

eliminating racism
empowering women
ywca

YWCA USA Local Association Guidelines

About the Local Association Guidelines

The Local Association Guidelines (the “Guidelines”) have been prepared as a reference to explain various policies affecting YWCA local associations. It is important to recognize that no set of policies can cover all information and situations, the Guidelines are not intended to be all-inclusive, and the YWCA USA reserves the right to change and interpret the information contained in the Guidelines.

Also, no third party rights are created by the Guidelines, the Guidelines do not constitute a contract or membership agreement, and the Guidelines do not convey a guarantee of continued YWCA membership or any other term, privilege or condition of membership or affiliation. Please see the YWCA USA bylaws for more information regarding affiliation standards and processes. In the event of any conflict between the YWCA USA bylaws and the Guidelines, the bylaws will control.

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SECTION 1: ORGANIZATIONAL OVERVIEW

1.1 Operating Principles

The YWCA USA strives to operate in a manner to achieve a united, powerful movement for the elimination of racism and the empowerment of women. Operating principles guide our actions and decision-making to achieve our goals. The following are operating principles for the YWCA:

- Effectively advance the national YWCA movement and be responsive to the needs of local associations.
- Function with a standard of transparency, inclusivity, and agility.
- Foster organizational unity, including support of and involvement in the World YWCA.
- Advance the efficacy of the national movement and local association capacity to sustain and nurture their local community and networks.
- Ensure local association and national headquarter accountability to one another, while respecting the autonomy and strength of the national and local entities.
- Promote financial sustainability.
- Serve as a resource for efforts to effect systemic change as well as the effective provision of program services.

1.2 Advocacy

The YWCA USA and local associations are committed to: promoting the YWCA as a national voice for women and girls on YWCA mission-related legislative issues; deepening engagement at the grassroots level; maximizing the movement's visibility; protecting key federal funding streams; and adopting policies and statements that reflect the mission of the YWCA and that affect systemic change.

1.3 National Board

The national board of directors of the YWCA USA manages the affairs and property of the YWCA USA in accordance with the YWCA USA bylaws. The executive office (part of the YWCA USA national office) serves as a resource to local associations to provide information related to the national board of directors, such as: the scheduled dates and locations of national board meetings; procedures related to attendance of local associations at national board meetings; and, procedures related to the nomination of candidates to serve on the national board of directors.

SECTION 2: NATIONAL OFFICE

2.1 Function

The YWCA USA national office serves as a means through which to assist YWCA local associations in achieving their purposes and goals as a part of a national movement. To enrich and strengthen the work of local associations, the national office will work to:

<ul style="list-style-type: none"> • Provide national leadership in the development of the YWCA movement 	<ul style="list-style-type: none"> • Safeguard the integrity of the YWCA brand
<ul style="list-style-type: none"> • Build the visibility, influence and brand recognition of the YWCA 	<ul style="list-style-type: none"> • Model smart, efficient, nimble, focused and effective ways to conduct business
<ul style="list-style-type: none"> • Advocate for public policy and funding to advance the YWCA mission and the collective interests of the YWCA movement and local associations 	<ul style="list-style-type: none"> • Monitor and evaluate progress on national accountability measures and identify opportunities for continuous improvement
<ul style="list-style-type: none"> • Provide a range of technical assistance and capacity-building services to local associations 	<ul style="list-style-type: none"> • Cultivate relationships with thought leaders and key decision-makers that are connections to power, visibility, influence, and sources of funding
<ul style="list-style-type: none"> • Identify opportunities to improve the financial vitality of the national organization and local associations 	<ul style="list-style-type: none"> • Formulate national standards, ways of work, and policies that enhance the delivery of the YWCA experience
<ul style="list-style-type: none"> • Represent the YWCA with credibility and thought leadership in dealing with other national and international organizations, coalition partners and allied organizations, and federal, state and local agencies 	<ul style="list-style-type: none"> • Foster leadership and development opportunities including the cultivation of young women's leadership among staff and volunteers
<ul style="list-style-type: none"> • Measure the YWCA's collective impact in all areas, including the elimination of racism and the empowerment of women 	<ul style="list-style-type: none"> • Maintain a positive relationship with the World YWCA
<ul style="list-style-type: none"> • Support the YWCA USA board of directors and its committees 	

2.2 National Accountability Metrics

Each year, the YWCA USA national office will establish metrics and indicators, including targets, and publish those goals. The national office is responsible for tracking performance throughout the year and will work with local associations to gather information related to identified metrics, as applicable. A satisfaction survey of local associations will be included in every annual plan and report.

National accountability metrics categories may include, but not be limited to: mission metrics, local associations' annual data collection; and national performance measurement.

2.3 National Budget

YWCA USA staff will prepare an annual proposed YWCA USA capital and operational budget for review by the finance committee of the board of directors and approval by the board of directors.

2.4 Annual Audit

The YWCA USA national office will work collaboratively with the audit committee of the board of directors regarding the annual financial audit. The audit will be completed by an independent CPA

firm. At each annual meeting of the local associations, in accordance with the YWCA USA bylaws, the national board of directors will provide a financial report, including audit results and financial statements.

2.5 Support Fees

Each fiscal year, local associations will pay support fees to the YWCA USA as established by the policy and formula approved by the national board of directors and the local associations. The local associations will submit to the YWCA USA the requested forms, supporting documentation and payments by the stated deadline. The national office will audit submissions, prepare invoices and receive payments.

2.6 Internal Capacity Building

Strengthening local associations is an important part of creating a strong national movement. A range of technical assistance and capacity-building services and resources are provided to local associations by the YWCA USA national office.

Each year, national office staff will engage in a collective planning process to map out support service deliverables to be provided to local associations. Key service components may include: leadership recruitment, training and development for board and staff, mission fulfillment and model programs, governance, financial vitality, strategic planning, marketing/communications/corporate identity, fund development, infrastructure, strategic restructuring and expansion, and advocacy. These options may change over time as other needs are identified.

Local associations are provided access to assistance in many ways - by phone, webinars, other electronic means, trainings, conferences, and an online resource library, as appropriate. Support is established in accordance with network and YWCA USA annual work plans and budgets. A comprehensive training schedule of in-house webinars and conferences will be distributed and posted on the YWCA USA website.

As appropriate, the national office may also contract with third parties to provide services and resources to local associations, such as group purchasing or free access to resources.

Evaluation of service delivery to local associations is integrated into the national office annual work plan through accountability for defined deliverables, defined outputs, and defined outcomes. It also includes feedback collected from local associations on their satisfaction with the services.

2.7 Leadership Development and Training

The national office provides training for local association leadership that includes: new CEO and board chair training, new CEO orientation and mentoring, and history and mission of the YWCA. The national office also provides regularly scheduled training on affiliation requirements such as the annual submission of support fees documents, the membership agreement, the annual association self-assessment report, and a periodic comprehensive, on-site assessment of each local association.

2.8 Customer Service

The national office employs customer service strategy with the intention to consistently meet the needs and exceed expectations of local associations. Additionally, the customer service strategy includes: capturing data and metrics related to services provided to local associations and

evaluation and action related to that data; procedures for the national office to follow up on inquiries, complaints and grievances made to the national office regarding local associations; an annual satisfaction survey; and more.

2.9 Crisis Communication

A communication crisis is a problem that can endanger the YWCA's reputation and/or financial position and can occur as the result of legal, management, advocacy, political, or public relations issues. Crisis communication strategies, for specific instances, are established by the national office. Internal and external messages are strategically developed and communicated to local associations. When a crisis originates at a local association or within the parameters of a local association service territory it is important for all YWCAs that a coordinated response be developed as soon as possible. Accordingly, if a crisis has arisen or seems likely to arise, local association leadership must notify the YWCA USA Director of Communications at 202-467-0801 within twenty-four (24) hours. National office staff will work with the local association leadership on a response, as warranted.

The principal spokesperson for the YWCA USA is the CEO. All media interviews and inquiries will be coordinated through the YWCA USA Communications and CEO's office. The CEO may direct specific staff members to serve as the media contacts for specific projects or media releases.

2.7 Advocacy

The YWCA USA national office coordinates, supports, and unifies national and local association advocacy efforts and advances the World YWCA advocacy priorities as they arise. It provides policy analysis and advocacy tools for effective grassroots and grassroots engagement; provides regular legislative updates; and disseminates key materials and timely legislative information for local associations to advance a common national advocacy agenda.

The YWCA USA Public Policy agenda is guided by priorities identified collectively by the YWCA USA Advocacy team and local association leadership which are aligned with the organization's mission. The YWCA USA CEO will ensure the YWCA USA, in coordination with local associations, identify and prioritize legislative issues and the public policy agenda YWCA.

2.10 Website and Digital Media Protocol

The YWCA USA national office maintains a website and digital media presence for the YWCA. The presence is explicitly that of the YWCA USA and implicitly representative of the YWCA as a national and global movement, including local associations. Content included on the website and on digital media platforms will reflect the national YWCA, but will also highlight YWCA local associations and the World YWCA.

The YWCA website includes an intranet with login capabilities for local association staff and volunteer leadership. Local association staff and volunteers eligible for login rights will be identified by the local association executive director/CEO.

2.11 Fundraising

The national office identifies, coordinates and secures national funding sources to support the charitable mission of the YWCA USA. Where appropriate, the national office also supports local YWCA association fundraising efforts. Pertinent national-local opportunities will be managed by

YWCA USA staff and coordinated with key local association staff, as needed, to ensure a transparent, collaborative process.

For example, in connection with collaborative opportunities, the YWCA USA national office may ask YWCA local associations to respond to surveys and provide other association-specific information depending upon the needs or requirements of potential funders.

2.12 Nominations to the Board of Directors

The Board Governance Committee is responsible for identifying, recruiting, nominating, orienting, evaluating and supporting new Board members. The Governance Committee is also responsible for the board nominating and elections process, with logistical support from the Executive Office of the YWCA USA.

The YWCA USA Board will consist of no fewer than eleven (11) and no more than twenty-five (25) persons, as fixed by action of the Board. The YWCA USA's goal is to have Board leadership that assures equitable representation of women, regardless of age, race, ethnicity, religion, sexual orientation and handicapping condition. Board members must also be independent of conflict of interest, believe in and support the mission of the YWCA and possess skills, talents, and resources to govern effectively and to further the YWCA mission and vision nationally and internationally.

SECTION 3: LOCAL ASSOCIATIONS

3.1 Membership Requirements and Accountability Metrics

YWCA local associations are the members of the YWCA USA. Membership requirements reflect the basic level of capacity a local association needs to meet in order to be a YWCA.

YWCA USA Bylaws Membership Requirement	Accountability Metrics
<p>Article III. A.4 a) Organization Each Local Association shall be legally organized as a not-for-profit entity and either (i) be exempt from federal taxation under Section 501(c)(3) of the Internal Revenue Code, or (ii) have entered into a fiscal sponsorship arrangement with a qualified organization exempt from federal taxation under Section 501(c)(3) of the Internal Revenue Code, which arrangement is satisfactory to the Board. Each Local Association shall file with the YWCA copies of its charter and bylaws, or their equivalents, and amendments as they become effective, and these governance documents shall reflect that the Local Association is organized in accordance with these Bylaws.</p>	<p>Local association has documentation of its IRS status.</p> <p>Local association has its charter and bylaws or equivalents and amendments as they become effective on file with the YWCA USA. Local bylaws reflect that they are organized in accordance with YWCA USA bylaws.</p> <p>Local association will operate in compliance with applicable law.</p> <p>Local association governs in accordance with their bylaws</p>

YWCA USA Bylaws Membership Requirement	Accountability Metrics
<p>Article III. A.4. b) YWCA Mission Local association operates in furtherance of the YWCA mission by, without limitation, adhering to standards of YWCA Mission programs as defined by the Board, and shall also participate in mission-driven advocacy efforts.</p>	<p>Local association's policies and practices reflect the YWCA's organizational commitment to eliminate racism and empower women.</p> <p>The mission is evident in the local association's documents, communications and online and is posted throughout the local associations' facility.</p> <p>Board and staff commit to the mission and receive an initial orientation and ongoing training on the YWCA mission.</p> <p>Local association operates in furtherance of the YWCA mission by, without limitation, adhering to standards of YWCA Mission programs as defined by the Board, and shall also participate in mission-driven advocacy efforts.</p> <p>Local association possesses interest and skill in YWCA advocacy and public policy work and has developed an advocacy agenda which has been approved by the board.</p> <p>Local association has established someone in the organization to be the Advocacy Point of Contact with the YWCA USA; and participates in efforts to influence policy on YWCA priority issues.</p>
<p>Article III. A.4. c) Diversity Each Local Association shall ensure that its policies and practices reflect the YWCA's organizational commitment to racial, ethnic, and cultural diversity.</p>	<p>Local association ensures the involvement of women of color in governance.</p> <p>Local association has written methodology to ensure ethnic and racial diversity, and follows it.</p>
<p>Article III. A.4 d) Women 30 Years of Age and Under Each Local Association shall take demonstrable steps to ensure the involvement of women thirty (30) years of age and under in its activities.</p>	<p>Local association has written methodology to ensure inclusion of women 30 and under in governance as well as throughout the association, and follows it.</p>
<p>Article III. A.4 e) Certain Operational Standards Each Local Association shall operate in compliance with applicable law; the YWCA Certificate of Incorporation and these Bylaws; maintain accounting standards in accordance with generally accepted accounting principles consistently applied; maintain solvency; and provide requested financial, statistical information and status reports to the YWCA.</p>	<p>Local association operates from a position of financial sustainability.</p> <p>Local association reports annually on nationally established financial ratios.</p> <p>Local association demonstrates an understanding of ratios and either has a plan to meet unmet benchmarks or can justify reasons for not meeting benchmarks.</p> <p>Local association has written contingency plan in case of lost funding.</p> <p>Local association operates strategically and engages in regular planning.</p> <p>Local association has a written strategic plan and an annual written operational work plan informed by the strategic plan.</p> <p>Strategic plan includes a plan for fund development which is updated annually.</p> <p><i>(Future metric) New board chair/president and new CEO/executive director of local association completes YWCA leadership training.</i></p> <p>Local association submits an annual audit or review and Form 990. Local association will comply with applicable law and Generally Accepted Accounting Principles (GAAP).</p>

YWCA USA Bylaws Membership Requirement	Accountability Metrics
	<p>Local association's audit or review, and 990 are on file with the national office within nine months of the close of association's fiscal year</p> <p>Local association staff and board participate in YWCA USA training and utilize YWCA USA Intranet resources. Local association sent a representative to at least one YWCA USA event (YWCA USA Annual Meeting and/or YWCA Capacity Building Institute).</p> <p>Local association has an approved budget, and the board regularly monitors it.</p>
<p>Article III. A.4 f) Review Each Local Association shall participate in applicable YWCA review processes.</p>	<p>Local association conducts and submits an annual self-assessment on standards compliance.</p> <p>Local association establishes a plan to come into compliance on issues where it is currently out of compliance. The plan is filed with the national office and provides national office with regular status updates. National staff identifies support available to help association achieve standards.</p> <p><i>(Future metric) Local association works with the national office to arrange an onsite review every three years to identify association best practices as well as capacity building services that may be beneficial.</i></p> <p>Local association submits mission metrics to the YWCA USA as requested.</p> <p>Local association submits a complete and accurate annual profile form.</p>
<p>Article III. A.4 g) Support Fees Each Local Association shall pay support fees to the YWCA, as established by policy and formula approved by the Board and the Local Associations ("Support Fees").</p>	<p>Local association has a signed membership agreement on file with the YWCA USA.</p> <p>Local association pays support fees to YWCA USA according to policy.</p>
<p>Article III. A.4 h) Trademark Use Each Local Association shall use the Trademark (as such term is defined in Article IV, Section (D) of these Bylaws), including, without limitation, in its organizational name. All uses of the Trademark shall be in accordance with terms and conditions established by the Board, consistent with the YWCA Certificate of Incorporation and these Bylaws.</p>	<p>Local association use of logo, symbols, and marks in written and digital media materials and presence meets established requirements and guidelines, as outlined in the Brand Center on the YWCA Intranet.</p>
<p>Article III. A.4 i) YWCA Retirement Fund Each Local Association shall ensure that all eligible employees participate in the YWCA Retirement Fund, except for any Local Association exempted from such participation by the YWCA as of January 1, 2002.</p>	<p>All eligible employees are registered in the Retirement Fund.</p> <p>Local association is in good standing with the YWCA USA Retirement Fund.</p> <p>If the local association is exempted from such participation by the YWCA Retirement Fund as of January 1, 2002, the exemption can be confirmed with the Retirement Fund.</p>

YWCA USA Bylaws Membership Requirement	Accountability Metrics
<p>Article III. A.4 j) Individual Membership in Local Associations.</p> <p>Each Local Association shall have membership, which is available to all women and girls twelve years of age or over who are committed to the furtherance of the mission of the YWCA. Voting privilege and governance roles at Local Associations shall be reserved solely for women and girls, fifteen years and older. Any man or boy, twelve years of age or over, may become a Local Association associate. The Board may, in the exercise of its reasonable discretion, consistent with the purposes of the YWCA, grant the petition of a Local Association to adopt gender neutral membership and governance policies. The review and determination of any such petition shall be conducted by the Board, in accordance with written procedures and criteria developed by the Board.</p>	<p>Association offers a single gender membership as specified in the bylaws and in accordance with applicable law. If the Association does not have single gender governance and/or single gender membership, Association has filed a gender neutral petition with the YWCA board and been approved.</p> <p>Association has single gender governance policies. If the Association does not have single gender governance and/or single gender membership, Association has filed a gender neutral petition with the YWCA board and been approved.</p>
<p>Article III. A.4 k) Branding Requirements</p> <p>Each Local Association shall implement the branding requirements established by the Board.</p>	<p>Signage and digital media (including website) meet branding requirements, as outlined in the Brand Center on the YWCA Intranet. Additional requirements are incorporated, as established</p>

Local associations are required to meet accountability metrics and membership standards. The YWCA USA will provide training and support to help associations meet membership standards and accountability metrics.

For the period following the 2013 organizational restructure, a reasonable timeline will be identified that outlines when each standard must be fulfilled by local associations in order for the local association to remain in compliance with membership standards. YWCA USA recognizes that with the restructure, a period of time is required to communicate expectations associated with membership requirements and to complete an inaugural self-assessment process.

All member associations will be provided with a continuum of basic and support services, including a regular local association self-assessment process, to which YWCA USA will provide any findings and relevant guidance or recommendations.

If the YWCA USA determines that capacity building efforts have been exhausted and/or an issue of non-compliance is urgent and requires immediate attention, YWCA USA may begin the Provisional Status process.

3.2 Provisional Status

Provisional status is a formal process and mechanism to support a YWCA local association in order to prevent involuntary termination of membership. The process is designed to ensure support to a member association and that the local Board and staff leadership have a final opportunity to address issues, prior to and/or prevent involuntarily termination of membership.

3.3 Membership Agreement

The YWCA USA and each local association will execute a membership agreement. Membership agreements are intended to establish a relationship of mutual accountability between the local association and the YWCA USA.

For a local association, the membership agreement affirms that the local association will meet or exceed all YWCA USA membership requirements as defined in the YWCA USA bylaws; meet basic operational standards for YWCA local associations; and report annually on compliance with membership requirements and basic operational standards, and develop a plan to address areas of noncompliance, as needed.

For the YWCA USA, the membership agreement affirms that the YWCA USA agrees to meet responsibilities outlined in the YWCA bylaws; establish performance metrics and indicators, including corresponding targets, and publish those goals annually.

3.4 Membership Agreement Process

Membership agreements signed by the YWCA USA's national board chair and CEO will be sent to local associations regularly with the expectation that each local association board of directors review the membership agreement, authorize the board chair/president and executive director/CEO to sign it, and return the fully executed agreement to the YWCA USA. This agreement shall be effective on the date on which it is fully executed and will stay in effect until the date upon which the Local Association's membership is terminated either through voluntary or involuntary membership termination.

3.5 Termination of Membership

Local association membership in the YWCA commences and terminates with a certification by the national Board of Directors.

The YWCA USA Termination Policy outlines the membership termination process wherein a local association independently initiates termination of membership. Complying with the policy, the local association must send a notice of intent and request to terminate membership to the director of member services for the local association's geographic network. The director of member services will process the submission and then forward it to the Executive Office of the YWCA USA, including a recommendation to be presented to the national board of directors. The request will be considered by the Affiliation Status Review Committee of the national Board and if recommended for submission to the full Board, it will be on the agenda for the subsequent Board meeting. After a decision is made by the Board, the local association will be notified by the Executive Office of the YWCA USA, in writing, of the status of the request.

The YWCA USA Termination Policy outlines the membership termination process wherein an individual or entity other than the local association seeks the termination of membership. Complying with the policy, the YWCA USA monitors local association compliance with affiliation requirements and standards, including when a local association has been placed on provisional status. As warranted, the YWCA USA will recommend involuntary termination of membership for a local association to the Affiliation Status Review Committee of the national board. The recommendation will be considered by the Affiliation Status Review Committee of the Board and if recommended for submission to the full Board, it will be on the agenda for the subsequent Board meeting. After a decision is made by the Board, the local association will be notified by the Executive Office of the YWCA USA, in writing, of the status of the request.

3.6 Input on YWCA USA and Collective Issues

Both local associations and the YWCA USA national office bring significant value to the YWCA national movement. There are many opportunities for local associations to have input on issues of national importance. These include: by becoming members or leaders of networks, participating in affinity groups and other national initiatives, channeling information to members of the CEO Advisory Council, completing an annual survey, and exercising voting rights as defined in the YWCA USA bylaws.

3.7 CEO Advisory Council

The CEO Advisory Council (Council) provides the CEO of YWCA USA with a structured method to obtain information and insight from local association leaders. Council membership is structured to achieve this goal.

3.8 Association Data Collection

Bi-annually, the YWCA USA will disseminate a profile survey to all local associations to obtain data, such as census of participant demographics and markets, financial health, physical locations, and programming. The information will be used in efforts related to national marketing, fundraising, advocacy, internal evaluation, strategic planning, and other purposes.

3.9 Association Name Change

A local association seeking to change its name, whether by formally amending its certificate of incorporation, or by using of a “fictitious” corporate name (which may involve filing a state certificate of assumed name), must work in concert with YWCA USA and follow the Association Name Change Policy adopted by the national board. The YWCA is a multi-tiered national organization, and all local associations share an interest in assuring that name changes are coordinated nationally and do not adversely affect the interests of other YWCA entities.

3.10 Use of YWCA Trademark

All YWCA trademarks, service marks, trade names, logos and designs that include or use the words “Young Women’s Christian Association” or the initials “YWCA” (collectively the “Trademarks”) are owned by the YWCA USA, and the YWCA USA is responsible for monitoring their use. Accordingly, all local associations must obtain prior approval from the YWCA USA, in accordance with national board policy (which may include the execution of applicable licensing agreements) before using the Trademarks outside of the regular course, including, for example, using a YWCA logo on novelty items, clothing or jewelry, or any use of the Trademarks in connection with cause-related marketing or commercial co-ventures. Contact the Director of Communications at the national office with respect to all questions and requests with respect to Trademark use.

3.11 Executive Director/CEO and Chairperson/President On-Boarding

The ED/CEO Onboarding Process is a defined orientation and mentorship program to support new YWCA staff or volunteer executives. The onboarding process includes materials and activities

which cover and support several aspects of YWCA leadership and also solidifies relationship building between the new executive and YWCA USA. YWCA USA Director of Member Services staff will primarily oversee and carryout the onboarding process for new YWCA executives.

3.12 Affinity Groups

Affinity Groups of the YWCA USA fulfill several goals related to engagement and mission impact. These groups speak to the natural need and benefit of YWCA leaders comingling along shared identities and also the need for the YWCA to gather around core mission areas to effect systemic change. Affinity groups are intended to yield the YWCA collective infrastructure mechanisms to effect on-going growth and transformation.

3.13 Geographic Networks

Geographic networks are an operational vehicle for the YWCA organization to achieve optimal efficiency as it relates to administration and programs. Geographic network formation, composition, and function are determined by the YWCA USA CEO with input from local associations and YWCA USA national staff.

Consideration given to geographic network formation may include but not be limited to strategies to leverage state advocacy opportunities, identifying opportunities related to delivery of support services, and/or the alignment of other operational variables such as local association demographics (e.g. rural versus metropolitan).

3.14 Gender Neutral Petitions

YWCA local associations may petition to adopt gender neutral membership and governance policies. The review and determination of a petition will be conducted in accordance with written procedures and criteria developed by the national board of directors.

An initial petition must be submitted to the director of member services for the local association's geographic network. The director, national office leadership, and the Affiliation Status Review Committee of the Board will review the petition and develop a recommendation in preparation for submission to the full Board for a vote. After a decision is made by the Board, the local association will be notified by the Executive Office of the YWCA USA, in writing, of the status of the petition.

3.15 Constituent Inquiries

The YWCA USA receives constituent inquiries about local associations, including request for information and referral and complaints, and provides a standardized response. When a constituent inquiry is made, the YWCA USA responds to the inquiry within 48 hours of receipt. When an inquiry is by nature a complaint, the YWCA USA will contact the local association cited in the complaint to make them aware of the inquiry and to request a response from the association. The YWCA USA will be in touch with the constituent, as well, in order to properly respond to and provide closure to the inquiry.

SECTION 4: WORLD YWCA RELATIONSHIP

4.1 World YWCA Membership

The YWCA USA is a part of a global women's movement through its membership in the World YWCA. The YWCA USA is committed to issues impacting the lives of women and girls throughout the world and demonstrates that commitment through its membership agreement with the World YWCA.

The YWCA USA will demonstrate commitment to the World YWCA at the operational and governance level, via payment of World YWCA dues, a national board global relations committee, and other activities and programs. Subject to available funding and resources, the YWCA USA and World YWCA may also collaborate in the following areas: World YWCA information on digital media; policy work related to issues/positions of the World YWCA to the extent those issues/positions are consistent with the YWCA USA advocacy plan; inclusion of the World YWCA and global women's issues in training; participation in the World YWCA North America Summit; a YWCA USA delegation to the United Nation's annual Commission on the Status of Women; and, participation in the quadrennial World YWCA meeting.

4.2 World Board and Nominating Process

YWCA USA will conduct a nomination and selection process for candidates to serve on the World YWCA board of directors and nominating committee, as outlined in the World YWCA Constitution. Local associations will be notified of the nominating and selection process.

This information will also be posted on the YWCA USA Intranet. Subject to available funding, reasonable travel expenses to attend World Council meetings for World YWCA board and nominating committee members will be paid by YWCA USA, consistent with YWCA USA policies.

4.3 World Delegates

YWCA USA will participate in and attend YWCA World Council every four years. Information on the World YWCA and the World Council meeting will be distributed to local associations and posted on the YWCA USA Intranet. Delegate alternates will also be selected from nominations.

Every effort will be made to publicize the opportunity for observers to attend World Council and to include observers in the World Council experience. While attending the Council, all voting delegates, alternates, and observers will be regarded as composing the YWCA USA delegation.

SECTION 5: APPENDIX

All links go to pages or resources housed on the YWCA Intranet.

Support Fee Process

http://intranet.ywca.org/site/c.dkIRJ9NVKoL8G/b.8683333/k.931B/Support_Fees.htm

Friendly URL: <http://intranet.ywca.org/supportfees>

Membership Agreement

http://intranet.ywca.org/site/c.dkIRJ9NVKoL8G/b.8730381/k.5EF6/Membership_Agreement.htm

Friendly URL: <http://intranet.ywca.org/agreement>

CEO Advisory Council

http://intranet.ywca.org/site/c.dkIRJ9NVKoL8G/b.8190469/k.66DA/CEO_Advisory_Council.htm

Friendly URL: <http://intranet.ywca.org/cac>

Affinity Groups Overview

http://intranet.ywca.org/site/c.dkIRJ9NVKoL8G/b.8683377/k.91F5/Affinity_Groups.htm

Friendly URL: <http://intranet.ywca.org/affinitygroups>

Gender Neutral Petition

http://intranet.ywca.org/site/c.dkIRJ9NVKoL8G/b.8701983/k.6A8D/Gender_Form_Procedures.htm

Friendly URL: <http://intranet.ywca.org/gender-form>

Board Nomination Process

http://intranet.ywca.org/site/c.dkIRJ9NVKoL8G/b.8833899/k.1462/YWCA_USA_Board_Member_Nomination_Process.htm

Provisional Status Policy

http://intranet.ywca.org/site/c.dkIRJ9NVKoL8G/b.9131595/k.D063/Provisional_Status.htm

Friendly URL: <http://intranet.ywca.org/provisional>

Termination Policy

http://intranet.ywca.org/site/c.dkIRJ9NVKoL8G/b.8701979/k.5A2C/Membership_Termination.htm

Friendly URL: <http://intranet.ywca.org/termination>

Profile Survey

http://intranet.ywca.org/site/c.dkIRJ9NVKoL8G/b.9131593/k.A8F2/Profile_Survey.htm

Friendly URL: <http://intranet.ywca.org/profilesurvey>

Style Guidelines

http://intranet.ywca.org/site/c.dkIRJ9NVKoL8G/b.8749353/k.9055/Brand_Center.htm

Association Name Change Process

http://intranet.ywca.org/site/c.dkIRJ9NVKoL8G/b.9285755/k.EE6F/Name_Change_Process.htm

Friendly URL: <http://intranet.ywca.org/namechange>