

National Hispanic Coalition of Federal Aviation Employees (NHCFAE)

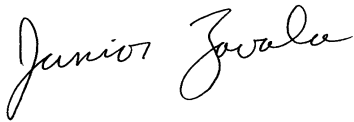


**Regional Center/Chapter Board
Standard Operating Procedures (SOP)
Version 1 - March 1, 2003**

FOREWORD

This Standard Operating Procedure (SOP) describes the roles and responsibilities for each National Hispanic Coalition of Federal Aviation Employees (NHCFAE) Regional/Center Chapter Board and its members. This SOP was developed specifically as a guide and is supplemental to the NHCFAE Constitution, Bylaws, and Member Guide.

Signed on March 1st. 2003 by:

A handwritten signature in cursive script that reads "Junior Zavala".

Adolfo "Junior" Zavala
National President NHCFAE

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1. DISTRIBUTION OF SOP AND REVISIONS

1.1. Distribution

- 1.1.1. The Director of Administration shall present this SOP to all nominated National Officers and Regional/Center Director (RCD) as soon as they accept the nomination so they may better understand the responsibility associated with each position.
- 1.1.2. Each RCD will be responsible for distributing this SOP to nominees for local chapter positions.
- 1.1.3. After the appropriate election process, the National President or Vice President will communicate with the elected RCD to review this document to reinforce the roles and responsibilities of their position.
- 1.1.4. It will be the responsibility of each RCD to ensure that chapter officers review the SOP so that they are familiar with the roles and responsibilities of their position.

1.2. Revisions

- 1.2.1. The Director of Administration will disseminate any revisions to this SOP, within two weeks, to the Executive Committee.

2. ROLES AND RESPONSIBILITIES

2.1. Office of Primary Responsibility

- 2.1.1. The Office of Primary Responsibility (OPR) for this SOP is the NHCFAE Executive Board. This SOP is a living document, originally signed by the NHCFAE National President, and kept on file by the Director of Administration. This SOP shall be revised, updated, or canceled by the Executive Board, after a majority vote by the Executive Committee.

2.2. Performance Of Duty

- 2.2.1. Board members shall be accountable to the members of his/her chapter and report to the President for the performance of his/her duties. They shall abide by the direction given by the members of this organization in the best interest of the Coalition's goals and objectives. This performance of duty shall represent the interests of his/her chapter without consideration for personal gain.

2.3. Transfer of Office

2.3.1. Transfer of office, from an outgoing board member to a new board member, should occur within 30 days. The transfer should include, but is not limited to: transfer of office, reports, material, supplies, and property.

2.3.2. Should any board member be unable to fulfill his/her term, he/she shall turn over all NHCFAE property to his/her designee.

3. REGIONAL/CENTER BOARD

3.1. Board Members

3.1.1. The Regional/Center Chapter Board consists of the Regional/Chapter Director (RCD), Regional/Chapter Deputy Director (RCDD), Regional/Chapter Director of Administration (RCDA), and the Regional/Chapter Director of Resources (RCDR). The Regional/Center Chapter Board members share in the responsibility of conducting the affairs of the organization.

4. REGIONAL/CENTER DIRECTOR (RCD)

4.1. Duties

4.1.1. The RCD shall be accountable to the members of his/her chapter and report to the President for the performance of his/her duties. The RCD shall abide by the direction given by the members of this organization in the best interest of the coalition's goals and objectives.

4.2. Meetings

4.2.1. To create awareness and obtain assurance from upper FAA Management, in order that they understand our mission is to assist them meet their goals for a diverse workforce, meetings shall be established with:

4.2.1.1. Regional Administrator (RA)

4.2.1.1.1. RCD should meet with their respective RA and/or Regional Management Team (RMT) and submit a written report to the National President, except for the Capitol Chapter that does not have a RA. A meeting/presentation guide is provided in Appendix 1 of this SOP.

4.2.1.2. Hispanic Employment Program Manager (HEPM) and Civil Rights Officer

4.2.1.2.1. Regional Civil Rights Officer and Hispanic Employment Program Manager at least once a quarter.

4.2.1.3. National Board

4.2.1.3.1. RCD should attend Executive Committee meetings, and meet at least once annually with the National President.

4.2.1.4. Chapter Board:

4.2.1.4.1. The RCD shall meet with the Chapter officers on a monthly basis. These meetings are to discuss and agree on agenda items, and to strategize on how to best handle Chapter issues.

4.2.1.5. Regional Membership:

4.2.1.5.1. RCD shall hold one regional membership meeting per year inviting all regional members. Minutes shall be made available to all members within two weeks.

4.3. Membership Recruitment

4.3.1. RCD should conduct at least one chapter recruitment drive per year.

4.4. Chapter Communications:

4.4.1. RCD shall communicate with their members (newsletters, visits, etc) at least twice yearly.

4.5. National Communications/Reports:

4.5.1. RCD shall keep the President informed of all issues that warrant National attention. RCD shall be responsible to submit the following required Reports:

4.5.1.1. Quarterly Chapter Activity Reports

4.5.1.1.1. Quarterly RCD report format is included in Page 17 of the Member Guide.

4.5.1.2. Quarterly Chapter Financial Report

4.5.1.2.1. RCD shall submit a quarterly chapter financial report to the National Director of Resources using the template found in Appendix 2 of this SOP.

4.5.1.3. NHCFAE annual awards submission:

4.5.1.3.1. RCD shall submit nominees for NHCFAE annual awards as directed in the NHCFAE member guide using the guidelines and form found in Pages 26-28 of the Member Guide.

4.5.1.4. National Newsletter *La Palabra*

4.5.1.4.1. RCD shall submit quarterly chapter activity reports and at least two articles per year to the National Director of Public Affairs for publication in *La Palabra*.

4.5.1.5. Scholarships and Member Tuition Assistance

4.5.1.5.1. RCD shall promote the application to the Scholarship and the Member Tuition Assistance programs as described in pages 29-35 of the Member Guide.

4.6. Chapter Meetings

4.6.1. Chapter Meetings shall follow the guidelines established in Article 6A, Section 10 of the Member Guide.

4.6.1.1. Agenda

4.6.1.1.1. Agenda items should be provided to the RCDA at least two weeks prior to the scheduled meeting to allow preparation and distribution in a timely manner.

4.6.1.2. Chapter Minutes

4.6.1.2.1. Minutes should be approved/disapproved within one week after the RDA has forwarded them to the RCD.

4.6.1.2.2. A copy of the minutes shall be submitted to the National Director of Administration for record-keeping purposes.

4.6.1.2.3. RCD shall also disseminate the minutes to chapter members.

4.7. NHCFAE Property Management:

4.7.1. Each RCD is solely responsible for the protection and security of assigned NHCFAE property and shall keep this property in a safe place at all times. Equipment is to be insured when shipping.

4.7.2. Each RCD shall maintain an inventory record of all property valued at \$200 or more regardless of whether purchased or donated.

4.7.3. RCD shall provide a written Property Inventory Report to the National Director of Resources 90 days prior to the National Training Conference. Property Inventory Report Form can be found in Page 25 of the Member Guide.

4.7.4. Report loss or theft of property to the National President Immediately and submit a report of survey to the National Director of Resources within 30 days of the incident.

4.8. Other duties:

4.8.1. RCD will represent the Coalition in local activities at the request of the President.

4.8.2. RCD shall serve as the regional focal point for inquiries, invitations, or discussions that warrant regional attention.

4.8.3. RCD should participate in other special emphasis groups' activities.

5. REGIONAL/CENTER DEPUTY DIRECTOR (RCDD)

5.1. Duties and Responsibilities

5.1.1. Elected officer who, along with the RCD, shares in the responsibility of conducting the affairs of the Regional/Center Chapter

5.1.2. The RCDD shall assist the RCD in the performance of their duties as stated in this SOP.

5.1.3. Should the RCDD be unable to fulfill his/her term he/she shall turn over all NHCFAE property to his/her designee.

5.1.4. The vacated RCDD shall be filled within 30 days.

6. REGIONAL/CENTER DIRECTOR OF ADMINISTRATION (RCDA)

6.1. Duties and Responsibilities

6.1.1. Elected officer who assists in the administrative portion of the Chapter's business.

6.1.2. The RCDA shall report to and be accountable to the RCD in the performance of his/her duties.

6.1.3. Some of the required duties for the RCDA will be, but are not limited to:

6.1.3.1. Meeting Agendas

6.1.3.1.1. The RCDA shall distribute agenda items for each meeting at least one week in advance of the meeting. Meeting agenda template found in Appendix 3.

6.1.3.2. Meeting Minutes

6.1.3.2.1. The RCDA shall record accurate and complete minutes of all meetings and ensure that they are typed and submitted to the RCD for review within one week of the meeting. Dissemination to membership should be no later than one week after approval by the RCD.

6.1.3.3. Communications

6.1.3.3.1. The RCDA shall ensure that all minutes be available to any member in good standing and ensure that all meeting, program, or training announcements are distributed in a timely manner.

7. REGIONAL CENTER/CHAPTER DIRECTOR OF RESOURCES (RCDR)

7.1. Duties and Responsibilities

7.1.1. Elected officer who assists in the financial portion of the Chapter's business.

7.1.2. The RCDR shall report to and be accountable to the RCD in the performance of his/her duties.

7.1.3. The RCDR shall be responsible for the following documents:

7.1.3.1. Chapter Financial Report:

7.1.3.1.1. Report on Chapter's financial assets using Appendix 2 of this SOP, to be used as needed.

7.1.3.2. National Financial Quarterly Report

7.1.3.2.1. Quarterly report to be submitted to the National Executive Board using Appendix 2 of this SOP.

Appendices

Appendix 1

Suggested Presentation Format

1. Target Audience:

- Regional Management Team (RMT)– Comprised of Division Managers for each line of business within a region. Ensure that their Resource Management Specialist understands that your mission is to help meet their goals for a diverse workforce.
- Branch Managers, first line supervisors, and leads – These leaders work openly to support their resource management staff, while meeting the goals of the agency.
- Select groups, employee organizations – Other groups, such as bargaining unions, special emphasis groups, etc., can help collaborate on networking for hiring opportunities in the region.
- Civil Rights Office and the Hispanic Employment Program Manager (HEPM). Communicating with Civil Rights and regional HEPM is crucial to the success of NHCFAE at the regional level. Discussions should center on commitment to regional recruitment efforts and professional development for current Hispanic employees. Overall, goal is to reach parity with the Civilian Labor Force at all levels.

2. Preparation:

- Demographics. Know your demographics both nationally and regionally. These figures are available through the FAA's Performance Resource Management System (PRMS), or the Census Bureau. Additionally Civilian Labor Workforce numbers can be found at OPM website
- Under-Representation Facts. Obtain OPM under-representation numbers in government from the OPM web page
 - a. Familiarize yourself with the numbers presented by the 2000 census report.
- For your region, learn the
 - a. Number of Hispanics by organization, i.e., Airways Facility, Air Traffic Division, etc.
 - b. Number of Hispanics hired compared to all other groups hired. Do not associate the Hispanic community as an "us against them" scenario. Stress the concept of One FAA..

- c. Numbers of grades or positions. A chart depicting grades at different levels. Show room for improvement (optional to use in presentation – depending on the length of the presentation).
- d. Numbers of promotions and details. This information is not always available from Human Resources and/or other resources.
- e. Numbers of Black, Native American, or Asian Pacific ethnic groups represented, to show how the Hispanic numbers differ in comparison to all the other groups in the agency.
- f. Charts and graphs of all of the above are helpful to visualize and to use as a mental reminder.
 - Clearly mark all your pages of handouts and/or power point presentation material. When referencing charts and document resource papers, make it easy for the listener to get through to the page or pages, without concentrating on the action of flipping the pages but listening to you deliver your message.
- g. If referencing a web page, make the URL address easily found in your presentation handouts. A separate index or appendix page can be used.

3. Delivering The Message:

- Introduce yourself and the Organization. “The National Hispanic Coalition of Federal Aviation Employees (NHCFAE) is a professional organization acting as an advocate for equitable representation and opportunities in employment, development, and leadership.”
- State the purpose of the Organization. “The purpose of NHCFAE is to promote equal employment opportunity for Hispanics and other minorities and women employed by the Federal Aviation Administration.”
- Complete the presentation. Show them credible references, using the OPM, FAA’s PRMS data, Census 2000 numbers, newsworthy articles and publications and Human Resource/Civil Rights numbers and demographic facts. Ensure they are indisputable and easy for them to verify.
- State the purpose of your visit. In working with their resource management specialist, bring to their attention qualified and credible candidates for present and future consideration.
- Let them know you have contacts through a networking system already in place. These are: all of us in the region, colleges and Hispanic community groups, churches and clubs, and other government agencies (FBI, Secret Service, IRS, TSA, USFS, USDA, etc.).
- Summary. Reiterate that the numbers are real and ask how the agency plans to correct the Hispanic under-representation.

- Conclusion. A final note that our Coalition is willing to work the issue, and a promise that in a year's time, we will return to check on the status of the numbers.
 - Questions. "Are there any questions?" Answer the best that you can. If you do not know the answer, say so, and promise to get back with an answer at a later date. Make sure you do the follow-up after the meeting.
4. Develop a speech plan
- Develop a checklist of items you would need to do your presentation, such as: graphs and charts, hand out documents (or a copy of your speech page), overhead projectors, laptop with power point, etc.
 - Find out the number of audience participants. Make the appropriate copies with extras for those members not present, or for reference to others needing the same information.
 - Speech conditioning
 - a. Practice your presentation. Use note cards, a written script page or read along with the audience when your power point presentation rolls across the screen.
 - b. It is acceptable to read your speech exactly as written on paper, i.e., "Please turn to page three of handout. (Pause a moment for them to catch up before you speak). "You will see the numbers of Hispanics represented in this chart show a significant decrease in new hires..."
 - c. Speak slowly and clearly, and loud enough for the person at the furthest spot in the room to hear you.
 - d. Pause between major points and make eye contact.
 - e. Ring-bind note cards to prevent that if you drop your stack of note cards, you will not have to struggle to find your place again.
 - f. If they ask a question, answer as quickly and thoroughly as you can, asking that they hold their questions until you can reach the end of your presentation. If you do not know the answer, advise that you will get back to them on that issue.

Appendix 2

Quarterly Financial Report

National Hispanic Coalition of Federal Aviation Employee (NHCFAE)
FY-01 Quarterly Budget Report
XXXXXX Chapter

	1st Qtr (Oct 'YY - Dec 'YY)	2nd Qtr (Jan 'YY - Mar 'YY)	3rd Qtr (Apr 'YY - Jun 'YY)	4th Qtr (July 'YY - Sept 'YY)
BEGINNING BALANCE	#####	XXXXXX	XXXXXX	XXXXXX
REVENUE				
Rebates		XXXXXX	XXXXXX	XXXXXX
Account Dividends	XXXXXX	XXXXXX	XXXXXX	XXXXXX
Associate Membership				52.00
Total Revenue for Qtr		\$ -	\$ -	
Sub-Total	XXXXXX	#VALUE!	XXXXXX	XXXXXX
EXPENSES				
Hispanic Heritage Month	XXXXXX	0.00	XXXXXX	XXXXXX
Donations		0.00	XXXXXX	0.00
Getwell Gift for Member		0.00	XXXXXX	0.00
HACU Interns Reception			XXXXXX	0.00
P.O. Box Services		XXXXXX	0.00	0.00
Travel		0.00	0.00	0.00
Total Expenses for Qtr		\$ -	\$ -	\$ -
CLOSING BALANCE	XXXXXX	#VALUE!	XXXXXX	XXXXXX

Appendix 3

Meeting Agenda Format

All meetings shall have an agenda, and business shall be conducted in accordance with Article 6A, Section 10 of the Bylaws, and in the following sequence:

- Call to Order
- Officer's Reports
- Treasurer's Reports
- Secretary's Report
- Information for the Good of the Organization
- Old Business
- New Business
- Adjournment