



## Minnesota Alliance on Crime Board Agenda October 13, 2016

<b>Agenda Item</b>	<b>Who Leads</b>	<b>Time</b>
I. Introductions/Call to Order Welcome new Board Members	Board Chair	5'
II. Review- Changes/Additions- <b>Action Needed</b>	Board Chair	2'
III. Consent Agenda Items		15'
• Secretary's Report- <b>Action Needed</b> Aug., Sept., email & phone	Secretary	
• Treasurer's Report- <b>Action Needed</b> Aug. & Sept.	Treasurer	
• Director's Report	Executive Director	
IV. Updates-	Committees & Staff	3'
• Executive Committee		
• Board Development Committee		
• Budget and Finance Committee		
• Outreach and Engagement Committee		
• Public Policy Committee		
V. Action Items		15'
• Executive Committee Elections	Board Chair	
VI. Focused Discussion		80'
• Give to the Max Day	Danielle (5 min.)	
• Annual Meeting/Capacity Training/Silent Auction Debrief	ED/Board	
• Composition of Board	Board Chair	
• Terms for Current Board Members	Board Chair	
• Assign Committees	Board Chair	
• Policies/Procedure changes	Board Chair	
VII. Adjourn	Board Chair	

***Minnesota Alliance on Crime connects systems, service providers, and victims  
to advance the response to victims of all crime.***

MAC Board Meeting @ MAC Office, St. Paul  
August 18, 2016 - Meeting Minutes

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I. Called to Order: 10:05 a.m. by Board President, Vanessa Barr

Those present:

Board of Directors: Vanessa Barr, Vicki Walechka, Chris Jensen, Brenda Skogman, Sara Miller, Kelly Nicholson, Shane Baker, Karla Bauer, Danielle Kluz

By Phone: Denise Loy

Executive Director: Bobbi Holtberg

Additional attendees: Emily Douglas, Therese Lockwood, Lisa Smith

II. Review – Changes/Additions to Agenda

Changes: None

Additions: None

**Action Required: Motion to approve the August 2016 agenda**

Motion 1<sup>st</sup>: Vicki Walechka

2<sup>nd</sup>: Brenda Skogman

**Approved**

III. Consent Agenda Items

- Secretary's Report

Reviewed July 2016 Minutes

Change made to number of voting members versus non-voting members, should be 67 voting members and 33 non-voting members for a quorum.

**Motion to approve Secretary's Report from July 2016 with changes.**

Motion 1<sup>st</sup>: Brenda Skogman

2<sup>nd</sup>: Danielle Kluz

**Approved with changes.**

- Treasurer's Report

Reviewed financial report.

**Motion to approve Treasurer's Report for July 2016.**

Motion 1<sup>st</sup>: Sara Miller

2<sup>nd</sup>: Chris Jensen

**Approved**

- Director's Report

See Director's Report in August Board packet.

Additional items elaborated on:

- Grant application submitted, no results yet.

- The wrap-around grant we are involved with is still active.

- Intern is working less hours with school/classes back in session.

- Discussion about the new website and "board member" area only. Will try to have the next meeting board packet there.

- Renaissance tickets have not been received; not selling them this year.

IV. Updates - none

- Executive Committee:

- Board Development Committee:

- Budget and Finance Committee:

- Outreach and Engagement Committee:

- Public Policy Committee:

## V. Action Items

- Board concerns/expectations – Pay attention/express concerns when voting, it's o.k. to not agree on issues, discussions need to be at the table for all to hear. Read through the board packet beforehand. Try to be on time or call in as last meeting we did not have a quorum to vote and were late with the meeting about a half hour.
- Survey for Members Results – only had 26 responses – everything was pretty neutral, helps provide some clarification. Talked about the listserv and taking the questions that are posed and information received and put on a forum or a FAQ page on the website for future reference. Discussing of having regional quarterly meetings but we need to get the expansion dollars to move forward on this and other issues to grow.

## VI. Focused Discussion

- Annual Meeting/Capacity Training – Have 40 items for the silent auction, mainly gift cards. Auction will end after lunch on Friday to allow time to process and pay for items before training ends. Sara received more donations of wine for the silent auction. Brenda will be in charge of the cash box, payments will be by cash, credit card, or check. Lisa Seifert and Sharon Dickie will not be present at the annual meeting so we will recognize them in the newsletter. Finishing final contracts and invoices with presenters. Presenters are allowed \$450 for the day and any that decline payment; we can use that towards the match of the grant. Any presenters that are invoicing MAC will need to sign a contract.
- Board committees - Tabled until October to allow for new board members to start.
- Board Applications –Five applications received so far, three new applications and two from ad hoc members. Applications received from: Danielle Kluz, Kelly Nicholson, Shawn Becker, Dresden Jones, and Diana Umidon. Discussion on training and orientation of new board members, possible to have this provided by Julia Claussen with Aurora, would be more useful than just providing a binder or books to read.

**Motion made to accept the five board applications and vote on them at annual meeting. The five board applications are from Danielle Kluz, Kelly Nicholson, Shawn Becker, Dresden Jones, Diana Umidon**

Motion 1<sup>st</sup>: Brenda Skogman

2<sup>nd</sup>: Sara Miller

**Approved**

- Location of Board Meetings/ Expectations – At this time meetings need to be attended in person through the end of the year because of the strategic planning process otherwise the options are phone and Skype. Did talk about using funds from the technology grant to purchase conference call phone and camera to try using Skype. Discussion to keep most meetings at the MAC office but may get moved if having a regional training/meeting at the same time.
- Bylaws – Thank you to Chris for working on this! Changes: added to section 5 with duties and cleaned up some of the language. Ad Hoc members should be able to vote to be part of the quorum; they have the same responsibilities and authority to meetings, just can't hold an office. Maximum of 3 Ad Hoc members, will add these to ad hoc section.

**Motion made to approve the by-laws with the changes.**

Motion 1<sup>st</sup>: Kelly Nicholson

2<sup>nd</sup>: Brenda Skogman

**Approved**

VII. Adjourn at 12:05 p.m.  
Motion 1<sup>st</sup>: Brenda Skogman  
2<sup>nd</sup>: Sara Miller  
Approved

**Next meeting: September 8, 2016 at MAC Annual Meeting and Training**

Respectfully Submitted,

Vicki Walechka  
Secretary  
September 1, 2016  
Email Motion and Vote

**Motion made for Option #1 mission statement to be presented at the Annual Meeting for all members to vote on.**

Motion 1<sup>st</sup>: Kelly Nicholson  
2<sup>nd</sup>: Karla second

**Approved**

This is the mission statement that will be presented to the Board, Minnesota Alliance on Crime connects systems, service providers, and victims to advance the response for victims of all crime.

MAC Annual Board Meeting and Training – Crown Plaza Hotel – Bloomington, MN  
September 8, 2016 - Meeting Minutes

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The MAC Annual Member Meeting was held on September 8, 2016 and began with Executive Director, Bobbi Holtberg, welcoming members. The Agenda discussed at the annual meeting is outlined below:

- Board Member Recognition and Introduction
- Annual Financial Report – overview provided by MAC Board President, Vanessa Barr
- Member Survey Results – overview of results  
Suggestions from the members present – would like a comment section on the website to be able to give feedback, ideas, and suggestions to the MAC Board. Discussed that MCBW during the legislative session has immediate phone sessions and/or emails to get quick feedback from members.
- Strategic Visioning Process
- MAC Initiatives moving forward into 2017
- Proposed new MAC Mission Statement
- Proposed Bylaws – overview of changes and updates by Board member, Chris Jensen
- Membership Voting:

**Motion to approve the slate of new Board Members: Shawn Becker, Dresden Jones, Kelly Nicholson, Danielle Kluz, Diana Umidon.**

25 – yes                      0 – no

**Approved** - Welcome to these new board members!

**Motion to approve the By-Laws.**

25 – yes                      0 – no

**Approved**

**Motion to accept MAC Core Values for the organization.**

25 – yes                      0 – no

**Motion to accept the new mission statement presented by the MAC Board of Directors:**

**Minnesota Alliance on Crime connects systems, service providers, and victims to advance the response for victims of all crime.**

25 – yes                      0 – no

**Approved**

Respectfully Submitted,

Vicki Walechka  
Secretary

MAC Board Meeting by E-Mail  
September 20, 2016 - Meeting Minutes

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E-Mail sent out on September 20, 2016 by MAC Board President Vanessa Barr in regards to our current OJP budget. Following is the content of the email discussion as outlined by Vanessa Barr.

The following is where we currently stand on financials for the OJP grant:

Payroll	\$13,111.87
Taxes & Fringe Benefits	\$6,344.98
Contract Services	\$6,715.00 (No expenses taken out for Sept. – July/Aug. were \$1,450 and \$1,650)
Building Expenses	\$583.00
Office & Program	- \$644.33 (no expenses taken out for Sept.)
Travel & Training	\$835.66

We have a lot of money to move around and here are the suggested changes:

Office and Program is negative but travel and training is plus so if we move \$644 from travel and training into office and program that clears that out. Then if we pay our rent for October on September 29<sup>th</sup> or 30<sup>th</sup> that is \$800 so we move the rest of the training into the building expenses and that takes care of that. Contract Services – Bobbi is going to talk to Julia and have her bill us on September 29<sup>th</sup> or 30<sup>th</sup> for October which will take \$1250 off plus September's \$1250 plus Heidi's of \$200 brings that to \$4,015. If we move that \$4,015 into office and program supplies and Bobbi gets 2 printers – one for Heidi and one for the office that would hopefully close that out. We still have the taxes and benefits and payroll which we were thinking Bobbi could go get the following to cover some of that:

Office furniture for her office

Shelving for our stuff in the back room which we need to move out

Work stations for intern and volunteer

**Motion was made to approve the suggested purchases and budget amendments.**

Motion 1<sup>st</sup>: Kelly Nicholson

2<sup>nd</sup>: Sara Miller

**Approved**

Respectfully Submitted,

Vicki Walechka  
Board Secretary

MAC Board Meeting by Phone  
September 22, 2016 - Meeting Minutes

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Those present:

Executive Director: Bobbi Holtberg

Board of Directors: Vanessa Barr, Vicki Walechka, Sara Miller, Kelly Nicholson, Denise Loy, Karla Bauer, Brenda Skogman

New Board Members: Shawn Becker, Dresden Jones, Dianna Umidon

Phone meeting called to deal with a few issues before our next meeting in October.

Danielle Kluz has submitted her resignation from the Board of Director's and has accepted the position with MAC of Engagement and Training Coordinator.

**Motion was made to accept Danielle Kluz's resignation.**

Motion 1<sup>st</sup>: Kelly Nicholson

2<sup>nd</sup>: Sara Miller

**Approved**

Danielle will be starting with MAC in her new position on September 29, 2016 to help spend out remaining personnel dollars in current grant budget.

MAC now qualifies as a small member business since we have more than one employee. Discussion about grant budget for FY17, it is currently listed to provide \$125 to part-time staff and \$250 to full-time staff to go towards benefits. Do we want to provide money to part-time staff for health care benefits or do we want to move that money to be used for full-time employees only and state that health care benefits will only be for full-time staff. Part-time staff would still accrue Paid Time Off (PTO).

**Motion was made to offer benefits only to full-time staff members.**

Motion 1<sup>st</sup>: Denise Loy

2<sup>nd</sup>: Vicki Walechka

**Approved**

Addition discussion items:

- The upcoming November 10, 2016 board meeting will be Director Board Training, provided by Aurora Consulting.
- Rest of meetings in 2016 will be at the MAC office in St. Paul.
- Bobbi discussed and was approved with OJP that MAC can have until the end of December to spend out the remaining Technology Grant dollars. In a few weeks Bobbi will be purchasing a Smart TV and web-cameras, if needed, and a stand for the TV that can be moved around as needed, versus mounted in one location.
  - a. Publishing Committee:
  - b. Marketing/Development Committee:
  - c. Strategic Planning Committee:
  - d. Financing Committee:

The next Board of Director's meeting: **October 13, 2016 from 10:00 – 12:00**, MAC office in St. Paul. From 12:00 – 1:00 p.m. will be ongoing Strategic Planning with Aurora Consulting.

Respectfully Submitted,

Vicki Walechka  
Board Secretary

**MN Alliance on Crime  
Financials Summary  
August, 2016**

**Income:**

Donations	18.32
Membership Dues	2800.47
OJP Grant Income	26954.24
Training Grant Income	300.00
Interest Income	2.68
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	<b>30075.71</b>

**Expenses:**

OJP Grant Expenses	8695.39
Technology Grant Expenses	2983.46
Training Grant Expenses	305.97
Unrestricted Expenses	0.00
	<hr/>
	<b>11984.82</b>

**Total Expenses:**

Personnel	4846.16
Payroll Taxes	356.16
Health Insurance Premiums	465.86
Rent	334.75
Contract Services	4055.00
Dues & Subscriptions	0.00
Equipment	578.46
Liability Insurance	856.00
Workers Comp Insurance	0.00
Miscellaneous	25.62
Annual Meeting Expense	147.99
Office & Program Supplies	15.00
Telephone Expense	234.82
Travel & Training Expenses	0.00
Bank Service Charges	29.00
Aplos Software Expense	40.00
	<hr/>
	<b>11984.82</b>

**Available Balances:**

OJP Grant	32949.11
Technology Grant	4984.86
Training Grant	49394.03
Unrestricted	24400.17
Savings Account	15068.60
	<hr/>
	<b>126796.77</b>

Heidi Hachfeld  
423 W. Franklin Street  
Morristown, MN 55052  
507-330-0606

Date: Sept. 2, 2016  
Invoice #: 132  
Customer ID MAC

To: Minnesota Alliance on Crime  
155 Wabasha Street S.  
St. Paul, MN 55107

612-940-8090

[illegible]

Make all checks payable to Heidi Hachfeld  
Thank you for your business!  
423 W. Franklin Street, Morristown, MN 55052

**MN Alliance on Crime  
Financials Summary  
September, 2016**

**Income:**

Membership Dues	1375.00
Silent Auction Income	1578.25
Interest Income	2.60
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	<b>2955.85</b>

**Expenses:**

OJP Grant Expenses	17361.88
Technology Grant Expenses	87.00
Training Grant Expenses	6501.93
Unrestricted Expenses	416.22
	<hr/>
	<b>24367.03</b>

**Total Expenses:**

Personnel	7822.24
Payroll Taxes	574.48
Health Insurance Premiums	338.98
Rent	800.00
Contract Services	3050.00
Dues & Subscriptions	0.00
Equipment	0.00
Liability Insurance	0.00
Workers Comp Insurance	0.00
Miscellaneous	0.00
Annual Meeting Expense	6854.59
Office & Program Supplies	4982.34
Telephone Expense	104.71
Travel & Training Expenses	35.69
Bank Service Charges	29.00
Aplos Software Expense	40.00
	<hr/>
	<b>24632.03</b>

**Available Balances:**

OJP Grant	15322.23
Technology Grant	4897.86
Training Grant	42892.10
Unrestricted	1643.61
Savings Account	15071.20
	<hr/>
	<b>79827.00</b>



## Executive Director's Report October 2016

### Updates

- **OJP Coalition Funding:** As you know, MAC was awarded \$190,415.00 for FY17. The award letter is attached. The match requirement is \$24,648 of which \$14,648 has been waived, per our match waiver request. The remaining \$10,000 match will be met by intern hours. OJP has indicated that final contracts will be ready for signature soon.
- **Staffing:** Danielle Kluz has been hired as the full-time Training and Engagement Coordinator. Due to unspent FY16 payroll dollars, she was able to start on September 28<sup>th</sup>. The part-time Administrative Support/Volunteer Coordinator position has been posted on MAC's website, MCN and Indeed. The posting will close on October 14<sup>th</sup> and interviews will be scheduled for the week of the 17<sup>th</sup>. I hope to have the position filled and someone working by mid-November. MAC has secured a full-time intern for spring semester from Winona State University.
- **Office Space:** MAC has secured additional office space from MADD and will now be identified as suite 105 with a separate entrance. I have worked with building management and have ordered signage for our entry door and we will now be listed on the directory by the main building entrance. MAC will now occupy 3 offices spaces totaling 404 square feet and will share the large open area by our office space, clerical area, kitchen, and conference room. Rent will be \$800/month and the national MADD office is preparing a two year lease. I have been in direct contact with the national office and am hopeful a lease will be executed by the middle of the month.
- **Phone System:** As the MAC staff grows it's no longer feasible to conduct day-to-day work with one cell phone. I have been working with AT&T to address our needs and have decided to move to a desktop phone system they offer through a partnership with Office at Hand. It is a VoIP system that will allow us to port the current cell number and the 800 number to the desktop system. We will keep the MAC cell phone, but it will be given a dummy # so that we can forward the main MAC line to it on nights and weekends. The cost I budgeted to purchase new cell phones and for monthly service should be sufficient to cover the annual cost of the Office at Hand system. The phones have been ordered and AT&T will work with me to get the system set-up once they arrive.
- **Technology Grant:** The OJP Tech grant sunsets on December 31, 2016. We have almost \$5,000 to spend and will be purchasing a smart TV, rolling stand, cameras (if needed), and IT services to get it all connected. Any board member located out state that will need a camera to participate via Skype when

needed, needs to contact me by November 1<sup>st</sup> so I know how many external cameras I will need to purchase.

- **General Crime Hotline:** OJP has decided to award funding to Cornerstone/Day One for operation of the 24/hour general crime hotline. I have spoken with Cornerstone ED Meg Schnabel and Cecilia Miller at OJP regarding MACs concerns that general crime victims in the metro area need community based services to assist them in addition to just provide resources and referrals from a hotline. After several conversations, OJP has agreed to put out an RFP to fund a start-up agency in the metro area to provide direct services to general crime victims with the intent being to move the general crime hotline to this agency in the future.
- **Annual Membership Meeting and Capacity Building Training:** First, thank you to the board for your hard work and support to make this year's event a HUGE success! There 65 registrations and 61 attended. The compiled Survey Monkey survey evaluation results are attached and the responses were overwhelmingly positive. I would like to secure an out-state venue for the 2017 meeting and training as soon as possible in January.
- **Silent Auction:** Again, thank you for your hard work to make the 2016 silent auction a success. Even though there were fewer items and fewer people to bid on them, MAC still raised over \$1600.
- **Membership Renewal:** Attached is the list of MAC members who have renewed as of 10/3/2016. Programs highlighted in green have renewed and yellow are in process, but we have not received their membership dues. We need to continue to follow up with those who have not initiated a renewal application. NOTE: **I will be contacting all OJP funded renewed members to determine what source of funding they used to pay their membership dues. Income from programs that used OJP funding CANNOT be allocated to unrestricted funding and must be tracked separately.** I will be working with Brenda and Heidi to ensure our income is recorded with the level of detail OJP is now requesting.
- **Training Development Workgroup:** Danielle facilitated the first meeting of the workgroup on September 29<sup>th</sup>. There is a lot of energy for this project and representation from a broad cross-section of victim service advocates. The group will meet by monthly via Ready Talk for the next few months and then here at MAC again in January. Note: I have asked Danielle to submit a brief program updated each month to include with the ED report.

### Upcoming Events/Training

- **Quarterly Webinar Series:** October 19, 2016, Suzanne Elwell from OJP will be presenting on emerging issues regarding victim impact statements. The webinar invitation has gone out and to date have received more than 20 registrations.
- **Give to the Max Day:** November 17, 2016. MAC's goal is \$1500 and Danielle is putting the final touches on our outreach plan and will be connecting with board members to move it forward.

### Legislative/Public Policy

- **Safe at Home:** Safe at Home has asked MAC to participate in a discussion regarding the possibility of adding language that would criminalize the act of attempting to solicit physical address information from an entity such as a school and/or a child whose physical address is enrolled in Safe at Home. Currently, statute prohibits a school and other entities from disclosing physical addresses of Safe at Home participants, but does not address those "bad actors" who attempt to elicit information from an entity or minor.

- **Funding/Bonding Year:** The coalitions have agreed to not pursue additional funding from the DPS budget this session.

## MAC activity report

Week	(All)
Date	(All)

Row Labels	Sum of Time
Email	23.5
Meeting	37.5
Meeting Prep	24
Phone call	2
Research & Developmen	36.5
Training	9
(blank)	
Victim Service	1
Administrative	28
Technical Assistance	1
Holiday	8
Other	5
<b>Grand Total</b>	<b>175.5</b>



Alcohol  
and Gambling  
Enforcement

Bureau of  
Criminal  
Apprehension

Driver  
and Vehicle  
Services

Emergency  
Communication  
Networks

Homeland  
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Emergency  
Management

Minnesota  
State Patrol

Office of  
Communications

Office of  
Justice Programs

Office of  
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Traffic Safety

State Fire  
Marshal

## Office of Justice Programs

445 Minnesota Street • Suite 2300 • Saint Paul, Minnesota 55101-1515

Phone: 651.201.7300 • Fax: 651.296.5787 • TTY: 651.205.4827 • Toll Free 1.888.622.8799

[www.ojp.dps.mn.gov](http://www.ojp.dps.mn.gov)

September 26, 2016

Bobbi Holtberg  
155 S Wabasha Street  
St. Paul, MN 55107

Dear Ms. Holtberg:

I am pleased to inform you that your proposal submitted for a FY17 Coalition grant has been selected for funding in the amount of **\$190,415**. Your award has a match requirement of \$24,648, of which \$10,000 will be met by your organization and \$14,648 will be waived. Your grant agreement will be ready to sign in upcoming weeks.

In accordance with Federal and State grant monitoring guidelines we need to complete a Risk Assessment, including a financial review, of your organization before this new grant is finalized. Please respond to any inquiries from your OJP grant manager as quickly as possible to assist in getting the grant finalized as quickly as possible.

If you have questions, please contact your grant manager.

Sincerely,

Cecilia Miller  
Grants Director, Crime Victim Services



155 S. Wabasha Street, Suite 104 • St. Paul, MN 55107  
(612) 940-8090 • [www.mnallianceoncrime.org](http://www.mnallianceoncrime.org)

## **Administrative Support/Volunteer Coordinator**

This is a permanent part-time position.

Interested individuals should submit a resume and cover letter to MAC Executive Director, Bobbi Holtberg, via email at: [bobbi@mnallianceoncrime.org](mailto:bobbi@mnallianceoncrime.org). Application deadline is October 14<sup>th</sup>, 2016, but will remain open until filled.

## **Position Description**

### **General Office**

- Develop and maintain organizational processes/systems to optimize staff efficiency
- Order and maintain office supplies and equipment
- Develop and maintain paper and electronic information filing systems
- Provide assistance to the Executive Director and Engagement and Training Coordinator as needed and requested

### **Communication**

- Answer phones as needed
- Schedule and plan for meetings
- Draft written communications as directed by the Executive Director or Engagement and Training Coordinator
- Maintain and update MAC listservs

### **Record Systems**

- Maintain and update membership database, track membership fees and renewals, ensure accurate contact information is recorded
- Work with Executive Director and Board Treasurer to ensure OJP grant reports are completed and submitted using the eGrant system

### **Financial**

- Work with the Executive Director and contract bookkeeper to ensure monthly bills, invoices, and documents are sent and received by the bookkeeper in a timely manner

### **Volunteer Recruitment and Coordination**

- Work with the Executive Director to develop and implement a plan for the recruitment of student interns and community volunteers
- Develop and maintain student intern and volunteer database to track availability and hours

**Other Duties**

- Support the work of the Executive Director and Engagement and Training Coordinator as needed

**Minimum Qualifications**

- GED or High School Diploma
- Proficient written and verbal communication skills
- At least two years of experience in an administrative support position
- Proficiency in Microsoft Office applications
- Enjoy working in small office setting
- Good interpersonal skills
- Self-Motivated

**Preferred Qualifications**

- Bachelor's Degree
- An understanding of general crime and how it affects victims
- Experience working with underserved and marginalized communities
- Previous experience working for a nonprofit
- Volunteer recruitment and supervision experience
- An understanding of the criminal justice system in Minnesota and system-based and community resources available for victims of crime
- Proficiency in Microsoft Excel

## Product Brief



# RingCentral Office@Hand from AT&T

Cloud-based communication service that gives your business full-featured connectivity wherever you need it

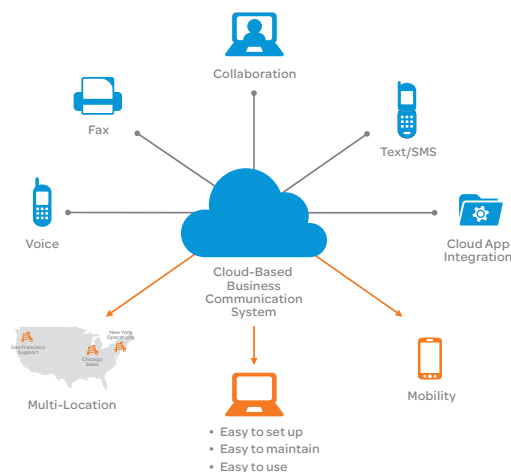
Now you can quickly and easily extend enterprise-grade voice, fax, messaging and conferencing services to your mobile and branch office employees, without a costly phone system to buy, install and maintain.

RingCentral Office@Hand from AT&T is a highly secure, cost-effective, cloud-based IP business communication service that frees up capital while allowing employees to work virtually anywhere, connect seamlessly on almost any device, and collaborate more effectively. With one number providing each employee all of their business voice, fax, and text messaging, workers can be more productive, whether they're in the office, in the field, or simply on the go.

Office@Hand lets every employee, work group or department project the same communication image as headquarters, with professional calling features such as auto attendant, multiple extensions, dial-by-name directory, voicemail, on-hold music, toll-free numbers, conferencing and more.

And with Office@Hand advanced call handling and shared lines, customers can call in and connect to the right employee the first time for sales assistance, customer service or technical support.

You get all of this capability for one affordable monthly fee. There's no complicated setup or expensive hardware to buy. All you need to get started is a high-speed Internet connection, a compatible router, and at least one AT&T mobile telephone number for service billing. Office@Hand works on a wide selection of devices over a variety of connections, so employees can be connected via broadband, cellular, and Wi-Fi. Use any of the Plug & Ring® ready desktop IP phones and the Office@Hand Desktop App or an existing mobile or fixed line desk phone – the choice is yours! Plus, company or personal settings are easily managed with a smartphone<sup>1</sup> or web-connected computer or tablet device, so control is at hand as your business needs change, any time of day.



### Potential Benefits

- Improve customer satisfaction – just one number connects customers with the right person
- Increase efficiency – easy-to-use phone, fax, messaging and conferencing system lets you spend more time serving customers, not managing communications
- Increase mobile productivity and collaboration – employees can work nearly anywhere on the devices they prefer: smartphone<sup>1</sup>, tablet, softphone, or desktop IP phone
- Realize real-time savings – single, low monthly fee, simplified administration, and limited hardware expense

### Features

- Simple setup and instant activation, from select web-connected devices<sup>1</sup> and the web
- Virtually unlimited<sup>2</sup> local/long distance voice calling, conference calling<sup>3</sup>, and faxing
- Toll-Free phone, local phone and fax numbers for your business
- Multi-level IVR capabilities on Premium and Enterprise Editions
- Business SMS (text messaging) including group SMS
- HD Video Conferencing capabilities available on all Editions

To learn more about Ring Central Office@Hand from AT&T, visit [www.att.com/officeathand-enterprise](http://www.att.com/officeathand-enterprise) or [have us contact you.](#)

Share this with your peers



Available in three high-value, feature-rich Office@Hand Editions to choose from – Standard, Premium and Enterprise – you can select the product that fits your business today and easily upgrade to another Edition as your needs change. With RingCentral Office@Hand from AT&T, your business can have a professional cloud-based IP communication solution that enables voice, text, fax, voice/web conferencing, mobility and now includes high-definition video conferencing.

### Fully Integrated Phone, Fax and Messaging, In One Easy-To-Use Cloud-Based Service

With RingCentral Office@Hand from AT&T, you get up to three company numbers for your business: a local main number, a toll-free number, and a local number for faxes. Features such as user extensions, business SMS, dial-by-name directory, and customizable greetings make it easy for customers to reach the right employee every time even if your business, offices, or workers are dispersed geographically or remotely.

### Extensions and 'All in One' Numbers

You can give each employee their own unique extension and direct-dial number for voice, fax, and text messaging. Create and assign employees to one or more group extensions to provide one more way for callers to reach the right person. Plus, users can create their own customizable rules for handling their own calls. For maximum productivity and flexibility, employees can forward calls to up to 4 phone numbers of their choice – for example, mobile, office, or home phone numbers – and have them ring sequentially or simultaneously.

### Simple Setup

It takes only minutes to activate and set up a complete cloud-based business phone system right from compatible iOS® and Android™ devices¹ or online. You can do it yourself or take advantage of our free implementation service.

### Desktop IP Phones

Our optional Plug & Ring® ready Polycom or Cisco desktop IP phones, conference phones, and related accessories come pre-configured to your account. And you can use your existing broadband service and router to be up and running in minutes.

Included Features	Standard <sup>6,7</sup>	Premium <sup>6</sup>	Enterprise
Call and management phone system administration	X	X	X
Access, manage, and use on smartphones¹ and tablets	X	X	X
Virtually unlimited Internet faxes and local/long distance calls²	X	X	X
Toll-Free minutes⁵	1,000 min/mo per account	2,500 min/mo per account	10,000 min/mo per account
Unlimited conferencing and Business SMS	X	X	X
Microsoft® Outlook® email notifications; Google Drive™ online storage service, Box from AT&T, and Dropbox integration	X	X	X
Shared Lines	X	X	X
HD multi-point video conferencing	Up to 4 participants per conference	Up to 25 participants per conference	Up to 50 participants per conference
Salesforce® integration⁴		X	X
Google integration	X	X	X
Zendesk® integration⁴		X	X
Microsoft® Office 365™ integration	X	X	X
Automatic call recording⁴		X	X
Multi-level Interactive Voice Response (IVR)⁴		X	X
Call monitoring⁴		X	X
Office@Hand reports	X	X	X

### Affordable and Predictable

With RingCentral Office@Hand from AT&T, there are no user setup fees to pay, no software to maintain and no complex hardware to install. Instead, you get a full-featured business phone system delivered as a cloud-based service conveniently billed on your monthly wireless bill. And with all of your users on the same Office@Hand Edition, your communications costs become more predictable and manageable.

### Editions: Choose the Right Solution that Fits You Best

Now, RingCentral Office@Hand from AT&T is available in three Editions – Standard, Premium and Enterprise – that make it easy to choose the phone solution with the value and features that meet your needs. All Editions are now available with multi-year discounts at favorable rates.

### Standard Edition

Here are just a few of the advanced communications and call management features that make Office@Hand Standard Edition the essential cloud phone system.

### Everything You Want an Integrated Office and Mobile Phone System to Be

- **Quick:** With instant activation, fast set up, and no technical expertise needed, you can be up and running in minutes.
- **Flexible:** Connects multiple offices and employees, letting them use any phone.
- **Mobile:** Keep employees connected on the go. Manage your system from virtually anywhere.
- **Scalable:** Grows with your business. Add new users and locations with a few clicks. Upgrade features for all users by moving to another Edition.
- **Affordable:** With all users on the same Edition, communications budgeting becomes simple and predictable.

### Internet Fax and CloudFax™

Send and receive faxes on your select smartphone<sup>1</sup> from the Office@Hand portal or your email. With CloudFax, you can fax documents directly from cloud storage apps – including Box from AT&T, Google Drive™ online storage service, and Dropbox.

### Business SMS

Employees can send and receive texts to and from customers, colleagues and departments using their Office@Hand business number. It is true single number reach for phone, fax, and text.

### Enhanced Voicemail

Separate business from personal calls with ease. Visual voicemail, included for all extensions and users, provides instant notification when you receive a message. Listen to, save, forward, or delete messages from a list stored in a separate area on your compatible iOS® and Android™ devices<sup>1</sup> and online.

### Toll-Free Service Included<sup>5</sup>

Your monthly subscription fee includes 1,000 Toll-Free minutes per account.

### International Calling<sup>5</sup>

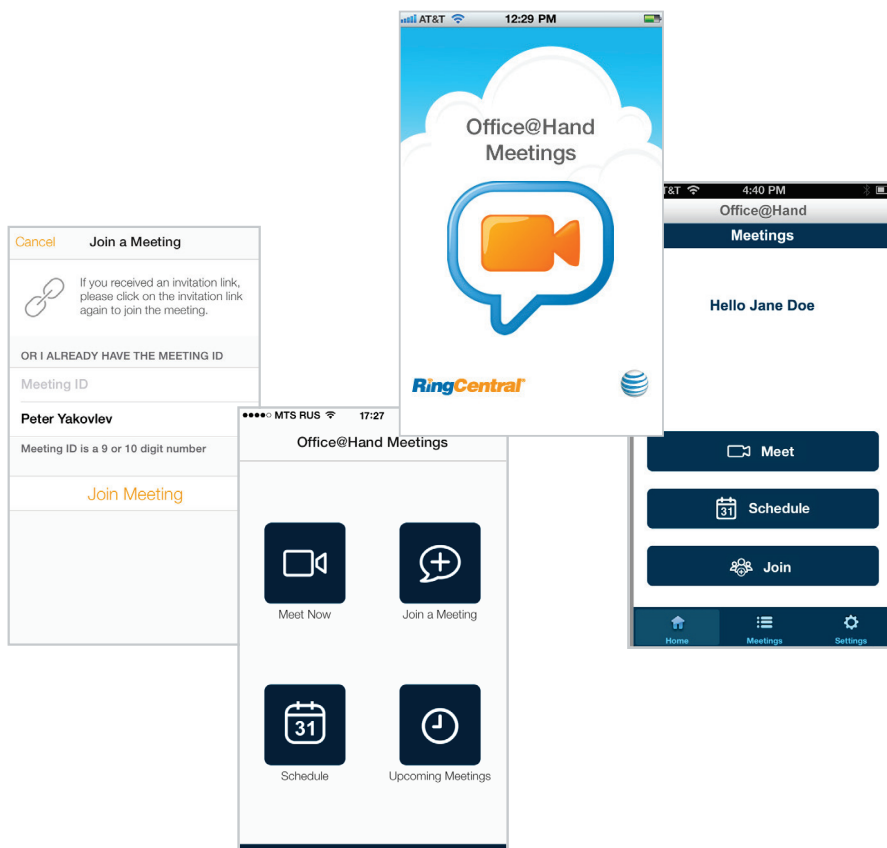
Optional calling credit plans in auto refillable increments enable international calling so you can maintain contact with customers and team members virtually anywhere in the world.

### Voice Conferencing<sup>3</sup>

Each user on your Office@Hand phone system gets their own conference bridge with host and participant access codes, enabling everyone on your team to hold an unlimited number of conferences whenever they want. Your single conference bridge number supports simultaneous hosting and each conference call can include up to 1,000 attendees, enabling you to hold large meetings and broadcasts.

### Shared Lines – Share Calls and Lines Across Devices

The Office@Hand administrator can create Shared Lines groups of any Plug & Ring® ready phones or other registered devices that share the same number in the same location. When that number is called, all of the phones in the group ring, and the call can be answered from any of them. This feature is especially useful in industries such as retail, restaurants and warehouses. Calls can easily be handed off to other phones in the Shared Lines group. Calls placed on hold



can use the Office@Hand paging feature to alert someone to pick up the call on another phone quickly and easily.

### Call Park

Place up to 50 calls on hold in the cloud for you or other users to retrieve from Office@Hand desktop IP phones and softphones.

### Intercom

Use your desktop IP phone or softphone to make short announcements, have quick conversations with colleagues in other office locations, or tell a co-worker there's a parked call waiting.

### 411 Directory Listing<sup>8</sup>

Establish a strong local presence for your business by publishing your company information. Within 24 to 72 hours after entering your primary contact information on the Office@Hand portal, your free business listing will be in national local directories allowing callers who dial 411 to find your contact information quickly and easily.

### Vanity, True Toll-Free or Extra Fax and Local Numbers<sup>9</sup>

Customize how customers reach your business with optional add-on numbers.

Develop a local or national presence in the markets that are important to your success or select a vanity number to best represent your business identity.

### Premium Edition

Office@Hand Premium Edition offers the increased value of including additional Toll-Free monthly minutes, Salesforce® integration, call monitoring, and automatic call recording.

### Toll-Free Service<sup>5</sup>

Your monthly subscription fee includes 2,500 Toll-Free minutes per account.

### Salesforce® Integration

Office@Hand integration with Salesforce® enhances your CRM experience with integrated business communications. With an Office@Hand softphone installed on your computer, you can place calls within the Salesforce® application by simply clicking on a contact or an account record. Incoming calls trigger a pop-up window with the caller's account information to view before answering. And you can attach call notes to specific contact records.

## Pricing

	Standard <sup>6</sup> 30-day free trial available <sup>7</sup>	Premium <sup>6</sup>	Enterprise <sup>6</sup>
2 users	\$56	\$76	\$106
3 users	\$84	\$114	\$159
4 users	\$112	\$152	\$212
5 users	\$140	\$190	\$265
6 users	\$168	\$228	\$318
Up to 8 users	\$220	\$300	\$420
Up to 10 users	\$275	\$375	\$525
Up to 12 users	\$330	\$450	\$630
Up to 14 users	\$385	\$525	\$735
Up to 15 users	\$410	\$560	\$785
Up to 16 users	\$436	\$596	\$835
Up to 18 users	\$490	\$670	\$935
Up to 20 users	\$510	\$710	\$970
Up to 25 users	\$635	\$885	\$1,200
Up to 30 users	\$760	\$1,060	\$1,440
Up to 35 users	\$880	\$1,230	\$1,680
Up to 40 users	\$1,000	\$1,400	\$1,920
Up to 45 users	\$1,125	\$1,575	\$2,160
Up to 50 users	\$1,250	\$1,750	\$2,400
Up to 60 users	\$1,500	\$2,100	\$2,880
Up to 70 users	\$1,750	\$2,450	\$3,360
Up to 75 users	\$1,875	\$2,625	\$3,600
Up to 100 users	\$2,300	\$3,300	\$4,300

To place an order for more than 100 users, please contact your sales person or AT&T Advanced Solutions CARE at 1-866-563-4703.

Additional e911 charge of \$2 per user per month in each of the monthly plans. Plans do not include hardware.

### Call Monitoring

In call center environments, managers can activate the Office@Hand call monitoring feature in order to access and listen to their customer service representatives' conversations in real-time. This feature allows supervisors and authorized users to monitor, join, take over and even instruct their employees in a whisper tone during an active call. The call monitoring feature provides supervisors with additional training capabilities and quality assurance tools to help coach their employees.

### Automatic Call Recording

Automatic Call Recording offers administrators an automatic way of recording inbound and outbound user calls. Recorded calls are stored in the cloud and available for download and playback for up to 90 days. Listen to recordings as many times as you would like – to review conversations or to take notes.

### Enterprise Edition

For customers whose communications needs call for a comprehensive cloud-based phone solution, Enterprise Edition offers all of the features and functionality of the Standard and Premium Editions, plus the freedom of 10,000 Toll-Free minutes per month. In addition, Enterprise Edition includes multi-point HD video conferencing and screen share with Office@Hand Meetings, for desktops and web-connected devices.

## Desktop IP Phones (list subject to change)

Optional Add-on Numbers - Recurring	
Additional Phone numbers (local, fax, toll-free, vanity)	Starting at \$5 per number/mo
Optional – One Time Fees	
Vanity Number Set up	\$30 per number
True 800 number Set up	\$30 per number
Other	
Calling Credit Plans (International and Toll-Free overage)	\$20 or \$100 auto refillable increments
Toll-Free overage charges	3.9 cents/min.
International Country Per minute Rates	Varies by country

Polycom 321 \$99 (2 line IP phone)	Cisco SPA303 \$119 (3 line IP phone)
Polycom 335 \$139 (2 line IP phone)	Cisco SPA525G2 \$279 (5 line IP phone) +1 side car \$409 +2 side car \$469
Polycom 550 \$249 (4 line IP phone)	
Polycom 650 \$349 (receptionist IP phone) +1 side car \$519 +2 side car \$689 +3 side car \$859	Cisco SPA 508G \$199 (receptionist IP phone) +1 side car \$269 +2 side car \$339
Polycom VVX 310 \$169 (high-resolution monochrome, 6 line IP phone)	Cisco SPA 514G \$169 (4 line Gigabit IP phone) +1 side car \$239 +2 side car \$309
Polycom VVX 410 \$219 (TFT LCD, 12 line IP phone) +1 side car \$419	Cisco Linksys SPA 122 \$79 (Analog adapter)
Polycom VVX 500 \$299 (color touchscreen, 12 line IP phone) +1 side car \$499	Yealink W52P (Up to 4 headsets) +1 headset \$169 +2 headsets \$279 +3 headsets \$389 +4 headsets \$499
Polycom 5000 \$599 (conference IP phone)	
Polycom 6000 \$699 (conference IP phone)	

To learn more about Ring Central Office@Hand from AT&T, visit [www.att.com/officeathand-enterprise](http://www.att.com/officeathand-enterprise) or [have us contact you](#).

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### Advanced Screen Sharing

Office@Hand allows you to deliver presentations with office documents and share websites in cloud-based storage, such as Box from AT&T, so with the Office@Hand Meetings app, anyone can share and contribute from their computer or mobile device.<sup>12</sup> Web- and video-based demonstrations are enhanced with notes and illustrations using mark-up and drawing tools on shared items.<sup>12</sup> Finally, integrated chat provides a way to enhance real-time discussions and have private exchanges between meeting attendees.

### HD Video Conferencing

All Office@Hand editions allow users to host and hold high-definition video conferences across desktops and select web-connected devices. Conferences can start instantly or be scheduled in advance. This allows your employees to hold sales meetings with dispersed teams, make client presentations, and train remote employees.

### Requirements

Whichever Edition you choose, there are only a few service and system requirements for using RingCentral Office@Hand from AT&T:

- At least one AT&T mobile subscriber at your business.
- High-speed Internet service with enough bandwidth and connection quality to provide IP phone and data communications to all of your users. The Broadband Capacity and Connection Quality Test Tools can confirm whether you have sufficient bandwidth to handle your estimated voice traffic.
- A router with Quality of Service (QoS) capability, which assures quality of voice communications by giving your IP phone calls priority over other network traffic, especially in times of high usage.

Access and manage all of your phone system functions from compatible iOS® and Android™ devices<sup>1</sup> or online from web-connected devices<sup>12</sup>. Employees can download our free app or login to the online site to begin using the service.

### Specialized Implementation Support

We are ready to help you set up your RingCentral Office@Hand from AT&T service, assist you with transferring numbers, and answer any of your questions, all at no additional charge. We can also help you upgrade from a current Office@Hand account with users on different levels of service to a new Edition for everyone in your company. Our service implementation team will contact you within 48 hours of sign up to help you customize your RingCentral Office@Hand from AT&T account to your business needs.

### AT&T As Your Trusted Advisor

AT&T has an extensive portfolio of mobile services and a rich history in enterprise communications. AT&T is the nation's most reliable 4G LTE network.<sup>10</sup> AT&T has broad Wi-Fi coverage with access to more than 402,000 hotspots globally, and has what it takes to be your mobility provider of choice.

### Notes

1. See [att.com/officeathand](http://att.com/officeathand) for list of certified devices.
2. Monthly charges include up to 10,000 minutes of use per user per month for local and long distance voice calls and faxing.
3. 6-hour limit per conference call with no limits on number of conference calls.
4. Features available on Premium and Enterprise Editions only.
5. Prepaid Calling Credits are decremented using Office@Hand rates for regular and mobile calls; additional toll-free minutes are 3.9 cents per minute. When included monthly

toll-free minutes are exhausted, the minimum Calling Credit package (if no Calling Credits have ever been purchased) or the previously purchased Calling Credits package will be automatically purchased.

6. A \$2 per user license per month 911 fee will be charged monthly for all editions.

7. 30-day Free Trial is only available to new Standard Edition subscribers with 2 or more users. Hardware and add on services or packages cannot be ordered during the trial period.

8. Includes one optional 411 directory listing per account.

9. Excludes one-time set up fee for True Toll-Free or Vanity numbers. Volume discount for the monthly \$5 charge may apply.

10. Claim based on analysis of independent third party data regarding nationwide carriers' 4G LTE. LTE is a trademark of ETSI. 4G LTE not available everywhere.

11. Features available on Enterprise Edition only.

12. Web sharing is not currently available with Android™ devices.

Available for iOS or Android<sup>1</sup>



Download on the App Store



Android App on Google Play

For more information contact an AT&T Representative, visit [www.att.com/officeathand-enterprise](http://www.att.com/officeathand-enterprise), or call 800.791.9927.

## Important Information

General: RingCentral Office@Hand from AT&T ("Office@Hand") is available only to enterprise and government customers with a qualified AT&T agreement ("Qualified Agreement"). Office@Hand is subject to the Qualified Agreement, applicable Sales Information, and the terms and conditions found at [www.att.com/officeathandpolicy](http://www.att.com/officeathandpolicy) ("Additional Product Terms"). For AT&T's government customers on a Qualified Agreement: Any Additional Product Terms not allowable under applicable law will not apply, and the Qualified Agreement will control in the event of any conflict between the Qualified Agreement and the Additional Product Terms. May not be available for purchase in all sales channels or in all areas. Additional hardware, software, services and/or network connection may also be required depending on selected solution. Compatible device required for use of mobile app. Coverage is not available in all areas. Wireless service is subject to transmission, terrain, system, capacity and other limitations. Availability, accessibility, security, delivery, speed, timeliness, accuracy and reliability are not guaranteed by AT&T. Additional fees, charges, taxes and other restrictions may apply. Offer subject to change.

You, your company or an employee of your company must be an AT&T Mobility subscriber and receive a bill from AT&T Mobility to subscribe to Office@Hand. Compatible iOS® and Android™ users can download the Office@Hand application to their phone and manage the Office@Hand functions from their phone. Wireless voice and data service required. Minimal data synchronization charges may apply when using the application to place calls from compatible iOS® and Android™ devices. Other device owners, both wireline and wireless, must access and manage the Office@Hand functions online through a web browser. Price does not include wireless airtime minutes or data usage or other charges that a wireless or wireline carrier may impose for airtime, data, or other charges when using Office@Hand. AT&T wireless subscribers: wireless airtime minutes and data usage will be deducted from your or your company's AT&T voice and data plans, depending on who is responsible for such charges, when using Office@Hand with your wireless phone. Other carrier's wireless subscribers: you must subscribe (either individually or through your company) to another service provider's wireless voice and data services to use the Office@Hand mobile features and wireless airtime minutes and data usage will be deducted from your plan. You or your company is responsible for determining if subscribing to another service provider besides AT&T incurs airtime, data or other charges with that service provider when using Office@Hand. Office@Hand calling plans are primarily for live dialogue between two people. Connections which do not consist of primarily uninterrupted live dialogue between two individuals are generally not permitted. Coverage: Wireless coverage is not available in all areas. Wireless service is subject to transmission, terrain, system, capacity and other limitations. Availability, security, speed, timeliness, accuracy and reliability of service are not guaranteed by AT&T. For complete terms and conditions, see [att.com/OfficeAtHandPolicy](http://att.com/OfficeAtHandPolicy).

## 911 Service

911 Service is only provided by Office@Hand IP desk phones and softphones on PCs. Other Office@Hand software applications and services do not provide 911 service. Because Customer's address does not necessarily correspond with Customer's phone number, Customer must provide Office@Hand service with Customer's Registered Location when Customer activates Office@Hand service. Customer is responsible for keeping its Registered Location up to date at all times. Registered Location is defined to mean the street address where Customer will be using Office@Hand service. The other Office@Hand software applications and services do not provide 911 service. If Customer subscribes to one of those other applications or services Customer must make alternative arrangements to place 911 calls, such as using a traditional wireline or cellular telephone and should not rely on Office@Hand to call or text to 911.

Office@Hand IS INTENDED FOR GENERAL BUSINESS USE ONLY AND IS NOT DESIGNED, INTENDED OR RECOMMENDED FOR USE IN ENVIRONMENTS REQUIRING FAIL-SAFE PERFORMANCE (E.G. EMERGENCY MEDICAL CARE, HAZARDOUS ACTIVITIES) IN WHICH THE FAILURE OF THE SERVICE COULD LEAD TO DEATH, PERSONAL INJURY OR SEVERE PHYSICAL OR ENVIRONMENTAL DAMAGE. AT&T SPECIFICALLY DISCLAIMS ANY EXPRESS OR IMPLIED WARRANTY OF FITNESS FOR HIGH RISK ACTIVITIES OR SERVICES.

In the United States only, Office@Hand provides access to 911 or E911 calling where 911 or E911 calling is available. 911 or E911 service may not be available with Office@Hand. CUSTOMER ACKNOWLEDGES AND AGREES WITH THE TERMS AND CONDITIONS REGARDING THE LIMITATIONS ON THE 911 EMERGENCY DIALING AND MESSAGING CAPABILITIES OF OFFICE@HAND AND THE DISTINCTIONS BETWEEN SUCH CAPABILITIES AND TRADITIONAL (NON-VOIP) 911 OR E911 CALLS. INCLUDED ARE CUSTOMER RESPONSIBILITIES, EMERGENCY DIALING INSTRUCTIONS, AND ADVISORIES REGARDING THE CIRCUMSTANCES UNDER WHICH 911 OR E911 MAY NOT BE AVAILABLE OR MAY IN SOME WAY BE LIMITED BY COMPARISON TO TRADITIONAL WIRELINE OR CMRS (COMMERCIAL MOBILITY RADIO SERVICE) E911 SERVICES. CUSTOMER ACCEPTS AND ACKNOWLEDGES THE LIMITATIONS BELOW AND AGREES TO INFORM ALL END USERS OF THESE LIMITATIONS. FAILURE BY CUSTOMER TO COMPLY WITH THESE OBLIGATIONS CONSTITUTES GROUNDS FOR TERMINATION OF CUSTOMER'S SERVICE.

Important Information that Customer Must Provide to End Users Regarding Limitations of 911 and E911 Services Available with Office@Hand. Customer agrees to provide the following information to each end user of Office@Hand:

Customer must inform each end user that the end user: (1) must register a physical address where the Office@Hand service will be provided to the end user ("Registered Location") at the time of the end user's first access to Office@Hand; (2) must update the Registered Location whenever he or she changes physical location; and (3) is responsible for ensuring the continuous accuracy of the end user's Registered Location.

The end user must enter his/her Registered Location as part of the Office@Hand service initiation process. If the end user does not enter a Registered Location, or enters an invalid address, the end user will not have access to Office@Hand.

The Registered Location information is used: (1) to determine to which Public Safety Answering Point ("PSAP") the end user's 911 call should be routed; and (2) by the PSAP to deploy emergency services to such location.

There may be a delay between the time that end user submits a new Registered Location and the time that it can be: (1) used to route an end user's 911 call to the correct PSAP or (2) delivered to an emergency call center operator with the call. The duration of such delay will vary, but typically will be less than 60 minutes from the time of Registered Location entry from the end user's device. Until the new Registered Location is updated, an end user's 911 call may not route to the correct PSAP, and the emergency operator will not have electronic access to the end user's current physical location. Under such circumstances, the end user must be prepared to provide verbally his/her current physical address to the emergency operator.

If a 911 call is made with Office@Hand, RingCentral will, where technically feasible, provide the end user's Registered Location to the appropriate PSAP. If the end user has not provided correct physical location information, 911 calls may be misdirected to an incorrect PSAP.

- Office@Hand utilizes a digital technology called Voice over IP ("VoIP") and may be provided to the end user's device over a wired broadband or Wi-Fi connection, rather than the wireless connection used by cellular telephones.
- An end user cannot use Office@Hand for Text-to-911 unless (i) the end user is in an area where the PSAP accepts Text-to-911 messages and (ii) the end user's device has both an active messaging plan and an available cellular connection. If both these conditions are met, an end user's attempt to text to 911 using Office@Hand will default to the end user's device messaging plan, which will complete the text, if possible. If an end user has an iOS device, the end user will have to press "Send" twice to transmit the message. Because Text-to-911 service is only available in areas where PSAPs have elected to accept emergency text messages from the public, unless the end user has confirmed that the PSAP in the end user's area supports Text-to-911, the end user should not rely on text messages to reach 911. If an end user attempts to send a text to 911 in an area where the service is not available, the end user will be alerted by a "bounce-back" message from his/her wireless carrier that the text to 911 was unsuccessful. **Text-to-911 using Wi-Fi is not available under any circumstances, even if the end user's wireless service is unavailable but the end user can obtain Wi-Fi coverage.**

Examples of the types of circumstances under which 911 and Text-to-911 services may not be available to end users, or are limited in comparison with traditional 911 telephone service include, but are not limited to:

- 9-1-1 is dialed from a location other than the end user's Registered Location;
- The end user's broadband connection (wired, wireless and/or Wi-Fi) has been disrupted or impaired;
- The end user's underlying data service plan has lapsed or has been disrupted or impaired;

To learn more about Ring Central Office@Hand from AT&T, visit [www.att.com/officeathand-enterprise](http://www.att.com/officeathand-enterprise) or [have us contact you.](#)

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- The end user experiences a loss of electrical or battery power;
- Delays have occurred in processing any updates to the end user's Registered Location;
- The end user places a call to 911 using a non-native telephone number;
- The end user is required to close alert messages and/or press the "Send" or "Call" button in more than one dialer as part of the 911 call process;
- The end user is required to manually navigate from the cellular dialer to the VoIP dialer to place a VoIP 911 call;
- The end user places a call to 911 using a device not located in the United States;
- The 911 call is connected to a live operator who will route end user to the emergency first responder based on location information that the end user provides verbally;
- The end user cannot text to 911 unless the end user's device has both an active messaging plan and an active connection to mobile cellular service (not Wi-Fi); and
- Text-to-911 service is only available in areas where PSAPs have elected to accept emergency text messages from the public.

TTY/TRS users should always dial 911 (not 711) for emergency calls, and will need to provide and update their Registered Location, as described above.

Office@Hand cannot be used to make emergency calls or messages outside the United States.

If an end user's device is equipped with an underlying wireless voice services plan and the end user attempts to initiate a 911 call from his/her device using Office@Hand, in areas of sufficient cellular strength, the call will be completed using the underlying wireless voice service on the end user's device and not using Office@Hand. After the end user dials 9-1-1 from within the Office@Hand dialer and pushes "Call", the call will be redirected to the underlying device dialer (note: some devices require the end user to agree to be re-directed by pressing "OK" when alerted by a pop-up message). In such cases, the end user will need to push "Call" or "Send" a second time in the device dialer to complete the 911 call. If the emergency call fails, the end user should re-enter the Office@Hand dialer to attempt the 911 call via Office@Hand. Depending on the device operating system, the end user may need to close the device dialer in order to re-enter the Office@Hand dialer.

If (1) an end user's device dialer does not have any underlying wireless voice service (for example, if it is a Wi-Fi only device); (2) the end user's underlying wireless voice service is unavailable; or (3) the end user elects to re-attempt the emergency call Office@Hand after an initial failed emergency call, any 911 call made from the end user's device using Office@Hand will be routed to the PSAP associated with the end user's then-current Registered Location. If the call cannot be connected to the appropriate PSAP, the call will be routed to an emergency call center operator who will attempt to collect the end user's current location information and telephone number by requesting that the end user verbally provide his/her address and call-back information. Unless an end user is unable to speak when making a call to a third-party emergency call center, the end user must be prepared to verbally provide both address information and call-back telephone number for use by emergency call center operators or PSAP dispatchers.

Customer and end users should always have an alternate means of accessing traditional 911 services or other emergency calling services, and such alternative means should include the ability to access 911 services or other emergency calling services, through the PSTN where technically feasible.

Emergency calling and messaging outside of the United States is unavailable through Office@Hand. If Office@Hand is used to place a call or message from a location outside the United States to a telephone number in the United States, the call or message may be blocked or subject to international data or voice roaming charges on the end user's personal data or voice plan. Customer shall defend, indemnify, and hold harmless AT&T, its Affiliates, and their respective suppliers, agents, directors, employees and officers for any and all loss, damage, liability, action, demand, action of a regulator or claims relating to or arising out of: (i) the customer's and customer's end users' use of Office@Hand to place or receive international calls or messages; or (ii) the customer's and customer's end users' use of Office@Hand to place or receive emergency calls or messages internationally.

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To learn more about Ring Central Office@Hand from AT&T,  
visit [www.att.com/officeathand-enterprise](http://www.att.com/officeathand-enterprise) or [have us contact you.](#)



# RingCentral Office@Hand from AT&T

## Polycom SoundPoint Desktop IP 321 and 335 Phone

### Enterprise-grade SIP phones for remarkable value.

The Polycom SoundPoint IP 321 and IP 335 are enterprise-grade SIP phones that provide excellent sound quality at a remarkable value. Both are designed to bring high-quality communications through advanced features and functionality.

The Polycom SoundPoint IP 321 has a single 10/100 Ethernet port and two lines. It also features a stand that can be reversed to serve as a wall mount. With a built-in IEEE 802.3af PoE circuitry, you can experience flexible deployment and significant savings on cabling expenses.

The phone unit also comes with Polycom Acoustic Clarity technology, enabling crystal-clear conversations that sound as natural as face-to-face conversations. It is equipped with a full-duplex IEEE 1329 Type 1-compliant speakerphone.

The Polycom SoundPoint IP 335 features HD voice technology to deliver voice data. It is also equipped with a high-resolution backlit display to provide clear call information. The unit also comes with features such as call hold, transfer and three-way conferencing.

Both the Polycom SoundStation IP 321 and IP 335 provide businesses with excellent communications in real time, and offer functionality that enables your office communications the ability to maximize productivity over any network.



#### Includes:

- Polycom SoundPoint Desktop IP 321/335
- Handset and cord
- Phone base
- RJ-45 Ethernet cable
- AC power kit
- Userguide and quick tips card
- Product registration card

### Features

#### Lines:

- Up to 2 lines with up to 2 calls per line

#### Display:

- 102 x 33 pixel-graphical LCD
- IP 335: LED backlight display

#### Audio Features:

- Full-duplex hands-free speakerphone with Polycom
- Acoustic Clarity Technology
- Frequency response: 300Hz–3300Hz for handset, headset and hands-free speakerphone modes
- Individual volume settings with visual feedback for each audio path
- Voice activity detection
- Comfort noise fill
- DTMF tone generation/DTMF event RTP payload
- Low-delay audio packet transmission
- Adaptive jitter buffers
- Packet loss concealment
- Acoustic echo cancellation
- Background noise suppression

#### Call-Handling Features:

- Distinctive incoming call treatment/call waiting
- Call timer
- Call transfer, hold
- Called, calling, connected party information
- Three-way conferencing
- One-touch speed dial, redial
- Call waiting
- Automatic off-hook call placement
- Do not disturb function

#### Other Features:

- Local feature-rich GUI
- Time and date display
- Call history (missed, placed and received)
- Unicode UTF-8 character support. Multilingual user interface encompassing Danish, Dutch, English (Canada/U.S./U.K.), French, German, Italian, Norwegian, Portuguese, Russian, Spanish, Swedish



# RingCentral Office@Hand from AT&T

## Polycom SoundPoint Desktop IP 321/335 Features and Specifications

### Feature Keys:

- 3 context-sensitive “soft” keys
- 2 line keys with bi-color (red/green) LED
- 2 feature keys (“Menu” and “Dial”)
- 4-way navigation key cluster with center “Select” key
- 2 volume control keys
- Dedicated hold key
- Dedicated headset key
- Dedicated hands-free speakerphone key
- Dedicated microphone mute key
- Headset compatibility

### Headsets:

- IP 321: Dedicated 2.5mm headset port compatible with most monaural mobile phone headsets
- IP 335: Dedicated RJ-9 headset port – amplified headsets are recommended

### Hearing Aid Compatibility:

- Compliant with ADA Section 508 Recommendations: Subpart B 1194.23 (all)
- Hearing Aid Compatible (HAC) handset for magnetic coupling to approved HAC hearing aids
- Compatible with commercially available TTY adapter equipment

### Protocol Support:

- IETF SIP (RFC 3261 and companion RFCs)

### Network and Provisioning:

- IP 321: Single 10/100 Mbps Ethernet port
- IP 335: Two 10/100 Mbps Ethernet port
- Manual or dynamic host configuration protocol (DHCP) network setup
- Time and date synchronization using SNTP
- QoS Support – IEEE 802.1p/Q tagging (VLAN), Layer 3
- Network Address Translation (NAT) support for static configuration and “Keep-Alive” SIP signaling
- RTCP support (RFC 1889)
- Event logging
- Syslog
- Local digit map
- Hardware diagnostics
- Status and statistics reporting

### Approvals:

- FCC Part 15 (CFR 47) Class B
- ICES-003 Class B
- EN55022 Class B
- CISPR22 Class B

- AS/NZS CISPR 22 Class
- VCCI Class B
- EN55024 Class B
- EN61000-3-2; EN61000-3-3; EN-61000-6-1
- ROHS compliant
- Anatel
- GOST
- C-tick
- CCC

### Safety:

- CE Mark
- EN 60950-1
- IEC 60950-1
- CAB/CSA-C22.2 No. 60950-1-03
- AS/NZS 60950-1
- IP 321: NRTL
- IP 335: UL60950-1

### Operating Conditions:

- Temperature: +10 to 40°C (+50 to 104°F)
- Relative humidity: 20% to 85%, non-condensing

### Storage Temperature:

- -40 to +70°C (-40 to +160°F)

### Size:

- 6.7 in x 5.7 in x 6.9 in x 1.4 in
- (17 cm x 14.5 cm x 17.5 cm x 3.5 cm)

### Weight:

- Phone weight: 1.37 lb (0.625 kg)

### Part Numbers / UPC Codes:

- IP 321: 2200-12360-025/610807690276 for all markets
- IP 335: 2200-12375-025/610807694670 for all markets

### Unit Box Dimensions / Weight:

- 10 in x 4.2 in x 11.6 in (W x H x D)
- (25 cm x 10.5 cm x 29.5 cm)
- 3 lb 4 oz (1.49 kg)

### Country of Origin:

- Thailand

### Warranty:

- 1 year

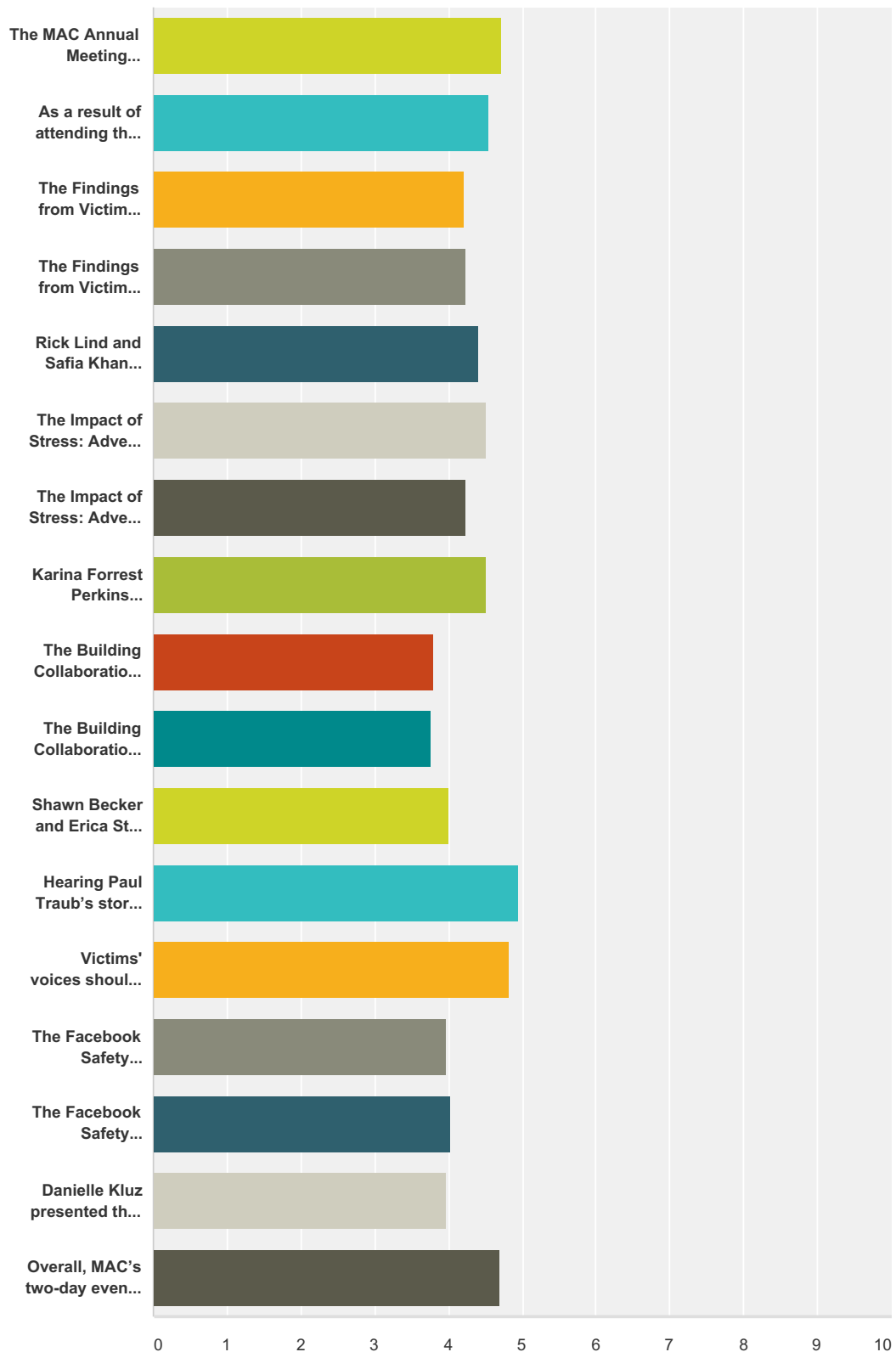
### For more information, please

- **contact an AT&T sales representative**
- **visit [att.com/OfficeAtHand](http://att.com/OfficeAtHand)**
- **call 877-280-4103**



**Q1 On a scale from 1-5, please answer the following questions.**

Answered: 37 Skipped: 0



## 2016 MAC Annual Meeting & Capacity Building Training Survey

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Did Not Attend This Session	Total	Weighted Average
The MAC Annual Meeting provided me with information that increased my knowledge and understanding of MAC's current work and plans for future initiatives.	<b>64.86%</b> 24	<b>27.03%</b> 10	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>8.11%</b> 3	37	4.71
As a result of attending the 2016 Annual Meeting, I am more likely to seek out opportunities to be involved in MAC's work.	<b>54.05%</b> 20	<b>35.14%</b> 13	<b>2.70%</b> 1	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>8.11%</b> 3	37	4.56
The Findings from Victim Focus Groups presentation by Rick Lind and Safia Khan provided me with new information regarding the needs and perceptions of victims who have had involvement with the criminal justice system.	<b>29.73%</b> 11	<b>54.05%</b> 20	<b>5.41%</b> 2	<b>2.70%</b> 1	<b>0.00%</b> 0	<b>8.11%</b> 3	37	4.21
The Findings from Victim Focus Groups presentation expanded my knowledge of the correctional system and opportunities for victims to access and provide valuable information.	<b>29.73%</b> 11	<b>56.76%</b> 21	<b>2.70%</b> 1	<b>2.70%</b> 1	<b>0.00%</b> 0	<b>8.11%</b> 3	37	4.24
Rick Lind and Safia Khan presented the information in an organized and helpful way.	<b>37.84%</b> 14	<b>54.05%</b> 20	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>8.11%</b> 3	37	4.41
The Impact of Stress: Adverse Childhood Experiences Study presentation by Karina Forrest Perkins provided me with new information regarding the effects of stress/trauma on offender and victim behavior.	<b>48.65%</b> 18	<b>40.54%</b> 15	<b>2.70%</b> 1	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>8.11%</b> 3	37	4.50
The Impact of Stress: Adverse Childhood Experiences Study presentation expanded my knowledge of how to better engage with individuals who have experienced prolonged exposure to stress/trauma.	<b>29.73%</b> 11	<b>54.05%</b> 20	<b>8.11%</b> 3	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>8.11%</b> 3	37	4.24
Karina Forrest Perkins presented the information in an organized and helpful way.	<b>48.65%</b> 18	<b>40.54%</b> 15	<b>2.70%</b> 1	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>8.11%</b> 3	37	4.50
The Building Collaboration Between System and Community Based Advocates presentation by Shawn Becker and Erica Staab provided me with new information regarding the need and opportunity to invest in strong collaborative relationships.	<b>18.92%</b> 7	<b>43.24%</b> 16	<b>24.32%</b> 9	<b>2.70%</b> 1	<b>2.70%</b> 1	<b>8.11%</b> 3	37	3.79
The Building Collaboration Between System and Community Based Advocates presentation expanded my knowledge of how I can better engage with other partners and stakeholders of my local criminal justice system.	<b>16.22%</b> 6	<b>45.95%</b> 17	<b>24.32%</b> 9	<b>2.70%</b> 1	<b>2.70%</b> 1	<b>8.11%</b> 3	37	3.76
Shawn Becker and Erica Staab presented the information in an organized and helpful way.	<b>21.62%</b> 8	<b>48.65%</b> 18	<b>21.62%</b> 8	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>8.11%</b> 3	37	4.00
Hearing Paul Traub's story of victimization and survival was inspirational and had an impact on me.	<b>81.08%</b> 30	<b>5.41%</b> 2	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>13.51%</b> 5	37	4.94
Victims' voices should be elevated in MAC's work to ensure we are responding to their needs.	<b>81.08%</b> 30	<b>10.81%</b> 4	<b>2.70%</b> 1	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>5.41%</b> 2	37	4.83
The Facebook Safety presentation by Danielle Kluz provided me with new information that I can use when safety planning with victims.	<b>16.22%</b> 6	<b>56.76%</b> 21	<b>13.51%</b> 5	<b>2.70%</b> 1	<b>0.00%</b> 0	<b>10.81%</b> 4	37	3.97
The Facebook Safety presentation expanded my understanding of the potential risks and benefits of social media.	<b>13.51%</b> 5	<b>62.16%</b> 23	<b>10.81%</b> 4	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>13.51%</b> 5	37	4.03
Danielle Kluz presented the information in an organized and helpful way.	<b>21.62%</b> 8	<b>43.24%</b> 16	<b>18.92%</b> 7	<b>2.70%</b> 1	<b>0.00%</b> 0	<b>13.51%</b> 5	37	3.97
Overall, MAC's two-day event was beneficial to me and my work.	<b>67.57%</b> 25	<b>29.73%</b> 11	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>2.70%</b> 1	37	4.69

**Q2 Please provide any additional feedback you would like MAC staff and board members to consider.**

Answered: 37 Skipped: 0

#	Responses	Date
1	You are doing a great job!	9/27/2016 12:45 PM
2	I was only able to attend the Annual Membership Meeting and it was very well organized and presented.	9/23/2016 11:30 AM
3	Thank you for a well organized and very informative day and half of training.	9/22/2016 2:11 PM
4	Encourage attendance from more community based programs and discuss how they can improve their working relationships/partnerships/collaborations in a very practical manner.	9/19/2016 2:05 PM
5	Great conference.	9/19/2016 8:11 AM
6	Would like the training to be later in the month like it used to be, hard to take off right after Labor Day.	9/16/2016 9:18 AM
7	Overall I think the training was well done and informative. The location was easy to find, and the accommodations were good. The microphones did not seem to help, but the room was small enough I think the presenters were able to be heard without them. Paul Traub was very well spoken and so inspiring.	9/15/2016 10:09 AM
8	It was my first time attending and it looks like the funding and full time and additional staff will make the organization even stronger than it was in the past. I like that there was talk of working together with the other coalitions and not against. I think this approach will always provide victims we work with better services and better advocates.	9/15/2016 9:41 AM
9	It would be nice if MAC could hold a meeting in the northern part of the state sometime.	9/15/2016 9:39 AM
10	N/A	9/15/2016 9:28 AM
11	N/A	9/14/2016 2:18 PM
12	the only thing that was an issue was the sound system - technology. Otherwise, it was good.	9/14/2016 8:24 AM
13	Liked the location and the fact that the training was right at the hotel. A suggestion would be to take 5 minute breaks and be released earlier and/or start earlier in the morning.	9/14/2016 8:22 AM
14	Karina Perkins was fabulous - I could have listened to her all day.	9/13/2016 3:20 PM
15	Great work on day one! I wish I had made it to day two as well,)	9/13/2016 1:41 PM
16	.	9/13/2016 12:00 PM
17	Everything was very organized and the presenters were great.	9/13/2016 10:52 AM
18	Please consider having anyone other than white people speak at your meetings. This is coming from a white person, but the overall tone over the two days was one of "us vs. them" and what can be done to help those poor poor victims. The victims of crime are predominantly people of color so the lens through which we view it should be intersectional. I think you had one person of color speak, Safia Khan, and that was not enough. She was clearly dumbing down her presentation to talk to ignorant white people about how criminal justice systems look to victims. Victims don't trust criminal justice systems and one of those reasons is it is a bunch of white people looking down at them--this is a fact that anyone working with people of color is well aware. In the future, I would not be attending this meeting unless there is a significant portion of people of color attending, or anyone other than cis, able-bodied, white people.	9/13/2016 10:49 AM
19	Finally MAC is on track with a clear direction and recognition. Excited to see the work being done! Nice job Bobbi!	9/13/2016 10:31 AM
20	Liked the 2 day meeting/training schedule. Also liked having presentations that were varying lengths of time.	9/13/2016 10:26 AM
21	It was a great training! I would like more information on social media. Are prison tours available? Or someone to talk about what happens once someone gets to prison? What questions are asked of offenders to determine where they go from St. Cloud? How is it determined who goes to an actual prison and some go to Sherburne County?	9/13/2016 9:39 AM
22	I have been involved in the system for many years and as a result was aware of much of the information offered. ( not all) Attending the event served to recharge and connect with other professionals working on the behalf of victims. Thanks for the opportunity. I really appreciated the event. In the future it may be helpful to include segments and info on victims dealing with perp's who are juveniles. .	9/13/2016 9:36 AM

## 2016 MAC Annual Meeting & Capacity Building Training Survey

23	.	9/13/2016 9:29 AM
24	N/A	9/13/2016 9:20 AM
25	I really enjoyed this two day training but I wish there would have been more information regarding general crime. I think the information Rick Lind and Safia Khan provided was important and useful, however the agency that I work for does not provide domestic violence services unless it is an absolute necessary due to the fact that there is a different agency in our area that covers that kind of victimization. I really wish that I would have come out of this training with more ways to assist general crime victims as a whole, I feel like most of the topics leaned towards domestic violence. The victim/survivor story was great and I think it really made a lasting impact with everyone who was there listening to him.	9/13/2016 9:15 AM
26	Great speakers on the second day!	9/13/2016 9:13 AM
27	Overall very well put together. Thanks.	9/13/2016 8:48 AM
28	Imagine very optimistic about where MAC is headed and I'm excited to be a part of it.	9/13/2016 8:44 AM
29	I appreciated the opportunity and look forward to more events in the future!	9/13/2016 8:44 AM
30	I enjoyed the conference. I would like more info regarding the RFPs for prosecutorial agencies. Bobbi, I will be in touch :)	9/13/2016 8:43 AM
31	Thanks!	9/13/2016 8:40 AM
32	Good information and trainings. If possible, offer meals on site verses reimbursements (it just makes it easier).	9/13/2016 8:38 AM
33	Thank you for all the information. I am new to MAC and feel I learned a lot about the coalition and also feel the trainings provided were excellent.	9/13/2016 8:38 AM
34	Great job !	9/13/2016 8:34 AM
35	More Trainings with Victim's voices	9/13/2016 8:28 AM
36	I thought the event was a huge success. It was a great opportunity to have a conversation about MAC's future and got me excited about what the future hold for general crime, which seems to get lost in the shadow of DV and SV sometimes. Bobbi, you did a magnificent job of preparing and facilitating meaningful discussion around relevant topics. I can't wait to see what the year has in store for MAC.	9/13/2016 8:27 AM
37	Victims of social media crimes (i.e.- minors that are targeted on line).	9/13/2016 8:22 AM

Program Name			Address
Anoka County Victim Witness Program	Emily	Douglas	Anoka County Attorney's Office, 2100 Third Ave. Ste. 720
Blue Earth County Attorney's Office	Vanessa	Barr	P.O. Box 3129
Brown County Probation	Bernie	Epper	1 South State St.
Carver County Attorney's Office	Nancy	Yates	604 E. 4th St.
Cass County Attorney's Office	Sharon	Pfeiffer	PO Box 3000
Chippewa County Victim Witness Program	Denise	Loy	629 N 11th Street, Suite 11
Chisago County Attorney's Office Victim Assistance	Wendy	Stenberg	313 N. Main St.
Clay County Attorney's Office	Michelle	Olsonoski	807 11th St. N., PO Box 280
Cook County Attorney's Office	Molly	Hicken	411 West 2nd Street
Crime Victims Resource Center	Tori	Miller	101 14th St. NW
Crow Wing County Victim Services, Inc.	Kathy	Fleisher	803 Kingwood St., Ste. 203
Dakota County Attorney's Office	Monica	Jensen	1560 Hwy. 55
Dodge-Fillmore-Olmsted Victim Services	Becky	Kamrath	151 4th St. SE
Freeborn County Crime Victims Crisis Center	Maureen	Williams-Zelenak	203 West Clark Street
Friends Against Abuse	Jenell	Feller	407 4th St.
Hands of Hope Resource Center	Stephanie	Och	P.O. Box 67
Hennepin County Attorney's Office	Nicki	Slick	300 S. 6th St.
Houston County Victim Services	Michelle	Herman	306 S. Marshall, Ste. 2300
Immigrant Law Center	Selena	Britzius-Negash	450 N. Syndicate St., Suite 175
Isanti County Victim Services/SAIC	Brenda	Skogman	555 18th Avenue SW
Itasca County Attorney's Office	John	Muhar	123 NE 4th St.
JWRC of NCPTC & Gundersen Health System	Alison	Feigh	2021 E. Hennepin Ave. Ste 360
Kandiyohi County Attorney's Office	Jen	Hovland	415 SW 6th St.
Lac Qui Parle County Attorney's Office	Denise	Loy	214 6th Ave.
Lake County Attorney's Victim Witness Program	Susan	Frericks	Lake County Courthouse, 601 Third Ave.
Lakes Crisis & Resource Center	Leona	Ulrich	P.O. Box 394

Le Sueur County Victim/Witness Program	Vicki	Walechka	88 South Park Ave.
Mahnomen County Victim Services Office	Lynn	Geray	311 North Main Street, P.O. Box 440
Maplewood Police Department	Paul	Schnell	1830 Co Rd B East
Marshall County Victim Services	Judy	Bernat	208 East Colvin, Suite 2
Martin County Victim Services	Rebecca	Bentele	201 Lake Ave., Security Bldg. Rm. 245
MCAA	Bob	Small	100 Empire Dr., Ste. 200
Meeker County Attorney's Office	Sharon	Dicke	325 Sibley Ave. N.
Meeker County Sheriff's Office	Sara	Miller	326 N. Ramsey Ave.
Mille Lacs County Attorney's Office	Jan	Jude	225 6th Ave. SE
MN Elder Justice Center	Amanda	Vickstrom	2610 University Avenue West Ste 530
Minneapolis City Attorney's Office	Mary Ellen	Heng	350 S. 5th St. Room 210, City Hall
Minnesotans For Safe Driving	Sharon	Gehrman-Driscoll	8700 West 36th St., Ste. 1E
Mothers Against Drunk Driving	Art	Morrow	155 S. Wabasha Street, Ste. 104
New Horizons Crisis Center	Carrie	Buddy	109 S. 5th St., Ste. 40
Nicollet County Attorney's Office	Bonnie	Peterson	501 South Minnesota Ave
Olmsted County Attorney's Office	Mark	Ostrem	151 4th St. SE
OutFront Minnesota	Eva	Wood	310 E. 38th St., Suite 204
Norman County Victim Assistance Program	Melissa	Fetterer	402 E. 3rd St., Suite 9
Pathways of West Central MN, Inc.	Melissa	Bodin	103 W. Nichols
Polk County Attorney's Office	Stephanie	Pry	816 Marin Ave., Suite 125
Ramsey County Attorney's Office	Tami	McConkey	Victim/Witness and Community Services Division, 345 Wabasha St. N. Ste. 120
Renville County Attorney's Office	David	Torgelson	105 S. 5th St., Ste. 320
Rice County Attorney's Office	Shawn	Becker	218 NW 3rd St.
Rochester City Attorney's Office	Kristina	Bush	201 4th Street SE, Room 247
Safe Avenues	Jen	Johnson	P.O. Box 568
Shakopee Police Department	Barb	Hedstrom	475 Gorman Street

Sherburne County	Michelle	Berner	13880 Business Center Driver
Someplace Safe	Sheila	Korby	P.O. Box 815
St. Louis County Attorney's Office	Patty	Wheeler	100 North 5th Ave. West
St. Paul City Attorney's Office	Jim	Jeffery	500 City Hall/Courthouse, 15 W. Kellogg Blvd.
Stearns County Attorney's Office	Heather	Benhardus	705 Courthouse Sq., Rm 448
Steele County Attorney's Office	Dan	McIntosh	303 South Cedar Aven
US Attorney's Office	David	Anderson	600 US Courthouse, 300 South 4th St.
Washington County Attorney's Office	Christine	Vondelinde	15015 62nd St. N.
Watonwan County Victim Witness Program	Melissa	Cornelius	710 2nd Ave. S., P.O. Box 518
White Earth DOVE Program	Tanya	Vold	P.O. Box 418
WINDOW	Lisa	Lilja	P.O. Box 739
Women of Nations	Della	Plume	PO Box 7125
Wright County Victim/Witness Program	Jenny	Paripovich	10 N.W. 2nd St.
Minnesota Children's Alliance	Marcia	Milliken	2301 Woodbridge Street, #200
Lisa Smith	Lisa	Smith	1501 Freeway Blvd.
Diana Umidon	Diana	Umidon	1542 East Shore Drive
Lauren Schmitz	Lauren	Schmitz	1501 Freeway Blvd.

## Minnesota Alliance on Crime – Board Member List 2016-2017

155 South Wabasha Street, Ste. 104  
St. Paul, MN 55107  
612.940.8090/866.940.8090

<p><b>Vanessa Barr, President</b>  <b>Blue Earth County Attorney's Office</b>  PO Box 3129  Mankato, MN 56002-4620  Work: 507.304.4630 Cell: 507.330.2109  Fax: 507.304.4620  <a href="mailto:Vanessa.barr@blueearthcountymn.gov">Vanessa.barr@blueearthcountymn.gov</a>  <a href="mailto:cvbarr@yahoo.com">cvbarr@yahoo.com</a>  Board Term started: May 1, 2011  Board Term Ends:</p>	<p><b>Sara Miller, Vice President</b>  <b>Meeker County Sheriff's Office</b>  326 North Ramsey Avenue  Litchfield, MN 55355  Work: 320.693.5400 W/Cell: 320.699.0242  Cell: 320.241.5649 Fax: 320.693.5424  <a href="mailto:Sara.miller@co.meeker.mn.us">Sara.miller@co.meeker.mn.us</a>  <a href="mailto:Saramiller97@gmail.com">Saramiller97@gmail.com</a> 3  Board Term started: September 1, 2011  Board Term Ends:</p>
<p><b>Vicki Walechka, Secretary</b>  <b>Victim/Witness Coordinator LeSueur County</b>  88 South Park Avenue  LeCenter, MN 56057  Work: 507.357.8512 Cell: 507.317.4884  Fax: 507.357.8606  <a href="mailto:vwalechka@co.le-sueur.mn.us">vwalechka@co.le-sueur.mn.us</a>  Board Term started: October 1, 2014  Board Term Ends:</p>	<p><b>Brenda Skogman, Treasurer</b>  <b>Isanti County Victim Services</b>  555 18<sup>th</sup> Avenue SW  Cambridge, MN 55008  Work: 763.689.8346 Home: 763.689.3022  Cell: 763.228.0980 Pager: 763.254.0060  Fax: 763.689.8334  <a href="mailto:Brenda.skogman@co.isanti.mn.us">Brenda.skogman@co.isanti.mn.us</a>  Board Term started: 2006  Board Term Ends:</p>
<p><b>Shane Baker</b>  <b>Kandiyohi County Attorney</b>  415 SW 6<sup>th</sup> Street PO Box 1126  Willmar, MN 56201  Work: 320.231.2440 Ext. 5814  Fax: 320.231.2706  <a href="mailto:Shane_B@co.kandiyohi.mn.us">Shane_B@co.kandiyohi.mn.us</a>  Board Term started: August 1, 2013  Board Term Ends:</p>	<p><b>Karla Bauer – Ad Hoc</b>  <b>Burnsville Family Resource Ctr Coordinator</b>  <b>360 Communities</b>  501 East Hwy 13, Suite 102  Burnsville, MN 55337  Work: 952-985-5300 Cell: 507-202-3153  <a href="mailto:kbauer@360communities.org">kbauer@360communities.org</a>  Board Term started: April 1, 2016  Board Term Ends: January 31, 2017</p>
<p><b>Shawn Becker</b>  <b>Rice County Attorney's Office</b>  218 Third St. NW  Faribault, MN 55021  Work: 507-332-5934  Cell:  <a href="mailto:sbecker@co.rice.mn.us">sbecker@co.rice.mn.us</a>  Board Term started: October 1, 2016  Board Term Ends: September 30, 2019</p>	<p><b>Chris Jensen</b>  <b>Assistant Ramsey County Attorney</b>  121 Seventh Place East. Ste. 4500  St. Paul, MN 55101  Work: 651.266.3034  Fax: 651.266.2743  <a href="mailto:Christos.jensen@co.ramsey.mn.us">Christos.jensen@co.ramsey.mn.us</a>  Board Term started: February 1, 2013  Board Term Ends:</p>

**Dresden Jones**

Prime Therapeutics

5036 Vincent Ave. N.

Minneapolis, MN 55430

Cell: 612-306-7978

[dquinnj@gmail.com](mailto:dquinnj@gmail.com)

Board Term started: October 1, 2016

Board Term Ends: September 30, 2019

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**Kelly Nicholson****Dakota County Attorney's Office**

1590 Highway 55

Hastings, MN 55033

Work: 651-438-4471 Cell: 651-280-9489

[kelly.nicholson@co.dakota.mn.us](mailto:kelly.nicholson@co.dakota.mn.us)

Board Term started: October 1, 2016

Board Term Ends: September 30, 2019

**Denise Loy****Tri-County Victim/Witness Program**

629 N 11th St. suite 11

Montevideo, MN 56265

Work: 320.269.3095 Cell: 320.226.0314

Fax: 320.269.7733

[Denise.loy@co.ym.mn.gov](mailto:Denise.loy@co.ym.mn.gov)

Board Term started: 2008

Board Term Ends:

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**Diana Umidon****Director of Safe at Home**

1542 East Shore Drive

St. Paul, MN 55106

Work: 651-201-7328

Cell: 651-245-0658

[dianna.umidon@state.mn.us](mailto:dianna.umidon@state.mn.us)

Board Term started: October 1, 2016

Board Term Ends: September 30, 2019

## MAC Board Committee Structure

The role of a board committee is to prepare recommendations for the board, decide what matters need to be taken up by the full board, advise organization staff when needed, or to take on a significant project/event. Board Committees assign a committee chair and establish an on-going meeting schedule. Committee meeting minutes are distributed to the full board on a regular basis.

**Executive:** Oversee operations of the board; act on behalf of the board during on-demand activities that occur between meetings, these acts are later presented for full board review; comprised of board chair, other officers and/or committee chairs; performs evaluation of Executive Director.

**Board Development:** Ensure effective board processes, structures and roles, including retreat planning, committee development, and board evaluation. Is responsible for developing plan to ensure recruitment of most qualified potential board members and oversees creation and delivery of orientation and training for new and current board members.

**Budget and Finance:** Oversee development of the budget; ensure accurate tracking/monitoring/accountability for funds; ensure adequate financial controls; often led by the board treasurer; review major grants and associated terms.

**Outreach and Engagement:** Develop and carry out plan to grow the organizations visibility and engage stakeholders in the work of the organization. Ensure organization has informed understanding of the needs of both member programs and the individuals that member programs serve.

**Public Policy:** Monitors and responds to issues effecting crime victims and victim service providers throughout the state of Minnesota. Ensures the full board and membership is kept informed regarding issues, trends, policy, and potential legislative actions.

**Potential Ad Hoc Committees:** (ad hoc committees *exist to accomplish a specific goal over a specific amount of time*)

**Special Events:** Plans and coordinates special events as needed.

**Training:** Provides direction regarding training needs of membership and assists planning and coordination of training delivery.

**Research:** Conducts specific research and/or data gathering to make decisions about a current function in the organization, (i.e.) website design, technology upgrades, other topic specific issues.



# Minnesota Alliance on Crime

## **PERSONNEL POLICIES**

### **GENERAL POLICY STATEMENT**

1. The Personnel Policies of the Minnesota Alliance on Crime have been established for all staff (employees, interns, and volunteers) to have a clear understanding of their rights and obligations while working for the Minnesota Alliance on Crime.
2. These Personnel Policies shall be reviewed annually by the staff and the Board of Directors of the Minnesota Alliance on Crime to ensure that they are kept current. Any amendments or revisions must be approved by the majority of the Board of Directors. These policy and procedure statements are not intended to be an employment contract, and the Board of Directors reserves the right to make changes to the policies and procedures with or without notice.

### **MISSION AND VISION**

~~The mission of the Minnesota Alliance on Crime is to provide a statewide alliance for crime victim programs while promoting the advancement of victim services in Minnesota through education, resources, and legislation.~~

~~Our vision is to put victims' rights at the forefront of the criminal justice system by changing Minnesota's response to crime.~~Minnesota Alliance on Crime connects systems, service providers, and victims to advance the response for victims of all crime.

## **EQUAL EMPLOYMENT OPPORTUNITY STATEMENT**

1. The Minnesota Alliance on Crime affirms that equal opportunity for all persons is a fundamental human right. The Minnesota Alliance on Crime will provide for equal opportunity in employment at the Minnesota Alliance on Crime, and the Minnesota Alliance on Crime will not tolerate employment discrimination against any person on the basis of race, color, religion, sexual preference, political affiliation, marital status, place of residence, disability, financial status, age, or other consideration prohibited by law. To implement this policy, the Minnesota Alliance on Crime requires that every person making application for, currently employed by, or applying for further vacancies at the Minnesota Alliance on Crime will be considered on the basis of individual ability and merit.
2. The Minnesota Alliance on Crime will ensure that all staff are treated equally without regard to race, color, religion, sexual preference, political affiliation, marital status, place of residence, disability, financial status, age, or other consideration prohibited by law. This policy applies to recruitment, selection, appointment, and all other personnel actions taken by the Minnesota Alliance on Crime.
3. Realizing that achievement of active anti-discrimination involves more than just a policy statement; the Minnesota Alliance on Crime further commits itself to actively recruit minorities to work as board members, employees, interns, and volunteers at the Minnesota Alliance on Crime.
  - a. The Minnesota Alliance on Crime's employee, intern, and volunteer application packets will notify applicants that discrimination on the basis of any of the considerations identified above is prohibited.
  - b. All hiring, placement, and promotion of applicants and staff will be made on the basis of individual ability, performance, and staffing needs.
  - c. The Minnesota Alliance on Crime will subcontract services solely to and through vendors who meet state and federal equal employment opportunity guidelines.
  - d. All compensation and fringe benefits, including access to training and educational programs for employees of the Minnesota Alliance on Crime, will be determined without regard to any of the prohibited considerations identified above.
  - e. Upon termination of employment, an interview will be held to determine if employees experienced any type of discrimination while employed by our program.

## CLASSIFICATION OF MINNESOTA ALLIANCE ON CRIME EMPLOYEES

1. Full-time permanent employee: An employee whose work week consists of 40 hours per week on a year-round basis and who has successfully completed the required probationary period of six (6) months.
2. Part-time permanent employee: An employee whose work week consists of less than 40 hours per week on a year-round basis and who has successfully completed the required probationary period of six (6) months.
3. Temporary employee: An employee who has been appointed for a full-time or part-time position on a temporary or seasonal basis.
4. Probationary employee: An employee who has been assigned a full-time or part-time but who has not completed the probation period of six (6) months.
5. Intern: A person working for the Minnesota Alliance on Crime on a full-time or part-time basis who receives either school credit or a stipend for his/her work. An intern is not given the responsibilities or benefits of an employee.
6. Volunteer: A person working for the Minnesota Alliance on Crime on a full-time or part-time basis who receives no compensation for his/her work. A volunteer is not given the responsibilities or benefits of an employee.
7. Contract Services: A person providing services to the Minnesota Alliance on Crime for remuneration under a contractual agreement. Contractual service providers are not eligible for any program benefits and are not considered to be a member of the Minnesota Alliance on Crime staff.

## **EMPLOYEES**

1. Written job descriptions for all positions shall be developed and in writing prior to the hiring process. These descriptions outline major duties and responsibilities.
2. Recruitment of employees shall follow state and federal equal employment opportunity guidelines and laws.
3. All employment applications shall be in writing. Screening and hiring of applicants for the position of the Executive Director of the Minnesota Alliance on Crime shall be done by the Board of Directors. Additional staff shall be hired by the Executive Director of the Minnesota Alliance on Crime. All hiring practices shall be in accordance with these Personnel Policies. Personnel will be selected solely upon their ability to most effectively carry out the duties of the vacant position.
4. In hiring an employee, the Board of Directors and the Executive Director will consider the education, experience, references, and personal qualifications of the prospective employee for the vacant position. The Board of Directors and the Executive Director may also consider special eligibility requirements for the particular vacant position based upon the specific requirements or limitations placed upon the Minnesota Alliance on Crime by various funding sources.

## **EMPLOYEE PERFORMANCE REVIEW AND PERSONNEL FILES**

1. Probation: All Minnesota Alliance on Crime employees will be on probation for the first six (6) months of their employment. At the end of three (3) months of employment, either the Board of Directors or the Executive Director will conduct a performance review of the employee. Any problems with that employee's performance will be discussed and documented at that review. Additionally, any achievements and future goals for the employee will be discussed and documented at that review. Near the end of six (6) months of employment, either the Board of Directors or the Executive Director will conduct a further performance review of the employee. At that time, either the Board of Directors or the Executive Director will decide to accept the employee as a permanent employee, terminate that employee, or extend the probationary period for the employee for up to six (6) additional months. Performance reviews for the Executive Director shall be completed by the Board of Directors after initial screening and review by the Executive Committee. Performance reviews for all other employees and interns shall be completed by the Executive Director.
2. On-Going Performance Review: All employees shall receive an annual performance review on the date of their original hire. Annual performance reviews for the Executive Director shall be completed by the Board of Directors after initial screening and review by the Executive Committee. Annual performance reviews for all other employees shall be completed by the Executive Director.
3. Personnel File: A personnel file shall be maintained for each employee at the Minnesota Alliance on Crime. The personnel file shall include employee applications, written performance reviews, employee comments, personal data (excluding medical data), approved wage statements, and W-2 and W-4 withholding forms. All personnel records are classified as confidential. Only the Executive Committee, the Executive Director, and the subject employee of that file will have access to an employment file. Upon request, the Minnesota Alliance on Crime will only publicly disclose the dates of a particular employee's employment and that positions that particular employee held. The Minnesota Alliance on Crime will not publicly disclose information about an employee's performance or remuneration without specific written permission of the employee. The personnel file for the Executive Director shall be physically retained only by the President of the Board of Directors. All other employees' personnel files shall be retained, and not removed from, the Minnesota Alliance on Crime Office. An employee may review that employee's file at any time and insert a statement contesting any item(s) of data which the employee believes to be inaccurate or unfair.

## EMPLOYEE COMPENSATION

1. Work Hours: Full-time employees will work a 40-hour week. Part-time employees will work the designated hours outlined in their job description. Work schedules shall be in compliance with the Fair Labor Standards Act. The work day may vary based upon the number of compensatory hours accrued. Employees are required to document all hours of work.
2. Compensation: Compensation of all employees will be determined by the Board of Directors. Salaries and/or wage shall be based upon the availability of funds as approved by the Board of Directors. The qualifications of the person hired will determine his/her particular starting salary or wage.
3. Salary increases: At the discretion of the Board of Directors, a salary increase, if any, will be applied on the anniversary on the employee's date of hire. Any salary increase will be based upon the performance review of the employee as approved by the Board of Directors.
4. Pay Period: All employees shall be paid every two weeks. Time sheets must be directed to the President of the Board of Directors for payment approval by the Board of Directors.
5. Reimbursement for Travel, Parking, and Other Business Related Expenses
  - a. Mileage: Employees will be reimbursed for mileage expenses for business related driving purposes under the following circumstances. Mileage reimbursement will be paid at the current federal mileage reimbursement rate. Mileage will be reimbursed for trips exceeding 10 miles round trip. Mileage will not be reimbursed for trips not exceeding 10 miles roundtrip. Mileage will not be reimbursed for normal commuting to and from an employee's residence to and from the Minnesota Alliance on Crime office. Mileage will be calculated from the Minnesota Alliance on Crime office to the business-related event, or from the employee's residence to the business-related event, whichever results in a shorter distance. All mileage reimbursement requests must be made in writing and submitted to the Board of Directors or to the Executive Director for reimbursement approval on a monthly basis.
  - b. Parking: Employees will be reimbursed for parking expenses for business related purposes. All parking reimbursement requests must be made in writing and submitted to the Board of Directors or to the Executive Director for reimbursement approval on a monthly basis.
  - c. Training: At the discretion of the Board of Directors, and upon the pre-approval of the Board of Directors or the Executive Director, the Minnesota Alliance on Crime will pay for business- related training expenses for employees. These expenses may include

registration, airfare, rental cars, hotel/motel costs, materials, and other related expenses at the discretion of the Board of Directors.

- d. Meals: Employees will be reimbursed for meal expenses under the following circumstances. At the discretion of the Board of Directors, employees will be reimbursed for lunch expenses up to \$15.00 per day if: the employee documents and provides, in writing, the business-related purpose and attendees of the lunch meeting to the Board of Directors or Executive Director; and, the employee provides an itemized receipt of the lunch expense to the Board of Directors or Executive Director. If overnight travel is required for a pre-approved business-related event, and at the discretion of the Board of Directors or Executive Director, employees will be reimbursed for eating expenses up to \$35.00 per day if: the employee provides itemized receipts of the eating expenses to the Board of Directors or Executive Director. An employee will not be reimbursed for any alcohol purchased at any meal or event. An employee will not be reimbursed for any tip the employee provides for services rendered at any meal or event.
  - e. Receipts: Employees must retain receipts in order to receive reimbursement for expenses from the Minnesota Alliance on Crime. If an employee could not obtain a receipt for a business related expense (i.e. taxi fare, parking meter, or other similar expense), the employee must document the employee's expense and submit the employee's request for reimbursement for the expense to the Board of Directors or Executive Director for reimbursement approval.
  - f. Miscellaneous Business Related Expenses: The Executive Director may purchase up to an annual limit of \$250.00 for work-related equipment or work-related materials without prior approval from the Board of Directors. Once the \$250.00 annual limit has been reached, the Executive Director will need to obtain prior approval from the Board of Directors for any additional purchases of work-related equipment or work-related materials. The Executive Director will retain all receipts for purchases made. The Executive Director must attach these receipts to an expense report to be filed with the Board of Directors on a monthly basis.
  - g. Expense Credit Card: The Executive Director and the President may use the Minnesota Alliance on Crime expense credit card for business related purchases in accord with the policy limitations indicated above.
6. Jury Duty: Employees who are summoned to jury duty will not be required to use any leave balances to cover time they may need to serve on jury duty. Employees on jury duty will receive their normal compensated salary or wage during the time they serve on jury duty. Any stipend the employee receives for the time the employee served on jury duty will be turned over to the Minnesota Alliance on Crime.

## EMPLOYEE BENEFITS

Eligible Employees: Except when noted to the contrary, an eligible employee shall include a permanent full-time employee and a permanent part-time employee, regardless of the employee's probationary status.

1. Health Insurance: For eligible full-time employees, the Minnesota Alliance on Crime will pay up to \$450.00 per month for single coverage health insurance and dental insurance. The \$450.00 per month cannot be used to assist in payment for an employee's spouse's health insurance and dental insurance plan or to assist in payment for an employee's family's health insurance and dental insurance plan. ~~For eligible part-time employees, the Minnesota Alliance on Crime will pay a pro-rated amount for single coverage health insurance and dental insurance, dependent upon the percentage of average weekly hours the part-time employee works out of 40 hours. This pro-rated amount cannot be used to assist in payment for an employee's spouse's health insurance and dental insurance plan or to assist in payment for an employee's family's health insurance and dental insurance plan.~~ If an eligible employee declines single coverage health insurance and dental insurance from the Minnesota Alliance on Crime, that employee will be required to sign a waiver of health insurance and dental insurance form. Part-time employees will not be eligible for health or dental insurance benefits through the Minnesota Alliance on Crime.
2. Worker's Compensation Insurance: The Minnesota Alliance on Crime maintains a managed care worker's compensation insurance policy for its employees with a pre-selected health care provider. The Minnesota Alliance on Crime provides for worker's compensation insurance for its employees as required by all applicable state and federal laws.
  - a. An employee who sustains an injury while performing a job-related task or duty shall report that injury as soon as possible to: the Executive Director, who shall thereafter report to the Board of Directors; or the Board of Directors directly.
3. Unemployment Compensation: Absent a termination for cause, the Minnesota Alliance on Crime will provide for unemployment compensation as required by applicable state and federal law.
4. Social Security (FICA): The Minnesota Alliance on Crime will automatically deduct FICA tax from each employee's paycheck.
5. Paid Holidays: All eligible full-time and part-time employees will earn holiday pay. Holiday pay will be pro-rated for part-time employees. These holidays are not included in PTO. The holidays are:
  - a. New Year's Day
  - b. Martin Luther King Day
  - c. President's Day
  - d. Memorial Day
  - e. Independence Day
  - f. Labor Day

- g. Veteran's Day
  - h. Thanksgiving Day
  - i. The day following Thanksgiving Day
  - j. Christmas Day
6. Education and Training Opportunities: At the discretion of the Board of Directors, and upon pre-approval from the Board of Directors, employees are encouraged to attend conferences, seminars, and training opportunities relating to the employee's work at the Minnesota Alliance on Crime. Employees will receive the employee's normal salary or wage for the time the employee spends at an approved conference, seminar, or training opportunity.
7. Paid Time Off (PTO): Eligible employees will receive accrued paid time off for their work with the Minnesota Alliance on Crime. Paid time off may be used for vacation time, sick time, and/or bereavement/emergency leave. An eligible employee may use his/her accrued paid time off once the employee has completed the employee's first 90 days of employment. Advance notice in writing of at least one (1) week should be given to the President of the Board or the Executive Director who in turn will notify the Board of Directors when staff will be taking one week or more of paid time off. Eligible employees shall accrue paid time off according to the following schedule:
- a. Eligible full-time employees shall accrue twenty (20) days of paid time off per year at the accrual rate of ~~0.76926.15 hours~~ paid time off ~~days~~ per two-week pay period. (Discuss graduated plan)
  - b. Eligible part-time employees shall accrue paid time off on a pro-rated basis, dependent upon the percentage of average weekly hours the part-time employee works out of 40 hours.
  - c. Eligible employees may not carry more than a total of twenty (20) days paid time off at any time during the eligible employee's term of employment at the Minnesota Alliance on Crime. Any accrued paid time off in excess of the total twenty (20) day limit will be lost by the eligible employee. Once the eligible employee's paid time off total drops below twenty (20) total accrued days, the eligible employee will continue to accrue paid time off until the eligible employee again reaches the total twenty (20) day accrual limit again. (will need to discuss this if graduated plan is approved)
  - d. Upon termination of an employee's employment, the employee shall receive payment at the employee's normal rate of payment for the balance of any accumulated paid time off remaining for the employee. A payment under this provision will not exceed a maximum total of twenty (20) accrued days of paid time off to the employee. If employment is terminated during the probationary period of an employee's employment, that employee will not be entitled to a termination payment for accrued paid time off. (will need to discuss if graduated plan is approved)
8. Compensated Time: Exempt employees will ~~not not~~ accrue compensatory hours: Exempt employees are entitled to a flexible work schedule as needed to ensure all work/projects are completed during the timeframe required. –Non- exempt employees

will not~~can~~ accrue compensation hours. Non-exempt employees who work hours above their normal work week will be paid time-and-a-half of the employee's regular rate of pay. Prior approval must be obtained from the Executive Director. up to a total of 40 hours per calendar

~~year. This amount will be pro-rated for part-time non-exempt employees, dependent upon the percentage of average weekly hours the part-time employee works out of 40 hours. A non-exempt employee must use the non-exempt employee's compensatory time by December 31 of each year. On January 1 of each coming year, all non-exempt employees will lose all remaining, unused, compensatory time from the previous year. Any accrued compensatory time will not be paid out to a non-exempt employee upon the termination of that non-exempt employee's employment.~~

~~9. Flexible Time: As needed, eligible employees may flex up to eight (8) hours of work time during each two-week pay period. Eligible employees may flex more than eight (8) hours of work time during a two-week pay period only upon the preapproval and at the discretion of the Board of Directors.~~

~~10.9.~~ Temporary Employees: Temporary employees are not entitled to the employee benefits described above at the Minnesota Alliance on Crime. Temporary employees will receive only those employment benefits specifically required by state and federal law, including, but not limited to, FICA, unemployment, and worker's compensation. At the discretion of the Board of Directors, the Board of Directors may provide temporary employees with health care, paid holidays, and paid time off.

~~11.10.~~ Absence Without Leave: Any absence of an employee from work that is not authorized by specific grant, the Executive Director, or the Board of Directors will be deemed to be absence without leave. An employee shall receive no compensation or benefits for any absence without leave. Absence without leave shall also be grounds for discipline or dismissal of an employee from employment with the Minnesota Alliance on Crime.

## **OUTSIDE EMPLOYMENT AND ACTIVITIES**

The Minnesota Alliance on Crime normally allows an employee, intern, or volunteer to maintain reasonable employment at another organization outside the Minnesota Alliance on Crime, subject to the following considerations.

1. If outside employment or activities are deemed by the Executive Director or the Board of Directors to interfere or conflict with either job performance at the Minnesota Alliance on Crime or with the philosophy of the Minnesota Alliance on Crime, the employee, intern, or volunteer engaged in outside employment or activity will be asked to make a choice between the outside employment or activity and their employment, internship or volunteer work with the Minnesota Alliance on Crime. In serious cases, the outside conflict may provide grounds for discipline or dismissal of an employee, intern, or volunteer.
2. During the normal course of the employee's regular employment with the Minnesota Alliance on Crime, any donations and/or honorariums that a Minnesota Alliance on Crime employee, intern, or volunteer receives for speaking engagements, services, workshops, consultations or other services provided through the Minnesota Alliance on Crime, will belong to the Minnesota Alliance on Crime.
3. Any materials developed by an employee, intern, or volunteer of the Minnesota Alliance on Crime for use in the normal course of the employee's, intern's, or volunteer's regular work with the Minnesota Alliance on Crime shall belong to the Minnesota Alliance on Crime. Any such materials cannot be used outside of the normal course of the employee's, intern's, or volunteer's regular work with the Minnesota Alliance on Crime without the express and written consent of the Board of Directors.

## DISCIPLINARY PROCEDURE

1. It is the policy of the Board of Directors to administer preventative and progressive disciplinary action for all employees, interns, or volunteers.
2. Progressive Discipline: Elements of progressive disciplinary action include:
  - a. Verbal reprimand: A verbal reprimand shall consist of an informal discussion between the Executive Director or Executive Committee and the employee, intern, or volunteer about a violation of these Personnel Policies. The verbal reprimand shall be documented in the employee's, intern's, or volunteer's file and shall include the signature of the employee, intern, or volunteer.
  - b. Written reprimand: A written reprimand shall consist of a formal written statement to the employee, intern, or volunteer which describes the violation of the Personnel Policies, refers to previous reprimands, states the desired goals or outcomes of this reprimand, and outlines the subsequent disciplinary action for the employee, intern, or volunteer should the violation continue. The employee, intern, or volunteer shall sign the original written reprimand. The original signed written reprimand shall be placed in the employee's, intern's, or volunteer's personnel file, and the employee, intern, or volunteer shall receive a copy of the written reprimand. If the employee, intern or volunteer refused to sign written reprimand, the refusal shall be documented and dated.
  - c. Suspension: A suspension shall consist of an involuntary, compulsory, and temporary absence of an employee, intern, or volunteer from their normal work at the Minnesota Alliance on Crime. Prior to any suspension, or as soon as possible following any serious employee infraction requiring immediate action by the Board of Directors, the employee, intern, or volunteer shall receive a written statement from the Executive Director or the Board of Directors indicating the reasons for the employee's, intern's, or volunteer's suspension, the length of any suspension period, and an outline of further disciplinary action the Board of Directors will take should the cited violation persist. The employee, intern, or volunteer shall sign the original written statement. The original signed written statement shall be placed in the employee's, intern's, or volunteer's personnel file, and the employee, intern, or volunteer shall receive a copy of the written statement. The maximum period of any suspension shall be 10 working days. The employee's, intern's, or volunteer's position shall be held open pending the employee's, intern's, or volunteer's return to work. An employee or intern shall not receive any compensation for any missed working days during the period of the employee's or intern's suspension.

3. Employment Termination. The following violations provide grounds for an employee's, intern's, or volunteer's dismissal from work for the Minnesota Alliance on Crime. These grounds provide only examples, and are neither entirely inclusive nor entirely exclusive:
  - a. Failure to meet the written conditions of a probationary period.
  - b. Persistent failure to meet the requirements of the job.
  - c. Outside employment or activities that are deemed by the Executive Director or the Board of Directors to interfere or conflict with either job performance at the Minnesota Alliance on Crime or the philosophy of the Minnesota Alliance on Crime.
  - d. Unauthorized absence from work.
  - e. Willfully sharing confidential information obtained through the Minnesota Alliance on Crime in an inappropriate or illegal manner.
  - f. Willful and persistent tardiness.
  - g. Willful refusal to adhere to the policies, procedures, and practices of the Minnesota Alliance on Crime.
  - h. Theft or embezzlement.
  - i. Other criminal activity.
4. A decision to dismiss an employee, intern, or volunteer shall be made by a majority of the Board of Directors. It is understood that there may be circumstances when the disciplinary procedure outlined above is not possible or prudent. In such cases, immediate dismissal may occur by the Executive Director, for subsequent review by the Board of Directors.
5. An employee or intern may request a formal review of their dismissal by filing a formal request to review their dismissal, including the disputed grounds for their dismissal, within (30) thirty days of the employee's or intern's dismissal.

## **LAYOFFS**

When termination of an employee's employment at the Minnesota Alliance on Crime is due to restructuring of a program or project or temporary lack of resources, seniority and performance will be considered by the Board of Directors in reaching any decision to lay-off Minnesota Alliance on Crime employees.

1. It will be the responsibility of the President of the Board of Directors to provide a written notice of lay-off to all affected employees two weeks in advance of any lay-off, if possible. This notice will make clear that this termination is a lay-off and not a dismissal.

## COMPLAINT PROCEDURES

Any employee, intern, or volunteer who wishes to file a complaint regarding their work at the Minnesota Alliance on Crime must follow this complaint procedure. Failure to utilize this complaint procedure shall be considered grounds for termination of work with the Minnesota Alliance on Crime.

1. An employee, intern, or volunteer has the right to present a complaint individually, as a group, or through a designated representative.
2. An employee, intern, or volunteer who has a complaint against another employee, intern, or volunteer should first take their complaint directly to the individual(s) involved in the complaint. Every effort should be made at this point to personally resolve the complaint with that employee, intern, or volunteer.
3. If a resolution to the complaint has not been reached in accord with the procedure described above, the employee, intern, or volunteer shall bring their complaint directly to the Executive Director within one (1) week of their previous attempt at personal resolution.
4. If a resolution to the complaint has not been reached through the Executive Director in accord with the procedure described above, the employee, intern, or volunteer shall submit their complaint, in writing, to the President of the Board of Directors within one (1) week of their previous attempt at resolution with the Executive Director. The written complaint must be signed by the person(s) who raises the complaint. The written complaint should set forth the nature of the complaint, the facts upon which the complaint is based, the specific section(s) of these policies alleged to be violated, any other pertinent information, and the relief requested. A copy of the written complaint shall be sent to all other employees, interns, or volunteers involved.
5. The President of the Board of Directors shall submit the written complaint to the Board of Directors. The Board of Directors shall review the written complaint, make a decision on any action the Board of Directors will take, and respond in writing to the written complaint within 30 calendar days of the date the Board of Directors receives the written complaint. The decision of the Board of ~~the~~ Directors on any action shall be the final decision regarding that complaint.

**CONSTITUENT SERVICE  
ANTI-DISCRIMINATION POLICY  
AIDS, ARC, HUMAN IMMUNE DEFICIENCY VIRUS (HIV),  
AND HEPATITIS B (HBV)**

The Minnesota Alliance on Crime will not discriminate against any individual it serves on the basis of race, religion, color, political party, sex, national origin, sexual preference, age, or disability. In keeping with this policy, the Minnesota Alliance on Crime will not refuse services to anyone for reasons of contact with a person infected by AIDS, ARC, HIV, or HBV. The Minnesota Alliance on Crime will keep all medical records of individuals it serves private and subject to applicable state and federal data privacy laws.

## **SEXUAL HARASSMENT**

Title VII of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, sex, age, or national origin. It is the Minnesota Alliance on Crime's policy to promote a work place free from sexual harassment. Each individual has the right to work in a professional atmosphere which promotes equal opportunity and prohibits discriminatory practices, including sexual harassment. At the Minnesota Alliance on Crime, sexual harassment, whether verbal, physical, or environmental, is unacceptable and will not be tolerated.

### **DEFINITION:**

For the purposes of this policy, sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

Examples of sexual harassment include, but are not limited to: unwanted sexual advances; demands for sexual favors in exchange for favorable treatment or continued employment; repeated sexual jokes, flirtation, advances or propositions; verbal abuse of a sexual nature; graphic, verbal commentary about an individual's body, sexual prowess, or sexual deficiencies; leering, whistling, touching, or pinching; suggestive insulting or obscene comments; gestures of a sexual nature; and display in the work place of sexually-suggestive objects or pictures.

### **GUIDELINES:**

1. This policy covers all employees, interns, and volunteers of the Minnesota Alliance on Crime. The Minnesota Alliance on Crime will not tolerate, condone, or allow sexual harassment, whether engaged in by fellow employees, supervisors, managers, or by outside clients or other non-employees who conduct business with the Minnesota Alliance on Crime. The Minnesota Alliance on Crime encourages reporting of all incidents of sexual harassment regardless of who may be the offender.
2. All supervisory personnel within the agency are responsible for eliminating any and all forms of known sexual harassment. Any supervisory personnel who know of sexual harassment occurring at the Minnesota Alliance on Crime and fail to take corrective action pursuant to this policy will be subject to discipline up to, and including, termination.

3. The Minnesota Alliance on Crime encourages individuals who believe they are being harassed to firmly and promptly notify the offender that his or her behavior is unwelcome. The Minnesota Alliance on Crime also recognizes that this form of notification to the offender may not always be effective or possible. In the event that this form of notification to the offender is either ineffective or impossible, the Executive Committee of the Board of Directors should be contacted through the procedure outlined below. The Minnesota Alliance on Crime will not retaliate in any way against an individual who makes a report of sexual harassment, nor will the Minnesota Alliance on Crime allow any supervisor, board member, employee, intern, or volunteer to do so as well. Retaliation against an individual making a report of sexual harassment is a serious violation of this sexual harassment policy and should be reported in accord with the procedure identified in this policy immediately.

## **PROCEDURES:**

1. A report of an alleged violation of this sexual harassment policy should be made immediately to the Executive Director or the President of the Board of Directors.
2. An investigation of the alleged sexual harassment will be handled through the Executive Committee in a confidential manner, to the extent practical and appropriate under the circumstances, in order to protect the privacy of the persons involved. The Executive Committee will work with the reporter of the alleged sexual harassment. The Executive Committee will inform the alleged offender of the sexual harassment report and give the alleged offender an opportunity to respond to the report and present witnesses to the Executive Committee. The Executive Director or the President of the Board of Directors will keep the reporter informed as to the status of the investigation. Upon completion of the investigation of a sexual harassment report, the Executive Committee will recommend any appropriate action to be taken. If the Minnesota Alliance on Crime concludes that sexual harassment occurred, the harasser will be subject to appropriate disciplinary action, as described below. The reporter of the sexual harassment will be informed of the disciplinary action taken by the Executive Committee.
3. In the event that the alleged sexual harassment cannot be substantiated, the Executive Committee will share this finding with the reporter of the alleged sexual harassment in an appropriately sensitive manner. The Executive Committee will also share this finding with the alleged perpetrator of the sexual harassment.
4. If any party directly involved in a sexual harassment investigation is dissatisfied with the outcome or resolution, that individual has the right to appeal the decision. The dissatisfied party should submit his/her written appeal within (1) one week to the President or ~~Co-Vice~~ President of the Executive Committee for review by the full Minnesota Alliance on Crime Board of Directors.
5. Employment conditions of the reporter, alleged harasser, and witnesses will not be adversely affected through the use of this procedure, subject to paragraph 7, below.

6. Individuals found to have engaged in misconduct constituting sexual harassment will be disciplined up to, and including, termination. Appropriate sanctions may also include a written reprimand, referral to counseling, and withholding pay.
7. If an investigation results in a finding that the reporter of the alleged sexual harassment falsely accused another of sexual harassment knowingly or in a malicious manner, the reporter will be subject to appropriate sanctions, including the possibility of termination.

## ETHICS

It is the policy of the Minnesota Alliance on Crime that its board members and staff (employees, interns, and volunteers) uphold the highest standards of ethical, professional behavior. To that end, the Minnesota Alliance on Crime board members and staff shall:

1. Hold paramount the safety, health, and welfare of the public in the performance of their professional duties.
2. Act in such a manner as to uphold and enhance the personal and professional honor, integrity, and the dignity of the Minnesota Alliance on Crime.
3. Treat all persons with respect and consideration and without regard to race, color, religion, sexual preference, political affiliation, marital status, place of residence, disability, financial status, age, or other consideration prohibited by law.
4. Engage in carrying out the Minnesota Alliance on Crime's mission in a professional manner.
5. Collaborate with and support other professionals to carry out the Minnesota Alliance on Crime mission.
6. Build professional reputations on the merit of services provided and refrain from competing unfairly with others.
7. Recognize that the chief function of the Minnesota Alliance on Crime at all times is to serve the best interests of its constituency.
8. Keep up to date on emerging issues involving the Minnesota Alliance on Crime.
9. Conduct themselves with professional competence, fairness, impartiality, efficiency, and effectiveness.
10. Respect the structure and responsibilities of the Board of Directors, provide the Board of Directors with accurate facts and sound advice, and uphold and implement policies adopted by the Board of Directors.
11. Keep the community informed about issues affecting the community.
12. Provide positive leadership through open communication, creativity, dedication and compassion.
13. Exercise any discretionary authority in accord with lawfully carrying out the mission of the Minnesota Alliance on Crime.
14. Serve each other and the community with respect, concern, courtesy, and responsiveness.

15. Demonstrate the highest standards of personal integrity, truthfulness, honesty, and fortitude in all activities in order to inspire confidence and trust in such activities.
16. Avoid any interest or activity that is in conflict with any official duty at the Minnesota Alliance on Crime.
17. Respect and protect privileged and confidential information.
18. Encourage the professional development of others.
19. Strive for personal and professional excellence individually and as a team.

## CONFLICTS OF INTEREST AND DISCLOSURE OF CERTAIN INTERESTS

This conflict of interest policy is designed to help board members, employees, interns, and volunteers of the Minnesota Alliance on Crime identify situations that present potential conflicts of interest in their service to the Minnesota Alliance on Crime. Additionally, this policy is intended to provide the Minnesota Alliance on Crime with a procedure which, if observed, will allow an action taken by a board member or employee who has a conflict of interest to remain a valid and binding action for the Minnesota Alliance on Crime. This policy is further intended to comply with the procedure provided for in Minnesota Statutes Section 317A.255, governing conflicts of interest for directors of nonprofit Minnesota Alliance on Crimes. In the event there is an inconsistency between the requirements and procedures provided for herein and those provided for in section 317A.255, the statutes shall control.

### 1. **Definitions.**

- a. A “Conflict of Interest” is any circumstance described in Part 2 of this Policy.
- b. A “Responsible Person” is any person serving as the Executive Director, employee, intern, volunteer, or member of the Board of Directors of the Minnesota Alliance on Crime.
- c. A “Family Member” is a spouse, domestic partner, parent, child or spouse of a child, brother sister, or spouse of a brother or sister, of a Responsible Person.
- d. A “Material Financial Interest” in an entity is a financial interest of any kind, which, in view of all the circumstances is substantial enough that it would, or reasonably could, affect a Responsible Person’s or Family Member’s judgment with respect to transactions to which the entity is a party. This includes all forms of compensation.
- e. A “Contract or Transaction” is any agreement or relationship involving the sale or purchase of goods, services, or rights of any kind, the providing or receipt of a loan or grant, the establishment of any other type of pecuniary relationship, or review of charitable organization by the Minnesota Alliance on Crime. The making of a gift to the Minnesota Alliance on Crime is not a Contract or Transaction.

### 2. **Conflict of Interested Defined.** For purposes of this policy, the following circumstances shall be deemed to create a Conflict of Interest:

#### a. **Outside Interests.**

- i. A Contract or Transaction entered into between the Minnesota Alliance on Crime and a Responsible Person or Family Member.
- ii. A Contract or Transaction entered into between the Minnesota Alliance on Crime and an entity in which a Responsible Person or Family Member has a Material Financial Interest or of which such person is a director, officer, agent, partner,

associate, trustee, personal representative, receiver, guardian, custodian, conservator or other legal representative.

b. Outside Activities.

- i. A Responsible Person competing with the Minnesota Alliance on Crime in the rendering of services or in any other Contract or Transaction with a third party.
- ii. A Responsible Person having a Material Financial Interest in; or serving as a director, officer, employee, agent, partner, associate, trustee, personal representative, receiver, guardian, custodian, conservator or other legal representative of, or consultant to; an entity or individual that competes with the Minnesota Alliance on Crime in the provision of services or in any other Contract or Transaction with a third party.

c. Gifts, Gratuities and Entertainment. A Responsible Person accepting gifts, entertainment or other favors from any individual or entity that:

- i. does or is seeking to do business with, or is a competitor of the Minnesota Alliance Crime; or
- ii. has received, is receiving or is seeking to receive a loan or grant, or to secure other financial commitments from the Minnesota Alliance on Crime; or
- iii. is a charitable organization operating in Minnesota; or
- iv. creates circumstances where it might be inferred that such action was intended to influence or possibly would influence the Responsible Person in the performance of his or her duties. This does not preclude the acceptance of items of nominal or insignificant value or entertainment of nominal or insignificant value which are not related to any particular transaction or activity of the Minnesota Alliance on Crime.

3. Procedures.

- a. Prior to action taken by the Board of Directors or Executive Committee on a Contract or Transaction involving a Conflict of Interest, a board member or committee member having a Conflict of Interest and who is in attendance at the meeting shall disclose all facts material to the Conflict of Interest. Such disclosure shall be reflected in the minutes of the meeting.
- b. A director or committee member who plans not to attend a meeting at which he or she has reason to believe the Board of Directors or Executive Committee will act on a matter in which the person has a Conflict of Interest shall disclose to the chair of the meeting all facts material to the Conflict of Interest. The chair shall report the

disclosure at the meeting and the disclosure shall be reflected in the minutes of the meeting.

- c. A person who has a Conflict of Interest shall not participate in or be permitted to hear the Board of Directors' or Executive Committee's discussion of the matter except to disclose material facts and to respond to questions. Such person shall not attempt to exert his or her personal influence with respect to the matter, either at or outside the meeting.
  - d. A person who has a Conflict of Interest with respect to a Contract or Transaction that will be voted on at a meeting shall not be counted in determining the presence of a quorum for purposes of the vote. The person having a Conflict of Interest may not vote on the Contract or Transaction and shall not be present in the meeting room when the vote is taken, unless the vote is by secret ballot. Such person's ineligibility to vote shall be reflected in the minutes of the meeting.
  - e. Responsible Persons who are not members of the Board of Directors of the Minnesota Alliance on Crime, or who have a Conflict of Interest with respect to a Contract or Transaction that is not the subject of action taken by the Board of Directors or Executive Committee, shall disclose to the chair or the chair's designee any Conflict of Interest that such Responsible Person has with respect to a Contract or Transaction. Such disclosure shall be made as soon as the Conflict of Interest is known to the Responsible Person. The Responsible Person shall refrain from any action that may affect the Minnesota Alliance on Crime's participation in such Contract or Transaction. In the event it is not entirely clear that a Conflict of Interest exists, the individual with the potential conflict shall disclose the circumstances to the chair or the chair's designee, who shall determine whether there exists a Conflict of Interest that is subject to this policy.
4. **Confidentiality.** Each Responsible Person shall exercise care not to otherwise publicly disclose confidential information acquired in connection with an inquiry into any real or potential Conflict of Interest. Furthermore, each Responsible Person shall not disclose ~~ure~~ or use confidential information relating to the business of the Minnesota Alliance on Crime for the personal profit or advantage of the Responsible Person or a Family Member.
5. **Review of Policy.**
- a. Each new Responsible Person shall be required to review a copy of this policy and to acknowledge in writing that he or she has done so.
  - b. Each Responsible Person shall annually complete a disclosure form identifying any relationships, positions, or circumstances in which the Responsible Person is involved that he or she believes could contribute to a potential Conflict of Interest. Such relationships, positions or circumstances might include service as a director of or consultant to a nonprofit organization, or ownership of a business that might provide goods or services to the Minnesota Alliance on Crime. Any such information

regarding business interests of a Responsible Person or Family Member shall be treated as confidential. Such information shall be made generally available only to the Chair, the Executive Director, and any committee appointed to address a Conflict of Interest, except to the extent additional disclosure is necessary in connection with the implementation of this policy.

- c. This policy shall be reviewed annually by each member of the Board of Directors. Any changes to the policy shall be communicated immediately to all Responsible Persons.

**~~MINNESOTA ALLIANCE ON CRIME CONFLICT OF INTEREST  
INFORMATION FORM~~**

Name: \_\_\_\_\_ Title: \_\_\_\_\_

~~Please describe below any relationships, positions, or circumstances in which you are involved that you believe could contribute to a Conflict of Interest (as defined in the Minnesota Alliance on Crime's Policy on Conflicts of Interest.) Examples include, but are not limited to, employment at or ownership of businesses with which the Minnesota Alliance on Crime contracts for services; any relationship with an organization that competes with the Minnesota Alliance on Crime in the provision of services or acquisition of funding; and receipt of gifts/favors from these businesses or organizations.~~

~~I hereby certify that the information set forth above is true and complete to the best of my knowledge. I have reviewed and agree to abide by the Policy of Conflict of Interest of Minnesota Alliance on Crime that is currently in effect.~~

Signature: \_\_\_\_\_  
\_\_\_\_\_

Date: \_\_\_\_\_



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**Minnesota Alliance on Crime Annual Conflict of Interest Declaration**

To : Minnesota Alliance on Crime Board of Directors and Executive Director

I hereby declare that :

☐ I have no actual or perceived conflicts of interest pertaining to any MAC member program, stakeholder, or vendor that interferes with my duties as a member of the Board of Directors for the Minnesota Alliance on Crime.

☐ I have an actual or perceived conflict of interest pertaining to a MAC member program, stakeholder, or vendor that could interfere with my duties as a member of the Board of Directors for the Minnesota Alliance on Crime.

The details of actual or perceived conflict of interest is stated below :

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I also acknowledge that I shall make another declaration to state any change in any matter contained in this declaration within one month after the change occurs and shall provide further information on the particulars contained in this declaration.

Signature : \_\_\_\_\_

Name : \_\_\_\_\_

Date : \_\_\_\_\_

Note:

(a) Please put a "✓" in the appropriate box

(b) Please continue on supplementary sheet if necessary

## **GIFT ACCEPTANCE POLICY**

The Minnesota Alliance on Crime actively solicits gifts and grants to further the mission of the organization. There is a potential that the acceptance of certain gifts could compromise the ability of the organization to accomplish its goals or could jeopardize its tax-exempt status. Therefore, the following gift acceptance policy applies to all board members, employees, interns, or volunteers of the Minnesota Alliance on Crime:

### **Acceptance**

The Minnesota Alliance on Crime will pursue gifts and grants that will further the Minnesota Alliance on Crime's mission, goals, and objectives. The primary consideration in the pursuit of gifts and grants is how the gifts and grants will benefit the Minnesota Alliance on Crime in the most ethical and unencumbered manner.

The Executive Director and the Board of Directors of the Minnesota Alliance on Crime have the authority to solicit and/or accept gifts on behalf of the Minnesota Alliance on Crime. Unrestricted, outright gifts of cash, check, credit card, and publicly traded securities do not require approval.

Gifts will only be accepted where there is charitable intent on the part of the donor. The Minnesota Alliance on Crime will not accept gifts that are overly restrictive in purpose. The most desirable gifts are those with the least restrictions, as unrestricted funds allow the Minnesota Alliance on Crime to address its most pressing needs.

### **Refusal of Gifts**

The Minnesota Alliance on Crime reserves the right to refuse gifts that do not further the mission of the Minnesota Alliance on Crime or the long-range financial viability of the Minnesota Alliance on Crime. The Minnesota Alliance on Crime further reserves the right to determine how a gift will be credited and/or recognized.

Unless the board grants a specific exception, the Minnesota Alliance on Crime will not accept any gifts that:

- Contain a condition that requires any action on the part of the Minnesota Alliance on Crime that is unacceptable to the Board of Directors;
- Contain a condition that the proceeds will be spent by the Minnesota Alliance on Crime for the personal benefit of a named individual or individuals;
- Require the Minnesota Alliance on Crime to employ a specified person now or at a future date;
- Inhibit the Minnesota Alliance on Crime from seeking gifts from other donors;

- Expose the organization to adverse publicity, litigation, or other civil or criminal liability;
- Require undue expenditures, or additional responsibilities of the Minnesota Alliance on Crime because of the gift's source, conditions, or purpose;
- Involve unlawful discrimination based upon race, religion, gender, sexual orientation, age, national origin, color, disability, or any other basis prohibited by federal, state, and local laws.

The Minnesota Alliance on Crime does not accept any gifts requiring annuity payments that will need to be guaranteed by the Minnesota Alliance on Crime.

### **Gifts of Property**

Any gifts of real estate or gifts of other property valued at \$5,000.00 or more must be approved by the Board of Directors (or designated committee) of the Minnesota Alliance on Crime.

Donors are responsible for obtaining their own appraisals for tax purposes of real property or tangible or intangible personal property given to Minnesota Alliance on Crime. Donors are further responsible for any fees or other expenses related to such appraisals.

The Minnesota Alliance on Crime retains the right to obtain its own qualified appraisals, at its own expense, of real property or tangible or intangible personal property being offered to the Minnesota Alliance on Crime as a gift.

Property encumbered by a mortgage or other indebtedness cannot normally be accepted as a gift by the Minnesota Alliance on Crime unless the donor agrees to assume all property costs until the property is liquidated. Exceptions to this guideline can be made when the value of the property exceeds the anticipated mortgage or indebtedness, or will produce income, or will be used by the Minnesota Alliance on Crime in its programs.

The Minnesota Alliance on Crime will acknowledge receipt of gifts of tangible personal or real property in accordance with federal tax law. In doing so, the Minnesota Alliance on Crime designee will sign any IRS form or other documents necessary for the donor to obtain a tax deduction for such gifts, so long as such acknowledgment does not require that the Minnesota Alliance on Crime perform a valuation of the gift.

Noncash gifts will be accepted only when it is reasonably expected they can be converted into cash within a reasonable period of time, or when the Minnesota Alliance on Crime can utilize the noncash gift in its operations. One year shall generally be considered a reasonable period of time for conversion of a noncash gift to cash. All noncash gifts to the Minnesota Alliance on Crime will be sold at the discretion of the Minnesota Alliance on Crime, whose express policy will be to convert the property to cash at the earliest opportunity, keeping in mind current market conditions and the potential use of the property to further the mission of the Minnesota Alliance on Crime.

All gifts of life insurance must comply with applicable state insurance regulations, including insurable interest clauses.

### **Gifts of Securities**

Gifts of securities shall be received in an investment account maintained at an SEC accredited financial or brokerage institution, as determined by the Finance Committee of the Board of Directors.

Gifts of securities will be acknowledged to the donor at the value received into the investment account, as of the day the gift of securities is received.

All securities will be sold immediately after the Minnesota Alliance on Crime has knowledge of receipt of those securities into the investment account.

### **Professional Advice**

Prospective donors should be strongly encouraged in all cases to consult with their own independent legal and/or tax advisors about proposed gifts, including tax and estate planning implications of those gifts. No representative of the Minnesota Alliance on Crime shall provide legal or tax advice to any donor or prospective donor.

Upon request, representatives of the Minnesota Alliance on Crime may provide sample bequest language for restricted and unrestricted gifts to the donor, in order to ensure that a bequest is properly designated. The Minnesota Alliance on Crime may also provide, upon request, IRS-approved prototype trust agreements for review and consideration by the donor and his or her advisors. The sample nature of such language or agreements shall be clearly stated on all documents given to donors, and donors shall be advised that consultation with their own legal advisors is essential prior to use of such standard language or agreements.

### **Confidentiality**

All information about donors and prospective donors, including but not limited to their names, the names of their beneficiaries, the nature and amounts of their gifts, and the sizes of their estates will be kept confidential by the Minnesota Alliance on Crime and its representatives, unless the donor grants permission to release such information. All requests by donors for anonymity will be honored, except to the extent that the Minnesota Alliance on Crime is required by law to disclose the identity of donors.

### **Authority**

The Board of Directors' chair or his or her designee is authorized to enter into planned gift agreements on behalf of the Minnesota Alliance on Crime. The Board of Directors' chair or his or her designee is further authorized to execute any and all documents necessary or appropriate to consummate such agreements.

### **Revision or Amendment**

Upon recommendation from the Fundraising Committee or the Finance Committee, these gift acceptance policies may be revised or amended by the Board of Directors.

## **WHISTLEBLOWER POLICY**

### **General**

The Minnesota Alliance on Crime's Personnel Policies requires the Executive Director, employees, interns, and volunteers to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees, interns, volunteers, and representatives of the Minnesota Alliance on Crime, we must practice honesty and integrity in fulfilling our responsibilities while complying with all applicable laws and regulations.

### **Reporting Responsibility**

It is the responsibility of the Executive Director, employees, interns, and volunteers to comply with the Minnesota Alliance on Crime's Personnel Policies and report violations or suspected violations in accordance with this Whistleblower Policy.

### **No Retaliation**

No director, employee, intern, or volunteer who in good faith reports a violation of the Minnesota Alliance on Crime's Personnel Policies shall suffer harassment, retaliation or adverse employment consequence. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment. This Whistleblower Policy is intended to encourage and enable employees and others to raise serious concerns within the Minnesota Alliance on Crime prior to seeking resolution outside the organization.

### **Reporting Violations**

The Minnesota Alliance on Crime's Personnel Policies suggests that employees, interns, and volunteers share their questions, concerns, suggestions, or complaints with someone who can address them properly. In most cases, an employee's, intern's, or volunteer's supervisor is in the best position to address an area of concern. However, if the employee, intern, or volunteer is not comfortable speaking with a supervisor or are not satisfied with a supervisor's response, the employee, intern, or volunteer is encouraged to speak with the Executive Director or anyone on the Board of Directors. Supervisors and managers are required to report suspected violations of the Personnel Policies to the Minnesota Alliance on Crime's Compliance Officer. The Compliance Officer has specific and exclusive responsibility to investigate all reported violations. For suspected fraud, or if uncomfortable approaching a supervisor, an employee, intern, or volunteer should contact the Minnesota Alliance on Crime's Compliance Officer directly.

### **Compliance Officer**

The Minnesota Alliance on Crime's Compliance Officer is responsible for investigating and resolving all reported complaints and allegations concerning violations of these Personnel Policies and, at his/her discretion, shall advise the Executive Director and/or the Executive

Committee. The Compliance Officer has direct access to the Executive Committee of the Board of Directors and is required to report to the Executive Committee at least annually on compliance activity. The Minnesota Alliance on Crime's Compliance Officer is the President of the Board of Directors.

### **Accounting and Auditing Matters**

The Executive Committee of the Board of Directors shall respond to all reported concerns or complaints regarding corporate accounting practices, internal controls, or auditing. The Compliance Officer shall immediately notify the Finance Committee of any such complaint and work with the committee until the matter is resolved.

### **Acting in Good Faith**

Anyone filing a complaint concerning a violation or suspected violation of the Personnel Policies must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation of the Personnel Policies. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

### **Confidentiality**

Violations or suspected violations of the Personnel Policies may be submitted on a confidential basis by the complainant or may be submitted anonymously. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

### **Handling of Reported Violations**

The Compliance Officer will notify the sender of any complaint and acknowledge receipt of the reported violation or suspected violation within five business days. All reports will be promptly investigated and appropriate corrective action will be taken if warranted by the investigation.

## Minnesota Alliance on Crime Records Retention Policy

The purpose of this records/document retention policy are for the Minnesota Alliance on Crime to enhance compliance with Sarbanes-Oxley Act and to promote the proper treatment of corporate records of the Minnesota Alliance on Crime.

### 1. Retention Schedule

<u>File Category</u>	<u>Item</u>	<u>Retention Period</u>
<u>Corporate Records</u>	<u>Bylaws and Articles of Incorporation</u>	<u>Permanent</u>
	<u>Corporate resolutions</u>	<u>Permanent</u>
	<u>Board and committee meeting agendas and minutes</u>	<u>Permanent</u>
	<u>Conflict-of-interest disclosure forms</u>	<u>4 years</u>
	<u>Mission Statements</u>	<u>Permanent</u>
	<u>Strategic Plans</u>	<u>Permanent</u>
<u>Finance and Administration</u>	<u>Financial statements (audited)</u>	<u>Permanent</u>
	<u>Auditor management letters</u>	<u>7 years</u>
	<u>Payroll records</u>	<u>7 years</u>
	<u>Check register and checks</u>	<u>7 years</u>
	<u>Bank deposits and statements</u>	<u>7 years</u>
	<u>Chart of accounts</u>	<u>7 years</u>
	<u>General ledgers and journals (includes bank reconciliations)</u>	<u>7 years</u>
	<u>Investment performance reports</u>	<u>7 years</u>
	<u>Equipment files and maintenance records</u>	<u>7 years after disposition</u>
	<u>Contracts and agreements</u>	<u>7 years after all obligations end</u>
	<u>Correspondence — general</u>	<u>3 years</u>
	<u>Donations</u>	<u>7 years</u>
	<u>Grants- Unfunded</u>	<u>1 year</u>
	<u>Grants- Funded</u>	<u>7 years after all obligations end</u>
	<u>Internal Audit Reports</u>	<u>3 years</u>
	<u>Press Release and Publicly Filed Documents</u>	<u>Permanent</u>

<b><u>Insurance Records</u></b>	<u>Policies — occurrence type</u>	<u>Permanent</u>
	<u>Policies — claims-made type</u>	<u>Permanent</u>
	<u>Accident reports</u>	<u>7 years</u>
	<u>Safety (OSHA) reports</u>	<u>7 years</u>
	<u>Claims (after settlement)</u>	<u>7 years</u>
	<u>Group disability records</u>	<u>7 years after end of benefits</u>
<b><u>Real Estate</u></b>	<u>Deeds</u>	<u>Permanent</u>
	<u>Leases (expired)</u>	<u>7 years after all obligations end</u>
	<u>Mortgages, security agreements</u>	<u>7 years after all obligations end</u>
<b><u>Tax</u></b>	<u>IRS exemption determination and related correspondence</u>	<u>Permanent</u>
	<u>IRS Form 990s</u>	<u>Permanent</u>
	<u>IRS Form 1023 (Application for Tax Exemption)</u>	<u>Permanent</u>
	<u>IRS Form 5768 (“501H Election”)</u>	<u>Permanent</u>
	<u>Charitable Organizations Registration Statements (filed with Minnesota Attorney General)</u>	<u>7 years</u>
<b><u>Human Resources</u></b>	<u>Employee personnel files</u>	<u>7 years after employment ends</u>
	<u>Retirement plan benefits (plan descriptions, plan documents)</u>	<u>Permanent</u>
	<u>Employee handbooks and training materials</u>	<u>Permanent</u>
	<u>Workers comp claims (after settlement)</u>	<u>7 years</u>
	<u>Employee orientation and training materials</u>	<u>7 years after use ends</u>
	<u>Employment applications</u>	<u>3 years</u>
	<u>IRS Form I-9 (store separate from personnel file)</u>	<u>Greater of 1 year after end of service, or three years</u>
	<u>Withholding tax statements</u>	<u>7 years</u>
	<u>Timecards</u>	<u>3 years</u>
	<u>Employee Discrimination Reports</u>	<u>Permanent</u>
<b><u>Technology</u></b>	<u>Software licenses and support agreements</u>	<u>7 years after all</u>

2. Electronic Documents and Records.

Electronic documents will be retained as if they were paper documents. Therefore, any electronic files that fall into one of the document types on the above schedule will be maintained for the appropriate amount of time. If a user has sufficient reason to keep an e-mail message, the message should be printed in hard copy and kept in the appropriate file or moved to an “archive” computer file folder. Backup and recovery methods will be tested on a regular basis.

3. Emergency Planning.

The Minnesota Alliance on Crime’s records will be stored in a safe, secure, and accessible manner. Documents and financial files that are essential to keeping the Minnesota Alliance on Crime operating in an emergency will be duplicated or backed up at least every week and maintained off-site.

4. Document Destruction.

The Executive Director is responsible for the ongoing process of identifying its records, which have met the required retention period, and overseeing their destruction. Destruction of financial and personnel-related documents will be accomplished by shredding. The organization will review its documents on file once per year, in the first quarter of the year, and will destroy records and documents that have surpassed their retention period.

Document destruction will be suspended immediately, upon any indication of an official government investigation or when a lawsuit is filed or appears imminent. Destruction will be reinstated upon conclusion of the official government investigation or the resolution of the imminent or filed lawsuit.

5. Compliance.

Failure on the part of employees to follow this policy can result in possible civil and criminal sanctions against the Minnesota Alliance on Crime and its employees and possible disciplinary action against responsible individuals. The Executive Director and board chair will periodically review these procedures with legal counsel or a certified public accountant to ensure that they are in compliance with new or revised regulations.

## **Policy for Board's Approval of IRS Form 990**

It is the Minnesota Alliance on Crime's policy that the Minnesota Alliance on Crime's board of directors review the IRS Form 990 that is filed on the organizations behalf **[before it is filed with the IRS / within x days of it being filed with the IRS]**.

A board resolution **[is/is not]** required in order for the Form 990 to be filed.

The means of delivery shall be **[in hard copy / via email]** to each director's **[mailing address / email address]**.

## Non-Exempt Staff Policy

### Regular Hourly Work:

Non-exempt staff will be paid at their hourly rate up to 40 hours per week. A work week runs from Saturday through Friday.

Non-exempt staff can work longer than 8 hours on any given day but are not to work more than 40 hours in the week.

E.g. Monday work 10 hours, Tuesday 8 hours, Wednesday 6 hours, Thursday, 10 hours, Friday 6 hours for a total of 40 hours in the week. All of these hours are paid at the normal hourly rate.

Every effort should be made to adjust work schedule to complete work assignments within a 40 hour a week time period. When work assignments will necessitate working evenings, weekends or outside the normal work schedule, every effort should be made to adjust work hours so that only 40 hours are worked in the week.

E.g. Non-exempt staff is needed for a Saturday event for 4 hours. The non-exempt staff should arrange work so that they can take 4 hours off during the coming week.

Saturday work 4 hours, Monday work 4 hours, Tuesday – Friday work 8 hours for total of 40 hours.

Non-exempt staff will record actual hours worked on the timesheet.

**Part-time non-exempt staff will NOT be paid overtime unless they work more than 40 hours in a work week.**

### Overtime Work:

Before working any overtime hours, non-exempt staff will seek authorization for those hours. Authorization will be given by the Executive Director or by another staff person designated by the Executive Director.

All overtime hours will be paid a 1 ½ times the normal hourly rate.

If non-exempt staff work overtime hours and DO NOT seek authorization for the overtime hours, they will receive a written reprimand but will be paid for all overtime hours actually worked.

### Travel Time:

For non-exempt staff all hours spent traveling for work (outside of the normal commute to office hours) will be paid. If the travel time results in overtime hours, staff must seek authorization for those overtime hours.

### Conference Time:

When non-exempt staff travel and attend a conference/meeting, all hours spent in direct conference/meeting activities will be compensated. If there are voluntary social activities associated with the conference/meeting, staff are not required to participate and will not be compensated for time spent in social activities. If staff are required or asked to participate in social activities by the Executive Director or a staff person designated as their supervisor, the time will be compensated.

#### Volunteering Time:

Non-exempt staff cannot volunteer to work without compensation if the volunteer activity would otherwise be considered part of their regular work activity and would be compensated.

If non-exempt staff want to volunteer time for related work and the decision to volunteer is indeed truly the staff decisions and not in any fashion a requirement for work, the non-exempt staff may volunteer. None of this volunteer time would be recorded as work time or be compensated.

E.g. Non-exempt staff person volunteers to staff an information table at Take Back the Night. Presenting public awareness materials for the Coalition is part of the staff person's normal job. All hours spent staffing the information table must be compensated.

Non-exempt staff person wants to attend the Take Back the Night event. Attendance at the event is not required by anyone at the Coalition. The staff person may attend (or may attend any portion of the event) and participate in any way they want. This is truly voluntary participation and would not be compensated.