



*We help Veterans & Families find  
more peace in their life*

## **BOARD MEMBER COMMITMENT**

As of July 29, 2024

Qualified Listeners Corp is not the standard, run of the mill, local non-profit. It was developed and continues to perform in the best interest of the Veterans we serve, not to serve any grant or board member.

A Board Member must be passionate about assisting our Veterans and their families. A good Board Member has a working knowledge of the Veteran assistance community, who the players are, their strengths, weaknesses and benefits they provide, or be willing to learn within six months. It is through this market knowledge that a Board Member will acquire full understanding of the QL Mission and Vision and the uniqueness of Qualified Listeners Corp.

Qualified Listeners Corp is “business-focused” on supporting the needs of our customers or clients who are Veterans and family members. All programs, efforts, processes and procedures are designed to assist our clients. All people involved with QL are expected to dedicate their QL time and effort toward our clients. The staff work hard to support these needs and we have the systems in place to track our success in supporting our Veterans. Any claim the organization makes is based on provable facts from our Client Support System (CSS), created in Sales Force software.

The Board of Directors exists to secure and promote the financial, legal, and ethical well-being of the organization and to ensure that it fulfills its mission & vision. As a member of the Board of Directors of Qualified Listeners, I understand that I have a duty of care to always work in the best interests of the organization, a duty of loyalty to put the good of the organization first and avoid any conflicts of interest, and a duty of obedience to be faithful to the central goals of the organization and follow its governing documents and culture.

In furtherance of these commitments and responsibilities I will put forth my best individual effort to:

1. Commit to learning what the organization does, how and why the procedures are done in the specific way before suggesting any changes.
2. Learn what the organization needs as shared by the CEO and work to apply my skills to assist in the success of the organization.
3. When I commit to accomplishing a task or project I will complete it on time with the utmost professionalism.
4. Commit to responding to QL related emails, texts or voice mails within 24 hours of receipt. Much of the QL communication is time sensitive.
5. Oversee the programmatic and fiscal well-being of the organization, including:



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- a. Review and adoption of policies that further the mission & vision of Qualified Listeners
  - b. Review and approval of the annual budget
  - c. Work with CEO to produce the income required to meet the annual needs of the organization
  - d. Recognize that the Board of Directors partners with Qualified Listeners staff in carrying out its mission which exists to serve Veterans and their families
6. Attend at least one Tuesday morning staff meeting by Zoom from 8 am to 9:30 am per quarter
  7. Attend at least 9 of the 12 (75%) regularly scheduled Zoom board meetings and be prepared to diligently participate by reading materials provided prior to the meeting
  8. Serve on at least one committee and actively participate in its work, and seriously consider serving on any other committee that may need assistance
  9. Make an annual financial contribution during the current fiscal year to Qualified Listeners that is meaningful and significant
    - a. Board decided on \$100.00 per year to start this program
    - b. Agreed it must be paid by Veterans Day each year, November 11
  10. Participate in fundraising events and secure the interest, service, and financial support of others who appreciate Qualified Listeners mission and programs
  11. Contribute an average of four (4) hours per month to board service which includes the 1.5 hour board meetings
  12. Seriously consider serving in board leadership positions required:
    - a. President
    - b. Secretary
    - c. Treasurer
  13. Propose board member candidates who will further Qualified Listeners mission & vision
  14. Agree and adhere to Qualified Listeners conflict of interest and confidentiality policies and its Bylaws
    - a. Excuse myself from discussions and votes where I have a conflict of interest
  15. Get to know Qualified Listeners staff members, volunteers, participants, programs, and activities
  16. Support a culture of respectful dialogue and debate



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If I do not fulfill these commitments to the organization, I will expect the Board Chair to discuss my responsibilities with me.

In turn, I expect the organization to be responsible to me in the following ways:

1. Providing me with regular financial reports, analyses, and updates on significant organizational and personnel activities
2. Providing me with opportunities to discuss important organizational issues with the Board President and Executive Director as appropriate
3. The staff and Board of Directors will respond in a straightforward fashion to questions that I feel are necessary to carry out my responsibilities to this organization. Staff and Board members will work with me in good faith toward achievement of our goals

If the organization does not fulfill its commitments to me, I can call on the Board President to discuss the organization's responsibilities.

I certify by my signature that I understand the foregoing expectations that accompany my Board service and will do my best to live up to them as a member of the Board of Directors of Qualified Listeners.

The board of directors discussed this document at great length and agreed to the terms as written herein, June 17, 2024 during the board meeting.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date