

NonProfit Financial Managers

A Resource for the areas of Finance, IT, Human Resources, and Office/Facilities Management

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For information, go to npfm.org, or contact Mitzi Fennel at 617-547-1063 x235 or Jessica Zander at 617-850-1752.

Mark Your Calendars

All of our meetings take place on the **last Tuesday** of each month. No pre-registration required. Upcoming dates:

- **Jan 26: Communicating compensation practices**
- **Feb 23: Green Offices/Sustainability**

NPFM Membership Information

The annual membership fee of \$100 covers monthly mailings and other operating expenses. The membership period is from September to August. A part-year membership for \$60 is offered for those joining after January 1, which covers membership through August. Full-time students are welcome to join at any time without paying a fee.

In addition to attendance at monthly meetings, members receive a monthly newsletter and access to the NPFM e-mail forum. Lunch is provided for all attendees at meetings. There is a \$12 meeting fee for non-members, and since membership is by organization, there is no limit of individuals from any one organization who may attend the meetings.

R.S.V.P.s for the meetings are not required.

For renewals or new membership fees, please make your check out to:
NonProfit Financial Managers
C/O Child Care Resource Center
130 Bishop Allen Drive
Cambridge, MA 02139

Contact Mitzi Fennel at 617-547-1063, x235 for more information.

The Next Meeting

Topic: Communicating Compensation Practices

Date: January 26, 2010

**Location: United South End Settlements
566 Columbus Ave., Boston**

Time: 12:00 PM – 1:30 PM

Title: Communicating Compensation Practices

What is the best way to communicate compensation practices and how much information is enough? When it comes to transparency surrounding salary ranges, how raises are determined, and a range of other sensitive topics, there is much to consider. Gordon Gottlieb, an HR expert from TDC, will discuss current best practices in the field.

Recap of November Meeting

Kyle Ingrid Johnson is an independent consultant providing on-site counseling and outsourced services for volunteer and intern management and human resources (www.thenonprofitgenie.com). Kyle has over 20 years of experience in managing nonprofits in the Boston area and has extensive experience in recruiting and placing volunteers and interns. She gave a presentation about using volunteers in the current economy. The creative and effective use of volunteers and interns is especially important during hard economic times when many nonprofits are experiencing staff reductions.

Kyle asked how many of those in attendance had a Volunteer Manager. One Agency had just laid their volunteer manager off, three still had a full-time manager, and for thirteen agencies, it was a function of all of the managers'

jobs. The major issues that agencies face when utilizing volunteers and interns are the following:

- 1) There is no centralized management of them.
- 2) It is difficult to assign appropriate tasks and to evaluate the quality of their work.
- 3) Turnover of volunteers (especially problematic when they are doing administrative work).
- 4) Passive recruitment – just going with whatever talents volunteers walk in with.
- 5) Reliability of volunteers – not showing up, etc.
- 6) Access to confidential client information.
- 7) Overusing really good volunteers.
- 8) Having more volunteers than you have work for them to do.

The structure and expectations for volunteer/intern program need to be clearly defined and your executive director has to be on board with it. Some boards are trying to come up with creative ways to use volunteers to replace staff that have been laid off. One of the most important components of a successful volunteer program is the centralization of recruitment. There should be one entry point to your organization for recruiting volunteers and interns. Only one person should be allowed to post volunteer opportunities on-line and there should be only one contact person for initial screening. That way, all ads will be up to date with current opportunities and phone numbers. In a lot of small to medium-sized agencies, this function is handled by the human resource department, if there is one.

There are other issues to watch for when using volunteers and interns. During tough economic times, regular staff might feel that their jobs are threatened by the use of volunteers. There may be significant educational differences between volunteers and staff, which could lead to resentment. Right now, there are a lot of highly educated volunteers available due to the bad economy. You need a formalized and active recruitment plan – you need to determine what your volunteer needs are, then produce a job description, and then post it. You need to have a calendar for recruitment. For Fall Interns

(who will work from Sept. through Dec.), you need to advertise in May (in colleges), and June and July. For the spring, you need to recruit by the end of October at the latest. For Summer Interns, you need to advertise in March. It is very important not to let your Agency's relationship with colleges who offer internships lapse. Make sure that you maintain up-to-date contacts and that this information is passed along if you or the person who does recruiting leaves. And finally, when recruiting volunteers, screen them over the phone first – this will save everyone some time. Have volunteers do a self-assessment of their experience at the end of their tenure – this will benefit the next volunteer. Usually, college interns are good to go from the beginning, as they have been prescreened by their academic advisor.

Job Openings...

The NPFM group has a section on their website for job postings. Check out our website at www.npfm.org for a complete list of jobs. Contact David Richardson at dr44@verizon.net with questions or postings.

NPFM E-mail Forum

One of the benefits of membership in NPFM is a subscription to our e-mail listserv. We encourage members to post questions, announcements and new developments in finance and administration. All new members who provide e-mail addresses are automatically subscribed. To post messages send to npfm@topica.com

NPFM Steering Committee

The Steering Committee consists of several members who are responsible for the meeting topics, speakers, and other details surrounding the group. If you are interested in joining the steering committee, or in submitting ideas for future sessions, please contact any of the existing members, by e-mail or in person at a meeting.