

### **403 (b) Retirement Fund**

a retirement plan similar to a 401(k) available to employees of not-for-profit organizations.

### **501(c)(3)**

a provision of the United States Internal Revenue Service exempting organizations from some federal income taxes. Childserve Inc. and the subsidiary organizations are tax exempt under this provision.

## A

### **AEA**

Area Education Agency

### **Accountability**

a board's sense of responsibility, building of trust, and credibility with the public and constituents

### **Accrual accounting**

The generally accepted accounting method that records revenue and expenses when they occur, regardless of when cash is exchanged

### **Ad hoc committee**

a temporary committee or task force established to address a specific issue

### **Adaptive Equipment**

ChildServe is a certified Durable Medical Equipment (DME) provider specializing in pediatric seating and mobility fitting, pediatric wheelchairs and adaptive devices, augmentative communication devices, and medical supplies. A full time Orthotist evaluates, measures and creates orthopedic devices used to support, align, prevent, correct and/or improve function of movable parts of the child's body.

### **Advisory council**

a group created to advise and support a nonprofit and its board, also called advisory group, advisory committee, or advisory board; usually focuses on a specific issue

### **Advocacy**

representing an organization through articulating the mission and supporting and defending the organization's message

### **Agenda for meetings**

an outline for what will be discussed at a meeting; provides structure for a meeting

### **Annual campaign**

a fundraising program that occurs each year to raise basic operational funds. This activity is generally conducted by the ChildServe Fund Committee.

### **Arm's length transaction**

a financial transaction where both parties act independently and agree on a fair price for a product or service

**Articles of incorporation**

an official statement of creation of an organization; it is filed with the Iowa Secretary of State. The ChildServe Inc. articles are included in the governance manual.

**Audit**

an examination and verification of financial transactions and activities of an organization

**B****Board cycles**

a term used to describe the evolution of an organization's board from creation to full operation and establishment

**Board development**

a process of building effective boards and educating board members about their governance role. These activities are conducted by the Governance Committee.

**Board job description**

a written description outlining board member expectations

**Board member**

a person sharing the responsibility and liability for the organization with the rest of the members of the board; includes director and trustee positions

**Board of Directors**

governing body of a nonprofit corporation; the board has specific legal and ethical responsibilities to the organization

**Board of Trustees**

Fund-raising body of a nonprofit corporation; the board has specific legal and ethical responsibilities to the organization

**Bylaws**

the legal operating guidelines for a board. Bylaws for ChildServe Inc. and the ChildServe Foundation are included in the Governance Manual.

**Bylaws amendment**

a change to the original bylaws of an organization; the bylaws themselves should outline amendment procedures; bylaws must be approved by the board of directors

**C****Capital campaign**

a fundraising program to raise funds for major capital projects or an endowment

**Case Management**

ChildServe and Polk County Health Services provide targeted case management and care coordination services to children and families enrolled in the Medicaid mental retardation (MR) and brain injury (BI) waiver programs.

**Case statement**

a tool used in fundraising to articulate the purpose and goals of a specific campaign

**Cause related marketing**

a form of corporate sponsorship where a company promotes a cause or organization by donating a percentage of the profits generated from the sale of a specific product

**CCU**

Continuing Care Unit (see Continuing Care Unit for more information)

**CEO**

the chief executive officer; top staff position of a nonprofit organization

**Chair**

the chief volunteer position in the organization; elected leader of the board

**Charitable contribution**

a tax-deductible donation given to a nonprofit organization

**Charity**

a nonprofit organization providing a public service as defined by the Internal Revenue Code Section 501(c)(3)

**Charter**

each standing committee has a charter which describes the purpose, membership and responsibilities.

**Chief executive**

the top staff position of a nonprofit organization, also called CEO or executive director

**Childcare**

Child.Serve offers licensed childcare services to children with *and* without disabilities in Ames and Johnston and specialized childcare to children with disabilities in Des Moines.

**ChildServe Habilitation Center, Inc.**

The purpose of this subsidiary organization is to enhance the well being of children with special health care needs and chronic health conditions by providing pediatric skilled nursing care and specialty services.

**ChildServe, Inc.**

This entity serves as the parent organization. Its purpose is to operate exclusively as the parent company & corporate framework for the benefit & support of the programs and services offered by the Child.Serve companies.

**ChildServe Medical Equipment and Supply Inc.**

The purpose of this subsidiary organization is to enhance the well being of children with special health care needs by providing mobility equipment, specialty medical supplies and services.

**ChildServe Community Options, Inc.**

The purpose of this subsidiary organization is to enhance the well being of children with special health care needs by providing integrated community care and services

**ChildServe Foundation, Inc.**

The purpose of this subsidiary organization is to enhance the well being of children with special health care needs by developing, receiving, and granting financial assistance to Child.Serve.

**ChildServe Therapy, Inc.**

The purpose of this subsidiary organization is to enhance the well being of children with special health care needs by providing skilled therapy, audiology, specialty clinics and services.

**ChildServe Homes, Inc.**

The purpose of this subsidiary organization is to enhance the well being of children with special health care needs by providing care in homes and apartments.

**ChildServe Homecare, Inc.**

The purpose of this subsidiary organization is to enhance the well being of children with special health care needs by providing specialty home health care.

**CHOROUS**

CHOROUS is an acronym that stands for ChildServe Organizational Results and Outcome System. Outcomes focus at mission attainment. Results focus at organizational performance.

**Code of conduct**

the high ethical standards expected of every board member

**Committee**

a group of a board organized to help manage the board's work. The board of directors has five standing committees: Executive, Governance, Strategic Planning, Finance and Program. The board of trustees has four standing committees: Executive, ChildServe Fund, ChildServe Endowment, and Investment.

**Community foundation**

a foundation whose mission is to support a specific community such as the Community Foundation of Greater Des Moines

**Community Living Bundle**

ChildServe offers three community living services: **Homes, Apartments and Community Supported Living**. We have grouped these three services into a "bundle" for administrative and program purposes.

**Confidentiality Policy**

a board policy defining unauthorized and improper disclosures of confidential information by board members

**Conflict of interest**

a situation in which the personal or professional concerns of a board member or a staff member affect his or her ability to put the welfare of the organization before personal benefit

**Consent agenda**

a component of the meeting agenda that groups routine items and resolutions as one agenda item

**Consultant**

an expert providing professional advice or services

**Continuing Care Unit**

the 37 bed skilled nursing unit that provides long-term care to children between infancy and age 21 This unit was renamed the WT and Edna M Dahl unit to honor the posthumous support. Child.Serve is the only organization in the state that offers this level of SNF pediatric care. The long term skilled nursing service is available for 37 children living.

**Covenants**

as a condition to receiving proceeds from tax exempt financing in 2007, ChildServe agreed to abide with two covenants that address debt and liquidity. If we are found to be in noncompliance with these two covenants on June 30 of each year, the bond holders and their trustee could begin to pursue agreed upon remedies.

**D****DIA**

The Iowa Department of Inspection and Appeals has major responsibility for ensure that health services offered at Child.Serve are in compliance with federal and state regulations.

**DHS**

The Iowa Department of Human Services contracts with Child.Serve to provide a range of services for children. As part of this relationship, DHS provides referrals of children and funding. In addition, it has some compliance and oversight of services not regulated by DIA.

**D&O (Directors' and Officers') insurance**

insurance that protects board members and top staff personnel from liability created by board decisions or actions

**DME (see Durable Medical Equipment)****Development**

a term used to describe all methods of obtaining funding or support for an organization

**Direct marketing**

a fundraising method relying on a one-to-one form of communication, usually direct mail

**Disclosure form**

a form on which board members annually detail personal and professional connections that could create a potential conflict of interest

**Disclosure requirement**

regulations requiring nonprofits to share financial or other information with the public, defining IRS form 990 as a public document

**Dissolution of nonprofits**

the formal procedure by which a nonprofit ceases to operate or exist; involves filing with the state and distribution of assets

**Donor-advised funds**

donations given to an entity in which the donor retains some control over how the funds are spent

**Due diligence**

an expectation that a board member exercises reasonable care and follows the business judgment rule when making decisions

**Duty of care**

an expectation that a board member exercises reasonable care when making decisions

**Duty of loyalty**

an expectation that a board member remains faithful and loyal to the organization

**Duty of obedience**

an expectation that a board member remains obedient to the central purposes of the organization and respects all laws and legal regulations

**E****Endowment**

a fund or collection of assets whose investment earnings support an organization or a specific project; funds are part of the ChildServe Foundation

**Ex officio**

"by reason of their office"; a person serving on a board due to his or her position rather than through elections

**Executive committee**

a committee that has specific powers, outlined in the bylaws, which allow it to act on the board's behalf when a full board meeting is not possible or necessary. The Executive Committee also serves as the board of directors for the ChildServe subsidiary organizations.

**Executive session**

a meeting of a board in which no staff are present

**F****FASB**

the Financial Accounting Standards Board; organization that develops concepts and standards for financial accounting and reporting for organizations and businesses; these standards are recognized as authoritative by the Securities Exchange Commission and the American Institute of Certified Public Accountants

**Family Support Bundle**

ChildServe offers three family support services: **Case Management, Respite, and Childcare**. We have grouped these three services into a "bundle" for administrative and program purposes.

**Feasibility study**

a first step for a capital campaign to determine whether adequate support exists to launch the campaign

**Fiduciary duty**

a responsibility of board members and the nonprofit board as a whole to ensure that financial resources of an organization are sufficient and handled properly

**Fiscal agent**

an organization or a legal entity managing the funds for a nonprofit organization

**Fiscal sponsor**

an arrangement where an established nonprofit provides financial support for a project that may be independent or which has yet to obtain its own tax-exempt status

**Form 8282**

a Donor Information Return form to be filed by a charity that sells property valued over \$5,000 that was donated to the organization

**Form 990**

an annual information form submitted to the IRS. The Governance Committee and the Finance Committee has specific responsibility to ensure compliance to the Form 990 regulations. (See the board policy on 990).

**Foundation**

a tax-exempt nonprofit organization that normally distributes funds rather than running its own programs

**Fund accounting**

a nonprofit accounting method that separates various restricted assets in different fund categories

**Fund balance**

an organization's claim to its assets; the net worth of the organization

**Fundraiser**

a special event or activity organized to generate funding for a nonprofit organization

**Fundraising**

a wide variety of activities that generate charitable support for an organization

## G

**Governance**

the legal authority of a board to establish policies that will affect the life and work of the organization while holding the board accountable for the outcome of such decisions

**Grant**

funding provided to an organization through a foundation or government source

**Grassroots lobbying**

influencing legislation indirectly by attempting to mold the general public's opinion on an issue

## H

**Hawk-I:****Healthy and Well Kids in Iowa****Home & Community Based Waiver Services (HCBS)**

Home and Community based Waiver Services is part of the Medicaid program and it funds a variety of services provided by Child.Serve: apartment services, respite, SCL, case management, and adaptive equipment

**Homecare**

Child.Serve is a certified home health provider specializing in pediatric skilled nursing care and therapy. Homecare is provided by licensed and certified nursing and therapy staff in the child/family's home.

## I

### **ICF/MR**

Intermediate Care Facility for the Mentally Retarded (see Intermediate Care Facility for the Mentally Retarded Facility for more information)

### **ICF/MR Homes**

11 home locations in Ankeny, Des Moines, Grimes, Johnston and Windsor Heights offer 24/7 care for 54 children who require nursing care, behavior support, and therapy services. The active treatment program focuses on enabling children to achieve growth and developmental milestones.

### **In-kind donation**

a donation of products or services instead of money to a nonprofit by a company or individual

### **Incorporation**

a legal process in which a group is created and recognized by the state as an entity separate from the individuals who manage or govern it

### **Indemnification**

a guarantee by an organization to rely on its own resources to pay board members' legal costs for claims that result from board service

### **Insider**

a board, staff, or family member of a board or staff member who has influence on the decisions made by the organization. The action of an insider could be construed as a conflict of interest.

### **Intermediate Care Facility for the Mentally Retarded Facility (ICF/MR)**

ChildServe Homes has an ICF/MR license to serve 54 children; license is awarded by the Iowa Health Facility Council; is reviewed annually by the Iowa Department of Inspection and Appeals

### **Intermediate sanctions**

IRS regulations creating penalties for nonprofit board members and staff who receive or authorize an excessive benefit transaction for an insider

### **IRS (Internal Revenue Service)**

a government agency that regulates the tax-exempt status of nonprofit organizations. The IRS has determined that ChildServe and its subsidiary companies are tax exempt and has granted it 501c3 status.

## J

### **Joint venture**

a specific project or event conducted by two or more nonprofits, or a nonprofit and for-profit corporation

## K

### **Knowledge management**

capturing, compiling, and disseminating data or information and turning it into knowledge

## L

### **Lead gift**

a significant contribution from an individual recognized in the community as philanthropically-inclined that launches a capital campaign and encourages others' participation

### **Legal audit**

a process of systematically reviewing all legal documents and processes, usually with professional help

### **Liability**

any legal responsibility, duty, or obligation

### **Lobbying**

attempting to influence legislation through direct contact with lawmakers or with constituents. While ChildServe does not have a registered lobbyist, we do lobby via state associations and grass roots lobbying.

## M

### **Mentoring**

an orientation tool where an experienced board member helps teach new board members about the organization and the work of the board

### **Merger**

combining two or more separately governed or owned organizations into one governed or owned organization

### **Minutes**

a legal written record of what occurred during a meeting

### **Mission**

the fundamental purpose and reason to exist for an organization

### **Mission statement**

this describes the needs the organization was created to fill and answers the basic question of why the organization exists

## N

### **NAC**

National Administrators Credential – a 40 hour class instruction sponsored by the National Child Care Association for child care administrators.

### **NACCP**

National Association for Child Care Professionals

### **NAEYC**

National Association for the Education of Young Children

### **NCCA**

National Childcare Association

### **NGO (Non-Governmental Organization)**

any nonprofit organization that is independent from government

### **Nonprofit organization**

an organization established for activities other than profit making

**Nonprofit sector**

this includes organizations that are independent from government and not part of the for-profit business sector

**Not-for-profit**

a term that usually refers to an activity rather than to a nonprofit organization as an entity

**O****Occupational Therapy (OT)**

provided by a licensed occupational therapist in Ames and Des Moines

**Officer**

a board leadership position; typically refers to the chair, vice chair, secretary, treasurer, or President/CEO.

**Operational reserves**

a reasonable buffer against unforeseen, seasonal, irregular, or exceptional cash shortages

**Outcome**

outcomes focus at the achievement of the ChildServe mission. Outcomes are part of ChildServe Organizational Results and Outcome System (CHOROUS).

**Orientation**

educating board members on their roles, responsibilities, their organization, and how the board works

**P****Parent Organization**

The corporate structure of ChildServe includes a parent organization called ChildServe, Inc. and seven subsidiary organizations that are wholly owned and operated by the parent. The subsidiary organizations include: ChildServe Habilitation center, ChildServe Homes, ChildServe Therapy, ChildServe Medical Equipment and Supply, ChildServe Community Options, ChildServe Homecare, and the ChildServe Foundation.

**PAT**

program for Infant/Toddler Care – a 50 hour certification program for supervisors and direct care staff

**Physical Therapy (PT)**

provided by a licensed physical therapist

**Planned giving**

gifts through wills, bequests, or trusts

**Policy**

written guidance, rules or requirements used to influence and determine decisions or actions about a specific issue or activity.

**Policy Manual**

a book in which all policies are compiled. Board policies are included in the Governance Manual and on the Governance website.

**President**

a term used to describe the chief staff officer of an organization

**Private inurement**

this happens when an insider, an individual who has sizable influence over the organization, enters into an arrangement with the nonprofit and receives benefits greater than she or he provides in return

**Program**

The program at Child.Serve includes 11 core services arranged into four program bundles. The program bundles include: Skilled Care Program, Therapy and Clinic Program, Community Living Program, and Family Support Program.

**Public support test**

an IRS regulation used to determine whether a nonprofit organization is a private foundation or public charity; involves determining the source of the majority of funding for the organization

**Q****QMRP**

the Qualified Mental Retardation Professional is a professional designation required by the Intermediate Care Facility (ICF/MR) regulations, A QMRP has four year human service degree and at least one year of experience working with children with disabilities.

**QPPS**

Quality Preschool Program Standards

**QRS**

Quality Rating System

**Quid pro quo contribution**

a donation that is given with the condition that the donor receives something in return

**Quorum**

a minimum number of people required at a meeting in order for business to be conducted; A quorum at Child.Serve is 50% plus one member.

**R****RDT**

rehabilitation and development therapies which includes occupational therapy, physical therapy, speech therapy, audiology, therapeutic recreation, child life, aquatics, durable medical equipment, and orthotics

**Respite**

Child.Serve provides respite services that enable the families to take a break from the day-to-day child caring demands. Respite services include: one-to-one, specialized, and group respite care in the family home or in one of two Respite Centers. Respite Centers offer specialized and group care that includes nursing support in Ames and Des Moines. Child.Serve operates Camp Child.Serve which is accredited by the American Camping Association.

**Results**

results focus at organizational performance. Organizational performance focuses at Care, Staff, and Business systems as well as organizational capacity. Results are part of Child.Serve Organizational Results and Outcome System (CHOROUS) .

**Retreat**

a day or weekend event where the board or staff go to a location outside of the office or board room and focus on a specific issue or a specific group of issues; examples include orientation, strategic planning, or self-assessment

**Robert's Rules of Order**

a parliamentary procedure used to conduct meetings

**S****SCL**

See Supported Community Living

**SCL/Apartments**

3 apartment locations in West Des Moines offer 24/7 care for 9 young adults (16 – 21) who require daily care and support, activities of daily living skill development, behavior management, and therapy services.

**SCL/Community**

ChildServe provides community-based activities of daily living skill development to children on a one-to-one basis and group settings. Services provided are aligned with the child's growth and development goals.

**Secretary**

an officer position that has oversight responsibilities for board minutes and records and archives of the board. The secretary is supported by the Executive Assistant.

**Self-assessment**

a process by which the board evaluates its own performance. The Governance Committee generally conducts a Board Self-Assessment every three years.

**Silent Whistle**

The Silent Whistle program provides family, staff and others the opportunity to provide anonymous feedback using telephonic and/or email communication. The board's Whistle blower policy provides guidance on the management of silent whistle feedback.

**Skilled Care Program Bundle**

ChildServe offers three skilled care services: Continuing Care Unit, Transitional Care Unit, and Homecare. We have grouped these three services into a "bundle" for administrative and program purposes.

**Skilled Nursing Facility (SNF)**

ChildServe is licensed by the Iowa Department of Inspections and Appeals to serve 58 children in two Units located in Johnston. The Continuing Care Unit is licensed to serve 37 children and the Transitional Care Unit is licensed to serve 21 children. The skilled nursing service is surveyed annually by the Iowa Department of Inspection and Appeals

**Speech Therapy (ST)**

Provided by a licensed speech therapist

**Staggered term limits**

an organizational structure where board members' terms expire in alternating years

**Standards of Conduct**

a board approved statement that outlines core expectations of trustees and directors as they conduct their governance activities

**Subsidiary Organizations**

The corporate structure of ChildServe includes a parent organization called ChildServe, Inc. and seven subsidiary organizations that are wholly owned and operated by the parent. The subsidiary organizations include: ChildServe Habilitation Center, ChildServe Homes, ChildServe Therapy, ChildServe Medical Equipment and Supply, ChildServe Community Options, ChildServe Homecare, and the ChildServe Foundation.

**Supported Community Living (SCL)**

an hourly service provided to children living at home with their family. The focus of SCL is individual and community skill development.

**SWOT analysis**

a tool for strategic planning; focuses on strengths, weaknesses, opportunities, and threats

**T****TCU**

Transitional Care Unit (see Transitional Care Unit for more information)

**T.E.A.C.H.**

Teacher Education and Compensation helps Early Childhood Iowa

**Tax Exempt Debt**

ChildServe is eligible to receive proceeds from bonds that are tax-exempt. Tax exemption debt generally has a lower interest rate than debt generated through the regular bond or mortgage markets. ChildServe has accessed funds through this method in 1981, 2002 and 2007.

**Tax-deductible donation**

a donation in which the donor can subtract the amount of the donation from his or her taxable income

**Term limits**

a restriction on the number of consecutive terms that a person can serve as a board member; Directors have two terms and Trustees three terms limits

**Therapy**

ChildServe is certified as an out-patient rehabilitation provider. We offer inpatient and outpatient skilled pediatric therapy in the areas of occupational, physical, speech and audiology. Services are offered in individual and group settings at the ChildServe Centers in Ames and Johnston. Evaluation and treatment of therapeutic concerns or diagnoses are also conducted in various Specialty Clinics at the Johnston location.

**Therapy and Clinics Bundle**

ChildServe offers two core services that make up the Therapy and Clinic Bundle: Therapy and Adaptive Equipment. Therapy includes the following disciplines: Audiology, Occupational, Physical, and Speech Therapy, Orthotics, Therapeutic Recreation, Aquatics, and Child Life. We have grouped these services into a "bundle" for administrative and program purposes.

**Third sector**

a term used to describe the nonprofit sector, as it is separate from government and the for-profit sector

**Transitional Care Unit**

the 21 bed skilled nursing unit that provides short-term sub-acute level care to children from infancy and to age 18 This unit was named the Larry Stelter and Peggy Fischer Transitional Care Unit to honor their financial support for the unit. Child.Serve is the only organization in the state that offers this level of SNF pediatric care. The sub-acute level of care is available for 21 children who require short term intensive nursing care and rehabilitation services.

**Transparency**

a system of operation that allows outsiders to see how the organization operates, makes decisions, and uses resources; an important aspect to ensure the public trust in an organization

**Treasurer**

a board officer position that is responsible for coordinating and ensuring financial oversight of the organization

**U****UBI (Unrelated Business Income)**

income generated by a nonprofit through activities that are not related to the mission of the organization

**UBIT (Unrelated Business Income Tax)**

a tax levied on the unrelated business income of a nonprofit; the tax is equivalent to corporate taxes

**V****Values statement**

a written description of the beliefs, principles, and ethical guidelines that direct a nonprofit's planning and operations. Child.Serve has identified four organizational values: Care, Integrity, Trust and Partnership.

**Vice-chair**

a board officer whose main duty is to replace the chair when the chair is not able to carry out his or her duties

**Vision**

a picture or a dream of a desired future in three to five years

**Vision statement**

a written description of the ultimate desired objective of the organization

**Volunteer**

a person working without compensation

**Volunteerism**

refers to volunteers and volunteer activities