

Cathy's House, Inc.

Operations Manual
Policies and Procedures

(A compliment to the existing Articles of Incorporation and Bylaws)

Revised May, 2011

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PURPOSE

MISSION STATEMENT

The mission of Cathy's House is to serve the community by providing a sober living environment for individuals making the transition from addiction to recovery.

THE BEGINNING

Cathy's House opened in 1998 in a dramatically renovated Victorian house at 515 West Liberty Street in Medina, Ohio, as the first sober residence for men in Medina County. The sober house was started by a local family who knew personally the devastating effects of alcoholism and the positive impact sober living can have on people, families, and communities.

THE BASICS

Cathy's House, Incorporated is a 501(c)(3) charitable organization. Cathy's House is run with almost exclusively volunteers, including a Director, Assistant Director, House Father, Committee Chairpeople, and a Board of Directors. Cathy's House is not affiliated with Alcoholics Anonymous, organizationally or financially, but promotes active participation in Alcoholics Anonymous and utilizes its principals to guide its operations. The AA community also provides vital support to the house residents. The preference for Cathy's House is that it's run and managed by volunteers engaging just one (1) part-time Paid Administrator.

GOALS

1. To provide safe, sober, affordable housing for men desiring to stop drinking and make the transition from addiction to sobriety.
2. To encourage and assist residents to become and remain financially self-sufficient through gainful employment.
3. Most importantly, to help and encourage men to grasp and implement the powerful spiritual principles of Alcoholic Anonymous and practice those principles in all their affairs.

RULES AND RESIDENCE CRITERIA

Cathy's House serves the community by providing a sober living environment for men making the transition from addiction to sobriety. If you meet the following criteria, follow the house rules, and are willing to go to any length to achieve sobriety, you are welcome. If not, out of respect for Cathy's House and the others who reside here; leave until you are absolutely ready.

RESIDENCE CRITERIA

1. The potential resident has completed a pre-residence interview and deemed appropriate for residency.
2. The potential resident must be male and 18 years of age or older.
3. The potential resident must agree in writing to abide by Cathy's House rules and regulations.
4. The potential resident must actively participate in the AA program on a daily basis and be willing to go to any length to achieve sobriety.
5. The potential resident must be willing to sign a drug screen release.
6. The potential resident must be willing to sign a release for a criminal background check.
7. The potential resident must not be classified as a sexual or violent offender.
8. The potential resident must be deemed an appropriate candidate by the House Father and Director of Cathy's House.

Failure of the potential resident to meet any of these criteria may preclude them from residency at Cathy's House.

HOUSE RULES

1. Residents will remain clean, sober, and honest, participating in the AA program on a daily basis.
2. Residents will have an AA sponsor within 3 days of entering Cathy's House.
3. Smoking is not permitted in the house or meeting room.
4. No abusive behavior, threats of violence, obscene gestures, or weapons of any kind are permitted.
5. Only male AA members are allowed in the house unless during visiting hours for families.
6. No sexual activity or harassment of any kind.
7. At 8:00 AM all residents are to be up, out of bed, with rooms clean and blinds open. Exceptions are made for residents who work late. In this case resident are to be up 10 hours after work shift ends.
8. Doors are open to AA members 24 hours a day unless no one is home.
9. Residents must clean up after themselves and keep their room clean.
10. Residents must complete their daily chores by 8:00 AM.
11. Residents are required to attend the Sunday morning meeting at Cathy's House along with the Sunday morning "house meeting".
12. No eating or drinking in bedrooms.
13. No TV during the day.
14. If you are not employed, you must be out looking for work every morning/day.

Failure to follow these rules may result in immediate eviction from Cathy's House and its premises.

LEADERSHIP AND GOVERNANCE STRUCTURE

THE BOARD OF DIRECTORS

The Board of Trustees is responsible for the operation of Cathy's House. The Board consists of (3) three trustee positions as outlined in the Bylaws. New trustees are selected from candidates proposed by the current trustees. A candidate should be a person with a skill or skill set that Cathy's House needs for its successful operation. They should be willing to attend the regular board meetings and to devote additional time to whatever specialty function they are assigned.

OFFICERS

There are three (3) officers, two (2) of which serve on the Board of Trustees. The Director and Assistant Director are officers and Board of Trustee members. The Paid Administrator is an officer but does not serve on the Board. The successor Director and Assistant Director are chosen by the current acting Director, subject to majority approval of the Board of Trustee. Each officer is elected at the last regularly scheduled board meeting each year. The Director and Assistant Director are elected for a three (3) year term and may be re-elected for an additional three (3) year term. The Treasurer and Secretary are elected for a one (1) year term and may continue to be re-elected indefinitely.

The Director's duties are to:

- The Director's role is that of Chief Executive Officer of Cathy's House and ultimately responsible for its successful operation.
- Chair the regularly scheduled and emergency board meetings.
- Ensure that all trustees, employees and volunteers comply with the guidelines set forth in this document.
- Directly supervise the House Father.
- Use his office to foster relations between outside agencies and Cathy's House.
- Guide all concerned with the Mission of Cathy's House to achieve its goals and its long-term viability of operation.

The Assistant Director's duties are to:

- Chair board meetings when the Director is unable to attend and substitute for the Director when needed.
- Support the Director in his role.

The Treasurer's duties are to:

- Oversee all the accounting records and procedures.
- Insure that invoices, deposit slips and any other information needed by Cathy's House accountants are promptly and accurately submitted.
- Insure that current Profit and Loss and Balance Sheets are presented to the Trustees at the quarterly meetings.

The Secretary's duties are to:

- Record the minutes of all board meetings.
- See to it that all required certificates, licenses, etc. are up-to-date and renewed as necessary.
- See to it that Cathy's House is protected from any action or activity that would jeopardize its standing in the community or the well-being of its tenants.

COMMITTEES

The Board of Trustees may appoint committees to conduct specific tasks. Such committees shall seek the assistance and advice of other trustees, associates, etc., to aid in their task. However, any such assistance and/or advice that may involve a fee, or in any way expose Cathy's House to harm, must first have the approval of the Board of Trustees.

Potential committees are:

- **Fundraising** – one trustee/or office manager maintains a database of donors, sends solicitation letters, thank you letters, etc. Fundraising activities should be preapproved by the Board and coordinated with the Paid Administrator.
- **Alumni** – encourage the involvement of Cathy's House Alumni in house activities, AA meetings and fund raisers.

- **Finance Committee** – the Treasurer heads up the committee that prepares the proposed operating budget for each upcoming year. This committee is also charged with the annual audit. At least once per year, as directed by the Treasurer, the financials are audited to ensure that the financials of Cathy's House are being properly recorded, documented and reconciled.

HOUSE FATHER AND ASSISTANT HOUSE FATHER

House Father Duties:

The House Father oversees the day-to-day operations of Cathy's House. He reports directly to the Director. He oversees room assignments, chore assignments, resident intakes and discharges, facility maintenance and other house responsibilities.

House Finances

- Collects rent from residents and manages petty cash. Communicates other financial related business to the Paid Administrator and/or Director.

Facility Management

- Oversees the care and maintenance of the property. He will also identify any necessary facility repairs and discuss such repair with the Director.

Activity Coordination

- Coordinates meeting schedules with AA groups, house tours, breakfast, and any other house activities.

Community Relations

- Develops and maintains relationship with community providers such as probation department, the Courts, the jail, and other appropriate organizations.

Communication with Director

- House Father should contact the Director regarding House business during regular business hours of 9:00 AM to 5:00 PM Monday-Friday except in an emergency situation.

Assistant House Father Duties:

Support House Father in his duties and responsibilities and act as second in command regarding the oversight and stewardship of Cathy's House, its mission, its property, and its residents.

PAID ADMINISTRATOR / OFFICE MANAGER

Part Time Position - Average 20 hours per week

Salary - \$14,800 per year.

Administrative

- Accounting: (receivables, payables, financial donations, etc.)
- Tracking all donations, financial and other
- Sending “thank-you” letters along with donation receipts
- Tracking rent received from residents
- Tracking rent received from groups using meeting room
- Invoicing quarterly ADAMH board (for MCDAC grant) includes sending financial reports and other requested information.
- Preparing all financial reports and information requested by United Way semi-annually
- Preparing all financial and informational reports to present to allocation committee who makes determination for funding Cathy’s House
- Obvious errands (office supplies, banking, post office box)
- Payroll (one employee) - this includes taking care of payroll liabilities and the filing of quarterly reports
- Filing all year-end federal and state forms.
- Filing IRS annual report for non-profit entity. (by way of professional accountant)

Fund Raising

- Grants
 1. Filing of Grants
 2. Renewal of Grants/filing required financial and informational reports
 3. Seeking out sources for additional funding
- Annual Golf Outing:
 1. Soliciting participants via mail
 2. Designing flyer and brochure
 3. Tracking money
 4. Phone solicitation
 5. Sending out all receipts and thank-you
- Networking
 1. Includes accepting invitations for breakfasts, luncheons, informational meetings and/or seminars for different organizations in Medina.
 2. Attending the annual United Way meeting with booth
 3. Accepting invitations to speak at any organizations in Medina for Campaign purposes
 4. Attending all United Way agency meetings
 5. Attending Housing Network Committee
 6. Serving on Community Investment Committee
 7. Volunteer time for United Way and/or United Way agencies

- Outcome Management
 1. Participate in training/updates
 2. Providing MCDAC and United Way (or any grantors) outcome measurements
 3. Serving on committee for outcome management and Compass project (community feedback/involvement)

FINANCIAL CONTROLS

Budgeting

It shall be the responsibility of the Treasurer and Finance Committee to prepare and submit to the Board of Trustees a proposed operating budget for the upcoming fiscal year. This budget is submitted at the Fall board meeting

Authorized Accounts

The Board of Trustees authorizes one (1) checking account to be held in the name of Cathy's House, Inc. The Trustees further authorize savings and investment accounts deemed prudent and appropriate for Cathy's House. The Board of Trustees authorizes those officers as approved by the corporate resolutions as official signatures for checking, savings and investment accounts. In normal practice, those authorized officers are the Director, Assistant Director and Paid Administrator.

Authority to Bind

No officer, trustee or employee of Cathy's House shall have the authority to enter into financial contracts for the sale, purchase, or lease of goods and/or services without prior approval of the Board of Trustees, except when an emergency situation necessitates immediate response. Any such exception shall be documented by the person initiating the exception and authorized and signed by an officer.

Payables

Invoices shall bear the following notations:

- Date goods received
- Nature of expense
- Approved by

Approved invoices are forwarded to the Paid Administrator on a regular weekly basis for recording, filing and payment.

Extraordinary Expenses

Any service or purchase expense totaling more than \$2,500 at once or within one (1) year shall require the prior approval by the Board of Trustees. Exceptions would include emergency repairs, and other actions requiring immediate response in order to avoid further damage and expenses, i.e., roof repair, plumbing repairs, etc.

Petty Cash

The House Father shall maintain a petty cash fund maintaining no more than \$100.00. As the occasional purchases are made, the funds shall be replenished, up to \$100.00, by the Paid Administrator upon the request of the House Father.

Check Writing/Disbursement of Funds

All check writing shall be conducted by the Paid Administrator. The Paid Administrator will keep accurate records recording these checks and disbursements.

Incoming Monies

Incoming monies will be deposited by the Director, Assistant Director or Paid Administrator and shall be recorded by the Paid Administrator.

The House Father will collect and track monthly rent from residents and pass rental income to the Paid Administrator for deposit and recording.

AA Meeting Rental

Each AA Group's Treasurer pays a monthly rent amount to Cathy's House.

Donation Policy

- **Goods and Services**

- The Director is responsible for providing an acknowledgement to the donor thanking him for the donation. No monetary value is stated in the acknowledgement.

- **Monetary Donation**

- Cash donors shall be given a written receipt immediately. Cash and/or check donations are to be deposited as soon as possible. Details of the donation are to be given to the Trustee who controls the donor database. The Trustee will promptly send the donor a “thank you” letter and add the donor to the database.