



Nonprofit Development Partnership – Serving Flathead Valley and the Region

E-Newsletter - April 2009

Food for Thought:

“The only factor becoming scarce in a world of abundance is human attention.”  
Kevin Kelly, in 'Wired'

In this edition:

- >> April Brown Bag: The Service Experience - April 9
- >> Special Seminar: The Basics of Board Service - April 29
- >> Manager's Forum: Fraud and Risk Management - May 7
- >> Special Opportunity: Creating Sustainable Funding in Economically Challenging Times - May 6
- >> Special Opportunity: Leadership Flathead
- >> HR News: The New I-9
- >> Special Articles: Reputation vs. Reality and Loans from Board Members
- >> Resource Corner: The New 990

As always, NpDP is grateful to The Sustainability Fund for making our work possible.

A "printer-friendly" PDF version of this e-newsletter is available at our website, [www.npdp.org](http://www.npdp.org) in the "Document Library" on the left side of the page.

NOTE: Please add [admin@npdp.org](mailto:admin@npdp.org) to your "safe senders list" in your email spam and junk mail filters. That way, when we send you messages through our new email network, you'll continue to receive our e-newsletters, workshop announcements, and other items of interest.

Disclaimer: The views expressed in the articles and internet links contained in this E-newsletter are those of the content providers, and do not necessarily reflect the views of the Nonprofit Development Partnership.

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### **April Brown Bag**

April 9, 2009 11:30 am - 1:00 pm  
The Museum at Central School  
124 Second Avenue East, Kalispell  
Free

### **The Service Experience**

presented by Deborah Snellen of Business Class  
hosted by NpDP

Every time you interact with the public, whether it is a constituent or a volunteer, you create a service experience and those experiences have emerged as one of the most important aspects of success in today's world.

Find out how you can manage the service experience and learn techniques to share with your staff. We will explore the four levels of service excellence and you will leave with a 6 point plan for focusing on the service experience in your organization.

Topics to be covered:

- \* What do we mean by “experience”
- \* Two key factors of the service experience
- \* Four levels of service excellence
- \* Motivating staff to be service oriented
- \* How one organization took theory into practice with the APPLE program

Please RSVP to [rsvp@npdp.org](mailto:rsvp@npdp.org) or 406/755-1135 if you plan to attend.

For information, contact:

email: [admin@npdp.org](mailto:admin@npdp.org)

Phone #: 406/755-1135

### **About the presenter**

Deborah Snellen is President/Owner of Business Class, a company dedicated to providing practical and relevant programs for organizational performance improvement since its founding in 1988. Based in the Flathead Valley, Deborah serves clients nationwide and in Canada. She serves on the faculty for the U.S. Chamber of Commerce Institute for Organization Management and is a member of the Institute’s Curriculum Committee. In 1994, she became a certified practitioner for the Herrmann Brain Dominance Instrument and her case study of the use of that model in the service experience is distributed to other certified practitioner candidates. Over 75 of Deborah’s articles on management and training have been published. She recently presented programs on the Service Experience at a national conference in Phoenix, Arizona and an article on the Service Experience will appear in the March/April issue of the College Store magazine.

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### **NpDP Seminar**

Wednesday, April 29

5:30 pm to 9:00 pm

Flathead Valley Community College

Arts and Technology Building, Room 139

Cost: \$35 for workshop, networking, dinner and resource handouts\*

Note: the cost change includes dinner.

### **The Basics of Board Service:**

#### **Improving your Skills and Effectiveness as a Nonprofit Leader**

presented by Ned Cooney, Program Director

Just joining a board? This seminar is for you.

Want to expand your skills as a board member? This seminar is for you.

Topics include:

- \* Why be a board member?
- \* What nonprofits are and what they mean to the world
- \* Basic roles and responsibilities
- \* Principles and Practices for Nonprofit Excellence in Montana
- \* Relationships with staff (executive directors and others)
- \* Orientation process for board members
- \* Spotlight on a veteran board member

RSVP to FVCC Continuing Education Center.

Phone: 756-3832

Walk In: FVCC Campus, Arts & Technology Building, Room 212

Online: [www.fvcc.edu](http://www.fvcc.edu) Click on Continuing Education link. (Ned - I still need to call Susie on this one)

**Payment is required at time of registration.**

**About the presenter:**

Ned Cooney serves as Program Director for the Nonprofit Development Partnership, which provides education and networking for nonprofits in the Flathead region. Ned also owns an independent consulting practice, Ascent Strategic Development, specializing in strategic planning, consulting with nonprofit leaders and board members, and meeting facilitation. Ned was raised in Southern California and holds a Masters Degree in Social Work from California State University. Before falling in love with the Flathead and moving with his wife Cathy to Bigfork in 2004, he ran two nonprofits, the Volunteer Center of Riverside County operating a variety of volunteer and social service programs, and the Resource Center for Nonprofit Management, specializing in training and consulting with nonprofit organizations. Currently, Ned is serving as Vice President of the Montana Nonprofit Association and as a member of its Nonprofit Public Policy Council. In his leisure time, Ned enjoys playing guitar, hiking, bicycling, boating, card and trivia games, and spending time with friends and family.

*This seminar is intended for current and potential Board Members and Executive Directors.*

We encourage multiple attendees from the same organization!

Enjoy networking with your fellow board members and staff, learning about board resources, and participating in interactive discussions.

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**Managers' Forum 2009**

Thursday, May 7  
3:30 pm to 4:30 pm  
Basement Conference Room  
Main Library of the Flathead County Library System  
247 1st Avenue East, Kalispell

**Fraud and Risk Management**

The Managers' Forum is a new program of NpDP. The purpose of the Manager's Forum is to promote peer learning, information sharing, and discussion of topics of interest to nonprofit managers and leaders.

**Please RSVP to [rsvp@npdp.org](mailto:rsvp@npdp.org) or 406/755-1135 if you plan to attend.**

Managers' Forums will:

- \*Focus on specific topics of interest to people working in management/ leadership positions in nonprofit organizations.
- \*Assign "homework" that we encourage you to review ahead of time—an article, a website, or other accessible resource that will be the starting point for our meeting.
- \*Offer a fast-paced, interactive hour of learning and discussion, with 30 minutes of discussion of the "homework", followed by 30 minutes of sharing information about your practices and challenges.
- \*Encourage you to share resources from your organization – such as written policies and procedures, forms, practices, and other documents relevant to the topic.
- \*Run for 3 months, starting in April 2009 through June 2009 (see the schedule below). Depending on the response, we anticipate offering these forums twice a year.

For more information:  
message center: 755-1135  
email: [admin@npdp.org](mailto:admin@npdp.org)

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**Special Opportunity:  
Creating Sustainable Funding in Economically Challenging Times**

Wednesday, May 6, 2009  
2:30 pm - 4:30 pm  
Valley Christian School  
2526 Sunset Lane, Missoula  
Free

presented by Marcy McNeal of Benevon

Learn a tested system to identify and cultivate donors who love your mission—donors who will give for operations, capital, and endowment—even during challenging financial times. Learn how to engage your community in your organization's mission and to inspire giving, even in a lagging economy. Designed for board members, executive directors, CEOs, and fund development professionals, this entry-level seminar will give you the fundamentals to embark on the path to sustainability and grow your major gifts programs year after year.

To register: Go to <http://www.benevon.com/introductory-sessions/western> and fill out the registration form. RSVP Required! Space is Limited.

Questions: Contact Jan Slack at 206-428-2156 or [jan.slack@benevon.com](mailto:jan.slack@benevon.com)

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**Special Opportunity: Leadership Flathead**

Leadership Flathead is now accepting applications for the Class of 2010. This is a great opportunity for nonprofit staff members and volunteers to become tightly acquainted with local for-profit businesses, including banks, engineering and architecture firms, insurance agencies, and law offices... in other words, you will develop relationships with people who may have access to the skills and resources your organization needs in order to better accomplish its mission.

Leadership Flathead requires a two-year commitment from participants. The first year is spent meeting once a month to learn about critical issues facing the valley, and the second year is spent getting involved with a community activity.

Tuition is \$850 and includes all program costs. Partial scholarships are available.

For more information, or to request an application, contact Jill Seigmund by **May 15th** at 758-2810.

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**HR News: New Form I-9**

A new version of form I-9 has been published by the government and should be used for all new hires on and after April 3, 2009. For a copy of the new I-9 form:

[http://www.uscis.gov/files/form/I-9\\_IFR\\_02-02-09.pdf](http://www.uscis.gov/files/form/I-9_IFR_02-02-09.pdf)

For general information, instructions & related links:

<http://www.uscis.gov/portal/site/uscis/menuitem.5af9bb95919f35e66f614176543f6d1a/?vgnnextoid=31b3ab0a43b5d010VgnVCM10000048f3d6a1RCRD&vgnnextchannel=db029c7755cb9010VgnVCM10000045f3d6a1RCRD>

Special Thanks to Mora McCarthy of the Flathead Job Service for keeping us informed.

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**Special Articles**

**Reputation versus Reality: “Mind the Gap!”**

Nonprofit Risk Management  
by Nonprofit Risk Management staff

If you have ever had the good fortune to travel to London you may have heard the expression, "Mind the gap!" This admonition is broadcast to subway riders so that when they step out of the subway car, they won't inadvertently step into the gap between car and platform.

Nonprofit leaders are well advised to take heed of the same warning when it comes to the reputations of the nonprofits we serve. 'Minding the gap' is not something we do very well. We are very focused on the fact that a strong reputation can be a huge asset, but seldom do we take the time to identify a danger that could be right under our toes: the gap between our nonprofit's reputation and reality.

Read more of the article here:

<http://nonprofitrisk.org/library/enews/2009/enews032509.htm>

### **Loans From Nonprofit Board Members**

Board Cafe

by Jan Masaoka

Board members have often lent crucial funds to their organizations, making it possible to get through a temporary cash shortage or get started on a new venture, and have been paid back promptly. But there are also examples in which loans from board members have led to resentments and accusations, and the loans are not repaid to some or all of the board members. In short: a loan from a board member is a risky venture.

This article discusses six types of loans from board members: unsecured loans, secured loans, guaranteeing a loan or line of credit, pooled loans, floating endowments, and issuance of bonds.

Read more of the article here:

<http://www.blueavocado.org/content/loans-nonprofit-board-members>

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### **The Resource Corner: Form 990 Redesign for Tax Year 2008 (Filed in 2009)**

The redesigned 990 offers nonprofits an opportunity to highlight their mission, program accomplishments, and adherence to best practices in nonprofit management. Stay current on the documents you need to file this year.

From organizations under \$25,000 to organizations above \$1 million in gross receipts, here's what form to file:

<http://www.irs.gov/charities/article/0,,id=184445,00.html>

Online courses on the aspects of the new 990:

<http://www.irs.gov/charities/article/0,,id=166625,00.html>

or

<http://www.stayexempt.org>

And, if you are looking for information you can touch, the Nonprofit and Grant Resource area of the Cooperating Collection of the Foundation Center at the Main Library of the Flathead County Library System in Kalispell has a book, "The New 990."

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Reminder: PLEASE pass this e-newsletter along...to Board members, fellow staff people, volunteers, and other nonprofit people you know in the community. Everyone's invited to be a part of our growing network! To sign up to receive this newsletter, go to our website, [www.npdp.org](http://www.npdp.org) and click "Join our Network" on the left side of the page. Enter your email address, name, and other required information.

NOTICE: We periodically send announcements, e-newsletters, and surveys to those individuals who voluntarily give us their e-mail address. We hope you enjoy receiving this information. If you'd like to be removed from our list, please send an email to [admin@npdp.org](mailto:admin@npdp.org) with the subject line "Unsubscribe".

Nonprofit Development Partnership (NpDP) - PO Box 1371- Kalispell, Montana 59903  
Message Center (406) 755-1135 - [admin@npdp.org](mailto:admin@npdp.org) - [www.npdp.org](http://www.npdp.org)