



Together Towards Tomorrow

2020 CHAPTER LEADER'S HANDBOOK

AN ILLINOIS CREDIT UNION SYSTEM PROGRAM

A MESSAGE FROM THE CEO

Dear Chapter Officer:

Congratulations on having been selected by your peers to serve as an officer on your chapter board. Your election is a testament to your leadership, dedication and pride in your chosen field of endeavor, the credit union movement.

By selecting you, your counterparts in the chapter have placed their trust in you and your abilities. I hope you find this latest edition of the Chapter Leaders Handbook an invaluable resource in your efforts. Combined with your resources and talents, this handbook will help you accomplish much for your chapter and its credit unions.

Your position as a chapter officer places you in a leadership role and requires your support in the education and development of you and those within your chapter. It is vital to keep up with legislative and regulatory concerns and encourage others in your chapter to join you when calls to action are issued. Keep up with the latest trends and technology by attending educational opportunities and encourage others to do the same. Most importantly, keep the people helping people philosophy first and foremost in your actions and words. Show your community why you have dedicated yourself to the credit union movement and what makes credit unions unique.

Thank you for taking on this very important position to help your chapter realize its fullest potential.

Sincerely,



Tom Kane
Illinois Credit Union System
President and CEO

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INTRODUCTION

Since 1939, chapters have played a central role in credit union development in Illinois. They provide governance of the league, assist in the professional development of leaders, and serve as the delivery channels for education, grassroots fundraising and political action. There are many inspiring examples of how, over the years, the chapters have remained at the heart of advancing the credit union movement. This Chapter Leaders Handbook is a source of ideas and information for the credit union officials who are faced with the responsibilities of chapter leadership. It is to assist chapter officials, representatives and committee members in understanding the roles they play in running a successful chapter.

Before the board sets the chapter goals, it should review this handbook. The object of setting goals is to bring about an improvement in the chapter. This means changing with the times and preparing for the future, while retaining the chapter's history. In addition to this handbook the ICU System Regional Directors are available to assist your chapter in its planning endeavor.

Our strategic road map is straightforward: to provide valuable solutions for credit unions, deliver easier access to resources, and bring the experience, support and innovation necessary to help you reach your goals. The Regional Director team is not only your personal liaison to ICUL and LSC, they play a communicative role within your chapter.

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MISSION STATEMENT



ILLINOIS CREDIT UNION SYSTEM MISSION STATEMENT

We, as the financial support system of credit unions, are committed to the "people helping people" concept of credit unions as cooperative financial institutions. Our purpose is to provide credit unions with a favorable operating environment and quality information, products and services which have value, and which enable credit unions to exist, compete and prosper in the financial marketplace.

SUGGESTED CHAPTER MISSION STATEMENT

We, as an integral part of the financial and support system of Illinois credit unions, are committed to the "people helping people" concept of credit unions as cooperative financial institutions. Our purpose is to provide credit unions a medium of exchange on issues of a political, social, educational or informational nature that enhance the local, statewide, nationwide and worldwide credit union systems.

BOARD OF GOVERNORS OATH

As a member of the Chapter Board (officer, delegate) of this chapter for the ensuing year, I will perform my duties in accordance with its bylaws, and at all times give my loyal support to the credit union movement and Illinois Credit Union League, to be accomplished by my faithful conduct in accordance with the law and the highest credit union operating principles.

PURPOSE OF THE CHAPTER

Credit unions are united into chapters by geographic boundaries. Chapters are an integral and functioning part of the Illinois Credit Union System.

The chapter is dedicated to:

- Preserving credit union uniqueness
- Informing member credit unions of new services and pertinent information for credit unions in general
- Maintaining the importance of credit unions in our national economic structure

Further, the chapter has the responsibility to implement and support the policies and objectives of the Illinois Credit Union System and CUNA, and to serve as a means of exchanging ideas and discussing issues of mutual concern.

THE PURPOSE OF THE CHAPTER IS TO:

- Conduct regular meetings to inform and update member credit unions on topics that concern their operation
- Help establish and maintain high credit union operating standards in their chapter area
- Provide credit unions with common counsel and assistance in attaining goals
- Protect all credit unions against unjust criticism and unwarranted controls
- Set goals to encourage the growth and development of the chapter
- Provide duly nominated candidates for election to the Board of Directors of the Illinois Credit Union System
- Promote interest and cooperation between credit unions and credit union members
- Assist in the development and education of credit union directors, employees and committee members
- Promote membership in the Illinois Credit Union League for the continuance and protection of the credit union movement and CUNA
- Promote the observance of International Credit Union Day on the third Thursday of October each year, in order to bring about a better understanding of credit unions and the important services they are rendering
- Assist the Illinois Credit Union League in promoting favorable legislation for furthering the credit union movement in Illinois and throughout the United States
- Support the Illinois Credit Union Foundation (ICUF)
- Support the Credit Union Political Action Committee (CUPAC)

STRUCTURE

A chapter is organized in conformity with Article X of the Illinois Credit Union League Bylaws, and governed by active member credit union delegates and chapter officers. Each chapter is led by its board of directors and is responsible for planning and promoting activities within the chapter. The board provides overall direction in accordance with the bylaws of the chapter and the Illinois Credit Union League.

BOARD DUTIES AND RESPONSIBILITIES

CHAIRMAN

The chairman of a chapter has the responsibility to see that specific tasks are accomplished. Other than special duties, the chairman is the coordinator. His or her main job is to assign and delegate authority, and follow through to ensure that tasks are performed successfully. The chapter chairman is similar to a swimming instructor—someone who instructs, guides and encourages, but rarely gets into the water! Assignments and delegation of authority should not be handed out indiscriminately. The chairman should consider what qualities are required for an assigned task: responsibility, enthusiasm, ability to get along with others, time availability, initiative and diligence.

Specific duties:

- Preside at all meetings of the chapter and those of the chapter board of directors
- Conduct and coordinate chapter affairs in accordance with its bylaws
- Assume responsibility for all meetings of the chapter, including program and physical arrangements, either personally or by delegation
- Appoint regular or special committees needed to carry out chapter functions, and act as an ex-officio member of such committees
- Keep the chapter informed on current correspondence, news and programs of the ICU System and CUNA by informing appropriate chapter officials or by making announcements at chapter meetings
- Represent, or appoint representation, for the chapter at community and civic events upon invitation
- Represent and speak for the chapter at all other meetings when attending as a chapter delegate
- Develop trained and responsible leadership among the members of the chapter
- Cooperate with the chapter secretary in issuing meeting notices

VICE CHAIRMAN

In the event of absence or disability, the vice chairman will be called upon to perform the duties of the chairman. In the case that there is more than one vice chairman, responsibility is assumed by the first, second or third vice chairman, in sequential order.

Specific duties:

- Preside at meetings in the absence of the chairman. The vice chairman should become familiar with the rules of parliamentary procedure
- Be trained to succeed to the chairmanship in the event of a vacancy in that office. The vice chairman should be thoroughly familiar with the duties of the chairman
- Discover talent and find openings where inexperienced members of the chapter can learn by doing. Since many people are reluctant to volunteer, the vice chairman should see that all members who desire to take part are assigned to a committee where they can serve to their best advantage
- Make sure all who serve on behalf of the chapter are given their deserved recognition
- Serve in whatever other capacity the chairman may assign. Often, the vice chairman functions as the chairman of one of the major committees
- In addition to the specific duties outlined, he or she should be aware of how all committees are functioning and be on the lookout for ways in which the chapter may render more service. Difference of opinion and debate is normal and healthy; but the vice chairman should be alert to friction and signs of strife within the chapter and work for conciliation and harmony
- Act as chapter representative or delegate at all functions and meetings not attended by the chairman

SECRETARY

The role of the chapter secretary is an important one. The elected individual is required to be organized and detail orientated. The secretary must be diligent in reporting both to the chapter and the ICU System.

Specific duties:

- Conduct correspondence and maintain chapter records. Also responsible for retention of records
- Handle chapter finances in the absence of the treasurer
- Check attendance at all meetings and, with the assistance of a membership committee, maintain a current roster of all credit unions in the chapter area and their attendance record
- Take accurate minutes of all chapter meetings
- Work closely with the program chairman in coordinating the information contained in the chapter meeting notices. Ensure information is promptly reported to the ICU System's Regional Management Department
- Act as presiding officer in the absence of the chairman and vice chairman
- Complete the chapter officials list from the ICU System in January of each year. The Member Resources Department must be notified if there are any changes in officials during the year
- The Chapter secretary shall perform such duties as may be assigned by chapter bylaws such as those required during League Director Elections

TREASURER

The Treasurer is responsible for the funds and property, if any, of the chapter. Keep only the amount of funds necessary to carry out specific projects.

Specific duties:

- Receive all funds and deposit them to the account of the chapter
- Pay all mandatory obligations with the approval of the chapter board of directors
- Present current bills each month to the chapter board for approval. If the chapter operates under a budget, items may be paid by the chapter treasurer without further approval
- Record all receipts and disbursements
- Work with the education/program committee in planning chapter dinners, Credit Union Day observances, meetings and other events involving expense
- Submit a financial report at each regular business meeting
- Send a billing of chapter dues to each chapter member credit union
- Keep an inventory of items owned by the chapter
- Complete Form 990 and return to the ICU System no later than March 1
- In the absence of the chapter secretary, take minutes, handle correspondence, and otherwise discharge the duties of that office



THE LEGISLATIVE FORUM REPRESENTATIVE

The Legislative Forum Representative (LFR) is the principle coordinator for the legislative and political action activities sponsored by the League and CUNA. The LFR's primary responsibility is implementing the action steps necessary to achieve the credit union legislative & political action agenda.

Specific Duties:

- Report at each chapter meeting on the latest developments regarding legislative, regulatory and/or political action events, including CUPAC
- Plan, organize and coordinate annual chapter legislative and political events, such as: chapter lawmaker appreciation nights, receptions, luncheons, breakfasts or other chapter activities intended to acquaint lawmakers with credit unions or credit union officials with legislative or CUPAC activities
- Act as a liaison between the chapter and the League to suggest proposed credit union legislative and/or regulatory improvements for the League Legislative Committee's consideration. Provide suggested changes to the League Governmental & Affairs Department
- Plan, organize and arrange election-year candidate interviews in an effort to develop and maintain personal relationships with lawmakers and develop key credit union lawmaker contacts
- Plan, organize and coordinate credit union campaign involvement in selected CUPAC supported candidate races
- Monitor local election-year races for Congress, State Senator and State Representative. Send local newspaper articles of interest to the League Governmental & Affairs Department
- Plan, organize and coordinate a chapter legislative action network, to encourage credit unions to write letters and make immediate telephone calls or personal visits to lawmakers in case of a legislative emergency
- Attend CUPAC sponsored fundraising events, LFR educational sessions and League sponsored governmental affairs conferences
- Join CUPAC as an advocate member and promote CUPAC fundraising programs at chapter meetings
- Contact and work with Credit Unions to complete Project Zip Code and report any concerns to the Governmental Affairs Department or Regional Director

EDUCATION LIAISON

It is the education liaison's duty to inform the chapter members of all educational opportunities available to them on a chapter, regional, state and national basis.

Specific duties:

- Coordinate the chapter's special educational efforts
- Be aware of the various programs and materials that can be used in chapter educational efforts, especially as presented at the chapter level
- Act as a contact person for the ICU System's Education & Member Resources Department
- Channel requests for educational programs from member credit unions to the ICUL & Member Resources Department
- Promote Educational Programs available through CUNA & ICUL

CHAPTER WEBMASTER

The chapter webmaster is responsible for promoting the chapter via online channels and social media.

The responsibilities of this position include:

- Holding a valid e-mail address
- Forwarding information to the League's Member Resources Department as necessary and on a timely basis via e-mail to keep the chapter web site up-to-date
- Answering any e-mails that may arise from chapter leaders and others inquiring about chapter activities

YOUNG PROFESSIONAL CHAPTER REPRESENTATIVE

The Young Professional (YP) Chapter Representative is tasked with engaging young professionals in the credit union movement to take part in chapter activities, be actively engaged in their credit unions, and to advance the credit union movement by driving positive change for the future.

Specific duties:

- Actively recruit additional young professional representatives from other credit unions in the chapter
- Collaborate with other chapter representatives and local young professionals to host a minimum of three local events for area young professionals
- Coordinate chapter level promotional and/or fundraising efforts
- Make suggestions for professional development activities for young credit union employees
- Actively raise funds at the chapter level to benefit CU REACH, CUPAC and ICUF
- Arrange for or conduct at least one meeting highlighting young professional activities per year
- Assist in the coordination of advocacy activities in the chapter, including candidate appearances, local district office visits, and response to calls to action and regulatory comments

REGIONAL DIRECTOR

Your regional director is a staff member from the ICU System and serves as your communication link between the chapter and the ICU System. Your regional director is available for chapter board meetings, chapter and manager meetings, and to facilitate your chapter planning sessions.

Specific duties:

- Assist chapter officials in the planning and execution of chapter functions
- Work with chapter officials to ensure they understand their individual duties
- Assist the chapter in strengthening the chapter to be a vital part of the credit union support system

CHAPTER COMMITTEES

A committee is a group of two or more representatives/members appointed to perform duties or to investigate a subject that cannot be handled effectively by the chapter as a whole. In some cases, one representative will handle a specific topic. Committees generally fall into one of two categories: standing/regular committees, and special committees.

EXECUTIVE COMMITTEE

The governing force of a chapter is its Board of Directors and officers, called the Executive Committee. Executive Committee consists of chairman, vice chairman, secretary and treasurer. The previous year's chairman may serve as ex-officio. Soon after the Board and officers are elected they should meet and outline the chapter's goals for the year ahead. Each member of the Board may serve as a representative or chairperson of one of the Standing Committees. A meeting of the Executive Committee should produce an outline of chapter activities or "Chapter Planning Calendar" from which each member credit union can plan and carry out its responsibilities. This calendar can be distributed to the chapter membership.

Communications must be established so that the Executive Committee will know what progress is being made at all times. It is important to hold regularly scheduled meetings of the Board to coordinate efforts of the various areas. Regular meetings of the Chapter are held as specified by the chapter Bylaws or executive meetings.

Specific duties:

- Establish chapter goals
- Plan and coordinate all chapter activities
- Take charge of general management of chapter
- Appoint (or elect) representatives
- Appoint (or elect) standing or special committees
- Take charge of all chapter meetings
- Determine chapter meeting schedule and frequency

THE COMMITTEE CHAIRMAN

The committee chairman actively directs all phases of the committee work.

Specific duties:

- Promptly begin meetings, define objectives, present pertinent facts and ask for suggestions
- Direct discussion following a logical and orderly procedure
- Raise questions to test the validity of points being discussed
- Summarize discussion ideas and reach conclusions

STANDING COMMITTEES AND REPRESENTATIVES

Standing or regular committees and representatives are appointed to carry out long term chapter activities within the framework of the goals planned by the Executive Committee for the year. Activities handled by these committees include:

- Program
- Public relations
- Community involvement
- Education
- YP involvement
- Legislative affairs
- CUPAC
- Illinois Credit Union Foundation
- Membership

SPECIAL COMMITTEES

A special committee is one appointed by the Chapter Chairman to study or discharge a specific problem or project of temporary duration. The following are some of the special committees chapters have used to complete the activities of the chapter. Every chapter need not have all of the committees listed, but may want any combinations as deemed necessary by the chapter's board of directors.

AUDIT AND FINANCE COMMITTEE

Occasionally a committee is appointed to handle the financial transactions of the chapter's funds (Finance Committee). The head of this committee would be the chapter treasurer.

The books and financial records of the chapter should be audited at least annually by a person or persons other than a chapter officer (Audit Committee). The Audit Committee should perform at least the following functions:

- Verify that all receipts and disbursements are properly recorded in a ledger
- Verify that all disbursements have been approved by chapter board of directors
- Check to see that depository statements are reconciled on a monthly basis
- Verify balances directly with financial institutions at least yearly, including investment accounts
- Verify that a detailed financial report is given to the chapter board at least quarterly
- Submit results of the audit to the chapter board, with a copy to the ICU System (Member Resources Department)



MEMBERSHIP COMMITTEE

Steps should be taken to encourage continued attendance at chapter meetings and to create a friendly atmosphere for all in attendance. This committee might consist of two to four people and involves:

- Arriving to the chapter meeting early, wear a name tag that identifies you and your credit union affiliation
- Personally greet all new members
- Keep records of attendance, including names
- Obtain chapter credit union status updates from the chapter secretary, contact new managers and credit unions with a special welcome
- Be aware of special attributes new members have and encourage them to become involved
- Be responsible for involving all chapter credit unions in the chapter activities
- Work with ICUL and Regional Management to achieve both maximum ICUL and chapter affiliations

NOMINATING COMMITTEE

The Nominating Committee, consisting of three persons, shall prepare and present at least one nomination for each office to be filled by vote of the members of the chapter. The committee should:

- Determine interest of officers now serving to continue as a chapter officer
- Maintain a list of candidates to fill any vacancies that may occur during the year
- Request further nominations that may be made from the floor

PLANNING

PLANNING SESSION

Planning is a must if a chapter is to change with the times. Each year the chapter officials should meet to plan the year's activities. Your regional director is available to assist and facilitate the chapter planning session.

The process should include: review of prior year's accomplishments, identify chapter's strengths and weaknesses, determination of key result areas and setting objectives and goals.

Consider conducting a chapter survey to determine the expectations and needs of member credit unions.

Step 1: Review of prior year

- What was the average attendance?
- How many credit unions were represented?
- What meetings and programs received positive comments from attendees?
- Which programs failed to accomplish their objectives?

Step 2: Strengths & Weaknesses

Identify and list all of the strengths and weaknesses of the chapter. Once recognized, strengths can be used to attain set objectives and weaknesses can be turned into opportunities to fill the needs of member credit unions.

Step 3: Key result areas

What are the priorities for the chapter? Chapters should limit priorities to four to six major key areas in which objectives will be set.

Step 4: Objectives

Objectives set the tone for goals. All chapters should establish a basic set of objectives, and review them periodically to remain on target. The objectives should serve as an inspiration to the membership, but more importantly to the chapter officials. A general list would include:

- Setting clear, legitimate and attainable goals
- Being sensitive to what is happening; critical issues need to be dealt with immediately
- Accepting the responsibility of informing credit union employees and volunteers on important credit union issues and services
- Initiating lobbying for and supporting legislation on, both the state and national levels which will benefit credit unions and credit union law
- Participating wherever possible in civic affairs designed to improve the community and promote the credit union philosophy of "people helping people"
- Bringing outstanding credit union service to every individual in the area through a cohesive organization of all the credit unions within the chapter
- Helping every member credit union feel it plays an active part and is involved in the chapter

Step 5: Set Goals

Examples are:

- Increase meeting attendance from 25 to 50 attendees
- Establish a community project
- Activate two credit unions not currently attending the chapter activities
- Sponsor two educational workshops
- Conduct one major fundraising project for CUPAC and the Illinois Credit Union Foundation
- Involve more individuals in the chapter on committees to develop future leaders
- Conduct a survey to determine members' needs



PROGRAM PLANNING

Once the objectives are set the program planning can begin. Program planning creates a year's calendar of events for all the educational and social activities. Some of the biggest meetings can prove unsuccessful as a result of planners being unsure of exactly why they're having the meeting and from those attending never being told why they are present – exactly what they are expected to gain as a result. Here are some questions to help you plan each activity.

Exactly what is the reason for this particular meeting?

- Do we want to change knowledge, attitude, behavior, or skill?
- Do we want to start some specific action?
- Do we want to honor or recognize someone or something?
- Do we want to entertain?
- Do all concerned with preparing and presenting it have the same understanding of why we are having it?

Will this meeting/activity help to accomplish the chapter's objectives?

- Will the credit unions who attend really benefit from the meeting as we've planned it?
- Will both the inexperienced and the experienced get something or be able to give something?
- Will both the large and small credit unions find it worth the time and money?

Within the activities calendar:

- Are the meeting topics varied and informative?
- Have the formats been varied?

CHAPTER MEETINGS

Understanding why people attend chapter meetings is important in program planning.

Reasons for Not Attending

- Did not know about the meeting
- Topic not connected with the credit union
- Scheduled in undesirable neighborhood
- Small "clique" runs everything
- Too busy with other activities
- Too far to drive
- "Nothing in it for me"
- Did not get a personal invitation
- Lengthy and uninteresting reports
- Lack of enthusiasm on part of officers

Reasons Why People Attend Meetings

- Exchange ideas and information
- Gain knowledge in general or to learn about a specific topic
- Display their own knowledge
- Get something for nothing (*free meal, free materials*)
- Meet a personal sense of obligation
- Express complaints or concerns
- Ask a specific question
- Fulfill a sense of wanting to belong
- Build a network of professional peers

It is your job, as a chapter leader, to eliminate or correct as many of the above reasons for not attending as possible.

- Be friendly
- Consider the other person in your plans
- Prepare for each meeting
- Bring two or more new credit union people to each meeting
- Enthusiastically support the chapter officials and programs

As a chapter official, use the following checklist to determine if your chapter meetings are inviting to participants.

- Attractive and informative meeting notices
- A friendly atmosphere, where attendees feel comfortable and express themselves
- A membership committee that welcomes guests and established members
- Regularly scheduled meetings with rotation of meeting places
- Interesting, well-planned and well-organized chapter meetings and events
- Concise, quickly moving agenda
- Varied format of meetings, with informative programs developed to meet needs
- A general discussion period included in each agenda
- Confirm cost to attend is not prohibitive

ELEMENTS OF A CHAPTER MEETING

If this is a dinner meeting:

- Networking
- Sale of raffle tickets (*if applicable*)
- Collection of funds (*if needed*)
- Dinner

Business meeting should include:

- Call to Order
- Roll call of credit unions
- Approval of last meeting's minutes
- Approval of treasurer's report
- Acknowledgment of new credit unions or new attendees
- Introduction of guests
- Concise report of events of interest to the members
- Future programs and activities
- Reports: chairman, league director, representatives, committee chairmen, regional director, and others (*Reports should be in writing with a three to five minute time limit.*)

Format of informational or educational portion of meeting:

- Speaker to present comments on previously determined subject
- Question and answer period
- Summary of closing remarks

Social or informal period to conclude meeting.

(This time will be shorter if this has been a dinner meeting.)

- Light refreshments
- Get acquainted
- Informal discussions
- Prizes

END ON TIME!

A dinner meeting should last no more than three hours and a meeting without dinner should last no more than two. A sure way of having people not return is to let the meeting run too long!

MAKING ARRANGEMENTS FOR A SPEAKER

Arrangements for speakers should be made immediately after your annual program planning meeting. There are some important points to help secure the speakers for your chapter programs.

- Designate one chapter officer to coordinate your speakers. Your regional director can assist in speaker arrangements
- Invitation should be in writing. (If the initial contact is by phone, confirm in writing and request the speaker to confirm his acceptance, including subject, fee and expense, if any)
- Always call the speaker two to three days in advance of the meeting as a reminder
- Be sure the speaker understands the following:
 - Objectives of the meeting
 - Specific topic on which to speak
 - Amount of time to take
 - Time, location and date of meeting
 - When to arrive
 - Make-up of the audience
 - The occasion of the meeting
 - It is not a sales presentation

Remember:

- Room should be properly ventilated and heated
- Avoid empty seats up front (good place for chapter officials)
- Have officials join membership for the presentation
- A smoother program always results when you go directly from the business meeting to the program of the day
- Arrange to meet and greet the speaker
- Send copy of program to speakers or leaders

Sources for Speakers

- ICUL and LSC
- NCUA and/or IDFPR
- American Share Insurance
- CUNA
- CUNA Mutual
- Governmental Agencies
- Local Police Department
- Federal Bureau of Investigation
- Social Service Agencies



INTRODUCING A SPEAKER

Anyone who introduces a speaker should build a bridge between the speaker and the audience.

- Strive to put the speaker at ease, and make him/her feel welcome
- Make the audience feel that what will be said is important, and of interest to them
- Let the audience know that the speaker is well- qualified to deliver the message

Important:

- Pronounce the speaker's name correctly
- Be sure you have the speaker's correct title or position
- Know the subject of the speaker's talk
- Learn appropriate facts about the speaker
- An introduction should take about 60 seconds, give or take 15 seconds

Remember:

- The time belongs to the speaker
- Express interest and importance of subject, but do not express your views on the subject
- Be careful not to upstage the speaker
- Beware of humor in an introduction

TYPES OF MEETINGS

MANAGERS' MEETINGS

These meetings are designed for credit union managers and department heads on topics that concern credit union operations. ICU System speakers are professionals in these fields. On some occasions, your regional director can hold open discussions that serve as a source of networking on current credit union concerns. Managers' meetings are breakfasts or luncheons held monthly. In some chapters, the regional directors coordinate these meetings as a service provided by the ICU System. If your chapter does not hold managers' meetings, inquire about them from your regional director.

DINNER MEETINGS

These can be both educational and social. A short social period before dinner can be a good way to become acquainted with other credit union leaders. The educational part of a dinner meeting is usually a speaker with a 20 to 30 minute presentation.

Dinner meetings are usually attended by credit union volunteers, employees and spouses. It is best to keep subject matter general to interest all groups.

BROWN-BAG LUNCH

As the name suggests, people are asked to bring their own lunches to a lunch meeting. Allow 15-20 minutes for people to eat their lunches and chat with the others sitting near them. The next 20-30 minutes can be devoted to a group discussion (roundtable format) of a topic, or a speaker can give a brief presentation on a specific topic. The advantage of this format is the ease and convenience of meeting arrangements. In addition, the cost to participants is kept low, which may encourage participation. It may be necessary to change the time of the meeting from noon to a breakfast or coffee-break, depending on the traffic flow experienced by group members at their credit unions. Hold the meeting at a credit union to keep costs down.

NETWORKING RECEPTION

A reception is often held after the credit union offices close for the day. Receptions usually last about 60 to 90 minutes and provide an opportunity for informal discussions among participants. It would be a good idea to invite people who could be "mentors" to attend this reception as well as people seeking advancement or career advice so you will have a good mix of people. A reception can follow a tour of a credit union or can be held prior to another meeting (such as a chapter meeting).

FUNDRAISERS

Fundraising programs can be fun. Children's Miracle Network, ICU Foundation, and CUPAC are just a few of the organizations that credit unions and chapters can support. Auctions, golf outings, fairs, and holiday parties can be enjoyable, while helping worthwhile causes.

PROGRAM TOPIC IDEAS

- Board of Directors-Duties and Responsibilities
- Employee Handbooks
- Marketing
- ICU Foundation Update
- Strategic Planning
- Duties and Responsibilities of Credit Committee
- Regulatory and Compliance Issues
- NCUA Update
- Developing a Sales Culture
- Financial Literacy Programs
- League Update
- LSC Products/Services
- News from CUNA Mutual
- Value of Membership: ICUL/CUNA
- Legislative Update
- Social Media
- Bankruptcy/Collection
- Disaster Recovery
- Cyber Security
- Robbery or Active Shooter Training
- Stress Management
- Dress for Success
- Personal Safety
- Preventative Medicine and Benefits of a Healthy Lifestyle

SPECIAL PROGRAMS/RECOGNITION

There are many services the ICU System provides to the chapters to help them function at maximum efficiency.

CUPAC CHAPTER COMPETITION AWARD

This program recognizes the top three chapters that raise the most funds for the Credit Union Political Action Council (CUPAC). The top fundraising chapters as well as the most improved fundraising chapters are honored each year presented with trophies. Cumulative totals are published in the monthly Chapter Legislative Forum Representative Report. The program was designed to generate competition among the chapters in raising funds for CUPAC. The following funds are included in chapter competition totals: money received from special chapter events such as auctions, golf outings, raffles, etc.; Advocate and Associate membership dues paid out of chapter funds for chapter board members; direct chapter donations; and other types of fundraising activities coordinated by the chapters.

Each year, each chapter Chairman receives a pledge form requesting that a pledge be made in an amount the chapter reasonably expects to raise for CUPAC during the year. Chapters are not responsible for pledge amounts not raised.

CHAPTER MEETING NOTICES

The ICU System Member Resources Department can produce all meeting announcements for your chapter and e-mail them to credit unions and chapter officials as instructed by you.

CHAPTER GRANT

A chapter grant is provided to each chapter in compliance with the Chapter Corporate Governance Performance Standards, adopted by the ICUL Board of Directors on March 26, 2004, to help defray expenses.

FOUNDATION GRANTS

Funds are available from the ICU Foundation to chapters for their community service projects. The Foundation will accept grant requests prior to its application deadlines. Details and application forms are available on the League's website.

FOUNDATION SCHOLARSHIPS

Scholarships for chapter related education are available from the ICU Foundation. The main deadline for applications is March 31. The Foundation maintains a discretionary fund for scholarships that can be accessed throughout the year, but people are encouraged to submit applications before the main deadline. Application forms are available on the League's website.



FINANCIAL EDUCATION OUTREACH

Credit union people who are asked to give presentations to groups of students or to participate in Career Fairs can obtain assistance from the ICU Foundation. Handouts, outlines and other support materials are available. Contact the ICU Foundation for details.

CHAPTER WEB ACCESS

Hosted on the League's web site this section has many features, including:

- A chapter home page that includes a "point and click" chapter map, model bylaws, chapter purpose, League announcements and more
- A Chapter Official listserv
- Access to relevant chapter related forms and materials
- A standard web spot for each chapter

All chapters are encouraged to remain active in this initiative. It is the responsibility of each chapter contact to forward information to the Member Resources Department.

OTHER CHAPTER PROCEDURES

RETENTION OF CHAPTER RECORDS

The following is to aid chapter officers in determining the disposition of chapter records. This is a recommendation only. Chapter records should be disposed of by action of the Chapter Board.

Permanent (*may be stored electronically*)

- Chapter bylaws and amendments
- List of records destroyed and saved electronically
- Minutes of chapter meetings
- Audit reports
- Cash receipts and disbursements ledgers

Retained for 3 Years or 3 Audit Periods

- Documents relating to investment of funds
- Annual report, income and expense
- Bank or share draft statements
- Bank deposit slips
- Check stubs and registers
- Paid bills and invoices

Retained for 10 Years

- Voided and canceled or duplicate copies of share drafts

Retained for 2 Years

- Monthly income and expense reports
- Monthly attendance reports

INFORMATION FOR REMITTING CONTRIBUTIONS

The following information explains how share drafts should be made payable to CUPAC and ICU Foundation. We need to have the drafts written correctly so we can deposit them, and we need the chapters to use the memo portion of the draft to indicate exactly how the funds should be credited.

CUPAC and the ICU Foundation are grateful to the Chapters for their ongoing support of all our programs. The explanations below will outline how to ensure the funds are properly handled and the correct person or chapter is credited with fundraising – these numbers are used for awards. When mailing the share drafts, feel free to put them in the same envelope. Simply indicate "ATTN: CUPAC, or Foundation" on the front of the envelope to ensure it is delivered to the right person.



CUPAC DONATIONS:

CUPAC receives a variety of types of donations from the chapters. When funds are a gift from the Chapter treasury, indicate "Chapter donation" in the memo. When the funds are raised by the Chapter, "Chapter fundraiser" in the memo; this category includes extra fees tacked on to the dinner ticket price.

Payable to: CUPAC

Memo: Chapter Donation, Chapter Fundraiser

ICU FOUNDATION DONATIONS:

The Foundation has a number of fundraising programs and your gifts need to be categorized according to how the funds should be used. When the funds are to be applied to a special event, indicate the event on the memo line.

The fundraising categories are:

- Annual Fund – general support of all Foundation programs
- Emergency Assistance – to aid in disaster recovery
- Commemorative – to honor or remember a person

Payable to: ICU Foundation

Memo: Indicate category for funds

**FOR MORE INFORMATION, PLEASE VISIT OUR WEBSITE
WWW.ICUL.COM**