policies and procedures to protect business interests
 - Ensure maintenance of accurate financial records
 - Establish financial checks and balances
 - Prudently invest and reinvest assets
 - Develop and assist in implement fundraising goals
 - Initiate bidding procedures
 - Record actions in board minutes

Board Member's Prime Responsibilities



- To lead
 - Plan
 - Decide among options
 - Monitor
- Roles
 - Focus on mission
 - Policy development
 - Ensure financial resources



Board Member Responsibilities



- Board development
- Planning/Policy development
- Financial oversight
- Personnel
- Evaluation and Review
- Community advocacy
- Fundraising
- Work together in partnership

Board Member Functions



- Be active and committed participant
- Attend meetings of board and committees and be punctual
- Do your homework
- Be informed and actively participate in discussions
- Recruit new members
- Keep informed through training and attending functions
- Be familiar with staff and programs
- Understand financial issues
- Participate in fundraising
- Maintain confidentiality
- Be respectful of other board members



Life Cycle of a Board



- **Start-Up**

- funds Small group of highly committed volunteers

- Program focused

- Challenge: Formalize structure and raising

- **Growth**

- Develop of structure with paid staff and stable funding

- Challenge: Keeping momentum, maintaining funding and diversifying the board

- **Mature**

- High degree of stability and credibility in the community

- Challenge: Maintaining funding, promotion in the community and access to decision making