



Welcome!



Habitat
for Humanity®

Meet your facilitator

Meet Tracy!



Tracy Shipley,
Lead Sr. Specialist

- Tracy has been with HFHI since 2009.
- Over 15 years of experience in corporate training and facilitation, project management, quality assurance, coaching and organizational leadership.
- Stays busy working within her church and volunteering in the community,
- New resident of Phoenix, Arizona
- Proud aunt of six beautiful nieces and a nephew.
- Hobbies include reading, traveling and is an avid movie and theater goer.



Burning Question!



What is the U.S. Affiliated Organization Covenant and Quality Assurance Checklist?

The U.S. Affiliated Organization Covenant (Covenant) is the foundational document between Habitat for Humanity International and U.S. affiliates. The Covenant continues to be our guiding spiritual and philosophical document.

The Quality Assurance Checklist (QA Checklist) sets the standard for consistency among Habitat affiliated organizations throughout the United States. It is also a self-assessment tool based on Habitat for Humanity's six core tenets from the U.S. Affiliation Agreement.



Myth Buster!



Habitat for Humanity International accepts hardcopies of the Covenant and QA Checklist.



Myth Busted!



False. The U.S. Affiliated Organization Covenant and Quality Assurance Checklist (QA Checklist) is an **online** tool. The board approval section of the tool acts as an acknowledgement from the board that they have reviewed and approved your responses (in lieu of actual signatures).

Quality Assurance Checklist

- Board Recruitment and Orientation
- Board Training
- Policy Formulation
- Staff Training
- Operating Guidelines



Board Recruitment

- Start with recruitment materials
- What the QA Checklist means to affiliates
- How the QA Checklist guides affiliate programs/policies
- How the QA checklist formalizes Covenant with HFHI

New Member Mentoring

- Seasoned board members serve as mentors
- Partner with new members for 3 to 6 months
- Core requirements protect brand and reputation
- Essential practices ensure compliance and proper stewardship



Board Training

- In-depth QA Checklist review with entire board annually
- Mid-year QA checklist high-level reviews with entire board
- QA Checklist updates with entire board as needed
- Review and explanation of the Covenant

Policy Formulation

- Use Policy Handbook for policy requirements and resources
- Adapt for affiliate applications
- Ensure inclusion of core requirements and essential practices



Staff Training



- Relate staff tasks to relevant requirements and practices
- Train on policy requirements as applied to tasks
- Train on policy updates as needed

Operating Guidelines

- Ensure that a policy guides each affiliate practice
- Confirm that core requirement changes are incorporated into related affiliate policies/practices
- Ensure that staff training relates to current requirements/practices



Myth Buster!



The Quality Assurance Checklist is completed every quarter.



Myth Busted!



False. The Covenant and QA Checklist survey tool is completed **annually**.

I am really
smart

(and it took me 2 years to figure out what I was doing)

Science Stuff

The average tenure for an Executive Director at Habitat, I am told, (not science) is now 2.5 years.

National Average for a non-profit director is
4.25 – 6.76 years

The top 3 sources of stress in any non-profit organization:

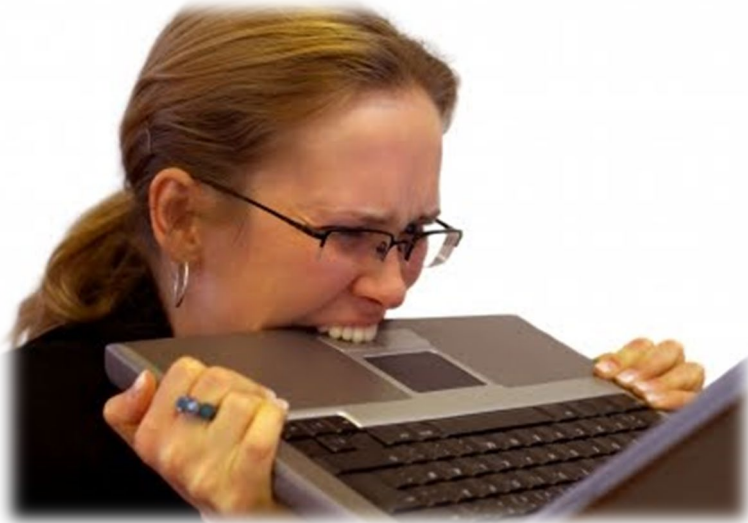
1. Financial difficulty
2. Leadership change
3. Accountability mechanism, such as the QA Checklist



Their Amazing Hypothesis:

Most affiliates are in
perpetual and varying
levels of chaos.

(and it has become "Business as Usual.")



You folks are...



Overworked ✓

Pulled in a million directions ✓

Running multiple businesses ✓

Under-utilizing your board (*maybe*) ✓

True story: 2016 (day 4 on the job)

New ED: Hey Sue, what's a Quality Assurance Checklist report?

Sue: Just check "Yes" on everything.

(and it worked brilliantly for 4 years...until)

QA Checklist Verification

Upon receiving the selection notification, his response to HFHI was:

This sounds great, thanks for choosing us. We love this kind of stuff because we seem to come away stronger.

I thought he was being sarcastic, but he sincerely meant it!

*“I didn’t have the bandwidth to respond to something I knew was **VERY** important.”*



This probably doesn't apply to you, but for your neighbor, sometimes you



have to be knocked over the head to ask for help.

QA Checklist Verification delegated to the board

Each member became an expert in a part of their operations.



The ED did not have to do all the talking at board meetings.

QA Checklist Verification

What the verification is:

- A mindset of improvement and partnership
- An accountability mechanism
- High level review of policies

What the verification is not:

- Punitive or a "gotcha!"
- An audit
- An endorsement of operational procedures, policies or practices

What's in it for me?

- Boosted the board's confidence
- Understood the “business” better
- Understood scope of organization better



“There is only one truly sustainable element in any non-profit organization...

The Board when it operates as a governing body.”



Myth Buster!



Your board can easily review your saved responses because you are able to print or download a copy prior to submitting the information.



Myth Busted!



Review Your Responses

Please take a moment to carefully review your answers before submitting. **You can find a link to an email and printer-friendly PDF version of your answers by scrolling to the bottom of this page.** We suggest sharing this copy with your board of directors in advance of the meeting where they will vote to approve the Covenant and QA Checklist.

If you need to make changes, press the blue Back button at the bottom of the page. You may also reenter the survey later by clicking the Save and return later bar at the top of the page. A unique link will be emailed to you so you can access the survey where you left off to make any changes.

Important reminder: You may need to go back to the Covenant page to **update the date of your board meeting** if you initially used a place holder date.

If you are satisfied with your responses, click Submit at the bottom of this page. Clicking Submit will complete the U.S. Affiliated Organization Covenant and Quality Assurance Checklist and send this data to Habitat for Humanity International. **A copy of your submitted responses will be**

[Download a Printer-Friendly PDF Version](#)

Back

Submit

True!

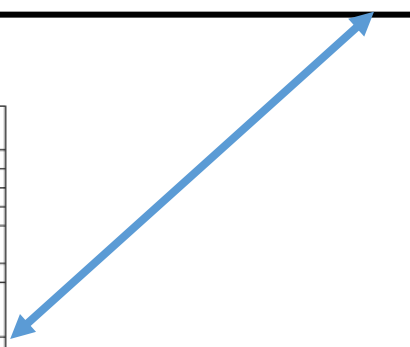
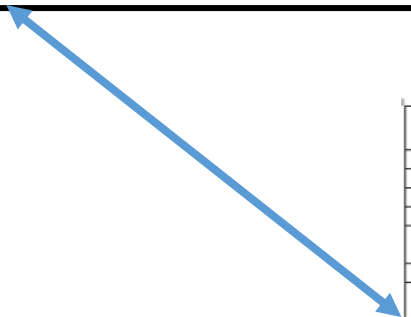
Ouch...Now what?



**"I know how we can turn things around.
Let's reinvent the wheel."**

Policy 2: Board of Directors Governance *
Policy 3: Collaborative Development *
Policy 4: Communications and Technology *
Policy 5: Comprehensive Financial *
Policy 6: Conflict of Interest *
Policy 7: Construction Standards *

QA Checklist Essential Practice – Standard 16
QA Checklist Essential Practice – Standard 28
QA Checklist Essential Practice – Standard 16
QA Checklist Core Requirement – Standard 4+6+12
QA Checklist Essential Practice – Standard 19
QA Checklist Core Requirement – Standard 4
QA Checklist Core Requirement – Standard 4
QA Checklist Essential Practice – Standard 26 +27



Policy Handbook Contents

Policy Number and Name	Associated Procedure	Comp	App Mo	Details / Notes
Policy 1: Advocacy *		1	Sep	
Policy 2: Board of Directors Governance *	Board Giving Procedure	1	Sep	QA Checklist Essential Practice – Standard 16
Policy 3: Collaborative Development *		1	Sep	QA Checklist Essential Practice – Standard 28
Policy 4: Communications and Technology *		1	Jul	QA Checklist Essential Practice – Standard 16
Policy 5: Comprehensive Financial *	Financial Controls Procedure	3	Oct	QA Checklist Core Requirement – Standard 4+6+12 QA Checklist Essential Practice – Standard 19
Policy 6: Conflict of Interest *		1	Oct	QA Checklist Core Requirement – Standard 4
Policy 7: Construction Standards *	Construction Procedure Home Design Criteria Site Acquisition Procedure	1	Oct	QA Checklist Core Requirement – Standard 4 QA Checklist Essential Practice – Standard 26 +27
Policy 8: Donor Intent *	Donor Relations Procedure	2	Jul	QA Checklist Essential Practice – Standard 30
Policy 9: Financial Reporting to HFHI *		1	Oct	QA Checklist Core Requirement – Standard 5
Policy 10: Funding Sources *		1	Jul	QA Checklist Essential Practice – Standard 28
Policy 11: Homeowner Partner Selection *	Homeowner Selection Procedure	2	Oct	QA Checklist Core Requirement – Standard 3+4+11 QA Checklist Essential Practice – Standard 22
Addenda 1 – Sweat Equity Policy		2	Jun	
Addenda 2 – Red Flag Identity Theft		2	Jun	
Addenda 3 – Credit Review Standards		1	Jun	
Policy 12: Liability Waiver Usage *	Liability Waiver	1	Oct	QA Checklist Core Requirement – Standard 10
Policy 13: Logo Adoption *	Acceptable Logos Brand User Guide	1	Oct	QA Checklist Core Requirement – Standard 13
Policy 14: Affiliate Restructuring *		1	Jun	
Policy 15: Minimum Production Standards *		1	Oct	QA Checklist Core Requirement – Standard 2
Policy 16: Employment and Volunteer Practices *	Employee Handbook Volunteer Management Handbook	3	Oct	QA Checklist Core Requirement – Standard 4 QA Checklist Essential Practice – Standard 18
Addenda 1 – Compensation		1	May	
Addenda 2 – Criminal Background Check	Criminal Background Scoring Criteria	1	May	
Addenda 3 – Sexual Harassment (NYS)		1	May	
Policy 17: Records Retention *	Records Retention Procedure	2	Oct	QA Checklist Core Requirement – Standard 4 QA Checklist Essential Practice – Standard 22
Policy 18: Safety *	Construction Safety Manual ReStore Safety Manual	1	Oct	QA Checklist Core Requirement – Standard 4+9+14
Policy 19: Sexual Offender Registration Check *	Sex Offender Registration Check Scoring Criteria	1	Oct	QA Checklist Core Requirement – Standard 4
Policy 20: Speculative House Sales *		1	May	
Policy 21: Youth Involvement on HFH Work Sites *		1	Oct	QA Checklist Core Requirement – Standard 4



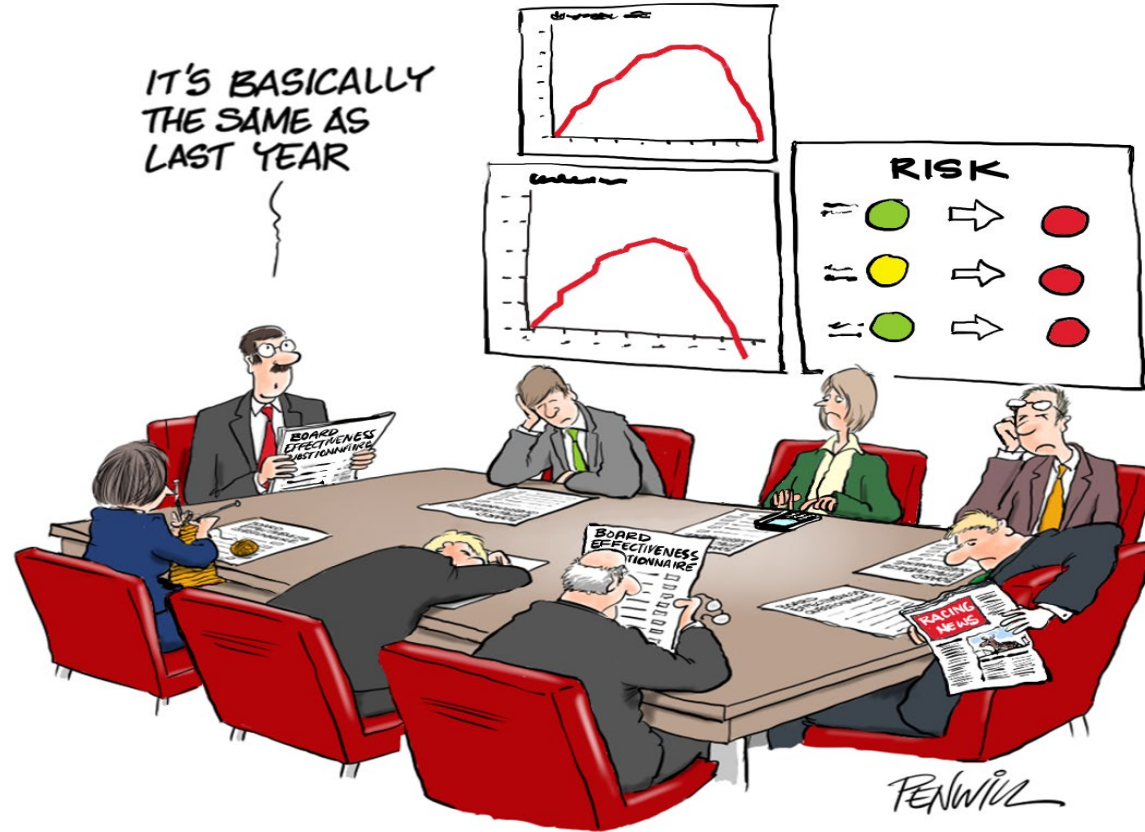
What's in it for me?...

- Understanding of what it means to be Habitat
- Elevation and prioritization of board governance
- Annual realignment of the organization
- Annual assessment of the entire organization
 - confidence builder
 - reminder that 'we rock' despite constant fire fighting
- Grooming and empowering of ambassadors

What's in it for me?...

- Better board engagement
- Separation of policy vs procedure
 - operations vs governance
 - staff engagement
- Overall organizational 'leveling up'

Never the Goal...



THE BOARD REVIEWS ITS EFFECTIVENESS



Q & A

Thank you!

Questions?

Contact us at QA@habitat.org