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hope

CAMILLUS HOUSE, INC. - POLICY AND PROCEDURES

TITLE: RECORDS

DATE ISSUED:

NUMBER: H-00-009

DATE REVISED: 11/06/06

I. POLICY

Camillus House, Inc. maintains accurate and up to date records on all contributions. Strict confidentiality is maintained on all donor records, including names, addresses and financial histories. It is the policy of Camillus House to keep the records in such a manner that they are easy for authorized staff to access, but protected from theft or other improper uses. Advancement staff, board members and volunteers engaged in fundraising are authorized to request confidential donor and prospect information. All requests for information should be directed to the Vice President of Institutional Advancement.

II. PROCEDURES

Camillus House utilizes the Raiser's Edge software from Blackbaud to maintain all donor records, including cash, in-kind, securities and pledged gifts. This software handles the record keeping, acknowledgments, analysis and reporting for donor records, prospect records, volunteer records and mailing lists.

A. Data Entry:

1. The Database and Gift Processing Administrator supervises all data entry into the Raiser's Edge program. No volunteer or temporary worker may access or perform data entry into the Raiser's Edge system without the prior approval of the MIS department and the Advancement Department.
2. The Database and Gift Processing Administrator enters all gift related data following the procedures in section "Gift Acceptance and Acknowledgment A-4". The Vice President of Institutional Advancement, Vice President of Marketing, Director of Governmental and Corporate Relations, Director of Planning, Grants Manager, Manager of Special Events and other designated staff members may enter their own prospect and contact management data. Nobody may enter any gift data without approval of the Vice President of Institutional Advancement.
3. The Advancement Department makes every effort to ensure that the data entered is accurate. Questionable addresses, spellings and other data are checked prior to input. Donors may be called when necessary



to verify information. Additional information sources may include phone books, the Internet, Bresser's directory and other available sources.

4. Each user has established security codes, which allow them access to the portions they need to perform their job. Some users may have access to reading the information, but will not be able to perform any data entry or modification. The Director of IS and the Vice President of Institutional Advancement are responsible for determining and setting security levels for users.
5. Name, addresses and phone numbers are verified every six months via the National Change of Address (NCOA) database through the US Postal Service. Other national database companies may also be used to update information.
6. All data is maintained through a regular data maintenance schedule. (See attached Data Maintenance Schedule)

B. Codes-Every constituent and gift entered into the database is given appropriate codes. Fields deemed mandatory must be filled in on every constituent and gift at the time of entry.

1. The Advancement Department maintains a loose-leaf binder containing all of the codes used for each section of the Raiser's Edge. The binder remains in the office of the Database and Gift Processing Administrator for the easy access to anybody who needs to review it. The code lists are updated on a monthly basis.
2. Constituents receive a variety of codes based on their demographic data and personal interests. The Database and Gift Processing Administrator completes mandatory and regularly used fields on constituents and gifts as they are entered. For major donors and major prospects, the Advancement Department attempts to research more detailed information of the constituent, including giving interests, memberships, additional phone numbers and other information.
3. Gifts receive a variety of codes based on the purpose and type of gift. An unlimited number of fields and codes are available, but each gift must be coded at least according to type, appeal, fund and campaign. Mandatory fields include:

- a. *Type:* method of giving - i.e. cash, pledge, securities, in-kind or pledge payment.
 - b. *Appeal:* solicitation or actions that motivated the donor to make that particular gift - i.e. personal solicitation, newsletter, holiday appeal, event, etc.
 - c. *Fund:* purpose the gift was given for - i.e. general fund, emergency services, new building, etc.
 - d. *Campaign:* overall goal of the gift - i.e. Annual Campaign, Capital Campaign, Endowment Fund
4. Codes may not be created, modified or deleted without the approval of the Vice President of Institutional Advancement.

C. Problems - The Raiser's Edge is a sophisticated system and questions may arise concerning uses or other issues. When approaching these problems, the following procedures should be followed:

1. First, the user should double-check their work to see if it was a simple user error causing the problem.
2. Second, the Database and Gift Processing Administrator should be consulted to determine if the problem might be fixed by a simple procedure.
3. Third, the technical support hotline for the Raiser's Edge program should be contacted. The caller should be in front of the computer when calling and should be able to clearly explain what is happening. Any procedures requiring work with the network or configuration of the user's computer should be cleared with the IS Department before proceeding.
4. If the problem cannot be solved with the assistance of the technical support, the IS Department should be consulted. The Advancement Department, the IS Department and the Raiser's Edge technical support team will together develop a plan for locating and solving the problem.



D. Training - The Raiser's Edge is a complicated system that tracks highly sensitive and important information. All users must be trained prior to their approval to use the system.

1. Full time, permanent users must be thoroughly familiar with the system. Training may take place at the Blackbaud University in Charleston, SC, or via intensive hands-on training from previously trained personnel in the Advancement Department.
2. Part time or temporary users are trained on the section they are to be using. The Database and Gift Processing Administrator will closely supervise all data entry and ensure that appropriate constituent fields are assigned.
3. Users who do not perform any data entry but need access to the information will receive a brief overview of how to access information in the system. Security codes will prevent them from adding, modifying or deleting data. Questions about how to access specific information will be referred to the Development Department.

E. Donor Files - Camillus House maintains hard copy files on some donors and prospects. Such files contain more detailed information and correspondence to and from the constituents. The detailed giving history on each constituent is maintained in the Raiser's Edge database.

1. Hard copy files are created for donors who meet one of the following criteria:
 - a. Donors who have given a major gift of \$5,000 or more.
 - b. Any foundations or grant-making organizations.
 - c. Any donor who received special correspondence from Camillus House.
 - d. Donors who make a gift of securities, real estate or personal property.
 - e. Prospect donors at a \$100,000 plus level giving capacity.
2. Files are maintained by the lead department participating in the donor solicitation process. Files are kept in alphabetical order for those

donors who have donated at least once over the last three years (active donors).

3. Files are maintained on all tribute gifts. Records are filed in a binder under the last name of the tributee. Tributees who have multiple donations made in their name will be put into a file folder and filed under the last name of the tributee with the donor files. A one-page form noting the existence of this file is filed in the tribute binder for easy reference.
4. Files are maintained on all major prospects. They are filed alphabetically in the donor files for those prospects who are considered active or "VIP (very important prospect)" by the Advancement Department.
5. In-kind receipts are kept in chronological order by month. They are sorted into gift type within each category. Major in-kind donors have files kept with the donor files in alphabetical order.
6. Files are maintained on all special events and co-sponsored events. Files may be kept in the special events file cabinet, or may have a separate binder for each event.
7. Lists of how the files are organized and coded are maintained in a loose-leaf binder in the Development Department so that anybody can access it. The lists are updated weekly as necessary.
8. While every effort will be made to keep files up-to-date and accurate, it is necessary to clean out the files once a year, disposing of all outdated and dead files.

F. Reporting

1. The Batch Commit Control Report and summaries detailed in section "Gift Acceptance and Acknowledgment A-4" are generated on a daily basis, following the entry of each batch.
2. Monthly reports are generated for inclusion in the Advancement Department Management Report. These reports include summaries of that month's giving, sorted by constituency and appeal, with comparison to the previous year's totals. The same comparisons are generated for the year to date summaries and the year ending summaries.

3. Appeal Analysis reports are generated at the conclusion of an appeal.
4. Miscellaneous special reports are generated upon request as frequently as needed. Requests for reports should be directed to the Vice President of Institutional Advancement and not directly to the Database and Gift Processing Administrator.
5. Reports remain confidential information and should not be distributed to any persons for whom they are not intended.

G. Donor Confidentiality

1. Camillus House's ability to assure donors and prospective donors that their personal and financial information will be held in confidence is essential to fulfilling its primary mission of raising support for Camillus House. The Florida Legislature acknowledged this need for confidential records in Florida Statute 240.299.
2. All information relating to current and prospective donors, including name, amount of gift and other personal information, is kept in strict confidence. No information is publicly released without the written permission of the donor.
3. An individual may request information about his or her own giving history. Camillus House only releases a donor's giving history or other financial information to that donor or their immediate family if the family is also listed on their record. Donor information will not be provided over the phone unless the identity of the caller can be verified as that donor. All other requests for information must be sent in writing.
4. All fundraising activities undertaken by the Camillus House staff, board of directors and/or volunteers is done so on behalf of Camillus House. All records associated with such activities relating to personal or financial information about a donor, prospective donor, volunteer or employee that is in possession of any staff member or volunteer are considered confidential records of Camillus House.



5. Donor records are treated with respect and confidentiality at all times. No staff member or volunteer with access to donor information may discuss the information outside of Camillus House.
6. Donor records or information may not be removed from Camillus House without the approval of the Advancement Department and the President.
7. The Camillus House database may not be sold, rented, traded or shared with any other organization. Joint mailings with other organizations can only be carried out by having a neutral third party mailing house mutually agreeable to both parties coordinate the mailing. Under no circumstances will Camillus House provide its database to another nonprofit agency for any use.
8. All donors' wishes for anonymity are respected. If the donor's real identity is known, that information is kept in the database but will appear on reports as Anonymous.

Raiser's Edge Data Maintenance Schedule

Once a week:

1. Print report of all new/changed constituents:
 - a. Check name and address spelling
 - b. Check name and address format
 - c. Check address/salutation
 - d. Check spouse
 - e. Check mailing specs and attributes
 - f. Check constituency code; if "ORG" check org type
 - g. Check contacts for name, address and title spelling, point of contact and addressee, salutation and formal address
2. Make sure all batches are closed
3. Run duplicate report and merge duplicates

Once a month:

1. Print Board list and update
2. Print employee list and update
3. Print active volunteer list and update
4. Print code lists and update
5. Query anomalous gift codes
6. Print In Kind donors and check gift codes
7. Purge all posted batches and batch queries for the month

Once every six months:

1. Print press lists and call to verify/update
2. NCOA update
3. Print providers list and update
4. Print list of top 25 donors for individuals and organizations and verify biographical information

Once a year:

1. Print personal mailing lists and circulate to update
2. Print Trustees list and update
3. Print governmental reps list and update
4. Check list of lists