



Thank you for your interest in our effort to bring the mission of May We Help across the United States. This introductory guide will provide you with the four phases of chapter development, the expectations to start a chapter, and contact information for the individuals who will assist you.

Ever since Bill Wood created the Page Turner and enabled Patty Kempf to pursue her passion for reading, our mission has been to design and create unique custom solutions to free individuals with special needs to engage in and pursue their passions. We aim to help as many people as humanly possible gain independence and experience the fullness of life. We are glad you want to join us.

There are many logistics to establishing a new May We Help chapter, but we can work those out later. For now, we want you to understand the phases and work that will take passionate folks like you toward the establishment of a May We Help chapter and the servicing of special needs individuals.

That's where you come in.

Your interest, among other local volunteers, is a key component in laying the groundwork that will propel May We help to thrive in your city. It is our job to empower you and partner with you as we deliver [custom solutions that enable our clients to feel more freedom from disability] together.

We recognize that the need is great and there are innumerable opportunities to serve our clients – however, there are infrastructure needs that are best developed from the beginning. We find that as our chapters grow, our vision is achieved when we focus on both infrastructure and delivering on our mission.

While the experience of starting a chapter varies greatly, the vast majority of our chapters are started by following a general path of increasing organizational capabilities over four phases:

#### Phase 1:

This phase is where YOU are the most important part. Because the majority of our resources go directly toward servicing our clients, staff support for new chapter development only begins once volunteer interest in a single location is large enough. In our research, that looks like this:

- Two or more board member volunteers
- Three or more engineering volunteers
- Access to a workshop with proper tools and equipment
- Access to a centralized meeting place



Our new chapter process nearly always begins with establishing a “Core Team” – the local leadership that will begin the work of developing a core team of people who believe in and are willing to work toward our vision. In phase two, national May We Help staff support begins to support your efforts.

### Phase 2:

In this phase the Core Team will expand to a minimum of six board members. Once six members are in place, the board should elect four officers: 1. President 2. Vice President 3. Treasurer 4. Secretary. The Treasurer and Secretary may be the same person. The Vice President should be able to succeed the President and improve the chapter. The board’s main goal will be to secure funding to operate the local chapter for a minimum of 18 months. This will include funding for hiring a **Project Coordinator**. This person will be responsible for operational and program management for the local chapter. The board will also work along side the volunteers to recruit additional volunteers and develop **Client Referral Sources**. The board will also hold consistent monthly board meetings and have at least two members attend volunteer meetings. When all this is in place, they will begin to recruit a Project Coordinator.

Volunteers will hold **Monthly Volunteer Meetings** to discuss opportunities to recruit additional volunteers and develop client referral sources. They will also have the option to view previous meetings in Cincinnati to help gain an understanding of the client project process. The main goal for volunteers is to source and complete their first project!

### Phase 3:

Phase 3 is initiated with the hiring of the local Project Coordinator. This person will train in Cincinnati under the direction of our Project Director for approximately one week each month for three months. The local board will select one member to act as the acting Executive Director for the purpose of managing the Project Coordinator. The board will build a development plan to sustain operational and project funding. This will begin with creating executive, financial, volunteer and development committees. They must build awareness for the local chapter through personal connections, local media, and fundraising initiatives.

After completion of his or her training, the Project Coordinator will be responsible for running volunteer meetings and project management using the Smart Sheet Project Management system. At this point the board, Project Coordinator, and the volunteers are working together to continue the effort to recruit additional volunteers and develop new client referral sources. The goal for phase 3 is to have three consistent client referral sources. Once the chapter has a committed base of volunteers completing projects on a consistent basis, the local board will determine the need for recruiting an Executive Director who could take over day-to-day management.



#### Phase 4:

This phase is initiated with the hiring of the **Executive Director**. This person will create an **Advisory Board** of personal contacts to assist in growing the mission and building awareness for the local chapter. ***MWH America will work with the local chapter board of directors and advisory board to establish two (2) annual fundraising events, pursue grants and hold an annual campaign, to assist with operational funding.***

The volunteers will establish a **Senior Volunteer Team** to assist the project coordinator with managing the client project workflow, funding needs for client projects, and quality assurance.

As the pipeline for client **Projects Requests** grows, the project coordinator should begin to look for **Non Project Volunteers** to assist with on-boarding new volunteers, **Discovery Visits**, volunteer meetings, project follow up, and capturing delivery visits (photographers/videographers).

The development of new volunteers and client referral sources never stops. As you find new volunteers, you need more projects. As you find more projects you need more volunteers. You may need to extend your geography to surrounding counties to find additional growth.

We've also provided a milestone roadmap (Appendix B) that outlines the milestones in each phase. As each chapter progresses through the phases, the May We Help staff assistance increases proportionately and as resources allow. This information is provided in the milestone roadmap.

What's Next?

Still interested? Awesome! We are excited to continue to engage with you. We will set-up initial calls to continue discussions about phase one, introduce interested people in the same area and encourage progress toward establishing a full chapter of May We Help.

***Thanks for your interest in starting a chapter. We long to partner with people passionate for providing freedom for individuals with special needs to engage in, and pursue their passions.***



Our executive team in Cincinnati (listed below) will be dedicated to helping individuals establish and achieve each necessary step towards developing a successful chapter in their city. They will help with developing a volunteer base and client referral sources. They will work with you to reach corporations, foundations, and individuals who will assist with the necessary funding to develop your chapter. Listed below is the contact information and titles

Executive Director:	Terry McManus (513) 340-8102 <a href="mailto:terry@maywehelp.org">terry@maywehelp.org</a>
Project Director:	Chris Kubik (513) 509-7461 <a href="mailto:chris@maywehelp.org">chris@maywehelp.org</a>
Development Director:	Katy Collura (513) 259-1799 <a href="mailto:katy@maywehelp.org">katy@maywehelp.org</a>
Co-Founder:	Bill Sand (513) 549-9313 <a href="mailto:bsand@maywehelp.org">bsand@maywehelp.org</a>
Co-Founder:	Bill Deimling (513) 560-8168 <a href="mailto:bdeimling@maywehelp.org">bdeimling@maywehelp.org</a>

In addition, our team of over 100 volunteers is prepared to guide you through the process of your initial projects. This is a diverse group of engineers, industrial designers, fabricators, woodworkers, machinists, seamstresses and more. You will have access to the more than 200 unique client solutions completed by this team to help you find solutions for client projects.



**Mission:**

***Our volunteers design and create unique custom solutions for individuals with special needs to gain independence and pursue their passions.***

**Vision:**

***To see all individuals with disabilities have the opportunity to gain independence and pursue their passions.***

**Values:**

***Community - May We Help operates on the front line with our highly skilled volunteers to help those with unique physical challenges. This creates countless opportunities for new relationships to bloom and cultivate over time.***

***Excellence - From the original design concept to product delivery, we bring our “A game” to each and every client project. We bring our best resources together with emphasis on form and function deliver high quality, effective solutions.***

***Generosity - Our volunteers and donors give freely of their time, talent, and resources to provide hope, independence, and passion to the lives of our clients.***

***Growth - We believe this opportunity should not be reserved for the greater Cincinnati area alone. We seek to package the unique mission of May We Help and deliver it across the United States and beyond.***

***Innovation - We believe May We Help provides a unique philanthropic outlet for individuals with unique and creative abilities. Our highly skilled group of volunteers bring a fresh perspective and new approaches to common challenges faced in the world of physical disabilities.***



## Notice of Confidentiality

The information provided in this packet is confidential and proprietary to May-We-Help (hereafter referred to as MWH). The contents may not be used, disclosed, or reproduced without prior written authorization of MWH and its members. All authorized users must take reasonable measures to prevent its disclosure to any unauthorized persons.

## MWH America's Commitment to its Chapters

MWH America reserves the right, and upholds its responsibility, to periodically update the Chapter Operations Manual in its continuous effort to improve processes and procedures. MWH will provide timely communications and updates to the manual to its chapters.

## Chapter Commitment

MWH chapters will be actively involved in the national MWH network. Each chapter must use the MWH project management system (Asana) for all projects. Chapters will collaborate with volunteers in other chapters as needed. Each chapter must follow the rules and regulations of the MWH Operations Manual.



## Appendix A - Definitions

Project Coordinator: Employee of May We Help responsible for coordinating the client and volunteer experience from client request to project delivery. He or she will oversee the Asana Project Management System and manage the monthly volunteer meetings as part of the process to ensure consistent communication and quality assurance.

Client Referral Sources: Sourcing client projects can come by word of mouth but is most effective from developing long term relationships with occupational or physical therapists or other non-profit agencies serving the disabled community (e.g. United Cerebral Palsy).

Project Request: All requests for devices will be received via the website (<http://www.maywehelp.org/request-a-device.html>). The project coordinator or volunteer follows up within 48 hours to discuss the request in further detail and schedule a discovery visit if applicable.

Discovery Visits: Meeting in client's environment (home, work, agency) to take video and ask questions to understand scope of project in further detail. Video to be shown at next monthly volunteer meeting.

Monthly Volunteer Meetings: These meetings show discovery visits to the volunteer base and encourage brainstorming sessions and assignment of project to a project team. Meetings also create community among the local May We Help volunteers.

Project Management System: The software system that allows May We Help staff and volunteers create project teams, assign tasks, and communicate timelines. Please visit smartsheet for more details and to view tutorials.

Executive Director: Employee of May We Help responsible for the day-to-day management of a local chapter. He or she will work with the local board to build awareness and raise funds to meet the operational needs of the chapter. He or she works with the project coordinator and volunteers to grow client referral sources and the volunteer base.

Advisory Board: A group of individuals chosen by Executive Director for their diversity of talents, ideas, and connections. They assist the Executive Director and provide guidance on growing the organization.

Senior Volunteer: A volunteer who has proven over time a higher level of dedication to the mission of May We Help. He or she has also demonstrated a high level of skill in an area of expertise (e.g. electrical engineer, woodworker).

Alternative Volunteers: A volunteer who assists the project coordinator with monthly volunteer meetings, project workflow, photography, or any other non hands-on project related need.



## Appendix B Milestone Roadmap

Milestone Roadmap				
	Phase 1	Phase 2	Phase 3	Phase 4
<b>Board of Directors</b>	Two or more Prospective Board members	Secure 6 board members	Hire Project Coordinator	Hire Executive Director
		Secure 18 month funding including P.C. role	Project Coordinator trained in Cinti	Executive Director creates Advisory Board
		Recruit or help to recruit diverse volunteer base	1:1 direction from selected board member (acting ED)	Day-to-day management handed to Executive Director
		Recruit or help to recruit client referral sources	Development plan to sustain operational and project funding	Assist Executive Director with 2 annual events and 1 annual campaign within two years of hire
		Hold consistent monthly board meetings	Establish financial, development and marketing committees	
		At least two board members attend volunteer meetings	Recruit for Executive Director	
		Recruit Project Coordinator		
<b>Volunteers</b>	Three or more prospective project volunteers	MWH Cinti Volunteer	Project Coordinator running volunteer meetings	Create Senior Volunteer team
	Identify Volunteer Meeting space	Recruit new volunteers	Project Coordinator will use and train volunteers to use the Asana Project Management system.	Create Alternative Volunteer base
	Access to tools and equipment to complete client projects	Develop client referral base	Project Coordinator working with existing volunteers to add new volunteers	Establish Volunteer teams by geography
	MWH Cincinnati Volunteer	View Cincinnati meetings	Three consistent client referral sources developed	Continued development of client referral sources
		1st client project completed		Extend geography





		Milestone Roadmap		
<b>MWH Cincinnati</b>	Information Packet provided	Assist with recruitment of board members, volunteers and client referral sources	Train project coordinator in Cincinnati	Train executive director in Cincinnati
	Provided Q&A conference calls with interested group	Complete and file legal documentation to start local chapter (at six board members)	Provide direction and assistance for building awareness via media and fundraising events	Provide continue direction for staff, board, and volunteers
	Provide chapter manual if there is interest to move forward	Provide direction and assistance to board for reaching fundraising goals	Assist in recruiting and hiring of executive director	
		Assist volunteers with initial projects and volunteer meetings		
		Provide marketing tools		
		Assist in interview process for hiring of project coordinator		