

# NAMI Lane County Volunteer Orientation

# Who are we . . . ?

- What is NAMI? Our Mission
- The roots of NAMI Lane County
- NAMI Lane County Board Members & Responsibilities
- NAMI Lane County staff & Responsibilities
- Budget highlights
- NAMI Resource Locations in Lane County
- NAMI Programs & Services
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# NAMI (National Alliance on Mental Illness)

The National Alliance On Mental Illness (NAMI) is a nationwide grassroots advocacy group, representing families and people affected by mental disorders in the United States.

# Our Mission

- The mission of NAMI Lane County is to improve the quality of life for persons living with mental health issues, often referred to as mental illness, and their families residing in Lane County, Oregon through support, education and advocacy.

# NAMI's Roots

**1977**-Ginny Krumdieck and Joy Girvan

**1978**-Twelve Families got together in Eugene, called for a public meeting and over 100 families showed up. SAVE A MIND was formed.

**1979**- They traveled to Madison, Wisconsin and helped found AMI ( Alliance for the Mentally Ill)

**1998**- AMI officially changed its name to NAMI, National Alliance for the Mentally Ill.

**2000's**- Acronym remained the same, the meaning of the letters was changed to stand for the National Alliance on Mental Illness. Since then NAMI has grown to over 1,400 affiliates throughout the United States and more than 250,000 members, many of whom volunteer to maintain their local organization.

# Executive Board Members

- Vice President – Jeff Magoto, Director Yamada Language Center, UO
- Secretary – Duke Shanaman, Attorney
- Treasurer – Patricia McCormick, Administrator, retired
- Past President – Lesley Rex, Emerita Professor
- Finance Director – Collin Alspach, banker, retired

## At – large Board members

- Cheryl Baugh, Business owner, retired
- Mary Gent, LCBH Management Team, retired
- Elisabeth Goldenberg, MSW, Options Counseling & Family Services
- Allison Knight, Public Defender
- David Leung, LCC Instructor, retired, and Leung Martial Arts
- Lt. Carolyn Mason, Eugene Police Department
- Shawn Murphy, Laurel Hill Center, Executive Director
- Susanna Sammis, Consumer Liaison

# Board and Responsibilities

- Governs the affairs of NAMI LC.
- Establishes NAMI LC's policies, reviewing and changing them as necessary.
- Oversees its programs.
  - Appoints or employs and supervises its staff director.
  - Authorizes its expenditures, oversee its financial affairs.
  - Ensures the proper management and use of its assets and property.

# NAMI Board Vision for 2015-2016

- Advocacy and the health of the community is an important part of NAMI LC's mission and should be at the forefront of considerations.
- Advocacy, service and education require careful managing of people, events and materials. Manage with respect for all those involved, while maintaining a meaningful relationship between the details and the big picture.
- Giving and receiving efficacy, the ability to produce a desired or intended result, is key to the health of our volunteers, staff, organization and community.

# NAMI Board Goals for 2015-2016

- Continue to develop the three RC sites and rural outreach.
- Strengthen signature programs and services with a diverse volunteer base.
- Expand donations and other funding sources
- Improve data collection and usage systems.
- Implement fundraising and board development committees to assume management of those duties.

# NAMI Lane County Staff

- Managing Director – Patricia Stroh
- Programs Manager – Sarah Merkle
- Office Manager - Suzanne Porto
- Latino & Multicultural Outreach - Pedro Pacheco

# Staff Responsibilities

- Administers all programs and services
- Maintains, assesses and improves programs and services
- Maintains financial records
- Maintains data archives
- Maintains effective volunteer cadre
- Maintains good relations and collaborations with community agencies
- Maintains fundraising
- Maintains outreach to all segments of the community
- Reports to and works with the Board

# Financial Highlights

- 2016 annual budget of \$231,000
  - Trillium contract is \$141,000 annually
  - OFSN contract is \$22,000
  - Fundraising and other sources account for \$68,000
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- NAMI Foundation has approx. \$320,000
  - 95% of annual interest gain is accessible for use.

# Resource Locations in Lane County

- Eugene Resource Center (Located 2<sup>nd</sup> floor of Lane County Behavioral Health bldg.)
- Junction City Resource Center (Located inside Junction City, Oregon State Hospital campus)
- Peace Health Resource Center ( located 2<sup>nd</sup> floor of Behavioral Health Unit in Outpatient Services)
- Cottage Grove support and friendship groups
- Florence Family-to-Family and support groups

# NAMI Signature Programs

- NAMI Basics
- NAMI Family to Family
- NAMI Connection
- NAMI In Our Own Voice
- NAMI Peer to Peer
- NAMI Parents and Teacher as Allies
- Friends & Family Support Group
- Family-to-Family Support Group

# Local programs

- Dignity Project
  - Clothes Closet
  - Bike Program
  - Produce Plus
- NAMI Veteran & Family Pizza Night
- NAMI Community Forums
- NAMI Mindfulness Group
- Summer Picnic
- Outreach to Minority Communities
- Support Groups
- Socializing Groups

# NAMI Lane County Peer Volunteer Model

- Volunteers are the reason for NAMI Lane County
- Reciprocity
- Program Manager Sarah Merkle oversees your volunteering
- She and the rest of NAMI staff and leadership are committed to your success

# How NAMI benefits volunteers

- You'll make a positive difference.
- You'll learn new skills and practice old ones.
- You can receive references for job applications
- You build friendships in a community that understands

# Volunteer Opportunities – 5 Categories

- ***Resource Center Volunteer:*** supports front desk in taking calls and referring families or individuals to appropriate services in the area. Resource Coordinators are also needed to staff the Resource Centers at PeaceHealth in Eugene and the Oregon State Hospital in Junction City. This position requires knowledge about different agencies, services, and mental health experiences.
  - *Training required:* General Orientation, Mental Health Training
  - *Training recommended:* Mental Health in Multicultural Communities Training

- ***Office Support/Administrative Volunteer:*** assists in the maintenance of resource centers through cleaning, organizing, printing materials, stuffing envelopes, labeling, and other basic administrative tasks.
  - *Training required:* General Orientation

- ***Outreach Volunteer:*** responsible for tabling events, distributing flyers and brochures, and discussing NAMI Lane County and their services with the public. Community Representatives are also needed to represent NAMI Lane County in rural areas of Lane County.
  - *Training required:* General Orientation, Mental Health Training
  - *Training recommended:* Mental Health in Multicultural Communities Training

- ***Educators/Support Group Facilitators:*** teaches core NAMI signature programs such as Family to Family, In Our Own Voice, Peer to Peer, and others and helps run various service and support groups.
  - *Training required:* General Orientation, Mental Health Training
  - *Training recommended:* Mental Health in Multicultural Communities Training

- ***Bicultural/Bilingual Volunteer:*** assist Latino Outreach Coordinator with outreach efforts in minority communities, including tabling, translating, and educating.
  - *Training required:* General Orientation, Mental Health in Multicultural Communities Training

# Accountability to a Culture of Respect

All persons connected with NAMI Lane County are held accountable to our standards of confidentiality, respect, courtesy, honesty and sensitivity.

- We strive to make everyone feel welcome.
- We treat everyone in a caring, respectful manner.
- Privacy and confidentiality are safeguarded.
- Disclose on a “need-to-know” basis.
- Resources are used responsibly.
- Legality and policy overrides personal issues and opinions.

# Electronic Communications

- Users of NAMI's computers and electronic communications systems are subject to NAMI Lane County's responsible use policy.
- NAMI prohibits the use of computers and its email system in ways that are disruptive, offensive to others or harmful to morale. This includes accessing or transmitting sexually explicit images, messages and cartoons. Other misuse includes but is not limited to ethnic slurs, racial comments, off-color jokes or anything that may be constructed as harassment or showing disrespect for others.

# Confidentiality

- To protect NAMI Lane County, staff and volunteers are required to sign a non-disclosure agreement.
- Discussions of sensitive information should be held in confidential settings.
- Any person who discloses confidential NAMI Lane County information will be subject to disciplinary action (including possible separation), even if they do not actually benefit from the disclosure of such information.

# Ownership

- All programs, program materials, resources, and literature created for NAMI Lane County while employed or volunteering for the organization remains the property of NAMI Lane County and may only be used outside of NAMI Lane County with its permission.

# Conflict of Interest

- A conflict of interest arises when a person has multiple interests (financial, professional, emotional), which could negatively complicate involvement in NAMI.
- A common conflict of interest is a dual relationship with a staff member or volunteer.
- Possible conflicts of interest need to be told to the Programs Manager.

# Solving Agency Problems

- We rely upon everyone to anticipate potential problems, recognize current problematic conditions and work sensitively to resolve them.
- Those issues you cannot sort out alone, please report to the Programs Manager or Managing Director.

# Personal Grievance Policy

- NAMI Lane County has an open door policy.
- Share questions, concerns, suggestions or complaints with your immediate supervisor.
- If a problem is not solved you may put your grievance in writing and submit it to:
  - If the grievance is with another volunteer or staff member, submit it to the Programs manager
  - If the grievance is with the Programs Manager, submit it to the Managing Director.
  - If the grievance is with the Managing Director, submit it to the Board President.
- You will receive a response in writing within 5 working days and a meeting request to discuss the grievance.
- The meeting should take place within 10 working days of the originally filed complaint.
- A plan of action will be agreed to for resolving the problem.
- If 10 working days later the issue has not been resolved, the volunteer should write an appeal describing why or how the issue persists and give it to the Board President.
- The Executive Committee which will make a final decision.

# Harassment Policy

- NAMI seeks to protect all staff and volunteers from being harassed in the office and out in the community.
- Any unwanted behavior or language based on gender, color, ethnicity, sexual orientation, religion, physical or mental handicap, marital status, age, national origin, or any other forms of individual diversity are considered harassment.
- Immediately report to the Programs Manager any language or behavior directed towards you or other persons involved with NAMI that you perceive as insulting or threatening.
- If your concern is with the Program Manager, go to the Managing Director or to a member of the board. All complaints will be dealt with in a timely manner.

# Whistleblower Policy

- It is the responsibility of all board members, officers, staff and volunteers to report concerns about violations of NAMI Lane County's code of ethics or suspected violations of law or regulations that govern NAMI Lane County's operations.
- Report to the Board Vice president who will investigate and resolve.
- No retaliation against someone who reports a violation will be tolerated.

# Disciplinary Procedure

- Any conduct that interferes with or adversely affects a volunteer is sufficient grounds for disciplinary action ranging from a warning to immediate discharge.
- Disciplinary actions are determined by the seriousness of the conduct, one's record of conduct with NAMI, the volunteer's ability to correct this and rectify the issue, actions taken with respect to similar issues by other volunteers, and all the surrounding circumstances.
- Disciplinary actions include but are not limited to verbal or written warnings, disciplinary probation, suspension or termination.

# Allegations of Serious Misconduct

- If allegations of a serious misconduct are brought against a volunteer, that person may be placed on leave.
- The Managing Director will investigate and determine whether to reinstate, terminate, or allow the person to continue as a NAMI volunteer.

# Ending a Volunteer Tenure

- Transitions are difficult for everyone.
- Whenever possible, please provide a minimum of two week's notice before leaving.
- During those two weeks help train, recruit or in some other way work to ensure a smooth transition.



Thank You for your Commitment and Service to  
NAMI and to everyone we serve.