

# Hot Mess Express

## Operational FAQ



### **Q: What are the day-to-day operations of a chapter?**

**A:** Day-to-day operations of a chapter include:

- **Volunteer Management:** Recruiting, training, and coordinating volunteers for various activities and events.
- **Event Planning and Execution:** Organizing and hosting events that align with HME's mission, such as community service projects and fundraising activities.
- **Financial Management:** Keeping accurate records of all income and expenses, submitting monthly financial reports, and ensuring proper use of chapter funds.
- **Communication:** Regularly updating the headquarters on chapter activities, maintaining communication with chapter members and volunteers, and addressing any concerns or questions.
- **Compliance:** Ensuring all chapter activities comply with HME's mission, values, and legal requirements.

### **Q: How should chapters handle fundraising activities?**

**A:** When handling fundraising activities, chapters should:

- **Plan and Execute Events:** Organize events that are engaging and aligned with HME's mission. This can include charity runs, bake sales, auctions, and online fundraising campaigns.
- **Transparency:** Ensure transparency in all fundraising activities by keeping detailed records of funds raised and expenses incurred.

- **Report Activities:** Submit detailed reports of all fundraising activities to headquarters, including funds raised, expenses, and any issues encountered.
- **Adhere to Guidelines:** Follow all fundraising guidelines provided by HME to ensure legal compliance and alignment with organizational standards.

**Q: What are the financial management policies for chapters?**

**A:** Financial management policies for chapters include:

- **Accounting System:** Implement a detailed accounting system to track all income and expenses. This can be done using accounting software or spreadsheets.
- **Monthly Financial Reports:** Submit monthly financial reports to headquarters, including detailed records of all transactions, account balances, and any financial issues.
- **Receipts and Documentation:** Keep receipts and documentation for all transactions to ensure transparency and accountability. This includes receipts for donations, expenses, and any other financial activities.
- **Separate Bank Account:** Maintain a separate bank account exclusively for chapter activities to avoid commingling with personal funds.
- **Surplus Funds Transfer:** Transfer any surplus funds to the central HME account quarterly or as directed by headquarters.

**Q: How can chapters ensure compliance with HME's mission and values?**

**A:** To ensure compliance with HME's mission and values, chapters should:

- **Align Activities:** Plan and execute activities that align with HME's mission of supporting women in the community through cleaning, organizing, and offering a fresh start.
- **Regular Reviews:** Conduct regular reviews of chapter activities to ensure they are in line with HME's values and guidelines.
- **Training:** Provide training to volunteers and members on HME's mission, values, and operational guidelines.

- **Feedback Mechanism:** Implement a feedback mechanism to gather input from volunteers and members on how to better align activities with HME's mission.

**Q: What is the procedure for financial reporting?**

**A:** The procedure for financial reporting includes:

- **Monthly Reports:** Prepare and submit monthly financial reports to headquarters, detailing all income, expenses, and account balances.
- **Annual Reports:** Compile an annual financial report summarizing the year's financial activities, including income, expenses, and any significant financial events.
- **Documentation:** Ensure all financial reports are supported by receipts and documentation for transparency and accountability.
- **Templates and Tools:** Use the provided templates and tools from headquarters to standardize financial reporting and ensure accuracy.

**Q: How should chapters handle volunteer recruitment and management?**

**A:** For effective volunteer recruitment and management, chapters should:

- **Recruitment Strategies:** Use various recruitment strategies such as social media campaigns, community outreach, and partnerships with local organizations.
- **Engagement:** Keep volunteers engaged by regularly communicating with them, recognizing their contributions, and providing opportunities for growth and development.
- **Conflict Resolution:** Address any conflicts or issues promptly and fairly, following the volunteer management guidelines.

**Q: What are the guidelines for communication within the chapter and with headquarters?**

**A:** Communication guidelines include:

- **Regular Updates:** Provide regular updates to headquarters on chapter activities, financial status, and any issues or concerns.
- **Clear Communication:** Maintain clear and open communication with chapter members and volunteers, ensuring everyone is informed and aligned with the chapter's activities and goals.
- **Feedback Channels:** Establish feedback channels for members and volunteers to share their ideas, concerns, and suggestions.
- **Use of Official Channels:** Use official communication channels such as email or designated platforms for all formal communications.

**Q: How should chapters handle event planning and execution?**

**A:** Event planning and execution involve:

- **Planning:** Develop a detailed plan for each event, including objectives, budget, timeline, and roles and responsibilities.
- **Permits and Approvals:** Obtain necessary permits and approvals from local authorities and ensure compliance with all regulations.
- **Promotion:** Promote the event through various channels such as social media, community bulletin boards, and local media.
- **Execution:** Execute the event according to the plan, ensuring all logistical aspects are managed smoothly.
- **Evaluation:** After the event, conduct an evaluation to assess its success, gather feedback, and identify areas for improvement.

**Q: What is the process for submitting reports to headquarters?**

**A:** The process for submitting reports to headquarters includes:

- **Templates:** Use the templates provided by headquarters to prepare reports.

- **Submission Schedule:** Follow the submission schedule for monthly, quarterly, and annual reports.
- **Accuracy and Completeness:** Ensure all reports are accurate, complete, and supported by necessary documentation.
- **Feedback and Follow-Up:** Be responsive to any feedback or requests for additional information from headquarters regarding submitted reports.

**Q: What is the process after missing a dues payment?**

**A:** The process of deactivating your chapter includes:

- **Receive Notification:** You will receive an email notification of your chapters inactive status.
- **Removals:** You will be removed from the Chaos Coordinators FB page, and from your admin position in the group.
- **Page Changes:** Your FB page header will be changed to reflect the inactive status. Chapter Support will post in the group asking if anyone is interested in becoming a Chaos Coordinator. New approval questions will be added, ensuring any new members wanting to join are clear on the inactive status.
- **Follow-Up:** Chapters will remain inactive until membership dues are paid for the quarter.