



**STRONG WOMEN
STRONG GIRLS**

Chapter Director Policies

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Job Description & Responsibilities

The Chapter Directors help set the vision and strategic direction of SWSG on their respective campus and community. The Chapter Directors support and lead their chapters, are closely advised and supported by SWSG Program Staff and Campus Coach, and are responsible for the day-to-day management of an SWSG chapter. It is strongly recommended that each chapter have two chapter directors. This allows for CDs to “train” each other and maintain chapter knowledge and history.

Eligibility

Chapter directors are selected through a process conducted by current chapter directors, the campus coach, and SWSG staff. The SWSG office can approve adjustments to the requirements when there are challenges in securing candidates with ideal experience levels. An ideal Chapter Director candidate possesses the following qualities:

- At least 1 year of experience with SWSG
- At least 2 semesters of completed SWSG mentoring
- At least 1 semester of E-board participation
- Confident leadership and teamwork skills
- Great communication skills: public speaking, responsible and regular communication with chapter members and SWSG Staff
- Ability to dedicate several hours per week to chapter director responsibilities
- Enthusiasm and commitment to the mission and vision of SWSG

Key Responsibilities

- Attend Chapter Director Training each semester
- Represent SWSG on and off campus by exemplifying SWSG’s mission and values, promoting events, and building relationships with organizations and clubs
- Lead Chapter Strategy and Goals to ensure sustainability and growth of chapter
- Mentor Recruitment, Assignment, and Release
- Executive Board Appointment, Management, and Release
- Support chapter members in fulfilling their roles
- Support chapter members in adhering to policies and code of conduct
- Oversee collection and submission of data to SWSG Office
- Conflict and Emergency Resolution
- Meet with SWSG Program Manager bi-weekly (Boston) or weekly (Pittsburgh)
- Schedule and conduct chapter meetings weekly
- Schedule and conduct Executive Board meetings weekly
- Manage Chapter Funds responsibly and provide documentation to the appropriate parties
- Track and Report Chapter Volunteer Hours

Code of Conduct

Chapter Directors are expected to adhere to and model the Chapter Member Policies and Code of Conduct as well as the duties outlined in this document. This position requires dedicated time beyond mentoring sessions and chapter meetings. Their term in this position begins before the girl program begins and may extend beyond the end of the program. Chapter Directors are expected to support the transition of incoming and outgoing Executive Board members and Chapter Directors.

CD Release

A Chapter Director's term will come to an end through completion of their appointed term, resignation, failure to fulfill their roles and responsibilities, or through violation of the policies, procedures, and code of conduct. The SWSG Office may release a Chapter Director for any reason, at its sole discretion and would facilitate a meeting with the Chapter Director, SWSG Staff, and Campus Coach.

At the end of a Chapter Director's term, they are expected to complete end of year (or semester) tasks and support the transition of incoming and outgoing Executive Board members and Chapter Directors.

Chapter Management

Chapter Directors are responsible for tracking the functions and details of mentor activities and reporting them to their Program Managers. The SWSG Office will provide and collaborate with the Chapter Directors on a detailed tracking spreadsheet that must be kept up accurate and up to date.

Mentor Recruitment

Chapter Directors are responsible for recruiting, interviewing, and appointing new Mentors each semester. They may also identify and appoint chapter members to represent SWSG at university and community events. Chapter Directors are required to inform SWSG staff about what groups on campus they are collaborating with for recruitment purposes. We recommend the following as guidelines for recruitment:

- Create a schedule to be shared with your chapter with dates, roles, and responsibilities laid out for chapter members involved in recruitment. This schedule should be shared with your SWSG Program Manager during your first meeting.
- Aim to collaborate with 2 campus organizations to host events and create additional activities on campus.
- Be sure you have plenty of recruiting material to access quickly. If you do not have on-brand SWSG recruiting material, notify SWSG staff immediately.
- Collaborate with your Diversity Chair to recruit diverse Mentors, and utilize the [Recruitment Guide](#).

Mentor Selection

Chapter Directors, in conjunction with E-Board members and a hiring committee of current SWSG Mentors should review applications and interview new Mentors.

- There is an application template in the appendix of this document. Please use this as a baseline, and add any chapter specific questions that you would like.
- The SWSG Office will provide guidelines on Mentor numbers for any given semester.
- Establish selection criteria and conduct interviews with potential new Mentors.
- Submit your final selections to your SWSG Program Manager and begin the registration process.

Mentor Registration and Training

Once a candidate is interviewed and accepted into the SWSG chapter, they must fill out the Salesforce registration form, and upload the appropriate criminal background check documents according to the state in which they are volunteering. Chapter Directors are responsible for enforcing proper registration and clearance collection.

All chapter members are expected to attend training each semester. As a Chapter Director, please clearly communicate the importance of attending training and ensure adequate transportation to training.

Mentor Placement

As a Chapter Director, you will strategically place SWSG Mentors at program sites based on schedule, skills, interests, mentor team dynamics, diversity of mentoring experience, race, and needs of the program sites (i.e. languages spoken) and the Mentors. Every effort should be made to place Mentors in positions that meet their needs and the needs of SWSG. In instances where this is not possible, the needs of SWSG will take precedence over the needs of the individual. Individuals not placed in a position for which they applied may be recommended for other positions or request reassignment.

Guidelines

- All sites must have a **minimum of 2 Mentors**, regardless of how many girls are enrolled
- All sites must meet SWSG's group-mentoring model which requires **1 Mentor per 4 Mentees**. The group mentoring model allows Mentors to rotate leadership and facilitation, while providing enough Mentors for girls to better get to know their adult role models.
- If sites have more than 12 girls enrolled in the program, Site Facilitators must communicate this to SWSG program staff no later than 2 weeks before programming starts to ensure college chapters will be able to appropriately place the correct number of Mentors to match ratios.
- In the event there are not enough Mentors to fill slots, SWSG Staff should be contacted immediately to troubleshoot.

Mentor Attendance

Chapter Directors must monitor attendance of Mentors and Advocates at chapter meetings. They may also appoint another chapter member as a Secretary to perform these duties. Each Site Leader is responsible for mentee and Mentor attendance at each site. However, Site Leaders will alert you and reach out for support if they are struggling with Mentor contact and attendance. If a Mentor is regularly missing or late to their mentoring session, please address this issue immediately. First, ensure that the safe Mentor to Mentee ratio (1 Mentor to 4 Mentees) is being met at the site, and look for substitute Mentors if needed. Then, ensure that the Mentor struggling with attendance understands the importance of attendance to Mentees and that their assigned site is still a good match for them. If the problem persists, please contact a Program Manager.

Mentor Release

Any Mentor may resign their position upon written notification to the Chapter Directors, Campus Coach, and/or SWSG staff contact. If you receive resignation from a Mentor, please share it with your Campus Coach and SWSG Program Manager. If that Mentor was assigned to a site, please make every effort to replace them and maintain the safe Mentor to Mentee ratio. If you need support, please reach out to your Program Manager.

SWSG may release a volunteer for any reason, at its sole discretion, and would facilitate a meeting with the Mentor, Campus Coach, and Chapter Directors to discuss reasons and actions to be taken. If it is brought to your attention that any SWSG chapter member violates the Chapter Member Policies and Code of Conduct, please contact your Campus Coach and Program Manager for the next steps.

Executive Board Appointment

Across college chapters and cities, each chapter has developed their own process for applying and interviewing candidates for the Executive Board. This process takes place in anticipation of the upcoming semester. See the Executive Board Policies and Procedures Manual for information about each position. Please notify the SWSG Office of the final selections.

Note: Diversity, Equity, and Inclusion E-Board members have a unique opportunity to be involved with SWSG at the staff and board level. For further information, please see the Executive Board Policies and Procedures Manual.

Executive Board Release

An Executive Board member's term may come to an end by completion of their appointed term, resignation, failure to fulfill their roles and responsibilities, or through violation of the policies, procedures and code of conduct. SWSG Office may release an Executive Board member for any reason, at its sole discretion and would facilitate a meeting with the Executive Board member, SWSG Staff, and Campus Coach.

At the end of an Executive Board member's term, they are expected to complete end of year (or semester) tasks and support the transition of incoming and outgoing Executive Board members.

Technology Policy

You may be asked to manage technology for use at sites. As a Chapter Director, it is your responsibility to ensure that your Site Leaders and Mentor team use the equipment safely and responsibly. You will sign an agreement with the SWSG Office on behalf of the Site Leaders. Please review the [Technology Policies and Best Practices](#).

Communications

Meetings

Each chapter must meet for at least 1 hour per week on campus. Specific agenda topics, format, meeting time, and location are all up to the discretion of Chapter Directors. The SWSG Office may ask Chapter Directors to supplement or adjust certain weeks for program preparation, additional training, and curriculum preparation. Each weekly meeting should give chapter members the opportunity to:

- Review any logistics or reminders
- Review the curriculum together and ask questions
- Meet in their site groups to prepare for the week
- Bond or build chapter culture
- Engage in Diversity, Equity, and Inclusion discussions and lessons
- On a monthly basis, Advocates must attend the chapter meeting and discuss what projects they have been working on to advance the chapter's goals.

SWSG G-Suite Account

Each chapter has a G-Suite account that should be used for mass chapter communications, file storage, and communication with the SWSG Staff. Chapter Directors may NOT use a university email account for SWSG functions. The same account is used each year and should contain valuable historical information. SWSG Office will always have access to communications and documents stored in your SWSG G-Suite Account. SWSG Office will change the password for the chapter email account every time there is Chapter Director turnover.

The G-Suite usage policy helps chapters use their SWSG email addresses and Google Drive appropriately. All communications and stored documents should comply with the code of conduct. To ensure that you understand the limitations of using your G Suite Account appropriately, please read through the following guidelines:

DO	DON'T
Communicate with chapter members, SWSG Staff, and related organizations about SWSG	Communicate about personal matters outside of SWSG
Subscribe to relevant and appropriate newsletters or emails relating to SWSG or Campus Events	Subscribe to or distribute irrelevant or inappropriate information or "spam"

Keep your log-in information secure	Change the password without notifying the SWSG Office
Maintain a professional and kind tone that emulates the SWSG Mission and Values	Communicate with any discriminatory or hurtful language or intent
Upload all relevant and useful documents for historical reference and future use	Upload personal or academic documents
Keep your Google Drive organized	Delete files that may be relevant and useful documents for historical reference and future use

Social Media

Chapter Directors may appoint Executive Board members to manage social media. However, Chapter Directors must also oversee that all social media content is compliant with SWSG policies found in the [Social Media Manual](#) and the Chapter Executive Board Policies.

The following is an outline of the SWSG social media policy guidelines and stipulations as they relate to both chapter and personal social media accounts across all social media platforms, including but not limited to Instagram, Facebook, Twitter, LinkedIn, and TikTok. Please read over the document carefully and reach out to your respective program manager with any questions.

Chapter Social Media Accounts

A chapter social media chair is responsible for compliance with the [SWSG Social Media Manual](#). This includes using up-to-date branding and logos; language that supports SWSG's mission, vision, and core values; and, adherence to appropriate subject matter. If chapter members desire to share information or promote ideas other than SWSG program promotion, fundraising efforts, or chapter events, the Chapter Directors must receive approval from the SWSG staff PRIOR TO POSTING.

Chapters may not distribute content relating to political or religious positions or endorsements, whether personal or professional, or content relating to alcohol, drugs, or other illicit materials.

Please note, any chapter member can, in good faith, report misconduct or suspicion of misconduct without fear of retaliation.

Mandatory Disclosure Statement

If a chapter is to post about events unrelated to SWSG, having received approval from SWSG staff, chapters must also use the following disclosure statement. This statement should be included in the post itself (photo) as well as the social copy. This applies to ALL social media platforms. Failure to include the following disclosure statement will result in required removal of the post from all public outlets.

"The thoughts and views expressed in this statement do not necessarily reflect the official policy or position of SWSG, Inc., and should not be construed to imply that SWSG, Inc. supports

or opposes any of the specific statements issued by XXX Chapter. For SWSG, Inc's official statement on these matters please visit <https://smsg.org>"

Personal Social Media Accounts

If Mentors choose to share posts on social media while representing SWSG (this would include mentoring, SWSG events, or while wearing SWSG merch), the content should comply with the code of conduct and represent SWSG mission, vision, and values. Inappropriate representation of SWSG will result in a review of membership in Strong Women, Strong Girls. A Mentor should never interact with child participants online. A Mentor should never share photos of child participants on their personal social media.

Confidentiality Policy

It is against SWSG's policies for any Mentor to disclose nonpublic personal, health, or financial information about any Mentor or participant, which becomes known through their position. Names, addresses, and phone numbers of participants, families/guardians, staff, and Mentors shall not be disclosed without the permission of the participant, family/guardian, staff, and Mentors, verbally, electronically, or otherwise, except as required for safety. The privacy of all SWSG participants, families/guardians, staff, and Mentors must be respected and protected. SWSG program staff will only share information about Mentors, participants, and their families with other SWSG professional staff and School/Site personnel.

Conflict of Interest Policy & Procedure

Each Mentor has an obligation to conduct business within guidelines that prohibit actual or potential conflict of interest. An actual or potential conflict of interest occurs when a Mentor is in a position to influence a decision that may result in a personal gain for themselves or for a relative as a result of their dealings, involvement or association with SWSG. For purposes of this policy, a relative is defined as any person who is related by blood, marriage, or whose relationship is similar to that of persons who are related by blood or marriage.

Any identified conflict of interest is disclosed in writing to the SWSG Office as soon as possible so that safeguards can be established to protect all parties.

Reference & Contact

If you have questions or wish to report social media misconduct, please contact your local program manager. All questions or concerns will remain internal to SWSG but may be escalated to SWSG management.

[SWSG Social Media Manual](#)

Crisis Management

Mandated Reporting

As a Chapter Director, your fellow Mentors may look to you for guidance and support, especially in challenging situations with Mentees. Please familiarize yourself with the mandated reporter guidelines below. Some key reminders are listed below, and state-specific resources and hotlines are listed at the end of this document.

Child abuse is a serious and widespread social issue. While serving as a mentor, your girls may feel comfortable disclosing information to you about possible abuse, either in person or in their journals. As a person who works/ volunteers with children, you are considered by law to be a mandated reporter. **Mandated Reporter:** A person required by law to report any observance or suspicion of abuse towards minors to the proper authorities. Those in positions to notice signs of abuse and neglect are not only morally, but legally required to report. This includes, but is not limited to, anyone who has direct and routine contact with children:

- Directors, employees, and volunteers at schools
- Law Enforcement, Social Workers, physicians and health care professionals

If a mentee shares with you that they are being abused, follow these guidelines:

- **Stay calm:** "I'm happy to help you."
- **Support:** "I'm sorry this happened to you."
- **Affirm:** "You did the right thing by telling me."
- **Believe:** "It's not your fault, I believe you."
- **Empower:** "You have the right to be safe."
- **Report:** "We need to tell others about this to make sure you're safe."
- If the mentee is upset or does not want you to speak with anyone else, explain that their safety is very important, and that you must tell an adult who can help. Take time to help them process this information, but be clear that their safety is the most important.
- Fill out an SWSG Incident Report that has direct and factual information from what you have heard.

Do not:

- Question them— let them share only as much information as they are comfortable with.
- Blame them or tell them what to do.
- Label the child or what has happened to them, or put words in their mouth — use the same language as they do.
- Make promises you can't keep.
- Do not investigate. You do not have the credentials to do so. After your report is made, leave the next steps to the professionals.

If a participant discloses child maltreatment to you or if you have a strong suspicion that they may be a victim of maltreatment, you are **legally responsible as a mandated reporter** to share this information with the proper authorities. Follow these steps to report the incident:

1. Actively listen, observe and show support to the child
2. Fill out an Incident Report form immediately. Be sure to stick with factual information, not opinions.
3. Talk to your Program Manager and Site Facilitator about what you observed.
 - a. If necessary, your Site Facilitator can make a plan for addressing the girl's immediate safety.
 - b. Make a plan with the Program Manager for filing a report.
 - c. Even if your superiors do not believe the child to be abused, you are still under obligation to report the incident. If you have determined abuse, you may make the report even without their agreement. Go with your instinct.
4. Call the state-appropriate reporting hotline. These numbers are listed in [Resources](#).
 - a. While your Program Manager and Site Facilitator may accompany you in support, you must be the one to make the report.
 - b. If the abuse was reported by phone, a written report must be filed within 48 hours.
5. Follow up with your Program Manager once your report has been filed.

Remember, only qualified investigators can determine whether an abuse report is credible. Likewise, Site Facilitators and other adults cannot determine the credibility of a disclosure. You can only pass on the information as it was shared with you to the appropriate authorities. For information about reporting child abuse and mandated reporting, see [Pennsylvania Mandated Reporter Frequently Asked Questions](#) or [Massachusetts Child Abuse and Neglect Reporting: A Guide for Mandated Reporters](#).

Incident Reports

Any situation that is considered an emergency or that puts the safety of participants or Mentors at risk, needs to be reported to Chapter Directors, Site Facilitators, and SWSG Staff within 24 hours. Examples of emergencies or safety risks include, but are not limited to physical or verbal threats or injuries, harassment, bullying, self-harm behaviors, mental health concerns, erratic behavior, concern over physical safety, inability to locate participants or Mentors. In the event of any of the above scenarios (or others that arise), Mentors should immediately contact the Site Facilitator if the incident takes place at site, followed by SWSG staff and Chapter Directors. As a Chapter Director, please ensure that all proper communications are made.

Mentors need to complete the Incident Report Form within 24 hours of an incident, providing as much detail as possible. Forms should be emailed to SWSG staff and a copy will be provided to Site Facilitators as necessary.

Chapter Member Conflict Resolution

If a conflict arises between chapter members, they may approach you, as a Chapter Director for support and resolution. If chapter members come to you for conflict mediation, please support them with sensitivity and fairness. In all decisions, please strive to align with SWSG's mission and values. If you feel that you may not be able to serve as an objective or sufficient mediator for ANY reason, seek additional support from the Campus Coach and SWSG

Staff. Every chapter member may expect prompt attention to their concerns and a fair resolution of complaints without fear of jeopardizing their chapter member status. The conflict and resolution should be reported to the SWSG Staff.

If a conflict arises between Mentors and Site Facilitators or Mentors and Mentees, the SWSG Staff should be alerted immediately. SWSG Staff will facilitate the resolution of the conflict.

Events and News

In the event of a campus emergency, lockdown, or school cancellation during SWSG events (program, field trips, meetings), please first follow all safety procedures indicated by your school. Then, please report the changes to the SWSG Program Managers to create an action plan. If these events will lead to the cancellation of a mentoring session, please ensure that Site Leaders communicate with Site Facilitators and SWSG Staff.

Fundraising and Finance

Chapter funds may be spent on **printing, transportation, food, and supplies** for either the chapter members or program sites. This may also include event materials, speakers for chapter events, branded merchandise, and gifts for chapter members or program sites. Chapter funds may not be spent on alcohol, tobacco, other illicit substances, personal items, or anything not directly pertaining to chapter and program participants.

Those assuming responsibility or oversight of any SWSG monies within SWSG Chapters are accountable to SWSG for those funds. All adults handling money must be registered volunteers of SWSG and have a valid full background check on file.

Chapters must be fiscally responsible for all income for their chapter and strictly adhere to the financial policies outlined by the University or college and by SWSG, including providing budget records to the SWSG Office.

SWSG Chapters are not authorized to open a bank account outside of the identified holder of chapter funds established by the department of the university or college partner. SWSG may, at its discretion, gain access to SWSG Chapter records to audit accounts when deemed necessary. Chapters are not permitted to maintain funds in cash.

Fundraising events

Chapters may conduct fundraisers to support the direct costs associated with SWSG programming, including, but not limited to, the purchase of mentoring session supplies and snacks, chapter events, and the cost of transportation for chapter members to SWSG mentoring or SWSG-held events. SWSG Chapters or SWSG at large are to be the sole beneficiary of any proceeds made from campus fundraisers using the SWSG brand and not other organizations.

Due to security concerns around the processing of chapter funds, Venmo is not permitted as a means of accepting funds during chapter events. SWSG will provide chapters with an alternate method of accepting funds via credit card / electronically.

Budgeting

Chapters create and manage budgets for each program year. Chapter Directors have the responsibility to review the Chapter's financial books to ensure accuracy in accounting. They should work with the Executive Board Treasurer to develop and manage the chapter budget. It is strongly recommended that each chapter use an Excel spreadsheet to document and monitor all financial transactions. The Treasurer or Finance Chair must ensure that accurate records of income and expenditures are maintained regularly and shared with appropriate parties at the start and end of each semester (Chapter Directors, E-Board, Campus Coach, and SWSG staff).

Chapter Directors and Treasurers will review chapter budgets with their Program Managers on a semesterly and annual basis. See below for the full timeline.

Budget Creation

Each chapter can create their own budget template, or use one provided by the College Chapter or SWSG. If a chapter has a previously created template, this must be shared with your Program Manager at the beginning of the program year. If the chapter does not have a previously created template, SWSG will assist the Chapter Directors or Finance Coordinator/Treasurer in creating one. Budgets should include:

- Income
 - Create a separate line item for each type of income category (for example: SWSG chapter grants, chapter fundraising revenue, etc.)
 - Include columns for Projected Revenue and Actual Revenue
 - Include column for Difference between Projected and Actual Revenue
- Expenses
 - Create a separate line item for each expense category (for example: printing costs, supplies, food, travel, chapter events, meetings, etc.)
 - Include columns for Projected Expenses and Actual Expenses
 - Include a column for Difference between Projected and Actual Expenses

Suggestion: *Divide the expenses in each category by the event/reason for the expense. For example, when you track "Travel Expenses," track travel expenses for weekly mentoring and travel expenses from field trip buses separately.*

Budget Management

Chapter Directors and related Executive Board members will ensure that all income and expenses are being regularly updated into the budget template. SWSG recommends that the Finance Coordinator/Treasurer schedules a weekly time to update expenses each week or as transactions occur.

Budget Reporting and Approval

- **At the beginning of each semester (September/January),** the Chapter Director or appropriate Executive Board member will meet with their Program Manager to discuss a budget that lists projected (or anticipated) expenditures and income.

- **At the end of each semester (January/April)**, the Chapter Directors and Treasurer will meet with their Program Manager to review the final/updated budget and determine how much money remains from the original SWSG chapter grant.
- **At the end of the academic year (April)**, Chapter Directors and the Treasurer will meet with their Program Manager to discuss the budget, including budget versus actual revenue and expenses.

Chapter Grants

- SWSG will grant each chapter funds on a semesterly basis based on the number of sites and girls each chapter serves. Grants will be split by semester based on the budgeted expenses for each semester. Grants may be used for:
 - Mentor travel to mentoring or SWSG events
 - Field trips, including supplies and travel
 - Mentoring supplies
 - Chapter events
- Chapter Directors and Treasurers are responsible for ensuring enough funds remain for planned expenses, such as spring field trips.
- SWSG may also grant chapters funds for a specific objective or initiative as identified by the SWSG office.
- In January and April, Program Managers will check in with Chapter Directors and/or the Treasurer to review how much money remains of their SWSG-provided grant.
- Travel Funds
 - This amount will include a uniform amount that each college receives for mentoring travel-related expenses and funds for the field trip buses.
 - If chapters overspend their allotted semester funds for mentoring-related travel, the rest of the funds should be saved for field trip bus expenses. Chapters should **ONLY** spend these extra funds if another strategy is in place to cover the cost for field trip busses.

Depositing Chapter Funds

When a chapter receives funds from the SWSG Office or from a fundraiser the following protocols for safety and appropriate handling of funds.

- Direct deposit is **ALWAYS** preferred. If direct deposit is available at the college or university, this will be how the funds are disbursed from the SWSG Office.
- If funds are disbursed by SWSG in the form of a check, the check deposit **must ALWAYS be received and supervised by a Campus Coach**. The Program Manager or Campus Coach will accompany the Chapter Directors to deposit funds (if applicable). The SWSG Office will never give the check directly to the Chapter Directors or other chapter members.
- If checks or cash are received from a chapter fundraiser, the Program Manager and/or Campus Coach will supervise the Chapter Director to deposit the funds. **Chapters may NOT hold funds in cash.**

- Chapter Directors, Campus Coaches, and Program Managers must all sign this [Acknowledgment Form](#) when funds are disbursed.

Reimbursements

If your chapter provides reimbursements for any expenses incurred by Mentors, Advocates, and Executive Board members, this process is mandated by the college or university. Please see your Campus Coach for specific information at your college or university.

Tax Exemption

In order to remain in line with legal requirements for our 501c3 nonprofit status, chapters are not allowed to use the SWSG tax exemption status and or certificate for the purpose of purchasing goods and or products. Contact SWSG staff if there are extenuating circumstances that require 501c3 status to proceed.

Mentor Hours

Chapter Directors are responsible for tracking and reporting Mentor volunteer hours every semester. Why? As a 501c(3) nonprofit, SWSG undergoes a financial audit every year that is REQUIRED for us to maintain our legitimate, legal nonprofit status. Volunteer hours are a KEY part of the process – for us, and for many nonprofits, those hours are calculated as part of our in-kind expenses and revenue. Errors in calculating these hours puts us at risk of being penalized when we undergo the audit. What that really means is that the time that you and your chapter members contribute is one of the MOST CRITICAL parts of our organization! We value you and your time beyond measure. To make sure we can all continue to be successful, thank you in advance for adhering to the below process.

Process Outline and Timing

1. Your chapter's mentor hours must be submitted every semester, one week before your last day of Final Exams.
2. You will submit your hours by sending them to your Program Manager, who will review them and ask you any necessary questions. A FINAL version must be submitted before you leave campus for your break.
3. After your Program Manager approves your hours, your work is done! They will then be reviewed by the office's operations & accounting teams, including the Executive Director.

Filling Out the Volunteer Hours Spreadsheet

To submit your chapter's hours, you will use the Mentor Volunteer Hours collection spreadsheet shared with you by your Program Manager.

Before you begin, please just type numbers into the YELLOW FIELDS ONLY. No other fields in the spreadsheet should be changed. All calculations will be automatically completed by the formulas in the sheet, so you do not need to worry about adding or multiplying anything. Please read the following directions and definitions VERY carefully as you work through the spreadsheet.

Directions:

1. At the top, fill in the number of chapter members in each category.
 - a. Total Number Active Mentors = All chapter members who are actively mentoring at sites this semester, INCLUDING Site Leaders. DO NOT INCLUDE E-Board members who mentor.
 - b. Total Number Inactive Mentors / Advocates = All chapter members who are not actively mentoring at sites. DO NOT INCLUDE E-Board members who are not mentoring.
 - c. Total Number Executive Board Members = All E-Board members. DO NOT INCLUDE Chapter Directors.
 - d. Total Number Chapter Directors = All Chapter Directors.
 - e. Total Number Site Leaders = All Site Leaders.
2. Under each category, fill in the YELLOW FIELDS, using the descriptions that come before each field.
 - a. Review the “General Rules” below. This will help you create some estimates.
 - b. Read carefully. Different entries have different field descriptions, and some fields measure by week or by month. All calculations will be done accurately by the formulas that have been built into the sheet.
 - c. Unless otherwise noted, numbers are PER SINGLE MENTOR. Entries will be multiplied by the total pool of Mentors later on via the formulas in the sheet.
3. After you have populated all of the applicable YELLOW FIELDS in the spreadsheet, the grey totals at the top of the sheet will auto-populate.

General Rules (may vary by category):

- Mentoring Time = 1.5 hours per week. Hours should not include travel time.
- In the event that mentoring is virtual, Mentoring Time= 1 hour per week
- Field Trip = Total hours spent per single Mentor. If you have a second field trip, enter the hours under Field Trip 2.
- Mentor Training = Enter SWSG’s full-day training (once per semester) separately from any supplemental training your chapter undergoes.
- Chapter Meetings = Average length of chapter meeting.
- Other Chapter Events = List the average hours a Mentor spends each month attending other events for your chapter, such as socials and fundraising events.
- Jump into Spring = Do not fill this out for the Fall Semester. Include the hours each Mentor spent for JIS and the number of Mentors who participated.
- Under “Non-Chapter-Member Volunteer Hours,” fill in hours contributed by people who are not in your chapter. Our SWSG definition of this category is: Students (graduate or undergraduate) who are NOT members of your chapter who assist with a campus/chapter-based event. People who DO NOT fit into this category include: faculty/staff on your campus, outside guests/speakers, guests at your sites or site-based events.

If at any point you have questions about this process, the SWSG Staff is happy to help. Please email your Program Managers, and they will direct you to the SWSG staff members who can help! Questions you may have include:

- Process questions regarding the spreadsheet
- Additional chapter activity that does not seem to be reflected on the spreadsheet
- Questions about specificity or averaging hours across your total pool of Mentors
- Other queries about accurately reflecting your chapter's contributions

Resources

Staff Support Expectations

Members of the SWSG staff are available to support each chapter by providing policies, chapter support, and help in emergencies. In addition to the roles listed in the Chapter Policies and Code of Conduct. The SWSG Offices will:

- Offer support in biweekly check-ins with chapter directors
- Provide accessible staff members for support in multiple areas
- Support chapter directors in appointing Executive Board members
- Support chapter directors in resolving Mentor, Mentee, and Site Facilitator conflicts
- Offer supplemental and specific training for chapter directors, Executive Board members, and Site Leaders
- Offer small grants to University/College Chapters in return for accountability to Chapter requirements

Helpful Contacts

In addition to saving the SWSG Staff's contact information, we encourage you to save the following information:

- Campus Coach Phone Number
- Campus Police Phone Number
- National Suicide Prevention Hotline: 1-800-273-8255
- The Trevor Project (LGBTQ Suicide Hotline): 1-866-488-7386
- Childline, Pennsylvania: 1-800-932-0313
- Child-at-Risk Hotline, Massachusetts: 1-800-792-5200

SWSG Staff Contact Information

Pittsburgh Office

1620 Murray Avenue, Floor 3

Pittsburgh, PA 15217

Office: 412-488-0791

Boston Office

89 South Street

Boston, MA 02111

Strong Women, Strong Girls Chapter Director Memorandum of Understanding

I, _____, have read, understand, and agree to uphold the policies, procedures, and code of conduct as outlined in this document. I am aware that violation of these policies, procedures and code of conduct can threaten my status as a member and chapter director of Strong Women, Strong Girls. Signing this document indicates my intent to comply with all policies and procedures as stated.

Print Name:

Chapter:

Date:

Signature:

Strong Women, Strong Girls Chapter Director Memorandum of Understanding

In the event that the program is being conducted virtually, this agreement may be signed digitally. Please contact your Program Manager for more information.