



# UPHS MEMBER HANDBOOK



United Partners  
*for* Human Services  
THE POWER OF THE COLLECTIVE



# WELCOME TO THE FAMILY!

## About UPHS

As a member of United Partners for Human Services (UPHS), you join a coalition of other human service nonprofit organizations and allies unified by the common value that our people come first. As the voice for the human services sector, UPHS serves as the collective voice empowering human service organizations through advocacy, engagement, and education while positioning each member organization to perform and serve at its highest capacity.

Driven to deliver quality services that prevent and remediate dire consequences directly aligned to social and economic challenges, we strive to be an integrated human services landscape that supports the community to achieve greatness.

Our agencies and their staffs deliver services that not only improve the health and well-being of those they serve, but also often prevent the need for more costly approaches. In challenging economic times, the need for human services generally increases while federal and state funding for those essential supports are often the first to get cut. This coupled with the increasing expectation that human service provides do more with less has a direct impact on the industry's capacity to provide much needed, high quality services.

***Human service organizations are, and always have been, essential to every community's financial health.***

Tallahassee-Leon County is no different. When focusing on job creation and attracting new businesses, plans should include collaboration with the human service and nonprofit community. Our community needs leaders who do not clutch to the antiquated notion that businesses drive the economy while charities do good deeds.

Our three sectors (government, business and nonprofits) must be seen as equal and essential partners in meeting the needs of our community. We all play a part in building the capacity of our community and delivering critical services to individuals and families within them.

Policy and structural change is critical to community build actively to meet the needs of each resident in Tallahassee-Leon County. It is evident our focus is to stay committed to Advocacy, Education and Connection. With our members, UPHS will continue to actively promote and tout the impact of human services and our sector through effective story-telling and compelling public service education.

UPHS, with data from its members will produce and publish content-rich materials focused on educating our community at every level regarding the work of the human services sector. This includes the current resources invested in our sector and how those resources are put to work every single day in our community to improve the quality of life for our neighbors.

UPHS will continue to build and maintain influential relationships with elected officials, community stakeholders, business leaders and partners at the local level to demonstrate the impact of the human services sector and its value to our community.

In addition, UPHS and its members will maintain accountability for ensuring trust and prudence of resources used to provide critical services to those in need. Thank you for your support of UPHS and human services today and always.

# MEMBER BENEFITS

## Member Strengths Questionnaire

As a member, our dedicated team will schedule a meeting with you within the first 30 days of your membership to better understand your organization, its mission, and your goals. We will also assess your collective strengths and opportunities as an organization, and tailor a capacity building workplan to optimize your ability to best enhance service delivery and maximize your community impact.

## Capacity Building

Our UPHS team supports our members through many different types of activities that are designed to improve and enhance your agency's ability to achieve its mission and sustain itself over time. Oftentimes in collective impact projects, capacity building is overlooked. UPHS believes it is necessary and the very infrastructure that supports nonprofits in achieving greater impact. Our team is able to coordinate a myriad of capacity building opportunities including, but not limited to:

- Organizational Development,
- Leadership Development,
- Community and Coalition Building,
- Program Design and Outcome Measurement,
- Operational Systems and Financial Management.

Capacity building enables nonprofit organizations and their leaders to develop the competencies and skills that can make them more effective and sustainable, thus increasing the potential for nonprofits to enrich lives and support our community's growing social issues. Capacity building is not just about the capacity of a nonprofit today, it's about the nonprofit's ability to deliver its mission effectively now, and in the future.

## Professional Development

As a member, your organization (staff, volunteers and board) has access to all of our educational trainings, workshops and networking opportunities focused on increasing the human services sector's operational capacity through knowledge and skills building. We offer at least two (2) workshops/trainings per month geared toward all levels of nonprofit staffing covering a myriad of topics. All UPHS professional development opportunities are offered to its members at no additional cost; the only exception being our Annual Conference for Excellence in Nonprofit Management & Leadership. All available UPHS professional development opportunities are listed on our UPHS website: [uphsfl.org/events](http://uphsfl.org/events), as well as member agency events.

## UPHS Annual Conference

The UPHS Annual Conference for Excellence in Nonprofit Management & Leadership is held in the Spring each year; typically in May. Our conference is track-focused and centered around the theme of Connect. Collaborate. Innovate. with the goal of seeking to influence social change for those we serve. Conventional wisdom says that scaling social innovation starts with strengthening internal management capabilities. Research shows that real social change happens when organizations step outside their comfort zones and seek creative ways to enlist the help of others.

## Thought Leader Forums

The purpose of our UPHS Thought Leader Forums is to examine ways we conduct business and having the courage, expertise, and leadership to tackle tough questions that leads to better

# MEMBER BENEFITS

efficiencies and access within our human services sector. UPHS brings leaders with expertise in various topics to contribute knowledge, experience and best practices for our sector leaders to examine and apply to our local ecosystem.

## Membership Meetings

UPHS hosts two (2) membership meetings each year: the Annual Membership Meeting in September and the Spring Membership Meeting in February/March. These meetings are essential for maintaining our collaborative spirit among member organizations, through strong and impactful networking. UPHS requests that each member agency be represented through attendance at least once (1) annually. Your voice is invaluable to our collective success, and we want to ensure we hear from you.

## Community Human Services Partnership (CHSP)

CHSP is a collaborative funding process managed by the City of Tallahassee and Leon County in order to effectively distribute community funding for necessary human services. UPHS is a contracted partner of CHSP to provide technical assistance and capacity building support to funded agencies, as well as those seeking support in order to meet the funding requirements. As a collaborative partner of the CHSP process, UPHS with the City and County work to ensure the application and review process are both manageable and transparent.

## Advocacy

UPHS has a deep belief in the role of human service nonprofit organizations in identifying public policy solutions and finding common ground. UPHS provides a single, unified voice for the human services sector in Tallahassee-Leon County. Working together, UPHS effectively addresses critical community needs and ensure necessary supports are available to enhance the delivery of human services. Advocacy is a year-round commitment, and successful advocacy goes beyond only making contact with your elected officials when it benefits a particular issue/organization. Through our Advocacy efforts, we seek to equip our members with the skills and leadership that supports, prioritizes and engages in critical advocacy efforts that advance our collective work as a sector.

## Resource Center

UPHS provides monthly sector-specific communications with pertinent information, updates and announcements, as well as maintains a repository of industry trends, best practices, policies and procedures that members have access to.

## Fee for Service

UPHS business solutions can help to competitively position our member agencies in the crowded nonprofit landscape. We work to leverage resources, relationships, and industry expertise to connect our members with the right business solutions and service providers to best maximize performance and growth. Please see our Fee for Service Catalog for a full listing of opportunities.

## Dues Schedule

Each member is required to pay annual dues which is calculated based on your membership class and operational size. Annual dues are assessed and renew on October 1st every year, and those applying for membership mid-year will be invoiced at a pro-rated amount.

# MEMBER EXPECTATIONS

## Member Expectations

At UPHS, we honor unity and cooperation as paramount to the continued success of our human services sector. To make possible true collaboration, creativity, innovation and idea sharing, we are committed to facilitating a welcoming and respectful environment for our members.

To make the most of your UPHS Membership, we recommend engaging with our network in the following ways (as a minimum) to help us advance our mission in coordinating and collaborating to enhance the delivery of human services in our community.

- Members attend at least one (1) UPHS Membership Meeting each year,
- Members attend at least one (1) UPHS Professional Development opportunity each quarter,
- Members engage in UPHS related Advocacy efforts.\*
- Members are prohibited from making blanket public requests on behalf of the sector collectively without direct involvement/engagement of UPHS.
  - This would not prevent any agency from making individual requests on behalf of their organization.
- Members treat their fellow members with respect and consideration, valuing diversity of views and opinions.
- Members will demonstrate a commitment to Diversity, Equity, and Inclusion and utilize available UPHS resources in their efforts.\*\*
- Any defamatory, offensive, or derogatory communication directed toward UPHS or its members, colleagues, contractors, partners, funders or stakeholders may be considered a violation of UPHS' anti-harassment policy.\*\*\*

*\*Please refer to the UPHS Advocacy Training Guide for further guidance.*

*\*\*Please refer to the UPHS Diversity, Equity, and Inclusion Guidebook and Toolkit for further guidance.*

*\*\*\*Please refer to the UPHS Member Removal Policy for further guidance.*

# MEMBER REMOVAL POLICY

As stated in Article III, Section 3 of the UPHS Bylaws, a member may be removed by the Board of Directors for not paying the annual membership dues or for other reasons determined detrimental to the Corporation.

This policy sets out the guideline which the Board must follow when exercising its power to remove a member.

## **I. Non-Paying Dues Member**

A member may be removed when their organization has not paid their annual dues to the Corporation.

## **II. Reasons Determined Detrimental to the Corporation**

A member may be removed for reasons determined detrimental to the Corporation and defined as follows:

- Member violates confidentiality relating to matters affecting the Corporation,
- Member has failed to act in the best interest of the Corporation, which could include but not limited to:
  - Publicly and/or privately defaming, offending or using of defamatory content directed toward Corporation or its members,
    - Any defamatory, offensive, or derogatory communication directed toward Corporation or its members, colleagues, contractors or partners may be considered as a violation of the Corporation's anti-harassment policy.
- Damaging political relationships with elected officials and appointees,
- Failing to respond and/or engage with staff or partners.
- Member has violated the Corporation's conflict of interest policy,
- Other good cause as determined by the majority of the UPHS Board of Directors.

Removal of a UPHS Member for any of the above specified reasons shall take place by any board meeting where quorum is present.

Prior to the removal of a UPHS Member for any of the reasons listed above, the UPHS Board of Directors shall provide written notice at least 10 days prior to the UPHS Board Meeting in which the removal will be voted upon. Such notice will state, with reasonable specificity, the reason(s) for the removal of the Member at issue.